

CHAPTER TWO

Council Activities



CHAPTER TWO

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COUNCIL'S GROUP OF ACTIVITIES

GUIDE TO THIS SECTION OF THE ANNUAL REPORT

Chapter Two - Our achievements reports on how well Council's activities performed during 2017/18 against the goals and targets set out in Chapter three of the 2015-25 Long Term Plan (LTP). The reporting covers how effectively services have been delivered to the community and financial results.

Reporting on service performance is provided for each activity group and includes the following information:

Overview

This provides a high level overview or explanation of the activity and the outcomes agreed in Western Bay of Plenty District Council's 2015-2025 LTP.

2017/18 highlights


Highlights can include key initiatives undertaken, projects completed, and milestones achieved for the activity. A graph will also be included to show the results and trends for Western Bay Council's measures for performance and customer satisfaction.

Service performance results

- Results trends for key measures
- How we have tracked progress towards our goals
- How we have tracked progress - levels of service

The 2015-2025 LTP identifies performance measures and targets to monitor Council's achievement of the agreed outcomes and levels of service. This section reports the results and provides explanation for any significant variances. Results are classified as follows:

 Target met

 Partial met (within 5% of target)

 Not met

Future initiatives

This section looks ahead and identifies key initiatives planned for the next 2-3 years.

Cost of service statements

The cost of service statement shows financial information for that activity, comparing actual expenditure against budget and the previous year's actual. The statements provide details of income and expenditure and, where relevant, capital expenditure.

Major variances

Where there are major variances between actual expenditure and budget a further explanation is provided.

Customer satisfaction

In the statements of service performance there are references to an Annual Resident Survey.

This survey was undertaken by Key Research and the sample included all residents within the Western Bay of Plenty District Council area with a sample size of 722 and margin of error of +/- 3.6%, with a confidence level of 95%.

Effects on community wellbeing

The table overleaf identifies the activity groups and their primary contribution to the Community Outcome.

The Long Term Plan (LTP) has identified significant or potential negative effects that may occur as a result of providing the following activities:

- WASTEWATER
- SOLID WASTE
- COMMUNITIES (INTERMENT)
- TRANSPORTATION
- WATER SUPPLY
- STORMWATER
- ECONOMIC

Council has structured its activities into 12 groups. These activity groups are comprised on individual activities which have a similar nature. The following table identifies each of the Activity Groups and their corresponding activities. It also shows the Community Outcomes the activity primarily contributes to.

ACTIVITY GROUPS	ACTIVITIES	PRIMARY COMMUNITY OUTCOMES	PAGE
Representation	<ul style="list-style-type: none"> • Sub-regional, District and Community representation • Financial Planning 	<ul style="list-style-type: none"> ▪ Effective, informed and inclusive leaders 	35
Planning for the future	<ul style="list-style-type: none"> • Policy and planning • Resource management planning • Infrastructure planning 	<ul style="list-style-type: none"> ▪ Vibrant and welcoming communities ▪ Effective, informed and inclusive leaders ▪ Thriving economy 	41
Communities	<ul style="list-style-type: none"> • Community development • Cultural development • Information centres • Emergency management • Community facilities 	<ul style="list-style-type: none"> ▪ Healthy and safe lifestyle ▪ Vibrant and welcoming communities 	47
Recreation and leisure	<ul style="list-style-type: none"> • Coastal and marine • Recreation reserves and facilities • Sub-regional reserves 	<ul style="list-style-type: none"> ▪ Vibrant and welcoming communities ▪ Clean, green and valued environment 	58
Regulatory services	<ul style="list-style-type: none"> • Animal control • Building and health services • Compliance • Regulatory services • Resource consents 	<ul style="list-style-type: none"> ▪ Healthy and safe lifestyle 	65
Transportation	<ul style="list-style-type: none"> • Rooding • Network development • Network optimisation • Environmental mitigation • Transportation health and safety 	<ul style="list-style-type: none"> ▪ Healthy and safe lifestyle ▪ Thriving economy 	72
Water supply	<ul style="list-style-type: none"> • Council water supply 	<ul style="list-style-type: none"> ▪ Healthy and safe lifestyle ▪ Thriving economy 	78
Stormwater	<ul style="list-style-type: none"> • Stormwater network • Waihi Beach coastal protection 	<ul style="list-style-type: none"> ▪ Healthy and safe lifestyle 	88
Natural environment	<ul style="list-style-type: none"> • Environmental protection 	<ul style="list-style-type: none"> ▪ Clean, green and valued environment 	94
Wastewater	<ul style="list-style-type: none"> • Wastewater 	<ul style="list-style-type: none"> ▪ Healthy and safe lifestyle ▪ Clean, green and valued environment 	100
Solid waste	<ul style="list-style-type: none"> • Solid waste 	<ul style="list-style-type: none"> ▪ Healthy and safe lifestyle ▪ Clean, green and valued environment 	112
Economic	<ul style="list-style-type: none"> • Economic development • Land drainage 	<ul style="list-style-type: none"> ▪ Thriving economy 	118

REPRESENTATION



REPRESENTATION

OVERVIEW

The Representation Strategy underpins Council's democratic processes and provides the community and the organisation with leadership and direction. The Strategy informs decisions about our representation arrangements, for example, the number of wards and their boundaries, community boards and number of Councillors.

WHY WE PROVIDE IT

OUR COMMUNITY OUTCOME

Leaders are informed by the views of residents to make effective decisions which improve our communities and environment, now and for the future.

OUR GOALS

- We have effective representation arrangements for our communities
- We engage with our communities, listen well, lead effectively and make well informed decisions
- We actively seek and consider the full range of residents' views on our plans, policies and projects
- We have strong relationships with Tangata Whenua and work together in a range of ways so that Tangata Whenua perspectives inform our decisions
- Our strategic relationships at all levels are maintained and strengthened
- Our financial management is prudent, effective and efficient.

2017/2018 HIGHLIGHTS

The Representation review commenced in 2017. This review of the level of representation provided to the District is a statutory requirement that takes place every three years. There are three key components to this review. They are:

1. Decision regarding the Electoral System – completed in August 2017 where it was decided to continue with First Past the Post.
2. Consider the establishment of Māori Wards in principle. Decision was made to establish Māori Wards, November 2017 however a resident poll overturned this decision in May 2018.
3. Identify representation arrangements for the District. Council is required to identify the best representation arrangement for the District. Council approved the initial proposal on 10 July 2018.

On completion of this work the decision is referred to the Local Government Commission and a final decision will be released in April 2019.

The Council's Long Term Plan 2018 – 2028 (LTP) was a significant driver in our work programme this year. This is Council's 10-year plan which governs our service delivery, infrastructure provision and associated finances for the next ten years. Elected Members were at the centre of this process and made significant decisions to enable a 'steady as we grow' approach. There was a significant level of consultation with the community to identify issues and identify areas of focus. In the final submission process, 413 submissions were received and considered before final decisions were made.

The Council adopted the LTP on 28 June 2018. This Plan sets an average rates increase of 2.7% for existing ratepayers across the ten years of the LTP (of which inflation accounts for 2.3%). Council has continued its approach to reducing debt. Council's net debt was \$140m in 2013, and at the end of the 2018 financial year was \$98m.

Council continued its advocacy role for our District at the national level which includes sub-regional roading. They have successfully advocated on a regional basis for priority to be given to NZTA projects that are important to our ratepayers.

The Partnership Forum is now fully operational and working to an agreed work programme.

We continue to work collaboratively with the Bay of Plenty Regional Council and Tauranga City Council through SmartGrowth for the betterment of the subregion.

WHAT WE PROVIDE

REPRESENTATION IS PROVIDED BY:



1 MAYOR



11 COUNCILLORS



PARTNERSHIP FORUM

Comprising iwi and hapū representatives

Participation in a range of COMMUNITY ORGANISATIONS, BOARDS & CO-GOVERNANCE STRUCTURES

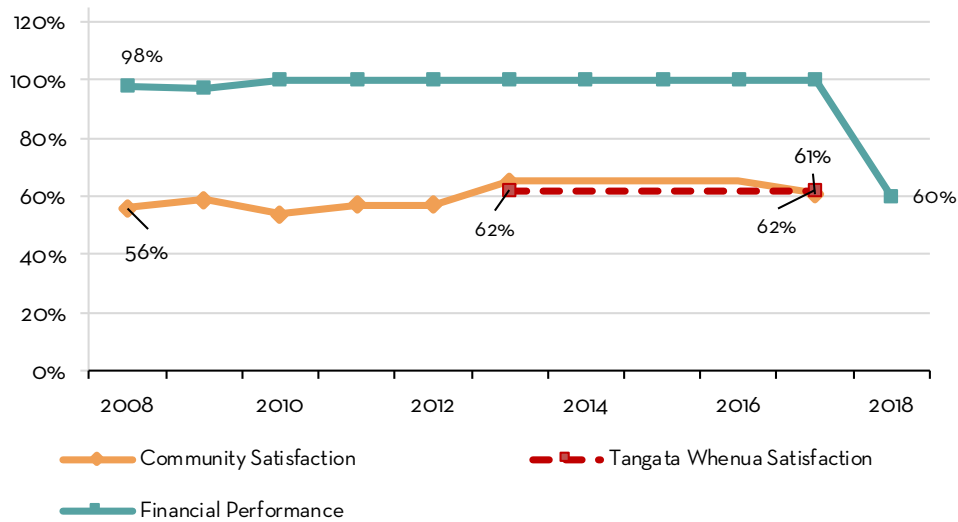
within the Western Bay of Plenty District



SERVICE PERFORMANCE RESULTS

RESULT TRENDS FOR KEY MEASURES

REPRESENTATION - TRENDS



HOW WE HAVE TRACKED PROGRESS TOWARDS OUR GOALS

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	ACHIEVED
	TARGET	RESULT	RESULT		
Key Performance Measure Percentage achievement in the financial performance index which monitors Council's financial stewardship. <i>(the index monitors Council's financial trends and level of compliance with 5 key treasury ratios. 100% is total compliance).</i>	100%	60%	100%	Interest expense on external debt higher than budget, and liquidity ratio was non compliant due to timing of capital expenditure at end of financial year.	✗
Supporting Measures Level of satisfaction with representation provided by Councillors and Community Boards members:					
• Community	NO SURVEY	NO SURVEY	61%	The next survey is scheduled for 2019,,	-
• Māori	NO SURVEY	NO SURVEY	62%		-
Level of Māori satisfaction with representation provided by the Partnership Forums (Te Arawa - East and Tauranga Moana - West).	NO SURVEY	NO SURVEY	46%	The next survey is scheduled for 2019,,	-
Percentage of residents confident that Council makes decisions that are in the best interest of the District.	NO SURVEY	NO SURVEY	57%	The next survey is scheduled for 2019,,	-
Affordability of rates Percentage movement in total rates income (after allowance for growth).	≤7%	2.2%	2.5%		✓

SERVICE PERFORMANCE RESULTS

HOW WE HAVE TRACKED PROGRESS - LEVELS OF SERVICE

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	ACHIEVED
	TARGET	RESULT	RESULT		
Representation will be provided by:					
<ul style="list-style-type: none"> • 1 Mayor • 11 Councillors • 5 Community Boards • 1 Partnership Forum (refer to page 18) 					
Number of meetings held per annum:	≥8%	10	10		✓
• Council based on 6 weekly cycle.					
• Community Boards based on 6 weekly cycle.	≥8%	8 (per community board)	6		✓
Partnership Forum based on quarterly meeting cycle.	≥2%	2	1		✓
Percentage attendance of elected members (Councillors and Mayor) at Council and Committee meetings.	≥80%	92%	87.5%		✓
Percentage attendance of Community Board members at Community Board meetings.	≥80%	92%	91.8%		✓
Level of compliance with statutory timeframes.	100%	100%	100%		✓
Council will engage with communities about decisions that impact on their community					
Level of community satisfaction with the opportunities to participate in decision making.	NO SURVEY	NO SURVEY	56%	Next survey will take place in 2019.	-
Number of Council Committee meetings held in the community.	≥4	4	4		✓
Finances will be managed to comply with the limits identified in the Treasury Policy					
Interest expense on external debt as a percentage of rates revenue (Maximum identified in Treasury Policy is 25%).	≤25%	12%	13.0%		✓
Liquidity ratio - this ratio monitors Council's ability to pay all current liabilities if they became due immediately.	≥110%	130%	130%		✓
Percentage of net external debt to total revenue.	≤190%	103%	119%		✓
Council will be financially prudent in the management of rates levied					
The percentage of District rates income not spent or committed at the end of the financial year.	≤2%	(0.2%)	(0.4%)		✓

FUTURE INITIATIVES

The final decision about the Representation Review is due in April 2019. This will determine composition of the next Council. Implementation of these decisions and preparation for the elections will begin after April 2019. The triennial Local Government elections will take place in October 2019.

We will continue to represent the District in regard to matters of sub-regional and national importance.

COST OF SERVICE STATEMENT

REPRESENTATION

	ACTUAL \$'000	BUDGET \$'000	ACTUAL \$'000
	2018	2018	2017
Analysis of expenditure by activity			
Representation	2,635	3,031	2,720
Total operating expenditure	2,635	3,031	2,720
Analysis of expenditure by class			
Direct costs	1,619	1,848	1,686
Overhead costs	1,007	1,173	1,022
Depreciation	9	10	12
Total operating expenditure	2,635	3,031	2,720
Analysis of funding required			
Community Board	433	419	441
Other income	3	-	68
Total revenue	436	419	509
Net cost of service - surplus/(deficit)	(2,198)	(2,612)	(2,211)
Capital expenditure	-	-	-
Total other funding required	(2,198)	(2,612)	(2,211)
Other funding provided by			
General rate	2,267	2,612	2,246
Reserves and future surpluses	(69)	-	(35)
Total other funding	2,198	2,612	2,211

MAJOR VARIANCES

Lower direct costs and higher revenues have resulted in a lower general rate requirement compared to budget, but in line with prior year.

PLANNING FOR THE FUTURE



PLANNING FOR THE FUTURE

OVERVIEW

The Planning for the Future activity includes policy and planning, resource management and infrastructure planning activities. These activities plan for the future guided by our sustainable development approach and the SmartGrowth Strategy.

SMARTGROWTH - AN OVERVIEW

SmartGrowth is the growth management strategy for the western Bay of Plenty sub-region. The sub-region encompasses both the Western Bay of Plenty District and Tauranga City. This area has experienced rapid population growth since the 1950s.

WHY WE PROVIDE IT

OUR COMMUNITY OUTCOME

In consultation with our communities and guided by our sustainable development approach, we plan for the future.

OUR GOAL

- Develop, monitor, review and advocate policy and plans that support the achievement of our vision for the District, our community outcomes and the direction provided by SmartGrowth.

2017/18 HIGHLIGHTS

The Council's Long Term Plan (LTP) 2018 – 2028 was adopted by Council on 28 June 2018. This plan outlines Council's key issues, projects, and priorities in the District over the next ten years. The development of this plan included three phases of community engagement, and a number of workshops with elected members. The focus was on rates affordability and prudent management of debt, whilst meeting the community's requests where possible. As part of the LTP process the Regulatory Services Strategy and Solid Waste Strategy were reviewed.

Growth in the Western Bay district continued and we are undertaking a number of studies and implementation of strategies to address growth issues. This includes our response to the National Policy Statement on Urban Development Capacity (NPSUDC). This statement requires high growth councils to ensure there is sufficient land available for development over the short to medium term. We have commenced work on a Future Development Strategy that identifies the location and timing of land required for long term (30 year) development.

Subdivision for People, an initiative to review the residential provisions of the District Plan commenced. The purpose of this initiative is to ensure that applications for subdivisions and residential development are meeting the outcomes sought by the Council's Built Environment Strategy.

A future Housing Demand and Need Assessment was completed through SmartGrowth. The purpose of this was to identify gaps in the housing market, particularly in relation to social and affordable housing. The next step is to develop and implement an action plan in the coming year.

There are a number of other initiatives to plan for and manage growth opportunities in the district. This includes:

- Katikati urban growth area – identification of a new growth area to cater for residential growth for Katikati
- Omokoroa structure plan stage 3 – to manage the urbanisation of the last growth stage in Omokoroa. This is in response to the NPSUDC that requires 10 years supply of greenfield land to be available (currently 9 years)

- Omokoroa industrial zone review – District Plan change to review the amenity provision of the industrial zones as they affect adjoining neighbours. Hearings are scheduled to take place in August 2018
- Tauriko West – provided input to the development of a proposed new urban growth area for Tauranga City.

We continued to collaborate with the Bay of Plenty Regional Council and Tauranga City Council to identify the natural hazards affecting the sub-region. During the year, we provided input to projects for Tauranga Harbour coastal erosion and inundation as well as Waihi Beach tsunami.

A review of the Post Harvest Zone has commenced. The purpose of this review is to ensure the current zone meets the needs of the industry going forward. Under consideration is the expansion of existing zones, possibility of new zones, and seasonal worker accommodation provisions. This review does not include seasonal worker accommodation provisions outside the post harvest zone however, a plan change will be in place for the 2019 season.

There were a number of plans and policies reviewed or developed. This included:

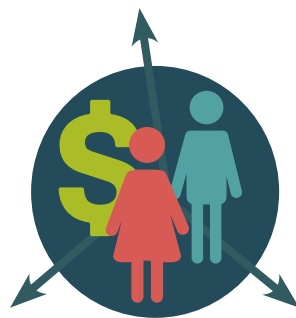
- Waste Management & Minimisation Plan was reviewed and adopted by Council in December 2017. This plan identifies a number of actions for Council to progress over the next six years
- Coastal Erosion Responses Policy was adopted August 2017, which enables Council to take a consistent approach to coastal erosion responses for strategic assets on Council-owned land
- Rentals for Encroachments on Council Land Policy was developed. This enables Council to charge a rental on Council land where it is used privately and generates significant financial benefit to the occupier
- Easter Sunday Trading Policy adopted by Council in December 2017. This enables Easter trading across the District.

WHAT WE PROVIDE

PLANNING FOR THE FUTURE INCLUDES:



POLICY & PLANNING



RESOURCE MANAGEMENT



INFRASTRUCTURE PLANNING ACTIVITIES



SERVICE PERFORMANCE RESULTS

RESULT TRENDS FOR KEY MEASURES

PLANNING FOR THE FUTURE - TRENDS



HOW WE HAVE TRACKED PROGRESS TOWARDS OUR GOALS

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	ACHIEVED
	TARGET	RESULT	RESULT		
Key Performance Measure Percentage completion of the annual work programme as identified in the Leadership - Planning for the Future Strategy and Action Plan	≥90%	95%	89%		✓
Key Resident Measure Resident satisfaction with the impact of growth on: <ul style="list-style-type: none"> • Range of housing choices • Personal safety • Time taken to travel around their area • Employment opportunities • Road safety • Overall pleasantness. *Based on a two yearly surveys.	≥75%	62%	NO SURVEY	The target and result were calculated excluding those surveyed who 'don't know'. The survey result including those that 'don't know' is 58%. Key areas of dissatisfaction were in relation to travel time and road safety.	✗

HOW WE HAVE TRACKED PROGRESS - LEVELS OF SERVICE

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	ACHIEVED
	TARGET	RESULT	RESULT		
District Plan updated to meet the needs of our District					
Number of sustained challenges by the Environment Court to District Plan changes.	NIL	NIL	NIL		✓
Structure Plans are developed and reviewed to ensure there is 'greenfield' land to accommodate growth.	≥5 YEARS SUPPLY	≥5 YEARS SUPPLY (except for Katikati which has 3 years supply)	9.27 YEARS SUPPLY	Supply of greenfield land available: <ul style="list-style-type: none"> • Waihi Beach 13.8 years • Katikati 3 years • Omokoroa 9.4 years • Te Puke 20.5 years Investigations underway to provide a new growth area for Katikati	✓
Our strategies are aligned with direction provided in SmartGrowth Strategy					
Percentage of Council's strategies aligned with SmartGrowth direction.	100%	100%	100%		✓
We will work with communities to develop and review Community Development Plans. These detailed plans set the vision for the community and actions required to achieve it					
The number of community plans developed or reviewed where Council has provided support to the community.	≥1	2	2		✓

FUTURE INITIATIVES

Three significant strategies are scheduled for review. They are Communities Strategy, Recreation & Leisure Strategy and the Natural Environment Strategy. These strategy reviews are linked to the requirement to transition from financial contributions to development contributions following amendments to the Resource Management Act in 2017.

Pensioner Housing and Solid Waste will be subject to a service delivery review under section 17A of the Local Government Act 2002. The purpose of this is to review Council's role and approach to delivering these services, with cost effectiveness being the primary driver.

Following on from the Housing Demand and Need Assessment completed in 2017, an action plan will be developed to respond to the completed assessment.

Other work relating to housing to be progressed in 2018/19 includes:

- Review of medium density residential provisions and merger of residential and medium residential zones into one.
- Urban design controls
- Minor dwellings and whether financial contributions should be charged
- Large dwellings that cater for more than one household
- Seasonal worker accommodation.

Implementation of Te Ara Mua, which is the strategic plan adopted by the Partnership Forum to jointly progress matters of importance to Tangata Whenua will continue. A key focus for 2018/19 will be progressing District Plan work in relation to sites of significance to tangata whenua.

Bylaw reviews are ongoing. In 2018/19 bylaws to be reviewed are Trading Public Places, General Bylaw, Water Supply System, Freedom Camping, and the Reserves and Facilities Bylaw.

The collaboration with Bay of Plenty Regional Council and Tauranga City Council will continue in regard to the identification of natural hazards affecting the sub region. The focus in 2018/19 will be liquefaction.

There are a number of plan changes to be undertaken to address implementation issues with the District Plan. There will also be an investigation of the future role and size of Te Puna Village - the commercial/industrial area around the SH2/Te Puna Road/Minden Road intersection.

COST OF SERVICE STATEMENT

PLANNING FOR THE FUTURE

	ACTUAL \$'000	BUDGET \$'000	ACTUAL \$'000
	2018	2018	2017
Analysis of expenditure by activity			
Policy and planning	1,391	1,331	1,033
Resource management	885	915	1,171
District development	(37)	(186)	(33)
Total operating expenditure	2,239	2,061	2,171
Analysis of expenditure by class			
Direct costs	1,520	1,337	1,523
Overhead costs	714	719	643
Depreciation	4	4	5
Total operating expenditure	2,239	2,061	2,171
Revenue			
Target rates	13	13	13
Other income	-	-	2
Total revenue	(13)	13	15
Net cost of service - surplus/(deficit)	(2,226)	(2,048)	(2,156)
Capital expenditure	-	-	-
Total other funding required	(2,226)	(2,048)	(2,156)
Other funding provided by			
General rate	2,296	2,247	2,204
Reserves and future surpluses	(70)	(199)	(48)
Total other funding	2,226	2,048	2,156

MAJOR VARIANCES

Expenditure of \$139k for the Long Term Plan 2018-2028 review was incurred in 2018, not incurred in 2017.

COMMUNITIES



COMMUNITIES

OVERVIEW

The importance of sustainable, resilient communities is paramount. In these communities residents feel included, support and look out for each other, influence decisions that affect them, collaborate to achieve the collective good and foster tolerance and acceptance of others.

Sustainable and resilient communities need strong social and cultural infrastructure to be able to respond to challenges and changes in society. We aim to ensure that the things needed for individuals, families, groups and communities to meet their social needs, maximise their potential for development and enhance their well-being are in place, such as community facilities, services and networks or social infrastructure. Not all social infrastructure in a community is provided by Council but we make a significant contribution to community well-being in the following ways:

- Providing places to learn, meet and socialise, for example halls and libraries (for further information see Libraries and Service Centres [page 140](#) and Community Facilities [page 149](#) in our Long Term Plan 2015-2025)
- Supporting communities through a range of community building activities (for further information see the Community Building section [page 129](#) in our Long Term Plan 2015-2025)
- Encouraging communities to be prepared and able to look after themselves in a civil defence emergency (for further information see the Civil Defence and Emergency Management section [page 162](#) in our Long Term Plan 2015-2025).

WHY WE PROVIDE IT

OUR COMMUNITY OUTCOME

Social infrastructure (community facilities, services and networks that help individuals, families, groups and communities) meets the diverse needs of communities; communities are strong and can influence their futures.

OUR GOALS

- Communities are healthy and safe
- Communities are vibrant and diverse
- Communities participate in the development of their futures.

2017/18 HIGHLIGHTS

The building of the new Katikati library, service centre and community hub, 'The Centre - Pātuku Manawa' was completed. On 21 August 2018 this will be officially opened. The Centre - Pātuku Manawa will enable designated space for specific functions. This includes meeting the community's needs for exhibition and display spaces, provide areas for youth and technology enabled activities and allow for extension of events and programming. This is a significant milestone for the Katikati Community.

Library services throughout the District continued to enhance the services provided and ran a number of events. This included:

- New customer self check-in in Te Puke with language choices i.e. Te Reo
- New Code Club in Te Puke where children learn the basics of computer Coding
- Stepping up programme in Te Puke and Maketu that offers free technology and training
- Te Puke heritage area which has recently acknowledged the suffrage campaign
- Collaboration across the district in running successful children's programmes
- Heritage - oral history videos in Katikati where there is a good collaboration between library and museum
- eBook consortium: a Consortium of 7 regional councils to purchase and share our eContent. In the last 6 months we have welcomed 4 new councils to the team: South Waikato, Matamata-Piako, Hauraki and Waikato. This brings the number of Councils to 11. Working together means that our community get access to a larger range and number of eContent (eBooks and eAudio books) all up about 30,000 items.

Construction of the special housing area in Omokoroa, known as Kaimai Views commenced with the first new house owners allowed access in July 2018. Council is currently working with SmartGrowth to develop the housing affordability forum pilot, which will facilitate more intensive housing than the special housing area.

Western Bay of Plenty/Tauranga are one of five sites participating in a two year pilot programme for Welcoming Communities. The programme aims to encourage and support local councils and their communities to take a greater leadership role in welcoming newcomers to the District. A stocktake has been completed of both Council's activities and a Welcoming Plan has been developed. The programme has received wide attention and a very high level of buy in from everyone involved.

The community team continued to work with the various communities on a number of initiatives. This includes:

- Community matching fund - \$100k made available to community groups to assist in the development of our communities
- Safer communities - the adoption and implementation of a safer communities strategy for Tauranga and the Western Bay. This will contribute and enhance community safety goals and outcomes. The Tauranga Western Bay of Plenty safer community forum meets seven times per year and works in partnership with the emergency services
- Trustpower awards - administration of the awards process
- Service Delivery Contracts - successful delivery of various contracts to community organisations. All recipients are delivering community activities and programmes that support community development for safety, recreation and leisure outcomes. This includes surf lifesaving, Katikati Community Centre, Sports BOP
- Te Puke Co-lab which brings together all organisations providing social services in the Te Puke area to identify ways of collaborating and providing stronger sustainable community outcomes
- Tauranga Youth Development team summer programme. This programme provided recreation and leisure development activities for young people over summer in our communities.



WHAT WE PROVIDE - COMMUNITY BUILDING

SERVICE DELIVERY CONTRACTS

OVERVIEW

Working with our communities and local organisations we achieve healthy, safe, vibrant and diverse communities. Our Community Development Team is fundamental to achieving this outcome.



WHAT WE PROVIDE - LIBRARIES AND SERVICE CENTRE

OVERVIEW

Our libraries fulfil an important community function across the District by informing and encouraging people to meet and socialise. Libraries have been described as well-insulated public squares or 'community anchors' demonstrating their value as important community assets. Libraries can contribute to a sense of belonging by collecting and displaying the history of an area.

WHAT WE PROVIDE



ONE
HEAD OFFICE
with service centre



FOUR
LIBRARIES
and service centres



105,857 ITEMS HELD
IN THE
FOUR LIBRARIES



INFORMATION AND ASSISTANCE TO
10,007

INTERNATIONAL AND LOCAL VISITORS
*from 1 July 2017 - 30 June 2018 at our visitor
centres Katikati and Te Puke*



Funding to support
KATIKATI COMMUNITY CENTRE
AND TAURANGA CITIZENS' ADVICE
BUREAU



SCHOOL HOLIDAY EVENTS, WEEKLY
PROGRAMMES, INTERACTIVE
SCHOOL PROGRAMMES



281,514

PEOPLE VISITED WESTERN BAY
COUNCIL'S LIBRARIES AND SERVICE
CENTRES

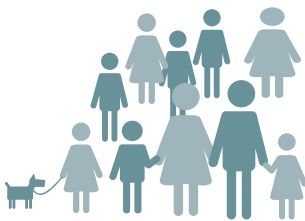
from 1 July 2017 - 30 June 2018

63,904

SESSIONS OF FREE WIFI
during 1 July 2017 - 30 June 2018



253,192
LIBRARY ITEMS ISSUED
during 1 July 2017 - 30 June 2018



9,106

PEOPLE ATTENDED

545 EVENTS

*from 1 July 2017 - 30 June 2018
at our school holiday, weekly
programmes, interactive school
programmes*

**FREE
WIFI**

**LOCAL
HISTORY
ARCHIVES**

WHAT WE PROVIDE - COMMUNITY FACILITIES

OVERVIEW

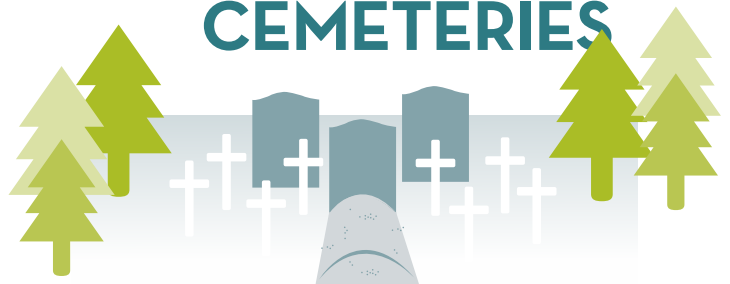
Public spaces and community facilities enable recreation, bring people together and create a sense of belonging, all of which is essential for healthy and vibrant communities. We are a key provider of indoor and outdoor community facilities, for example libraries, parks, playgrounds and halls.

HOUSING FOR OLDER PEOPLE



34 UNITS in Te Puke
17 UNITS in Katikati
19 UNITS in Waihi Beach

CEMETERIES



KATIKATI Cemetery
MAKETU Cemetery
OROPI Cemetery
TE PUKE Cemetery (and old Te Puke Cemetery where further plots are unavailable)

HELP SUPPORT COMMUNITY HALLS

KAIMAI HALL
 KATIKATI WAR MEMORIAL HALL
 OHAUITI HALL
 OMANAWA HALL
 OMOKOROA SETTLERS HALL
 OROPI HALL

PAHOIA COMMUNITY HALL
 PAENGAROA HALL
 PUKEHINA BEACH COMMUNITY CENTRE
 PYES PA HALL
 TE PUKE WAR MEMORIAL HALL
 & Settlers Lounge & Pioneer Room

TE PUNA COMMUNITY CENTRE
 TE PUNA WAR MEMORIAL HALL
 TE RANGA HALL
 WAIHI BEACH COMMUNITY CENTRE
 WHAKAMARAMA HALL

WHAT WE PROVIDE - CIVIL DEFENCE AND EMERGENCY MANAGEMENT

OVERVIEW

Global natural disasters such as the Christchurch earthquakes and tsunami in Japan, combined with the increased frequency of extreme weather events have heightened awareness among Bay of Plenty communities to the risk of tsunami, earthquakes and floods in particular. It is vital that the community and Council are prepared to respond to, effectively manage and recover in emergency situations.



RESILIENCE PLANNING



COUNCIL STAFF *trained to respond*

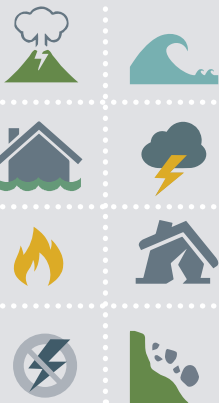


EMERGENCY OPERATIONS CENTRE



COMMUNICATIONS SUPPORT

BAY OF
PLENTY CIVIL
DEFENCE AND
EMERGENCY
MANAGEMENT
GROUP *and Plan*

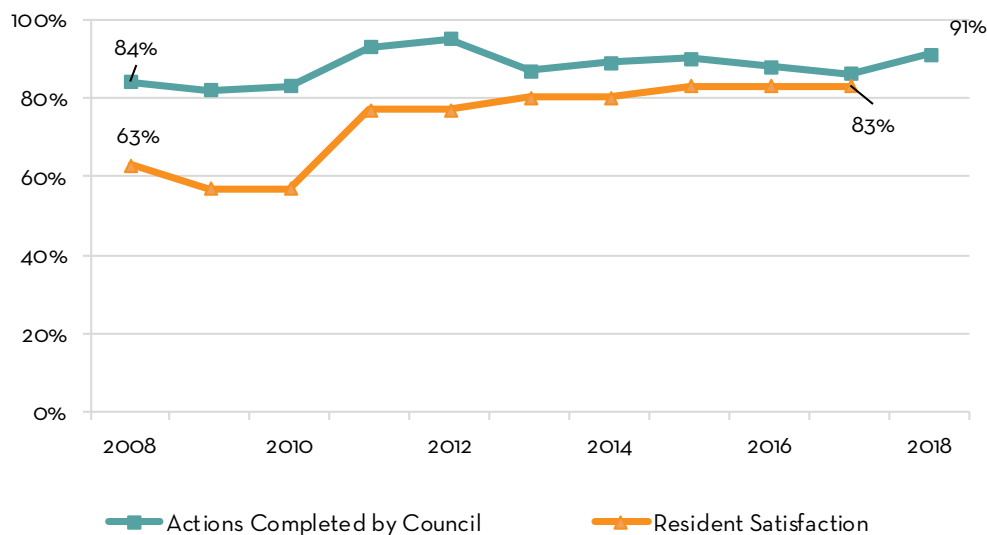


EDUCATION

SERVICE PERFORMANCE RESULTS

RESULT TRENDS FOR KEY MEASURES

COMMUNITIES - TRENDS



HOW WE HAVE TRACKED PROGRESS TOWARDS OUR GOALS

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	
	TARGET	RESULT	RESULT		
Key Performance Measure Percentage completion of the annual work programme as identified in the Community Strategy and Action Plan.	≥90%	91%	86%		✓
Key Resident Measure Level of resident satisfaction with Community Services based on two-yearly survey. This includes community development, library services and cemeteries. (Monitored by the Annual Residents' Survey, those that are 'satisfied' and 'very satisfied').	NO SURVEY	NO SURVEY	83%		-

HOW WE HAVE TRACKED PROGRESS - LEVELS OF SERVICE

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	
	TARGET	RESULT	RESULT		
Develop and deliver a coordinated Community Safety Programme in accordance with the Community Safety Policy					
Number of community safety initiatives supported by Council	9	9	9		✓
We will actively build capability in community organisations					
Number of capability building workshops held.	≥2	3	4		✓
We will engage with Tangata Whenua					
Number of engagement initiatives with Tangata Whenua.	≥4	15	31		✓
Number of new or reviewed iwi/hapū management plans received.	≥2	1	3	We are working with other iwi/hapū in the development of their plans, but they were not ready to submit their plans by June 2018. Iwi and hapū are also considering developing Mana Whakahono a Rohe agreements, which are new mechanisms provided under the Resource Management Act that encompass many of the elements of an iwi/hapū management plan.	✗
Library services will be maintained at Katikati, Omokoroa, Te Puke and Waihi Beach					
Number of library items available per person	≥1.95	2.0	2.19		✓
Library space (m2) available per 1,000 residents.	26M ²	20M ²	20M ²	The opening of the new Katikati Library in August 2018 will increase library space available.	✗
Number of physical visits per annum.	≥300,000	281,514	310,889	There has been a decline in visitor numbers at Te Puke and Katikati. At Omokoroa there has been a 2% increase.	✗
We will be responsive to customers requests for service					
Percentage of service requests resolved within specified timeframe.	≥95%	96%	94.8%		✓
Percentage of customers that lodged a request for service who are satisfied with action taken.	≥95%	96%	94.8%		✓
Percentage customer satisfaction with service provided by frontline staff based on two-yearly survey.	≥90%	NO SURVEY	NO SURVEY	Review of current surveys underway.	✗
We will provide cemeteries at Katikati, Maketu, Oropi and Te Puke (excludes old Te Puke cemetery as there are no further plots available for purchase)					
Number of cemeteries where plot availability is >30% of annual plot requirements or 5 plots at any one time.	4	4	4		✓
Partnerships with hall committees will be maintained					
Number of partnership agreements in place with existing hall committees. Three halls are not on Council's land so no agreement in place.	15	15	15		✓
Minimum number of notifications (per year) each hall committee will receive regarding annual budget and policy changes.	2	2	2		✓
We will provide and maintain 70 pensioner units in Katikati, Te Puke and Waihi Beach					
Percentage of service requests actioned within agreed timeframes.	≥90%	100%	94%	All available units tenanted. Units unavailable when maintenance completed between tenancies.	✓

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	
	TARGET	RESULT	RESULT		
Pensioner housing occupancy rates.	≥90%	100%	100%		✓
Percentage of pensioner housing annual inspections completed.	100%	49%	100%	Inspections completed at Te Duke, Waihi Beach and Katikati inspections were completed on 11 July 2018.	✗
Emergency Management services will be provided					
Percentage of Emergency Operations Centre (EOC) staff trained to operate the emergency operations centre.	≥75%	77%	84%		✓
Percentage of roles in the Emergency Operation Centre (EOC) that are filled.	≥75%	92%	126%		✓
Number of community initiatives to promote emergency readiness and response (i.e. emergency plans and actions identified).	8	9%	11		✓

FUTURE INITIATIVES

In recognition of the heritage collections held and in collaboration with the Katikati Museum the local history days will return in 2018/19 year. The first history day will be in Waihi Beach in August 2018. This event continue at various locations throughout the District.

We recognise there is a need for the community to connect. To facilitate this we intend to explore what the community hub might mean for the Western Bay and specifically what that might look like for Omokoroa.

The Aotearoa Peoples Network will undertake free WIFI rollout of new hardware from August 2018. We will get more devices and mobile options for our customers to gain access to the Digital World.

The development of the Special Housing Area (SHA) will continue with specific focus on intensive housing within the SHA.

In 2019 year, a review of the pensioner housing activity under section 17a of the Local Government Act 2002 will be completed. The purpose of this is to review Council's role and approach to delivering these services, with cost effectiveness being the primary driver. Any decisions resulting from the review will be implemented after this.

COST OF SERVICE STATEMENT

COMMUNITIES

	ACTUAL \$'000	BUDGET \$'000	ACTUAL \$'000
	2018	2018	2017
Analysis of expenditure by activity			
Libraries, information and service centers	2,740	3,064	2,999
Community building and service contracts	1,959	1,983	1,859
Housing for older people	523	477	527
Cemeteries	153	172	142
Community halls	331	376	300
Civil defence emergency management	441	469	642
Total operating expenditure	6,145	6,540	6,468
Analysis of expenditure by class			
Direct costs	4,360	4,396	4,373
Overhead costs	1,538	1,609	1,661
Interest	(119)	(22)	(108)
Depreciation	367	557	542
Total operating expenditure	6,145	6,540	6,468
Revenue			
Targeted rates	1,929	1,876	2,066
User fees	83	75	65
Subsidies	437	473	18
Other income	594	590	754
Total revenue	3,043	3,013	2,904
Net cost of service - surplus/(deficit)	(3,103)	(3,526)	(3,564)
Capital expenditure	5,069	5,232	480
Total other funding required	(8,172)	(8,758)	(4,044)
Other funding provided by			
General rate	3,589	3,712	3,523
Debt increase/(decrease)	2,670	2,655	102
Proceeds from sale of assets	-	-	(32)
Reserves and future surpluses	1,913	2,392	451
Total other funding	8,172	8,758	4,044

MAJOR VARIANCES

The Katikati library build was the most significant project in 2018, at a cost of \$3.3m to date. The opening of the new library The Centre - Patuki Manawa is due to open in August 2018.

RECREATION AND LEISURE



RECREATION AND LEISURE

OVERVIEW

A sustainable, liveable community is one which can draw on well-planned recreational opportunities which are part of the 'live, learn, work, play' SmartGrowth philosophy. Whether it's fishing, hunting, swimming at the beach, river rafting, a concert in a park, strolling along the harbour edge, kicking a ball around, the outdoors is the place to do it.

WHY WE PROVIDE IT

OUR COMMUNITY OUTCOME

Recreation and leisure facilities are well planned and safe to meet the diverse and changing needs of our community.

OUR GOALS

- Provide safe, healthy and appropriate facilities
- Provide a basic range of public facilities across our District
- Work and collaborate with the wider community including Tangata Whenua to provide and promote recreation and leisure facilities
- Support provision of sub-regional recreation and leisure opportunities
- Protect important natural environment, cultural and heritage values
- Ensure resources are secured to provide for future public recreation and leisure needs in response to population growth, changing recreational trends and the changing demographics of our communities.

2017/18 HIGHLIGHTS

To plan for the future recreation and leisure needs, concept plans are developed and maintained for all our reserves to ensure optimum outcomes are achieved for the community. These plans provide a blueprint for the development of a reserve through a staged work programme over an agreed timeframe. During the year, concept plans were completed for Lynley Park subdivision reserves, Precious Reserve, Maramatanga Park, and Opureora Jetty. We also initiated the review process for the concept plan for the Omokoroa Domain and Esplanade and Wairoa River esplanade reserve.

The international Green Flag Award was awarded to the TECT All Terrain Park for the fourth year in a row. This award was judged across a set criteria which covers - horticultural standards, cleanliness, sustainability, community involvement and providing a warm welcome. Of particular recognition was the innovative planning that has been undertaken. This includes technology for monitoring gate traffic and high use areas, planning for the cell phone tower coverage and future proofing the park for sustainability.

A number of projects completed during the year was in response to the significant growth in Omokoroa. This included construction of two more tennis courts at Omokoroa Sports Ground, Western Avenue, which increases the total to four courts. The Omokoroa Tennis Club provided the specialist surface and lights.

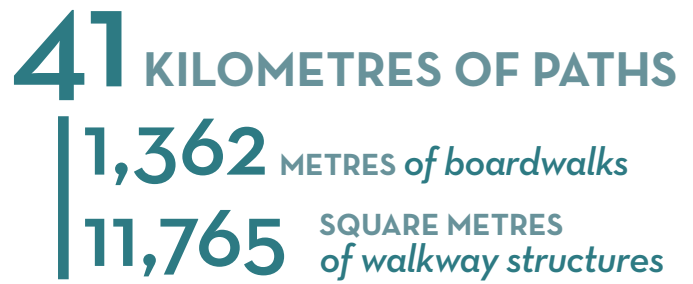
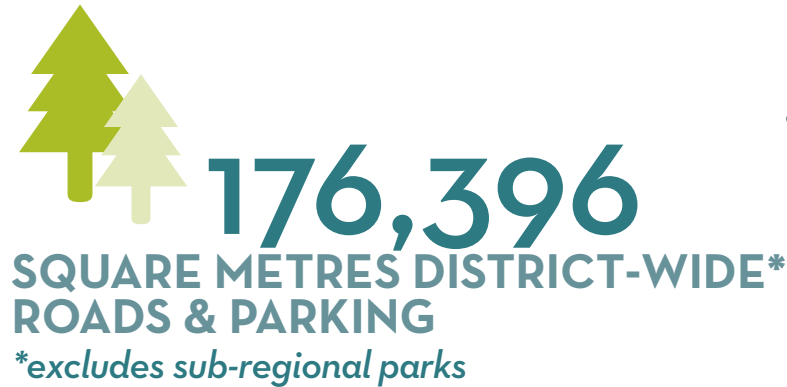
Work continued on the cycleway network for the District. The new cycleway bridge crossing the Mangawai estuary was built as part of the Omokoroa to Tauranga cycleway. This cycleway is scheduled for completion at the end of 2018. Work has also commenced on new cycleways at Katikati, Waihi Beach and Te Puke.

The Reserves Maintenance Contract has been reviewed and retendered. The new contract was awarded on 11 June 2018 for an initial three years, with two renewal periods for another three years.

Other key developments and initiatives include:

- Opureora boat ramp and Omokoroa ferry ramp - widened to provide for new ferry vessel
- Diggelman Park Toilets - completed themed Kiwi loggers hut
- Te Puke and Katikati swimming pools - enjoyed good seasons. Changing room upgrade at Katikati's Dave Hume pool was appreciated by users
- Tauranga Harbour riparian planting continues in conjunction with the Bay of Plenty Regional Council
- Fairhaven Reserve playground in Te Puke has been replaced with more modern day equipment
- Continued response to coastal erosion issues affecting Council land in accordance with Council's Coastal Erosion Policy
- Implementation of a new infrastructure asset management system (AssetFinda)
- Continued development of the cycleway network.

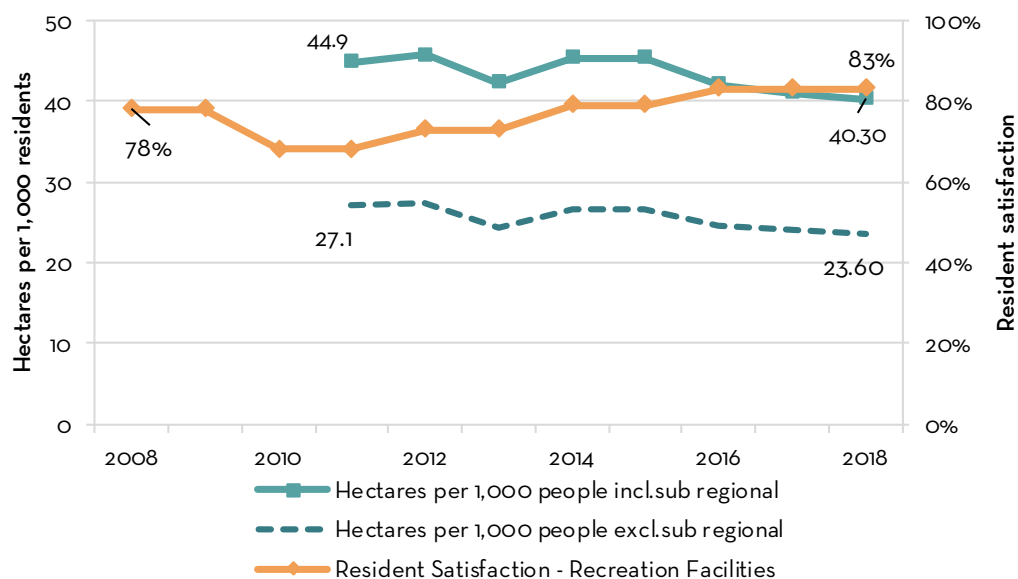
WHAT WE PROVIDE



SERVICE PERFORMANCE RESULTS

RESULT TRENDS FOR KEY MEASURES

RECREATION AND LEISURE - TRENDS



HOW WE HAVE TRACKED PROGRESS TOWARDS OUR GOALS

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	ACHIEVED
	TARGET	RESULT	RESULT		
<p>Key Performance Measure Total hectares of park land provided for recreation or conservation purposes per 1,000 residents.</p> <ul style="list-style-type: none"> Excluding sub regional parks (TECT All Terrain Park and Huharua Harbour Park) Including Council's share of sub-regional parks. <p><i>Please note: The decreasing trend is recognising population growth in the District and that facilities will be shared by more people.</i></p>	<p>≥25.0 HA</p> <p>≥40 HA</p>	<p>23.6 HA</p> <p>40.3 HA</p>	<p>24.0</p> <p>41.1</p>	<p>No new land has been developed yet and the District's population is increasing. As a result there is a reduction of land available per 1,000 residents.</p>	<p>✗</p> <p>✓</p>
<p>Key Resident Measure Two-yearly survey of resident satisfaction with reserves and recreational facilities and amenities. Based on residents who are 'very satisfied' and 'satisfied'.</p>	<p>≥75%</p>	<p>83%</p>	<p>83%</p>	<p>The target and result were calculated excluding those surveyed who 'don't know'. The survey result including those that 'don't know' is 56%.</p>	<p>✓</p>
<p>Supporting Measures Percentage of recreational facilities that have a condition rating ≤ 3 (1 excellent, 5 very poor as defined in the NZ Park and Recreation Asset Grading Standard manual).</p>	<p>≥90%</p>	<p>93.8%</p>	<p>94.9%</p>		<p>✓</p>
<p>Percentage of annual work programme completed as identified in the Recreation and Leisure Strategy and Action Plan. This identifies the total annual actions required for this strategy.</p>	<p>≥90%</p>	<p>79%</p>	<p>86%</p>	<p>Some projects were delayed due to external parties still to complete work, reliance on external funding, and project delays.</p>	<p>✗</p>

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	ACHIEVED
	TARGET	RESULT	RESULT		
Percentage of reserve management plans that have been reviewed (3 yearly cycle) in accordance with the Reserve Management Act 1977.	NO REVIEW	33%	NO REVIEW	Kaimai Ward Reserve Management Plan review undertaken. No other plans were due to review.	

HOW WE HAVE TRACKED PROGRESS - LEVELS OF SERVICE

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	ACHIEVED
	TARGET	RESULT	RESULT		
We will provide a basic range of public facilities across our District					
Number of community safety initiatives supported by Council,					
• Actively maintained parkland (excludes sports parks)	≥5	4.79	4.89	No new land has been developed yet district population is increasing. As a result there is a reduction of land available per 1,000 residents.	
• Natural land	≥20	18.32	18.71		
• Sports parks.	≥1.4	1.42	1.45		
Please note: this excludes the joint sub-regional TECT All Terrain Park and Huharua Harbour Park.					
Number of recreational facilities provided:					
• Playgrounds per 1,000 children (under 15 years old)	≥3	2.9	2.9		
• Skateparks/paths facilities	6	7	6		
• Boat ramps	18	18	18		
• All tide boat ramps.	2	2	2		
Number of Council funded swimming pools (Katikati and Te Puke).	2	2	2		
Number of toilet facilities provided.	69	69	71		
Level of reserve-user satisfaction as monitored by the two-yearly intercept surveys ('satisfied' or 'very satisfied').	≥85%	NO SURVEY	NO SURVEY	Next survey scheduled for 2018/19 year.	
Please note: the decreasing trend is recognising population growth in the District and that existing facilities will be shared by more people.					
We will provide sub-regional parks per the joint partnership with Tauranga City Council					
Achieve Green Flag accreditation for the TECT All Terrain Park on a three yearly basis.	NO APPLICATION	ACHIEVED	ACHIEVED		

FUTURE INITIATIVES

The Council's Recreation & Leisure strategy will be reviewed in the 2018/19 year. This is in response to impact of the change in legislation requiring Council to move from our current practice of financial contributions to development contributions. This strategy review will determine the future direction of this activity and identify future projects and levels of service.

As areas are developed to meet the needs of the growing population, it will provide opportunities to upgrade current facilities. At the Waitui Reserve in Te Puna, a replacement toilet will be connected to the new wastewater reticulation system.

At the TECT All Terrain Park we will continue to work with the various interest groups as they seek to develop their respective areas. We will also maintain our support for the establishment of a cell phone tower at the park which is part of the rural broadband initiative.

There are a number of projects planned to maintain and extend our recreation and leisure facilities to meet the needs of our growing population. This includes:

- Moore Park - extension to provide additional 1.8ha of sportsgrounds
- Replacement of Opureora Jetty
- Completion of localised cycleway/walkway networks at Waihi Beach, Katikati and Te Puke
- Completion of the Katikati/Waihi Beach ward reserve management plan
- Work with Paengaroa Community Association on the preparation of a concept plan for Conway Road reserve
- Work with BOP Rowing in the establishment of a pontoon and access to the Wairoa River to facilitate access to the river
- New playground planned for Omokoroa Sports ground
- Omokoroa Reserves development (various recreation facilities projects from priorities identified through the concept plan process)
- Completion of the Omokoroa to Tauranga cycleway
- New toilet facilities at the Waihi Beach water catchment reserve (Waihi Beach Dam)
- Katikati cemetery capacity improvements
- Paengaroa Domain Playground renewal/upgrade.



TECT All Terrain Park - Pyes Pa, Tauranga

COST OF SERVICE STATEMENT

RECREATION AND LEISURE

	ACTUAL	BUDGET	ACTUAL
	\$'000	\$'000	\$'000
	2018	2018	2017
Analysis of expenditure by activity			
District reserves	4,473	4,241	4,362
Motor camps	77	73	64
Swimming pools	318	321	368
Harbour structures	1,048	845	865
Sub-regional parks	871	840	850
Total operating expenditure	6,788	6,320	6,509
Analysis of expenditure by class			
Direct costs	4,588	3,714	4,068
Overhead costs	941	921	864
Interest	(267)	33	(101)
Revaluation movement	-	-	25
Depreciation	1,525	1,651	1,652
Total operating expenditure	6,788	6,320	6,509
Revenue			
User fees	25	26	15
Financial contributions	2,313	1,583	2,302
Subsidies	104	10	72
Vested assets	166	-	-
Forestry revaluation	-	-	911
Other income	1,006	693	1,008
Total revenue	3,615	2,312	4,308
Net cost of service - surplus/(deficit)	(3,175)	(4,008)	(2,201)
Capital expenditure	1,551	3,061	1,550
Vested assets	166	-	-
Total other funding required	(4,890)	(7,069)	(3,751)
Other funding provided by			
General rate	5,423	4,993	5,044
Debt increase/(decrease)	(12)	589	(11)
Reserves and future surpluses	(522)	1,486	(1,283)
Total other funding	4,890	7,069	3,751

MAJOR VARIANCES

Other income was \$17.2m higher than prior year. This was predominantly due to asset revaluation in the year.

REGULATORY SERVICES



REGULATORY SERVICES

OVERVIEW

As a regulator we are required to take a balanced response to decision-making by considering the competing rights of individuals and groups to undertake particular activities.

Our decisions on these activities are influenced by:

- Legislation, regulations and national standards that we are required to comply with
- The opportunities we take to develop local policies, plans and by-laws to regulate local issues.

Our Regulatory Services Strategy includes activities which protect people and the environment by regulating and licensing aspects of commercial services and private behaviour where well-being issues arise. These activities include:

- Animal control services
- Building services
- Resource consent services
- Community protection.

Overall we aim to provide high quality regulatory services in a fair and impartial manner, ensuring that customers are kept fully informed at key stages in the service delivery process.

WHY WE PROVIDE IT

OUR COMMUNITY OUTCOME

Regulatory services support community well-being.

OUR GOALS

- Animal control services - provide a safe environment for the public taking into account the needs of animal owners
- Building services - building work is regulated to ensure the health and safety of people and sustainability in design and construction methods
- Resource consent services - the quality of the environment enjoyed by residents and visitors is maintained and enhanced
- Community protection - protect and preserve the environment and public health and safety by minimising risks from nuisance and offensive behaviour.

2017/18 HIGHLIGHTS

Animal Services

We had another successful Wander Dogs walk series that provides a great opportunity for the animal services team to engage with dog owners. These walks are held from October to March and during that time four walks were held, with three cancelled due to bad weather. Unfortunately, this years Doggies Day Out was also cancelled due to bad weather.

As a result of growth in the District there has been a subsequent a 4% increase in number of dogs registered. In spite of this, 98% of all known dogs in the District are registered.

Building Services

In February 2018 Council maintained their IANZ accreditation for another two years. This is an independent validation of our building processes and enables us to keep operating as a building consent authority.

In preparation for this accreditation all our building policies and procedures were reviewed, electronically documented and transferred in to Promap using the GoShift Quality Management System. The Council were the first to adopt and implement the GoShift QMS and were able to demonstrate that it was fit for purpose.

Our electronic building consent portal went live in October 2017. This enables building consent applications to be received and processed electronically. Overall, the customer feedback on this initiative has been favourable.

The volume of applications received is consistent with last year with a total of 1294 (2017: 1393) received with the value of building works \$258.7 million. In processing these consent applications 97% were processed within the statutory timeframes.

Building consent staff are in high demand nationwide. As a proactive measure Council has developed a cadet scheme to train building control officers with a view to ensure future resourcing capacity.

Compliance & Monitoring

We have completed year two of transition requirements under the Food Act 2014. At year-end 98% of businesses required to transition to the new requirements have done so. Council has received approval from Ministry of Primary Industries as a Food Act Verification Agency for national programme premises. This means that we can verify and inspect food business that are low risk premises, this is significant as it ensures that we can support the large number of horticultural based businesses in our area.

To optimise the time our inspectors spend in the field we have introduced electronic tools for inspectors to use. This means that they can spend more time in the field, and reduces the level of administration tasks required. As a result, the level of customer service for bookings and frequency of inspections has been enhanced.

We continued the monitoring of resource consents, and compliance with Councils District Plan with one infringement notice issued and 12 abatement notices issued, for five individual sites. Overall, there was a 32% increase in district plan compliance complaints received and responded to by Council.

Resource Consents

The number of resource consent applications received is consistent with the previous year. Total received were 549 (2017 =578). In the second half of the year, there has been a decline in the number of subdivision applications lodged. Overall 84.5% of applications were processed within the statutory timeframe of 20 days.

A comprehensive review of our resource consents processes has commenced with a view to identifying efficiencies and moving to an electronic processing platform.

In response to the growth within the District and the need to connect with the development community a regular newsletter is published to provide information on Council's policy, updates on any statutory changes in regard to both resource and building consents. This has been received favourably.



WHAT WE PROVIDE



RESOURCE CONSENT AND MONITORING

BUILDING INSPECTIONS



BUILDING CONSENT PROCESSING



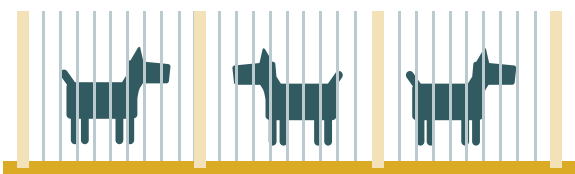
PARKING WARDENS

MOBILITY CAR PARKS



FOOD PREMISES INSPECTION LICENSING - FOOD AND LIQUOR

NOISE CONTROL



DOG POUNDS

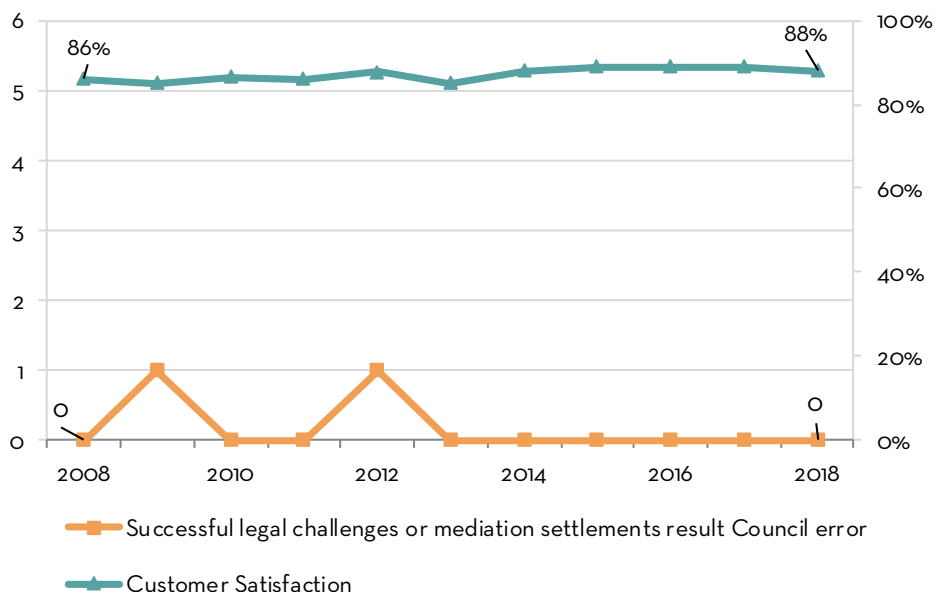
ANIMAL CONTROL OFFICERS



SERVICE PERFORMANCE RESULTS

RESULT TRENDS FOR KEY MEASURES











REGULATORY SERVICES - TRENDS



HOW WE HAVE TRACKED PROGRESS TOWARDS OUR GOALS

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	ACHIEVED
	TARGET	RESULT	RESULT		
Key Performance Measure Number of successful legal challenges or mediation settlements made as a result of Council staff error (excludes weathertightness claims).	0	0	0		✓
Key Resident Measure Percentage level of customer satisfaction based on customer survey of regulatory services. (This survey includes resource consents, building and animal control services, liquor licencing and registered premises).	≥85%	88%	0		✓

HOW WE HAVE TRACKED PROGRESS - LEVELS OF SERVICE

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	ACHIEVED
	TARGET	RESULT	RESULT		
Resource consent applications will be processed within the statutory timeframe and their compliance monitored					
Percentage of all resource consent applications processed within statutory timeframes.	100%	82.3%	94.2%	Statutory timeframes not achieved. Resourcing constraints have been identified as a key driver.	
Percentage resource consents monitoring schedule completed to ensure compliance with consent conditions	100%	94%	94%	599 consents required monitoring. Of these 562 were monitored within the month.	
Number of successful resource consent appeals.	0	0	1		
Building and health applications and plan checking will be processed within statutory timeframes					
Percentage of building and health applications and plan checking processed within the statutory timeframes	100%	97%	99%	There were 1293 building consents approved in the last year and 1248 (97%) were within the statutory timeframe of 20 working days.	
Land Information Memoranda (LIM) and Project Information Memoranda (PIM) will be processed within the statutory timeframe (10 days)					
Percentage of LIM and PIM applications processed within the statutory timeframe (10 days).	100%	99.8%	99.8%	Three PIM were not actioned within the statutory time limit.	
Known dogs in our District are registered					
Percentage of known dogs in our District that are registered.	≥98%	98.9%	98%		
We will respond to customer service requests in a timely manner					
Percentage of service requests received that are actioned within specified timeframe.					
• Animal	≥90%	98%	98%	Timeliness of Health requests was impacted by resourcing. This has now been addressed.	
• Building	≥90%	91%	80%		
• Health	≥90%	86%	92%		
• Resource consent compliance and enforcement.	≥90%	96%	97%		

FUTURE INITIATIVES

We will continue our focus on system improvements and process efficiencies. This will include the automation of resource consent processing, and electronic processing of parking infringements.

It is anticipated that the design for the new Animal Shelter will be finalised and the shelter built in the 2018/19 year. This is a significant upgrade and will ensure that we meet animal welfare standards.

The building area will commence the special consultation process required for earthquake prone buildings in the 2018/19 year.

COST OF SERVICE STATEMENT

REGULATORY

	ACTUAL \$'000	BUDGET \$'000	ACTUAL \$'000
	2018	2018	2017
Analysis of expenditure by activity			
District Plan implementation	1,757	1,652	1,621
Building and health	4,317	4,006	4,019
Animal control	949	824	701
Compliance and monitoring	1,025	968	944
Total operating expenditure	8,048	7,449	7,285
Analysis of expenditure by class			
Direct costs	5,422	4,883	4,820
Overhead costs	2,578	2,532	2,412
Interest	(23)	(19)	(10)
Depreciation	71	52	64
Total operating expenditure	8,048	7,449	7,285
Revenue			
User fees	5,404	5,234	5,548
Other income	94	72	93
Total revenue	5,499	5,306	5,641
Net cost of service - surplus/(deficit)	(2,550)	(2,143)	(1,645)
Capital expenditure	-	-	-
Total other funding required	(2,550)	(2,143)	(1,645)
Other funding provided by			
General rate	2,529	1,914	1,911
Reserves and future surpluses	21	229	(266)
Total other funding	2,550	2,143	1,645

MAJOR VARIANCES

Direct costs were \$602k higher than the previous year due to additional dog pound operational costs and staff costs across the regulatory activity.

TRANSPORTATION



TRANSPORTATION

OVERVIEW

Provision of a safe and effective transportation network contributes to the health and well-being of the community. An efficient transport network enables economic development that is of district, regional and national importance. The network provides strategic transport links to the major Port of Tauranga that has the largest maritime import/export freight volumes in New Zealand.

WHY WE PROVIDE IT

OUR COMMUNITY OUTCOME

Transportation networks are safe, affordable, sustainable and planned to meet our Community's needs and support economic development.

OUR GOALS

- Transportation networks support and promote economic development
- The impact on the environment of the transportation system is mitigated where practicable
- Transport systems enable healthy activity and reduce transport-related public health risks
- Transport systems improve access and mobility
- Land use and transportation network planning are integrated.

2017/18 HIGHLIGHTS

During the year we contributed to the development of the three year Land Transport Plan. This plan was adopted by the Regional Transport Committee in June 2018. The Bay of Plenty Regional Council submitted the final Regional Land Transport Plan to the New Zealand Transport Agency (NZTA) on 30 June 2018. The plan identifies the region's roading priorities. They are:

1. State Highway Two Northern Link.
2. The Omokoroa Interchange.
3. Safety treatment measures for the State Highway Northern Link highway between Waihi and Tauranga.
4. The Tauriko Interchange.
5. The Katikati Bypass.

NZTA is scheduled to release its National Land Transport programme at the end of August 2018.

A public transport operating model was also completed. This model is a result of a review and rationalisation of public transport services within the Bay of Plenty.

The revocation works associated with the Te Puke Highway were completed along with the Te Puke town centre works. We continued to work with the Te Puke community to address their concerns regarding the new layout. A review of the town centre upgrade is planned for 2019.

2018 is the second year of the two year project for the Omokoroa Road upgrade and is scheduled for completion in December 2018. The upgrade increases the capacity of the road which includes safety improvements (e.g. sight lines, road width and new intersections).

The two-year programme to increase the level of service for footpaths was completed. This improved standard for footpaths and has reduced the footpath trip hazards as a result of deformed footpath surfaces.

A number of significant storm events and cyclones during the year caused flooding, slips and fallen trees that required an emergency response. We ensured the necessary work was completed to maintain access for road users.

We continued to work through our agreed work programme for the year. Works included:

- Seal extension programme where we achieved 10.3km of seal extensions. Sites included are Junction Road, Taumata Road, Billing Road, Matakana Road, Waerenga Road, Wright Road and Waipa Road
- Reseal programme that resulted in \$14.2km of reseals
- Applying for and receiving \$14.2m co-investment funding
- Achieving 85% subsidy for LED lighting to be implemented over the next two years
- Jess Road replacement bridge.

WHAT WE PROVIDE

1,056 KILOMETRES

of network with connections to state highways



Urban roads:

157.8 KILOMETRES

Rural roads:

898.2 KILOMETRES

Sealed roads:

874.5 KILOMETRES

Un-sealed roads:

181.50 KILOMETRES

141
BRIDGES

39
CULVERTS
greater than 1.4m diameter

159.7 KILOMETRES
HARD SURFACED FOOTPATHS

1.4 KILOMETRES
METALLED SURFACED FOOTPATHS

2,280
STREETLIGHTS

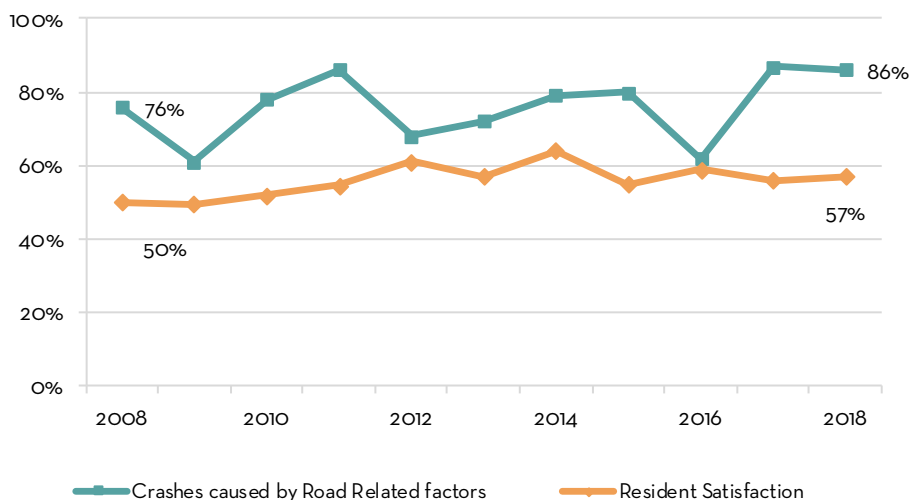
6,127
ROAD SIGNS



SERVICE PERFORMANCE RESULTS

RESULT TRENDS FOR KEY MEASURES










TRANSPORTATION - TRENDS



HOW WE HAVE TRACKED PROGRESS TOWARDS OUR GOALS

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	ACHIEVED
	TARGET	RESULT	RESULT		
Key Performance Measure The percentage of crashes caused by road-related factors compared to Council's peer group. (Small-medium councils as grouped by the New Zealand Transport Agency). Note: (A lower percentage is a favourable result for us).	≤90%	86%	87%		✓
Key Resident Measure Facilities and services provide social benefits to the whole community. The level of satisfaction with our Transportation activities (roading, cycling and walkways) as monitored by the Annual Residents' Survey, the percentage of residents who are 'very satisfied' and 'satisfied'.	≥60%	57%	56%	The target and result were calculated excluding those surveyed who 'don't know'. The survey result including those that 'don't know' is 54%. Key reasons for dissatisfaction were related to the road works, potholes, and cycleway / footpath safety.	●
Supporting Measure The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network.	0	(2)	(6)	In the year ending June 2018 there were 20 fatal and serious crashes in our area, compared to 22 the previous year.	✓

HOW WE HAVE TRACKED PROGRESS - LEVELS OF SERVICE

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	ACHIEVED
	TARGET	RESULT	RESULT		
We will respond to customers transport related issues					
The percentage of customer service requests relating to roads and footpaths to which Council responds within 10 days.	≥90%	68%	85%	A total of 3,135 service requests were received and 2,128 were actioned within 10 days.	
Level of customer satisfaction with action taken to resolve service requests.	≥90%	89.3%	90%	The target within the 10 year maintenance contract is 85%. As a result the contractor has achieved their target. The discrepancy between the Council Long Term Plan targets and the One Network Maintenance Contract have been resolved in the 2018 Long Term Plan.	
The network and its facilities are up to date, in good condition and fit for purpose					
The average quality ride on a sealed local road network, measured by smooth travel exposure.	96%	94%	95%	A general downward trend has been predicted and accepted as a strategic direction for Council i.e. to reduce rehabilitation quantities that directly affect smoothness.	
There are a number of potential defects that develop within the pavement structure and its surface. This condition index is a weighted measure of the fault types.					
• Sealed Roads	0.3	0.2	0.2	115.3 lane km of resurfacing was completed. This years resurfacing follows a large year last year when 17.9% was resurfaced. Annual variance occur and are not unexpected.	
•Unsealed roads	3.0	2.2	2.3		
Please note: (0 = defect free; 5 = unsatisfactory).					
The percentage of the sealed local road network that is resurfaced.	≥7%	7.02%	17.9%		
Adverse environmental effects, such as dust, noise and vibration are managed effectively					
Length of unsealed roads (km).	182KM	182 KM	182.5KM		
Number of successful prosecutions for non-compliance with Resource Management Consents and Heritage New Zealand Pouhere Taonga Act 2014 by the Bay of Plenty Regional Council or Heritage New Zealand.	0	0	0		
The road network is convenient, offers choices for travel and is available to the whole community					
The percentage of footpaths that fall within the level of service or service standard for the condition of footpaths as identified in the transportation asset management plan.	100%	99.8%	100%		
Total length of cycleways and walkways	177,000M	168,508	168,103	Cycleways are not recognised until completion of the full route. Development will continue on cycleways throughout the District. The Omokoroa-Tauranga cycleway will be completed in 2018/19 year.	

FUTURE INITIATIVES

The new government is reassessing the planned works for all state highways. We will continue to advocate with NZTA for the SH2, 29, 33 and 36 upgrades.

We will continue to collaborate with the various agencies and stakeholders in response to growth in the sub-region. This includes the Omokoroa Structure Plan – stage three, which will

consider the development of roading and land use plans. The development of this plan will require a multi agency and multi discipline approach.

Ongoing support will be provided to the various communities in regard to the prioritisation of roading improvement works for each community.

COST OF SERVICE STATEMENT

TRANSPORTATION

	ACTUAL	BUDGET	ACTUAL
	\$'000	\$'000	\$'000
	2018	2018	2017
Analysis of expenditure by activity			
Transportation	19,853	20,794	19,862
Total operating expenditure	19,853	20,794	19,862
Analysis of expenditure by class			
Direct costs	9,624	9,419	9,391
Overhead costs	1,210	1,202	1,069
Interest	851	1,295	1,020
Depreciation	8,167	8,877	8,381
Total operating expenditure	19,853	20,794	19,862
Revenue			
Targeted rates	-	-	44
User fees	17	10	43
Subsidies	14,265	9,758	10,087
Roading rate	13,874	13,704	13,963
Financial contributions	2,659	2,216	3,396
Vested assets	2,947	1,400	1,970
Other income	3,655	261	343
Total revenue	37,417	27,350	29,846
Net cost of service - surplus/(deficit)	17,564	6,556	9,985
Capital expenditure	16,718	15,698	13,970
Vested assets	2,947	1,400	1,970
Total other funding required	(2,100)	(10,542)	(5,956)
Other funding provided by			
General rate	52	52	51
Debt increase (decrease)	(117)	(117)	(265)
Reserves and future surpluses	2,166	10,607	6,170
Total other funding	2,100	10,542	5,956

MAJOR VARIANCES

Continued growth, additional road safety, and the developments of Council's walking and cycling strategy means additional capital expenditure, offset by additional external funding.

WATER SUPPLY



WATER SUPPLY

OVERVIEW

We supply potable (drinking) water to approximately 37,000 people in our District through the water infrastructure operating in the Western, Central and Eastern supply zones. We have a varied customer base including residential, commercial, horticultural and agricultural users.

WHY WE PROVIDE IT

OUR COMMUNITY OUTCOME

Water supply is provided to our Community in a sustainable manner.

OUR GOALS

- Provide potable water of an appropriate standard and quality to meet the needs of consumers within the three supply zones
- Sustainably manage our water resource, water supply infrastructure and consumer use of water across the three supply zones.

2017/18 HIGHLIGHTS

The six-year project to install water meters throughout the District has just been completed. The final section, being western supply zone, was completed. The aim of this significant project is to enable better monitoring of supply, reduce water losses and facilitate conscientious water use. Completion of the entire project was on time and within the allocated budget.

Concerning the Pongakawa water supply. A second bore for Pongakawa has been trialled over an eight month period and has revealed that the quality of the raw water would require a significant (\$6m) upgrade to the treatment plant. A decision to put this project on hold while alternative options are considered over the next 12 months.

We are continuing to improve the water network service delivery by embarking on an upgrade of the SCADA telemetry system. This upgrade will be done over a two-year period and will identify communication improvements, which are required by the NZ Drinking Water Standards.

Various projects were completed to improve and protect the water supply. This includes:

- Replacement of No 3 Road booster pump
- Installation of small reservoirs at various locations
- Water mains replacements
- A new trunk main in Youngson Road and under SH2 to connect to the new trunk main in Omokoroa Road.
- Safeguarding water supply with fencing in response to water issues experienced in Havelock North
- Purchase of compliance monitoring software.

WHAT WE PROVIDE



Water reticulation operated in three supply zones:

-
- **WESTERN** ●
Waihi Beach, Katikati
- **CENTRAL** ●
Omokoroa, Te Puna
- **EASTERN** ●
Te Puke, Maketu, Pukehina Beach, Paengaroa

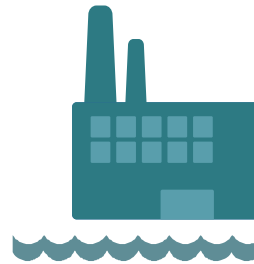


DISTRICT-WIDE WATER METERING
to be completed 2018

24 BOOSTER PUMP STATIONS

9 BORE FIELDS

10 WATER TREATMENT PLANTS



1 SURFACE SUPPLY
(Bush Dam)



24 RESERVOIRS & TANK SITES



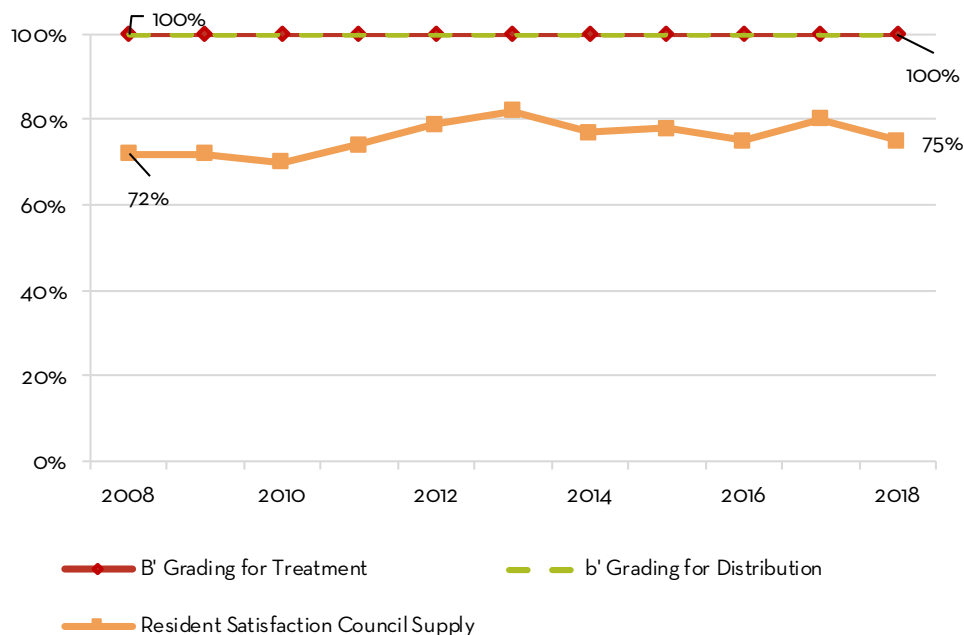
15,200 out of **15,900**

water main fronting properties are connected to Council's water supply

SERVICE PERFORMANCE RESULTS

RESULT TRENDS FOR KEY MEASURES









WATER SUPPLY - TRENDS




HOW WE HAVE TRACKED PROGRESS TOWARDS OUR GOALS

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	ACHIEVED
	TARGET	RESULT	RESULT		
Key Performance Measure For the three supply zones the percentage of Council's treated water supply with a Ministry of Health grading as per the New Zealand Drinking Water Standards 2005 (amended 2008).					
B or better for treatment	100%	100%	100%		✓
b or better for reticulation	100%	100%	100%		✓
Key Resident Measure Level of resident satisfaction with the quality of Council's water supply as monitored by the Annual Residents' Survey, percentage of residents who are 'very satisfied' and 'satisfied'.	≥80%	75%	80%	The target and result were calculated excluding those surveyed who 'don't know'. The survey result including those that 'don't know' is 74%. Key reasons for dissatisfaction were attributed to colour and the use of chemicals.	✗
Supporting Measure In a one-in-50-year drought event the ability to supply water to meet the normal daily water demand (1,100 litres per person per day).	100%	100%	100%		✓
Ability of reservoirs to provide a minimum of 24 hour average daily demand.	100%	100%	100%		✓

HOW WE HAVE TRACKED PROGRESS - LEVELS OF SERVICE

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	ACHIEVED																	
	TARGET	RESULT	RESULT																			
We will provide good quality water to service growth within the three supply zones																						
Percentage of year where reservoirs are maintained at a minimum of 50% full, in accordance with Ministry of Health requirements.	100%	100%	100%																			
We will monitor sustainable delivery and effectively manage the risks associated with the quality and quantity of the public water supply																						
The extent to which Council's drinking water supply complies with: <ul style="list-style-type: none"> • Part 4 of the drinking-water standards (bacterial compliance criteria), and • Part 5 of the drinking-water standards (protozoal compliance criteria). 	≥99%	100%	100%	Compliance with drinking water standardS.																		
				<table border="1"> <thead> <tr> <th>Distribution Zone</th> <th>Part A</th> <th>Part B</th> </tr> </thead> <tbody> <tr> <td>Athenree</td> <td>Yes</td> <td>Yes</td> </tr> <tr> <td>Katikati</td> <td>Yes</td> <td>Yes</td> </tr> <tr> <td>Omokoroa Minden</td> <td>Yes</td> <td>Yes</td> </tr> <tr> <td>Pongakawa</td> <td>Yes</td> <td>Yes</td> </tr> <tr> <td>Te Puke</td> <td>Yes</td> <td>Yes</td> </tr> <tr> <td>Te Puke Bush</td> <td>Yes</td> <td>Yes</td> </tr> </tbody> </table>		Distribution Zone	Part A	Part B	Athenree	Yes	Yes	Katikati	Yes	Yes	Omokoroa Minden	Yes	Yes	Pongakawa	Yes	Yes	Te Puke	Yes
Distribution Zone	Part A	Part B																				
Athenree	Yes	Yes																				
Katikati	Yes	Yes																				
Omokoroa Minden	Yes	Yes																				
Pongakawa	Yes	Yes																				
Te Puke	Yes	Yes																				
Te Puke Bush	Yes	Yes																				
The percentage of real water loss from Council's networked reticulation system. (this will be monitored through the water metering for the central supply area. Until water metering is completed in the eastern and western supply areas water loss will be based on a pre-defined calculation.)	≤25%	22%	21% CENTRAL ZONE 23% EASTERN AND WESTERN ZONES	This is currently monitored through the central supply zone until district wide water metering is completed in 2018.																		
The average consumption of drinking water per day per resident.	≤250 LITRES	220 LITRES	240 LITRES																			
Respond to customer issues with the water supply																						
The median response time for Council to respond to a fault or unplanned interruption to the networked reticulation system.				The times shown for 'attendance' and 'resolution' are reported by the service provider as part of their contracted responsibilities. This includes travel time. The accuracy of these times has not been and cannot be independently verified.																		
Attendance for call-outs: from the time notification is received to the time service personnel reach the site																						
• Urgent call outs	≤2 HOURS	41 MIN	30 MINUTES																			
• Non urgent call outs	≤8 HOURS	7 HRS 48 MIN	4.9 HOURS																			
Resolution of call-outs: from the time notification is received to the time service personnel confirm resolution of the fault or interruption.																						
• Urgent call outs	≤8 HOURS	3HR 46MIN	2.7 HOURS																			
• Non urgent call outs	≤24 HOURS	25HR 22MIN	24.5 HOURS																			

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	ACHIEVED
	TARGET	RESULT	RESULT		
<p>Total number of complaints received by Council about drinking water:</p> <ul style="list-style-type: none"> • Clarity • Taste • Odour • Pressure or flow • Continuity of supply and <p>Council's response to any of these issues expressed per 1000 connections to the networked reticulation system.</p>	≤40	27.5	19.03		

FUTURE INITIATIVES

Currently there is only one source of water supply servicing the Omokoroa community. With the current level of growth, demand for water will increase. Research to identify another source of water supply for this community is currently underway with additional production bore online within a two year period.

We will maintain a watching brief over central government decisions pertaining to water supply. In anticipation the Council's Long Term Plan, adopted in June 2018, \$5m was allocated to enable us to respond to these decisions. This will include what level of compliance and monitoring they wish to lift the water supply to, whether any additional treatment is required and fluoridation if mandated by the District Health Board.

Overall, we will continue to ensure infrastructure is adequately maintained and/or updated to ensure continuity of water supply to the District.

COST OF SERVICE STATEMENT

WATER SUPPLY (DISTRICT-WIDE)

	ACTUAL \$'000	BUDGET \$'000	ACTUAL \$'000
	2018	2018	2017
Analysis of expenditure by activity			
Western water supply	3,753	3,805	3,513
Central water supply	2,976	2,935	2,853
Eastern water supply	4,403	4,418	4,169
Total operating expenditure	11,131	11,158	10,535
Analysis of expenditure by class			
Direct costs	4,713	4,928	4,847
Overhead costs	1,525	1,566	1,447
Interest	1,498	1,606	1,499
Depreciation	3,396	3,059	2,742
Total operating expenditure	11,131	11,158	10,535
Revenue			
Targeted rates	6,445	6,642	6,401
User fees	4,134	3,950	3,815
Financial contributions	1,534	1,339	1,726
Vested assets	1,339	200	280
Forestry revaluation	-	-	113
Other income	11	-	-
Total revenue	13,462	12,130	12,336
Net cost of service - surplus/(deficit)	2,331	972	1,801
Capital expenditure	5,492	5,459	4,982
Vested assets	1,339	200	280
Total other funding required	(4,500)	(4,687)	(3,462)
Other funding provided by			
Debt increase (decrease)	(859)	300	(54)
Reserves and future surpluses	5,358	4,387	3,516
Total other funding	4,500	4,687	3,462

MAJOR VARIANCES

- Continued growth and development along with implementing District-wide metering has resulted in higher revenues.
- Higher capital expenditure compared to prior year for reticulation improvements and installing water meters.

COST OF SERVICE STATEMENT

WATER SUPPLY (WESTERN WATER)

	ACTUAL \$'000	BUDGET \$'000	ACTUAL \$'000
	2018	2018	2017
Analysis of expenditure by activity			
Western water supply	3,753	3,805	3,513
Total operating expenditure	3,753	3,805	3,513
Analysis of expenditure by class			
Direct costs	1,686	1,791	1,699
Overhead costs	517	530	489
Interest	305	352	322
Depreciation	1,245	1,132	1,002
Total operating expenditure	3,753	3,805	3,513
Revenue			
Targeted rates	2,939	3,208	3,079
User fees	1,280	1,307	1,068
Financial contributions	543	405	442
Vested assets	286	100	7
Forestry revaluation	-	-	113
Total revenue	5,048	5,020	4,708
Net cost of service - surplus/(deficit)	1,295	1,215	1,195
Capital expenditure	1,632	2,109	2,296
Vested assets	286	100	7
Total other funding required	(623)	(994)	(1,108)
Other funding provided by			
Debt increase (decrease)	(301)	(301)	(284)
Reserves and future surpluses	924	1,295	1,392
Total other funding	623	994	1,108

COST OF SERVICE STATEMENT

WATER SUPPLY (CENTRAL WATER)

	ACTUAL \$'000	BUDGET \$'000	ACTUAL \$'000
	2018	2018	2017
Analysis of expenditure by activity			
Central water supply	2,976	2,935	2,853
Total operating expenditure	2,976	2,935	2,853
Analysis of expenditure by class			
Direct costs	1,270	1,323	1,362
Overhead costs	481	495	459
Interest	409	398	379
Depreciation	816	719	653
Total operating expenditure	2,976	2,935	2,853
Revenue			
Targeted rates	1,372	1,311	1,255
User fees	1,122	999	1,120
Financial contributions	617	532	827
Vested assets	905	50	205
Forestry revaluation	-	-	-
Other income	6	-	-
Total revenue	4,022	2,892	3,407
Net cost of service - surplus/(deficit)	1,046	(43)	554
Capital expenditure	2,075	2,194	1,249
Vested assets	905	50	205
Total other funding required	(1,934)	(2,287)	(900)
Other funding provided by			
Debt increase (decrease)	(198)	895	500
Reserves and future surpluses	2,132	1,392	400
Total other funding	1,934	2,287	900

COST OF SERVICE STATEMENT

WATER SUPPLY (EASTERN WATER)

	ACTUAL \$'000	BUDGET \$'000	ACTUAL \$'000
	2018	2018	2017
Analysis of expenditure by activity			
Eastern water supply	4,403	4,418	4,169
Total operating expenditure	4,403	4,418	4,169
Analysis of expenditure by class			
Direct costs	1,757	1,814	1,785
Overhead costs	526	540	499
Interest	783	857	798
Depreciation	1,336	1,207	1,087
Total operating expenditure	4,403	4,418	4,169
Revenue			
Targeted rates	2,134	2,123	2,067
User fees	1,732	1,643	1,628
Financial contributions	374	402	457
Vested assets	148	50	68
Forestry revaluations	-	-	-
Other income	4	-	-
Total revenue	4,393	4,219	4,220
Net cost of service - surplus/(deficit)	(10)	(200)	51
Capital expenditure	1,786	1,456	1,437
Vested assets	148	50	68
Total other funding required	(1,943)	(1,706)	(1,453)
Other funding provided by			
Debt increase (decrease)	(359)	(294)	(270)
Reserves and future surpluses	2,303	2,000	1,724
Total other funding	1,943	1,706	1,453

STORMWATER



STORMWATER

OVERVIEW

Stormwater systems are built to protect buildings and property from the effects of flooding and coastal erosion. These systems include watercourses, open channels, swales and structures that channel stormwater to a final discharge point. Our systems include primary and secondary overland flow paths, stormwater detention and stormwater treatment.

There are legislative requirements regarding the quality and quantity of stormwater released and we must meet these statutory obligations. Under the Resource Management Act 1991 district councils must manage land use in a way that minimises environmental effects.

WHY WE PROVIDE IT

OUR COMMUNITY OUTCOME

Stormwater approaches are innovative, affordable and sustainable and lead to a reduction in flooding events. (Flooding events are defined as an overflow of stormwater from a stormwater system that enters a habitable floor).

OUR GOALS

To develop a catchment based flood risk management framework that recognises and allows for the nature and behaviour of surface water systems to improve community resilience from potential flooding; by ensuring that:

- There is a localised reduction of the risk of flooding events in existing floodable areas
- There is no increase in flooding event risk to existing development from new development or land use change
- Urban development is avoided in flood-prone areas unless mitigation measures can be provided that do not affect the capacity / effective functioning of existing downstream stormwater systems
- Communities are engaged and informed about various approaches to stormwater management and their views are sought and taken into account
- Compliance and monitoring activities are carried out
- Communities are engaged and informed about various approaches to coastal erosion management and their views are sought and taken into account.

2017/18 HIGHLIGHTS

This year we continued to progress the comprehensive resource consents for all three areas. The status of each consent is as follows:

- Western catchment – this is going to the Environment Court due to one objector. We are waiting notification from the BOP Regional Council (BOPRC) about timing
- Central catchment – consultation has been completed and our application has been submitted to BOPRC. We await their decision
- Eastern catchment – as BOPRC perceived that consultation had not been completed the management plan was rewritten. This will be submitted to BOPRC in August 2018.

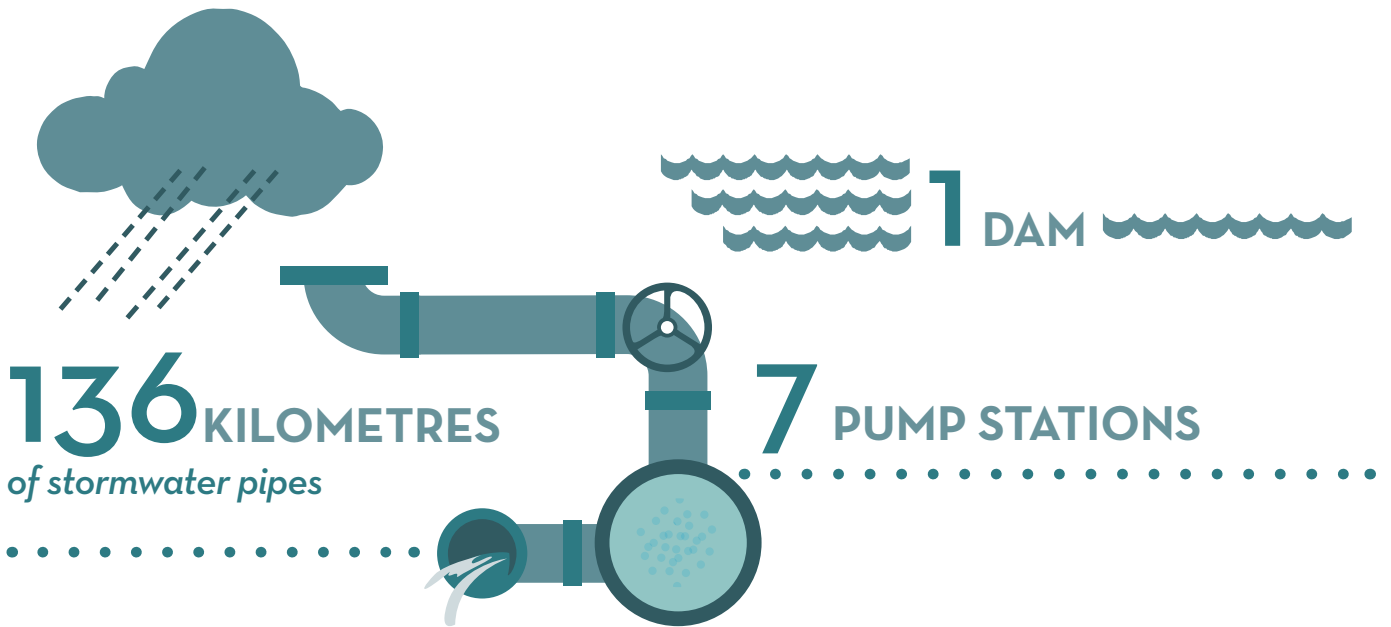
There were a number of significant rain events during the year with a small number of properties flooding above floor level. On notification of weather warnings our contractors complete a number of checks throughout the district to ensure drains are cleared and flooding risks are minimised. In spite of this, these events have resulted in numerous queries from residents. They are mostly from new property owners that have purchased properties in floodzones.

Significant work on flood hazard zones have been completed in the Waihi Beach and Te Puke areas. All properties affected have received information from Council about hazards to their property. This work will be continued throughout the district with the commencement of Katikati, Omokoroa and Maketu in 2018/2019.

We completed the installation of the rock revetment works to the inlet of Two Mile Creek at Waihi Beach. The works were located between Dillon St bridge and the beach front, and was constructed to protect properties from coastal inundation and stormwater bank erosion.

In Te Puke stormwater improvements were completed at Beattie Avenue and Brown Terrace.

WHAT WE PROVIDE



2,633 MANHOLES

9 SOAKHOLES
CATCHPITS

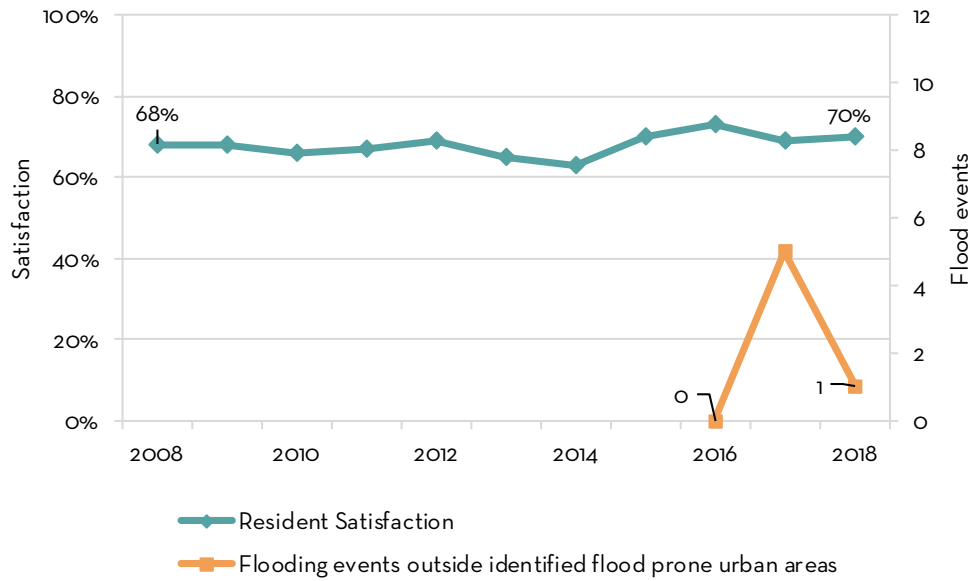
34.8 KILOMETRES
of open drains

1.2 KILOMETRES
of rising mains

SERVICE PERFORMANCE RESULTS

RESULT TRENDS FOR KEY MEASURES

STORMWATER - TRENDS



HOW WE HAVE TRACKED PROGRESS TOWARDS OUR GOALS

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	ACHIEVED
	TARGET	RESULT	RESULT		
<p>Key Performance Measure The number of times flooding occurs outside identified flood-prone urban areas during a one-in-50 year or less storm event.</p> <p>This performance measure is assessed on a per event basis i.e. flooding in more than one location in a single event will be counted as 1.</p>	≤3 EVENTS	1	5		✓
<p>Key Resident Measure Resident satisfaction level with stormwater systems, as monitored by the Annual Residents Survey; percentage of residents who are “very satisfied” or “satisfied”.</p>	≥65%	70%	69%	The target and result were calculated excluding those surveyed who ‘don’t know’. The survey result including those that ‘don’t know’ is 59%.	✓

HOW WE HAVE TRACKED PROGRESS - LEVELS OF SERVICE

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	ACHIEVED
	TARGET	RESULT	RESULT		
We will provide stormwater assets to minimise risks of flooding events					
Based on the number of flooding events that occur within the District. For each flooding event (district wide), the number of habitable floors affected (expressed per 1000 properties connected to Council's stormwater system).	≤30 (3%) PER EVENT	<1%	0.05%		✓
For a one in ten year flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to Council's stormwater system).	PER EVENT				
Waihi Beach	≤60 (6%)	○	○	There were no 10 year flood events in the 2017/18 financial year.	✓
Katikati	≤10 (1%)	○	○		✓
Omokoroa	≤10 (1%)	○	○		✓
Te Puke	≤30 (3%)	○	○		✓
Maketu	≤30 (3%)	○	○		✓
Compliance with Council's resource consents for discharge from our stormwater system, measured by the number of:					
• Abatement notices	○	○	○		✓
• Infringement notices	○	○	○		✓
• Enforcement orders, and	○	○	○		✓
• Convictions	○	○	○		✓
received by Council in relation to those resource consents					
We will be responsive to customer's stormwater issues					
The median response to attend a flooding event, measured from the time that Council receives the notification to the time that service personnel reach the site.	≤120 MINUTES	53 MINUTES	13 MINUTES		✓
The number of complaints received by Council about the performance of its stormwater system, expressed per 1000 properties connected to the Councils stormwater system.	≤30	0.18	10.8		✓

FUTURE INITIATIVES

Significant growth has and continues to occur throughout the District. We will continue to address stormwater concerns in these growth communities. Going forward, greater emphasis will be placed on the installation of stormwater treatment devices. This will ensure we are able to achieve the higher level of compliance, monitoring and reporting and comply with resource consent conditions.

The resource consent for a channel on Two Mile Creek from Dillon Street Bridge to the Waihi Beach town centre has been granted. Construction is expected to commence in 2019.

COST OF SERVICE STATEMENT

STORMWATER

	ACTUAL \$'000	BUDGET \$'000	ACTUAL \$'000
	2018	2018	2017
Analysis of expenditure by activity			
Stormwater	3,949	3,815	3,716
Waihi Beach coastal protection	123	148	105
Total operating expenditure	4,072	3,963	3,820
Analysis of expenditure by class			
Direct costs	749	814	750
Overhead costs	424	469	415
Interest	1,546	1,453	1,530
Depreciation	1,353	1,226	1,125
Total operating expenditure	4,072	3,963	3,820
Revenue			
Targeted rates	4,066	3,997	3,836
User fees	3	-	2
Financial contributions	622	1,255	585
Vested assets	4,245	300	950
Other income	6	-	207
Total revenue	8,942	5,552	5,581
Net cost of service - surplus/(deficit)	4,870	1,589	1,761
Capital expenditure	2,572	1,180	1,244
Vested assets	4,245	300	950
Total other funding required	(1,947)	109	(433)
Other funding provided by			
General rate	1,489	1,489	1,468
Debt increase/(decrease)	(158)	(208)	241
Reserves and future surpluses	616	(1,389)	(1,277)
Total other funding	1,947	(109)	433

MAJOR VARIANCES

Continued development in the District, illustrated by higher capital project spend and vested asset income compared to prior year.

NATURAL ENVIRONMENT



NATURAL ENVIRONMENT

OVERVIEW

The natural environment of the Western Bay is one of our most valuable assets covering 212,000 hectares of coastal, rural and urban areas. The land of the Western Bay of Plenty faces north-east to the sea. To the West are the rugged bush-covered Kaimai ranges. Numerous streams drain the Kaimais, flowing down through the hills and coastal lowlands into the swampy estuaries and mudflats of the Tauranga Harbour.

The activities that are provided within the Natural Environment Strategy include:

- Environmental education programmes and initiatives delivered mostly through service delivery contracts with Wild About New Zealand and Coastcare
- Support for community based environmental projects provided by our Environmental Development Officer who helps communities to realise their capacity to drive and implement environmental projects
- Fencing subsidies to encourage the protection of important ecological areas on private land
- A small fund that can be used to support projects or initiatives that enhance the quality of the environment.

WHY WE PROVIDE IT

OUR COMMUNITY OUTCOME

Areas of our natural environment with important environmental, cultural and heritage values are protected.

OUR GOALS

- Support the provision of environmental education and information across our District
- Support community based environmental projects.

2017/18 HIGHLIGHTS

Otanewainuku Kiwi Trust

Council has extended the Volunteer BOP contract to supply volunteer co-ordinator services to the Otanewainuku Kiwi Trust. This was originally a one-year contract commencing in 2017, however due to the success of this initiative it has been continued. The role has successfully co-ordinated volunteers (approximately 200) as well as undertaking recruitment, retention and induction training. Job descriptions are being continually developed for identified roles and this provides recruits with clear direction and an understanding of the breadth of the duties they can expect to undertake.

Community Education

The Wild About NZ contract continued the delivery of ecological education programmes to four schools and facilitated six care groups within the District.

Council has renewed support for delivery of the Maketu Ongatoro Wetland Society education programme in the Maketu and Paengaroa schools. The success of this initiative has resulted in the expansion of the programme through other funding sources, to Te Puke Primary and other schools within the area.

Other initiatives include:

- Provision of training to environmental care groups. This is undertaken by an inter-agency group who all have a mandate to work with these groups (see example below)
- Control substances licences - these are required for those volunteers working in pest control operations for major environmental restoration programmes. Council partnered with Regional Council and Department of Conservation for the provision of 14 controlled substances licences
- Uretara Estuary Managers continue to work with Wild About NZ to expand their current catchment protection programmes
- Council is a partner in facilitating the Predator Free BOP programme. This initiative aims to control rats and other animal pests for biodiversity purposes. This community led programme is expanding to Maketu, Te Puke and Katikati.

Biodiversity Management and Environment Plans

Expenditure on the biodiversity management protection programmes on private land is continuing to decline, as much of the remnant bush lots are now protected. The focus is now moving to riparian protection and wetland creation.



EDUCATION PROGRAMMES & INITIATIVES

Support for
**ENVIRONMENTAL
SERVICE DELIVERY
PROVIDERS**

FENCING SUBSIDIES
(protected bush lots)



COMMUNITY GROUP SUPPORT

**LIAISON WITH THE REGIONAL COUNCIL
AND PARTNERS**
with a focus on environmental issues

SERVICE PERFORMANCE RESULTS

RESULT TRENDS FOR KEY MEASURES

NATURAL ENVIRONMENT - TRENDS



HOW WE HAVE TRACKED PROGRESS TOWARDS OUR GOALS

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	
	TARGET	RESULT	RESULT		
Key Performance Measure Number of protection lots monitored to ensure compliance with covenants.	≥40%	92	41		✓
Key Resident Measure Percentage of residents surveyed who perceive the environmental attributes monitored have improved or being maintained. <i>Please note: the environmental features monitored include the quality of streams and rivers, harbours and estuaries, air quality, the amount of noxious weeds, protection of historic places, general level of cleanliness and the amount and quality of native plants and animals.</i>	≥40%	81%	79%	The target and result were calculated excluding those surveyed who 'don't know'. The survey result including those that 'don't know' is 73%.	✓
Supporting Measure Annual number of training initiatives supported.	≥5	7	3		✓

HOW WE HAVE TRACKED PROGRESS - LEVELS OF SERVICE

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	ACHIEVED
	TARGET	RESULT	RESULT		
Facilitate and support community involvement in protecting and enhancing the natural environment					
Percentage of environmental groups that Council actively supports.	≥50%	45%	47.5%	Council actively supported 18 environmental groups out of a potential 40 groups.	✗
Number of individual landowners actively supported to protect remnant bush and riparian zones.	≥50	7	5	The Regional Council has changed their funding model and structure, going back to 'Environmental Plans' and offering higher subsidies to land owners. Also, much of the current work is now restoration and soil and water conservation which doesn't trigger our RMA goal of 'protecting indigenous biodiversity'.	✗

FUTURE INITIATIVES

The Natural Environment Strategy will be reviewed in the 2018/19 financial year. Once completed this strategy will determine our approach to managing the natural environment and the level of service provided.

We will continue to work with, support and assist community based environmental groups through out the District.

We know it is best for decisions to protect our natural environment to be made sooner rather than later in the development of new urban areas. Currently, in preparing the stage 3 structure plan for Omokoroa we will identify and implement opportunities to enhance the environment as opportunities arise.



COST OF SERVICE STATEMENT

NATURAL ENVIRONMENT

	ACTUAL \$'000	BUDGET \$'000	ACTUAL \$'000
	2018	2018	2017
Analysis of expenditure by activity			
Environment protection grants	19	130	39
Natural environment support	310	270	292
Coastcare	63	55	42
Waihi District Drainage - drains	136	137	134
Waihi District Drainage - pumps	189	199	185
Total operating expenditure	717	791	691
Analysis of expenditure by class			
Direct costs	646	720	625
Overhead costs	67	67	61
Depreciation	3	3	5
Total operating expenditure	717	791	691
Revenue			
Targeted rates	346	349	325
Financial contributions	219	185	244
Total revenue	566	533	569
Net cost of service - surplus/(deficit)	(151)	(258)	(123)
Capital expenditure	-	-	-
Total other funding required	(151)	(258)	(123)
Other funding provided by			
General rate	201	147	168
Environmental protection rate	45	45	45
Reserves and future surpluses	(95)	65	(90)
Total other funding	151	258	123

WASTEWATER



WASTEWATER

OVERVIEW

Our long term goal for wastewater is to ensure that wastewater treatment and disposal systems are sustainable and continue to meet environmental and health and safety standards. We will continue to encourage households to explore and implement measures that reduce wastewater volume per person.

We have five wastewater treatment plants at Katikati, Omokoroa, Maketu/Little Waihi, Te Puke and Waihi Beach.

WHY WE PROVIDE IT

OUR COMMUNITY OUTCOME

Wastewater services are well planned and maintained to ensure a clean and healthy environment.

OUR GOALS

- All areas in our District served by reticulated wastewater disposal systems meet acceptable health, safety and environmental standards
- Assist small urban communities along the Tauranga Harbour to ensure that the wastewater disposal options available to them meet health and safety requirements.

2017/18 HIGHLIGHTS

The resource consent application process for both Katikati and Te Puke continued during the year. We are expecting to obtain the new Resource Consent for the Katikati Wastewater scheme in August 2018 which will provide a 20 year consent period. As part of the Resource Consent application process we are required to establish a reference group made up of local Iwi/Hapū, community representatives and Councillors to consider alternative land disposal options for the treatment of wastewater. The reference group has successfully met over the last 12 months with positive traction in terms of reviewing options.

The resource consent for Te Puke is an ongoing process. The key issue is the diversion of wastewater from the Waiari Stream, and iwi will not support an extension of the current resource consent conditions. As a result a reference group is to be established, like Katikati, to consider alternatives.

The Te Puna West wastewater scheme was completed in February 2018. This scheme connects 130 houses to the Omokoroa pipeline. A twelve month trial has commenced at Te Puna West community monitoring water in and wastewater out to determine usage of the system and benefits of a closed system versus a gravity system. This will provide valuable input for future development in areas such as Omokoroa.

The Katikati biological trial desludging by ParkLink is showing a slow reduction over time. This initiative is using natural bacteria in the treated wastewater process to assist in reducing the levels of bio solids in the ponds. Monitoring will continue.

At Ongare Point, 60 properties are being connected to the reticulated scheme. Each property will have a STEP tank (Septic Tank Effluent Pump) on their property. In this system the solids remain in the onsite treatment tanks with the grey water going to a communal treatment system located on Council owned land. The solids from the tanks will be pumped out on a five to eight year cycle period. Council own and manage the tanks on individual properties. This project is scheduled to finish in October 2018. The completion of this treatment plant will complete the key wastewater treatment requirements across the district. Any further work will be in response to growth or geographical issues.

WHAT WE PROVIDE

MAKETU

37.8

- KILOMETRES
- of pipes

522

HOUSEHOLD PUMPS

2

BOOSTER PUMPS

- treatment plant with two sequential batch reactor tanks and emergency pond
- discharge to land via subsurface drip irrigation

OMOKOROA

64.4

- KILOMETRES
- of pipes

14

PUMP STATIONS

- sewage is pumped to the Tauranga City Chapel Street plant for treatment

TE PUKE

71.5

- KILOMETRES
- of pipes

7

PUMP STATIONS

- treatment plant with a sequentially activated sludge system, ultraviolet disinfection and wetland

KATIKATI

73.2

- KILOMETRES
- of pipes

14

PUMP STATIONS

- treatment plant with aerated lagoons, ultraviolet disinfection and wetland

WAIHI BEACH

79.0

- KILOMETRES
- of pipes

23

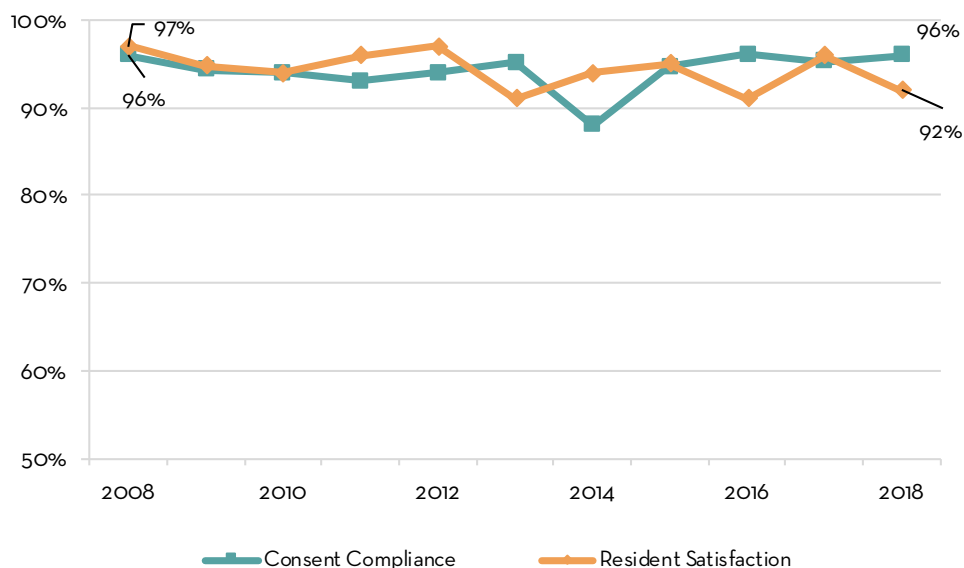
PUMP STATIONS

- treatment plant with aerated lagoons, ultraviolet disinfection and wetland

SERVICE PERFORMANCE RESULTS

RESULT TRENDS FOR KEY MEASURES






WASTEWATER - TRENDS



HOW WE HAVE TRACKED PROGRESS TOWARDS OUR GOALS

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	ACHIEVED
	TARGET	RESULT	RESULT		
Key Performance Measure Percentage compliance with Resource Consents for each wastewater scheme:				Targets were not achieved due to non compliance issues resulting from:	
• Katikati	≥95%	97.9%	90.6%		✓
• Maketu/Little Waihi	≥96%	95.8%	100%	Mechanical issues - Maketu	○
• Te Puke	≥97%	93.3%	92.5%	Aeration and blower issues - Te Puke	✗
• Waihi Beach	≥97%	96.7%	97.9%	Capacity issues during holidays - Waihi Beach	○
Key Resident Measure Level of resident satisfaction with Councils reticulated wastewater disposal system as monitored by the Annual Residents' Survey, those residents who are 'very satisfied' and 'satisfied'.	≥95%	92%	96%	The target and result were calculated excluding those surveyed who 'don't know'. The survey result including those that 'don't know' is 87%. The key reason for dissatisfaction is that the wastewater charges are considered too expensive.	○

HOW WE HAVE TRACKED PROGRESS - LEVELS OF SERVICE

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	ACHIEVED
	TARGET	RESULT	RESULT		
Maintain wastewater systems and have capacity to meet demand					
<p>The number of dry weather sewerage overflows from Council's sewerage system, expressed per 1000 sewerage connections to that sewerage system.</p> <p>NOTE: only applies when, 1mm of rain has fallen in a 24 hr period.</p>	≤2	3.6	1.83	Dry weather overflows are the result of system blockages. These blockages are caused by people disposing of non-disposable items and fat, through the wastewater system. A pamphlet will be distributed before the end of 2018 to inform system users.	
<p>Compliance with resource consents for discharge from the sewerage system measured by the number of;</p> <ul style="list-style-type: none"> • Abatement notices • Infringement notices • Enforcement orders • Convictions. <p>received in relation to those resource consents.</p>	0	0	0		
Provide wastewater services that meet customer needs					
<p>The median response time for Council to attend to sewerage overflows resulting from a blockage or other fault in the Council sewerage system.</p> <ul style="list-style-type: none"> • Attendance time: from the time that Council receives notification to the time that service personnel reach the site. 	≤1 HOUR	49 MINUTES	26 MINUTES		
<ul style="list-style-type: none"> • Resolution time: from the time that Council receives notification to the time that service personnel confirm resolution of the blockage or other fault. 	≤24 HOURS	4 HRS 35 MINUTES	2 HOURS 47 MINUTES		
<p>The total number of complaints received by Council about:</p> <ul style="list-style-type: none"> • Sewerage odour • Sewerage system faults • Sewerage system blockages • Council's response to issues with sewerage system. <p><i>Expressed per 1000 connections to the Councils sewerage system.</i></p>	≤45	18.93	29.27		

FUTURE INITIATIVES

Infiltration investigations for Omokoroa will be undertaken to determine how much stormwater is getting into the wastewater network. Infiltration studies will continue in Katikati and Waihi Beach. During wet weather events the additional volume becomes an issue by increasing the demand on the wastewater plant. As issues are identified the additional volume will be included in future upgrades to work program.

The resource consenting process will continue, particularly for Te Puke. As mentioned above we will work with iwi to find the right solutions for wastewater disposal.

We will continue to maintain the wastewater system to ensure compliance with resource consents and systems are working effectively.

COST OF SERVICE STATEMENT

DISTRICT-WIDE WASTEWATER

	ACTUAL \$'000	BUDGET \$'000	ACTUAL \$'000
	2018	2018	2017
Analysis of expenditure by activity			
Waihi Beach wastewater	3,240	3,871	3,332
Katikati wastewater	1,854	2,194	2,720
Omokoroa wastewater	4,408	4,228	4,175
Te Puke wastewater	1,738	1,643	1,618
Maketu wastewater	1,596	1,358	1,330
Ongare wastewater	62	43	140
Total operating expenditure	12,899	13,337	13,316
Analysis of expenditure by class			
Direct costs	4,871	4,589	4,692
Overhead costs	1,465	1,533	1,417
Interest	3,403	3,377	3,443
Depreciation	3,160	3,839	3,764
Total operating expenditure	12,899	13,337	13,316
Revenue			
Targeted rates	9,964	9,892	9,447
User fees	57	2	9
Financial contributions	2,160	3,441	2,739
Subsidies	1,045	2,447	-
Vested assets	2,268	340	457
Asset revaluation	-	-	-
Other income	64	-	10
Total revenue	15,558	16,123	12,663
Net cost of service - surplus/(deficit)	2,659	2,785	(653)
Capital expenditure	6,097	6,395	1,258
Vested assets	2,268	340	457
Total other funding required	(5,707)	(3,950)	(2,369)
Other funding provided by			
General rate	1,500	1,500	1,500
Environmental protection rate	412	412	503
Debt increase/(decrease)	649	288	(660)
Reserves and future surpluses	3,145	1,750	1,026
Total other funding	5,707	3,950	2,369

MAJOR VARIANCES

- Additional capital works for wastewater plan renewals, upgrades and two new additional wastewater schemes in the District (Te Puna West and Ongare Point).
- Some subsidy income for the Te Puna West wastewater scheme was received as part of the project funding.
- Ongare Point is still in its infancy and yet to receive subsidy income.
- Higher vested income, compared to prior year due to additional development in the District.

COST OF SERVICE STATEMENT

WAIHI BEACH WASTEWATER

	ACTUAL \$'000	BUDGET \$'000	ACTUAL \$'000
	2018	2018	2017
Analysis of expenditure by activity			
Waihi Beach wastewater	3,240	3,771	3,332
Total operating expenditure	3,240	3,771	3,332
Analysis of expenditure by class			
Direct costs	1,332	1,640	1,197
Overhead costs	293	309	282
Interest	988	976	1,022
Depreciation	626	845	831
Total operating expenditure	3,240	3,771	3,332
Revenue			
Targeted rates	2,770	2,730	2,683
User fees	3	-	6
Financial contributions	445	492	334
Vested assets	177	200	-
Asset revaluation	-	-	-
Other income	62	-	9
Total revenue	3,458	3,422	3,032
Net cost of service - surplus/(deficit)	218	(349)	(300)
Capital expenditure	460	579	181
Vested assets	177	200	-
Total other funding required	(419)	(1,128)	(480)
Other funding provided by			
General rate	700	700	700
Environmental protection rate	114	114	107
Debt increase/(decrease)	(651)	(524)	(560)
Reserves and future surpluses	(257)	838	233
Total other funding	419	1,128	480

COST OF SERVICE STATEMENT

KATIKATI WASTEWATER

	ACTUAL \$'000	BUDGET \$'000	ACTUAL \$'000
	2018	2018	2017
Analysis of expenditure by activity			
Katikati wastewater	1,854	2,294	2,720
Total operating expenditure	1,854	2,294	2,720
Analysis of expenditure by class			
Direct costs	728	788	1,265
Overhead costs	316	332	305
Interest	86	87	92
Depreciation	724	1,087	1,058
Total operating expenditure	1,854	2,294	2,720
Revenue			
Targeted rates	2,210	2,150	2,079
User fees	52	-	1
Financial contributions	502	397	402
Vested assets	401	70	22
Asset revaluation	-	-	-
Total revenue	3,165	2,618	2,505
Net cost of service - surplus/(deficit)	1,311	324	(215)
Capital expenditure	564	960	288
Vested assets	401	70	22
Total other funding required	346	(706)	(526)
Other funding provided by			
Environmental protection rate	90	90	84
Debt increase/(decrease)	(239)	(95)	(89)
Reserves and future surpluses	(196)	711	531
Total other funding	(346)	706	526

COST OF SERVICE STATEMENT

ONGARE POINT WASTEWATER

	ACTUAL	BUDGET	ACTUAL
	\$'000	\$'000	\$'000
	2018	2018	2017
Analysis of expenditure by activity			
Ongare Point wastewater	62	43	140
Total operating expenditure	62	43	140
Analysis of expenditure by class			
Direct costs	44	21	120
Overhead costs	18	21	20
Total operating expenditure	62	43	140
Revenue			
Targeted rates	-	-	-
User fees	-	-	-
Financial contributions	-	-	-
Vested assets	-	-	-
Other income	-	-	-
Subsidies	-	912	-
Total revenue	-	912	-
Net cost of service - surplus/(deficit)	(62)	869	(140)
Capital expenditure	1,688	1,687	-
Vested assets	-	-	-
Total other funding required	(1,750)	(818)	(140)
Other funding provided by			
General rate	-	-	-
Environmental protection rate	-	-	71
Debt increase/(decrease)	593	495	-
Reserves and future surpluses	1,157	323	69
Total other funding	1,750	818	140

COST OF SERVICE STATEMENT

OMOKOROA WASTEWATER

	ACTUAL \$'000	BUDGET \$'000	ACTUAL \$'000
	2018	2018	2017
Analysis of expenditure by activity			
Omokoroa wastewater	4,408	4,228	4,175
Total operating expenditure	4,408	4,228	4,175
Analysis of expenditure by class			
Direct costs	1,043	802	808
Overhead costs	352	368	343
Interest	2,279	2,308	2,277
Depreciation	734	749	747
Total operating expenditure	4,408	4,228	4,175
Revenue			
Targeted rates	1,443	1,372	1,187
User fees	-	-	1
Financial contributions	1,159	2,268	1,751
Subsidies	1,045	1,869	
Vested assets	1,462	70	376
Asset revaluation	-	-	-
Other income	-	-	1
Total revenue	5,109	5,578	3,316
Net cost of service - surplus/(deficit)	701	1,351	(859)
Capital expenditure	2,873	2,884	390
Vested assets	1,462	70	376
Total other funding required	(3,633)	(1,603)	(1,625)
Other funding provided by			
General rate	800	800	800
Environmental protection rate	57	57	97
Debt increase/(decrease)	1,035	550	29
Reserves and future surpluses	1,741	196	699
Total other funding	3,633	1,603	1,625

COST OF SERVICE STATEMENT

TE PUKE WASTEWATER

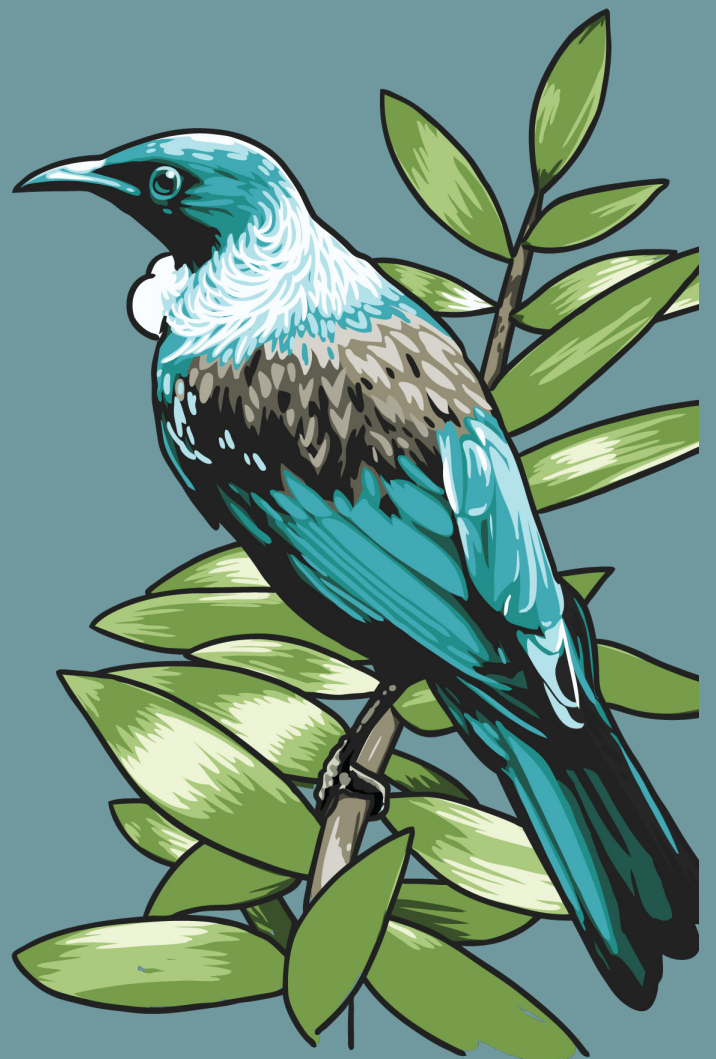
	ACTUAL	BUDGET	ACTUAL
	\$'000	\$'000	\$'000
	2018	2018	2017
Analysis of expenditure by activity			
Te Puke wastewater	1,738	1,643	1,618
Total operating expenditure	1,738	1,643	1,618
Analysis of expenditure by class			
Direct costs	951	822	773
Overhead costs	303	320	294
Interest	(124)	(199)	(121)
Depreciation	607	700	673
Total operating expenditure	1,738	1,643	1,618
Revenue			
Targeted rates	3,007	3,094	2,968
User fees	2	-	2
Financial contributions	46	277	251
Vested assets	228	-	59
Asset revaluation	-	-	-
Other income	1	-	-
Total revenue	3,285	3,371	3,280
Net cost of service - surplus/(deficit)	1,548	1,728	1,662
Capital expenditure	452	885	273
Vested assets	228	-	59
Total other funding required	868	843	1,330
Other funding provided by			
Environmental protection rate	129	129	123
Debt increase/(decrease)	(89)	(2)	(40)
Reserves and future surpluses	(908)	(970)	(1,413)
Total other funding	(868)	(843)	(1,330)

COST OF SERVICE STATEMENT

MAKETU WASTEWATER

	ACTUAL	BUDGET	ACTUAL
	\$'000	\$'000	\$'000
	2018	2018	2017
Analysis of expenditure by activity			
Maketu wastewater	1,596	1,358	1,330
Total operating expenditure	1,596	1,358	1,330
Analysis of expenditure by class			
Direct costs	773	515	529
Overhead costs	182	182	172
Interest	174	204	174
Depreciation	468	457	455
Total operating expenditure	1,596	1,358	1,330
Revenue			
Targeted rates	534	546	529
User fees	-	2	-
Financial contributions	7	7	-
Total revenue	541	555	529
Net cost of service - surplus/(deficit)	(1,056)	(804)	(801)
Capital expenditure	61	251	126
Vested assets	-	-	-
Total other funding required	(1,117)	(1,054)	(927)
Other funding provided by			
Environmental protection rate	23	23	20
Reserves and future surpluses	1,095	1,032	907
Total other funding	1,117	1,054	927

SOLID WASTE



SOLID WASTE

OVERVIEW

Human activity is inextricably linked to the health of our natural environment. A healthy environment is essential for overall well-being and prosperity. With our population growing, so demands on our natural resources will increase. The challenge is to lessen our impacts on the environment and reduce consumption and waste. Our Solid Waste Strategy sets out our sustainable development approach to the management of solid waste activities across our District.

The primary aim of this Strategy is to reduce the amount of waste produced by reducing, reusing, recycling and recovering.

WHY WE PROVIDE IT

OUR COMMUNITY OUTCOME

Efficient waste management practices minimise environmental harm and waste.

OUR GOALS

- Minimise the total quantity of residual waste for disposal through effective planning, education and enforcement so people reduce, reuse and recycle
- Provide good information so people dispose of residual waste in an environmentally acceptable manner
- Work with our communities to create a clean environment by encouraging and recognising innovative solutions to waste problems.

2017/18 HIGHLIGHTS

Waste Management Ltd stopped receiving comingled glass in kerb side recycling in March 2018. This has caused some concern to the public, and many are going to the recycling centres and giving up their recycle bins. In response to this, we have purchased additional bins to enable processing of extra glass at our recycling centres. The future review of a possible rates funded kerbside rubbish and recycling collection and the review of our solid waste strategy will seek a longer-term solution.

Council adopted the Waste Management & Minimisation Plan (WMMP) in December 2017. The focus of this plan is to minimise waste to landfill. To achieve this the plan has identified the following new actions:

- Council actively investigates alternative recycling and rubbish collection models to achieve better oversight and management of solid waste and recycling throughout the District
- Council establish a greenwaste and recycling centre at Omokroa similar to existing centres at Katikati and Te Puke
- Progress investigation into a future transfer station
- Investigate options for more cost effective and efficient greenwaste management in the District.

We have continued with our waste minimisation programme. This has included Para Kore - recycling at the marae, home composting workshops to capture organics, waste free living, zero waste education in schools (all levels) and the Paper 4 Trees initiative. We also continued to support the Love Food Hate Waste campaign.

A third SWAP survey of kerbside rubbish was completed in Autumn 2018. The findings from this audit were consistent with the previous surveys in that 40-50% of the content is organic in nature. It is possible to divert organic waste from landfill by composting it, worm farming or feeding it to animals. The results of these surveys will provide valuable input into future strategy development and kerbside recycling decisions. Waste operators are now required to be licenced as required by Council's Waste Management and Minimisation Bylaw 2012. The 2018/2019 registrations is underway. Licencing waste collectors will enable council to receive waste data in regard to the volume and type of waste collected and disposed of.

The Omokroa Greenwaste Drop-off facility and Katikati Recycling Centre's resource consents are being renewed. Council is working through the renewal process with Bay of Plenty Regional Council and a subsequent consultation process with local Iwi to lodge these consents. Council is also seeking a consent change to extend the recycling hours for the public at the Te Puke Recycle Centre.

WHAT WE PROVIDE



EDUCATION PROGRAMMES

ONGOING MONITORING OF
**CLOSED & CAPPED
LANDFILLS**

Athenree, Te Puke, Waihi Beach

MONITOR
**ILLEGAL DUMPING
(FLY-DUMPING)**

across our District

SERVICE PERFORMANCE RESULTS

RESULT TRENDS FOR KEY MEASURES

SOLID WASTE - TRENDS



HOW WE HAVE TRACKED PROGRESS TOWARDS OUR GOALS

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	ACHIEVED
	TARGET	RESULT	RESULT		
Key Performance Measure Percentage of actions, identified in the Solid Waste Action Plan for the year that have been completed. This identifies the total annual actions required for this strategy. Actions are required within specification and budget.	97%	100%	100%		✓
Key Resident Measure Percentage level of customer satisfaction with household rubbish disposal methods. As measured through our Annual Residents' Survey, those customers who are 'very satisfied' and 'satisfied'.	80%	72%	79%	The target and result were calculated excluding those surveyed who 'don't know'. The survey result including those that 'don't know' is 5%. Key reasons for dissatisfaction relate to the removal of the glass pick up, charges for recycling and greenwaste considered to expensive and recycling limitations.	✗
Supporting Measures Percentage of waste recycled or recovered as estimated and reported by licensed operators (excludes waste disposed of privately). We include estimates because we do not have weighbridges.	42%	25%	20%	Council do not control this waste stream so reliance is placed on external contractors to monitor. New targets have been identified as part of the Waste Management & Minimisation process.	✗
Number of initiatives funded by the Ministry for the Environment Waste Minimisation Scheme.	2	8	6		✓

HOW WE HAVE TRACKED PROGRESS - LEVELS OF SERVICE

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	ACHIEVED
	TARGET	RESULT	RESULT		
All Council-owned solid waste facilities, including closed landfills, meet environmental standards					
Number of abatement/infringement notices received.	0	0	0		✓
Provide and maintain drop-off recycling services					
Number of greenwaste and/or recycling facilities provided.	5	4	4	No new facilities have been developed.	✗
Assist in the provision of opportunities for the removal of hazardous waste					
Number of hazardous waste drop off points.	4	3	3	Facilities in place at Athenree, Katikati and Te Puke recycle centres.	✗

FUTURE INITIATIVES

We will continue to work through the actions required by the Waste Management & Minimisation Plan (WMMP) as mentioned above. A review of the current Solid Waste Strategy will occur in 2019. This review will consider actions identified in the WMMP and determine Council's approach to management of solid waste. Alongside this will be a service delivery review under section 17A of the Local Government Act 2002. The purpose of this is to review Council's role and approach to delivering these services, with cost effectiveness being the primary driver. These will provide future direction for the solid waste activity and identify opportunities for any efficiencies in the delivery of solid waste services.



COST OF SERVICE STATEMENT

SOLID WASTE

	ACTUAL	BUDGET	ACTUAL
	\$'000	\$'000	\$'000
	2018	2018	2017
Analysis of expenditure by activity			
District solid waste	554	762	526
Western solid waste	806	645	551
Eastern solid waste	386	492	347
Omokoroa greenwaste	143	142	112
Total operating expenditure	1,889	2,042	1,536
Analysis of expenditure by class			
Direct costs	1,155	1,479	964
Overhead costs	510	521	538
Interest	4	6	4
Depreciation	220	37	31
Total operating expenditure	1,889	2,042	1,536
Revenue			
Targeted rates	1,053	1,024	1,031
User fees	92	82	87
Subsidies	179	130	200
Other income	121	80	101
Total revenue	1,445	1,316	1,420
Net cost of service - surplus/(deficit)	(443)	(727)	(116)
Capital expenditure	-	-	4
Total other funding required	(443)	(727)	(120)
Other funding provided by			
Environmental protection rate	415	632	363
Debt increase / (decrease)	-	-	7
Reserves and future surpluses	(29)	94	(250)
Total other funding	443	727	120

MAJOR VARIANCES

Higher 'other income' in 2018 compared to prior year due to asset revaluation increases.

ECONOMIC



ECONOMIC

OVERVIEW

Economic development focuses on promoting the standard of living and economic health of a specific area. This strategy focuses on Councils role in supporting economic development, tourism, promotions, events and town centre development.

At a more strategic level Council is also a funder of Priority One, the Western Bay of Plenty subregion economic development agency who is focused on attracting businesses to the subregion and has been instrumental in progressing the development of a university campus in the central business district of Tauranga. Tourism Bay of Plenty, to which Council provides funding, has been instrumental in increasing the number of tourists to the District.

WHY WE PROVIDE IT

OUR COMMUNITY OUTCOME

To encourage the sustainable use of local resources in a way which strengthens economic opportunities and improves social outcomes.

OUR GOALS

- Foster partnerships between organisations, including local and central government and businesses to support economic, social, cultural and environmental development
- Council services are committed to being business friendly to encourage and enable businesses to flourish and contribute to building vibrant communities
- Enable an environment where community groups and business can collaborate and work together on shared outcomes for communities.

2017/18 HIGHLIGHTS

The Ministry of Business, Innovation and Employment revealed statistics this year that show visitors to coastal Bay of Plenty spent over \$1 billion in a 12-month period.

While Tourism is good for the economy, it places pressure on environments and communities. To ensure visitors leave with positive memories, the region's natural assets and cultural authenticity need to be protected. To achieve this aim, Tourism Bay of Plenty (TBOP) has created a Visitor Economic Strategy which signals a change in focus from destination marketing to destination management.

This means that instead of concentrating on attracting people to the area, TBOP will now seek to deliver experiences for people while here, and better manage those destinations. To achieve this, TBOP will work with providers of new attractions. Western Bay District Council and Tauranga City Council (TCC) have signalled funding to support the new direction through their respective long term plans that were adopted in June 2018.

Council also funds Priority One, the economic development agency for the sub-region, which reports ongoing economic growth. Monitoring of GDP growth over 19 quarters shows that the Western Bay sub-region continues to perform above the national average.

There are a number of other economic initiatives taking place across the District. This includes:

- **BOP Film** - Council supports BOP Film, in association with TCC and Priority One, whose aim is to create a regional film office that attracts film projects to the Western Bay area
- **Sub-regional Arts & Culture Strategy** - this strategy, facilitated by Creative Bay of Plenty (CBOP) was adopted by Western Bay Council and TCC in November 2017. Both councils are providing funding support to implement the strategy. Western Bay also decided to provide funding to the Incubator Creative Hub to implement actions in the strategy
- **Western Bay Museum** - Council continues to fund this facility. The Museum Trust has recently developed a marketing strategy and strategic plan, and is exploring options to locate parts of the collection throughout the District
- **Local economic development providers** - Te Puke Economic Development Group, Katch Katikati and Waihi Beach Events and Promotions also continue to receive Council support for local initiatives.

WHAT WE PROVIDE



TOWN CENTRE PROMOTION

Te Puke, Katikati Waihi Beach

SUPPORT FOR EXTERNAL ORGANISATIONS

FOCUSED ON STRENGTHENING

our local economics

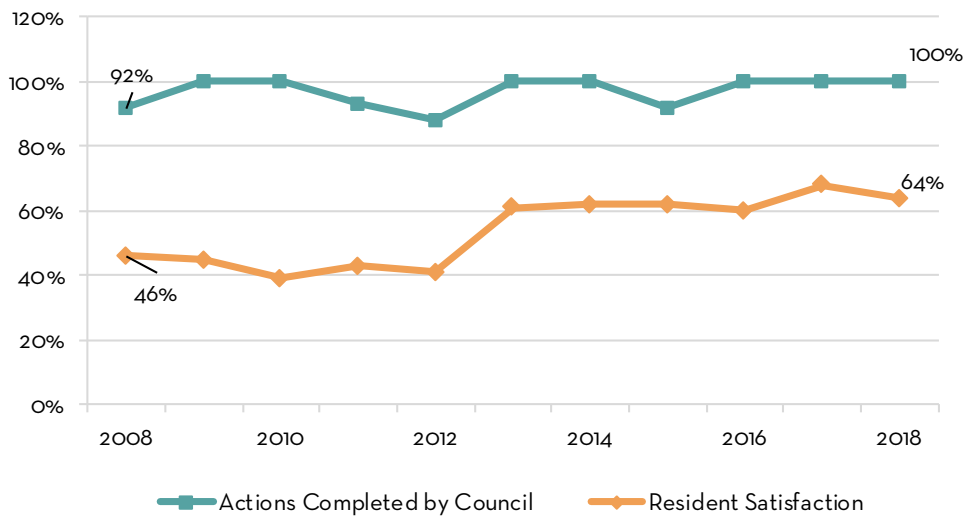
SUPPORTING

ECONOMIC DEVELOPMENT & TOURISM

SERVICE PERFORMANCE RESULTS

RESULT TRENDS FOR KEY MEASURES







SUPPORTING THE ECONOMY - TRENDS



HOW WE HAVE TRACKED PROGRESS TOWARDS OUR GOALS

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	ACHIEVED
	TARGET	RESULT	RESULT		
Key Performance Measure Percentage completion of the annual work programme as identified in our Economic Strategy and Action Plan.	≥90%	100%	100%		✓
Key Resident Measure Level of resident satisfaction with our role in promoting employment, tourism and business opportunities within the sub-region. Monitored by the Annual Residents' Survey, those residents that are 'satisfied' and 'very satisfied'.	≥60%	64%	68%	The target and result were calculated excluding those surveyed who 'don't know'. The survey result including those that 'don't know' is 46%.	✓

HOW WE HAVE TRACKED PROGRESS - LEVELS OF SERVICE

PERFORMANCE MEASURES	2017/18		2016/17	NARRATIVE	ACHIEVED
	TARGET	RESULT	RESULT		
Council will support external organisations tasked with developing economic activity in the District					
Level of resident satisfaction with the promotion of town centres and events in Katikati, Te Puke and Waihi Beach. Monitored by the Annual Residents' Survey, those Residents that are 'satisfied' and 'very satisfied'.	≥65%	64%	64%	The target and result were calculated excluding those surveyed who 'don't know'. The survey result including those that 'don't know' is 54%.	
Number of service delivery contracts related to economic development activity.	4	5	5		
Percentage of economic contracts where contract requirements have been achieved.	≥90%	100%	100%		
Number of joint economic initiatives identified in the service delivery contracts that have been implemented.	2	6	10		
Council will facilitate economic development through the community development plans that have been developed for the District's urban growth node towns or communities					
Satisfaction of businesses with Councils role in economic development (two yearly survey).	≥65%	NO SURVEY	NO SURVEY	At the June meeting of the Community Committee a decision was made not to undertake this survey. Survey being reviewed to provide more effective feedback.	
Number of economic action plans derived from our Community Development Plans.	7	7	0		

FUTURE INITIATIVES

The implementation of various economic strategies (Visitor Economy Strategy, Sub-Regional Arts & Culture Strategy, Western Bay Museum strategy, BOP Film, etc) will take place and Council will monitor and provide support as necessary.

Katch Katikati is scheduled to take over the existing Katikati Library and Service Centre building to create an Arts Junction venue where the arts and sector can meet. Katch Katikati will also assume responsibility for the Katikati Visitor Information Centre, which is not moving to the new library / community hub facility.

The review of current structure plans and urban growth strategies in response to current growth is ongoing. Once these plans are finalised they will provide direction concerning further development of commercial areas.

COST OF SERVICE STATEMENT

ECONOMIC

	ACTUAL \$'000	BUDGET \$'000	ACTUAL \$'000
	2018	2018	2017
Analysis of expenditure by activity			
Economic support	385	404	376
Visitor information	61	60	73
Town centre promotion	180	184	188
Total operating expenditure	626	648	637
Analysis of expenditure by class			
Direct costs	621	635	598
Overhead costs	93	102	109
Interest	(88)	(90)	(70)
Total operating expenditure	626	648	637
Revenue			
Targeted rates	290	295	271
Other income	2	2	3
Total revenue	292	297	274
Net cost of service - surplus/(deficit)	(334)	(351)	(363)
Capital expenditure	-	268	1
Total other funding required	(334)	(619)	(364)
Other funding provided by			
General rate	675	696	681
Interest in associates	(16)	-	-
Reserves and future surpluses	(325)	(77)	(317)
Total other funding	334	619	364

SUPPORT SERVICES



SUPPORT SERVICES

OVERVIEW

A number of internal corporate services support the delivery of services and activities to the community. Our Long Term Plan contains strategies that determine the activities Council provides to serve our community, for example water supply and transportation. Our Corporate Plan contains strategies for our support services. Corporate support activities have a crucial part to play in enabling staff to produce their best work and deliver the highest standards of service to customers. The key strategic approach for each of the corporate support activities is broadly described below:

CORPORATE SUPPORT ACTIVITY	WHAT THIS ACTIVITY DOES	STRATEGIC APPROACH
Customer services	Ensure customers receive timely, accurate and user friendly information, service and advice.	Focus on understanding the diversity of customers, and their needs and respond to them more effectively.
Communications	Ensure customers and communities are kept informed.	Provide communications that are targeted to identified customer needs.
Relationship management	Maintain effective relationships with residents and key communities of interest.	The purpose of the relationships is clearly understood, diversity is recognised and our obligations to Māori under the Treaty of Waitangi are fulfilled.
Human resources	Manage workforce capability and capacity.	Future workforce needs are understood so that staffing levels, skills and competencies are retained to deliver the agreed services to the community.
Information management	Ensure data is accessible, clear and secure.	Information is managed to ensure it is easily accessible and the integrity of the data is maintained
Information technology	Ensure information systems are integrated, secure and responsive to business needs.	Smart use of technology to achieve agreed strategic initiatives and optimise the customer experience.
Financial management	Provide comprehensive financial planning and monitoring services.	Timely, accessible and reliable information is available to inform decision-making, both for staff and elected members.
Corporate assets	Sustainably manage Council's corporate buildings, equipment, vehicles and land.	Assets, planning and property staff work together to enable the sustainable development of infrastructure.
Procurement	Ensure services purchased provide the best value for money, are sustainable and environmentally responsible.	Sustainable purchasing practices that demonstrate value for money and are environmentally responsible.
Risk management	Identify, minimise or mitigate risks.	Integrated risk management information to inform decision making and ensure continuity of Council services.
Quality management	Document and review key processes to ensure knowledge is maintained and opportunities for improvement identified.	Documentation of key processes secures knowledge and facilitates opportunities for improvement.

2016/17 HIGHLIGHTS

Council is a shareholder of the New Zealand Local Government Funding Agency Limited (LGFA). This entity was created to provide more cost effective financing specifically to local authorities, and Western Bay estimates that the on-going and enduring impact of the LGFA has saved approximately \$400,000 - \$500,000 per annum in interest costs that would not have been made had the LGFA not been established.

Council has continued to work on the digitisation of its property files and key records.

FUTURE INITIATIVES

Council will continue to participate in the BOPLASS initiatives.

COST OF SERVICE STATEMENT

SUPPORT SERVICES

	ACTUAL \$'000	BUDGET \$'000	ACTUAL \$'000
	2018	2018	2017
Analysis of expenditure by activity			
Support services	976	1,525	780
Corporate assets	2,212	1,670	1,835
Treasury	2,162	1,023	2,364
Total operating expenditure	5,350	4,218	4,979
Analysis of expenditure by class			
Direct costs*	14,686	15,384	14,333
Overhead recoveries	(12,071)	(12,416)	(11,659)
Interest**	1,214	391	1,140
Depreciation	1,521	859	1,164
Total operating expenditure	5,350	4,218	4,979
Revenue			
Targeted rates	55	(171)	18
General rate	1,598	2,228	2,330
User fees	18	14	61
Interest**	2,262	1,280	6,414
Asset revaluation	-	-	-
Other income including General Rates	1,192	1,017	9,596
Total revenue	5,128	4,367	18,419
Net cost of service - surplus/(deficit)	(222)	149	13,440
Capital expenditure	1,498	2,424	3,336
Vested assets	-	-	-
Total other funding required	(1,719)	(2,275)	10,104
Other funding provided by			
Debt increase / (decrease)	(84)	236	369
Proceeds from sale of assets	-	85	-
Reserves and future surpluses	1,803	1,955	(10,473)
Total other funding	1,719	2,275	(10,104)

*Net direct cost of support services after overhead recoveries

** Net interest income/expense after internal interest recoveries