



Agenda Council Meeting

**Tuesday 27 May 2014
9.00am**

**Council Chambers
Queen Street
TE KUITI**



NOTICE OF MEETING

A MEETING OF THE WAITOMO DISTRICT COUNCIL IS TO BE HELD IN THE COUNCIL CHAMBERS, QUEEN STREET, TE KUITI ON TUESDAY 27 May 2013 COMMENCING AT 9.00AM

COUNCIL MEMBERS

Mayor Brian Hanna
Cr Terry Davey
Cr Lorrene Te Kanawa

Deputy Mayor Guy Whitaker
Cr Allan Goddard

Cr Phil Brodie
Cr Sue Smith

CHRIS RYAN
CHIEF EXECUTIVE

ORDER PAPER

| Items of Business | Page No. |
|--|-----------------|
| FILE 1 OF 3 | |
| 1. Council Prayer | |
| <i>God Grant us the serenity to accept the things we cannot change The courage to change the things we can And the wisdom to know the difference These things we ask in the name of Our Lord Jesus Christ Amen</i> | |
| 2. Apologies | |
| 3. Declarations of Member Conflicts of Interest | |
| 4. Verbal Reports: Individual Councillor Roles and Responsibilities | |
| 5. Confirmation of Minutes – 1 May 2014 | 5 – 21 |
| 6. Financial Report for the ten months ended 30 April 2014 | 22 – 43 |
| 7. Deliberation on Submissions to the Waitomo District Council Draft | 44 – 58 |

| Items of Business | Page No. |
|--|---------------------|
| Exceptions Annual Plan 2014/15 | |
| 8. 2014 Great NZ Muster | 59 – 60 |
| 9. 2013/2014 Community Partnership Fund Assessment and Allocation | 61 – 66 |
| 10. Draft Customer Service Strategy | 67 – 87 |
| 11. Hamilton and Waikato Tourism: Service Level Agreement for Regional Tourism Services – Schedule of Services 2014/2015 | 88 – 102 |
| 12. Review and Adoption of Gambling Policy | To be tabled |
| 13. Review of Bylaws – Deliberation of Submissions | 103 – 106 |
| FILE 2 OF 3 | |
| 14. Progress Report: Resource Consent Applications | 1 – 6 |
| 15. Resolution of Support in Principle to Roding Asset Technical Alliance | 7 – 12 |
| 16. Progress Report: Monitoring Against 2012-2022 Long Term Plan – Land Transport | 13 – 21 |
| 17. Progress Report: Monthly Operation and Maintenance Report for Water, Sewerage and Stormwater – March 2014 | 22 – 28 |
| 18. Brook Park Inc Society - Minutes | 29 – 31 |
| 19. Progress Report: CDEM Joint Committee Minutes | 32 – 36 |
| 20. Progress Report: Waitomo Cultural and Arts Centre – Shared Parking Investigation | 37 – 39 |
| 21. Progress Report: Parkside Subdivision | 40 – 45 |
| 22. Progress Report: Te Kuiti Railway Building | 46 – 53 |
| 23. Progress Report: Te Kuiti Mainstreet Re-Design | 54 – 57 |
| 24. Progress Report: Te Kuiti Community House | 58 – 62 |
| 25. Progress Report: Rural Halls | 63 – 71 |
| 26. Progress Report: Monitoring against the Road Map Work Programme | 72 – 129 |
| 27. Motion to Exclude the Public for the consideration of: | 130 – 131 |

FILE 3 OF 3 (PUBLIC EXCLUDED)

| | | |
|----|---|---------|
| 1. | Audit Service Plan for the Audit of Council's 2013/14 Annual Report | 1 – 20 |
| 2. | Waitomo Cultural and Arts Centre – Use of Centre during Shears Week | 21 - 23 |
| 3. | Progress Report: Marokopa Sea Wall | 24 – 29 |
| 4. | Progress Report: Regulatory Enforcement Issues | 30 – 33 |
| 5. | Progress Report: Wool Storage Facility | 34 – 38 |
| 6. | Progress Report: Waikato Mayoral Forum/Shared Services | 39 – 66 |

PLEASE NOTE

1. The business papers attached to this Order Paper set out recommendations and suggested resolutions only. Those recommendations and suggested resolutions do not represent Council policy until such time as they might be adopted by Council resolution.
2. This Order Paper may be subject to amendment either by the addition or withdrawal of items contained therein.

WAITOMO DISTRICT COUNCIL

**MINUTES OF A MEETING OF THE WAITOMO DISTRICT COUNCIL
HELD IN THE COUNCIL CHAMBERS, QUEEN STREET, TE KUITI ON
THURSDAY 1 MAY 2014 AT 9.30AM**

PRESENT: Mayor Brian Hanna, Council Members Phil Brodie, Terry Davey, Allan Goddard, Lorrene Te Kanawa and Sue Smith

IN ATTENDANCE: Media and Public

Chris Gardner (Waikato Times); Todd Ward (Waitomo News); Kiri Goulter (Chief Executive, Hamilton and Waikato Tourism); Nick and Carol Andreef (Destination Waitomo)

Staff

Chris Ryan, Chief Executive; Michelle Higgie, Executive Assistant; Helen Beever, Group Manager – Customer Services (for part only); Vibhuti Chopra, Group Manager – Corporate Services (for part only); Christiaan van Rooyen, Group Manager - Assets (for part only); Kit Jeffries, Group Manager – Corporate Services (for part only); John De Luca, Group Manager – Community Services (for part only) and Western Waikato EM Operations Manager, Martin Berryman (for part only)

| | | |
|-----------|-----------------------|---------------------|
| 1. | Council Prayer | File 037/003 |
|-----------|-----------------------|---------------------|

| | | |
|-----------|------------------|---------------------|
| 2. | Apologies | File 037/003 |
|-----------|------------------|---------------------|

Resolution

The apology from Deputy Mayor Guy Whitaker be received and leave of absence granted.

Brodie/Te Kanawa Carried

| | | |
|-----------|--|----------------------|
| 3. | Deputation: Hamilton Waikato Tourism – Presentation of Six Monthly Report | File 400/180A |
|-----------|--|----------------------|

Council received a PowerPoint Presentation from Kiri Goulter, Chief Executive of Hamilton and Waikato Tourism presenting the Hamilton and Waikato Tourism Six Monthly Report. Kiri Goulter advised that Alistair Calder, Chair of Hamilton and Waikato Tourism apologised for not being able to attend the meeting.

Mayor Hanna thanked Kiri Goulter for her support of Waitomo District during her five years with Hamilton and Waikato Tourism.

Nick Andreef briefed the Council on Destination Waitomo's input into Hamilton and Waikato Tourism lead activities and also thanked Kiri Goulter for her assistance and support during her term as Chief Executive of Hamilton and Waikato Tourism.

The meeting adjourned for morning tea at 10.17am.

Kiri Goulter, Nick and Carol Andreef and the Group Manager – Customer Services left the meeting at 10.40am.

The meeting reconvened at 10.40am.

Resolution

The Deputation from Hamilton and Waikato Tourism Limited be received.

Davey/Smith Carried

| | |
|-------------------------------------|----------------------|
| 4. Amendments to Order Paper | File 037/051A |
|-------------------------------------|----------------------|

Mayor Hanna advised that due to further information becoming available since preparation of the Agenda, he wished to move Item 16 "Waitomo Cultural and Arts Centre – use of Centre during the Shears Week" and Item 22 "Progress Report – Te Kuiti Cemetery" to public excluded business.

Resolution

The following changes be made to the Order Paper for this meeting: – Item 16 "Waitomo Cultural and Arts Centre – use of Centre during the Shears Week" and Item 22 "Progress Report – Te Kuiti Cemetery" be moved into public excluded business for reasons of protecting privacy.

Brodie/Te Kanawa Carried

| | |
|--|----------------------|
| 5. Declarations of Member Conflicts of Interest | File 037/051A |
|--|----------------------|

Member Te Kanawa advised that she is a Trustee on the Te Kuiti Community House.

| | |
|---|----------------------|
| 6. Confirmation of Minutes – 25 March 2014 | File 037/040A |
|---|----------------------|

Resolution

The Minutes of the Waitomo District Council meeting held on 25 March 2014 be confirmed as a true and correct record.

Goddard/Te Kanawa Carried

| | | |
|-----------|---|----------------------|
| 7. | Verbal Reports: Individual Councillor Roles and Responsibilities | File 037/040A |
|-----------|---|----------------------|

Individual Council Members provided verbal reports in respect to Councillor appointed Roles and Responsibilities.

Cr Brodie

Piopio dEAP Meeting

Cr Te Kanawa

Te Kuiti Development Incorporated
Tere Waitomo Community Trust
Te Kuiti Community House
Waitomo dEAP Meeting

Cr Goddard

Federated Farmers AGM
Benneydale Residents and Ratepayers (dEAP Meeting)

Cr Davey

Te Kuiti dEAP Meetings

Cr Smith

Kiwi II Trust Meeting
Te Waitere dEAP Meeting
Road Traffic Count on Waitomo-Taharoa Road (currently very busy) seal is stripping
Waitomo dEAP Meeting

Mayor Hanna

Waikato Regional Council District Visit
Population Health – Regional Sector Trials
Psych Bill
Sport Waikato
Westpac Rescue Helicopter
Terry Bradley – School Holiday Programmes
NZTA Road Signage Inspections
Youth Council Camp

Resolution

The Verbal Reports from Council Members be received.

Te Kanawa/Brodie Carried

The Group Manager – Assets and Group Manager – Corporate Services (Vibhuti Chopra) entered the meeting at 10.53am.

| | | |
|-----------|---|---------------------|
| 8. | Receipt of Minutes: Nga Wai o Waipa Co-Governance Forum – 7 March 2014 | File 058/005 |
|-----------|---|---------------------|

Council considered a business paper presenting for Council's consideration and receipt, the Minutes of the Nga Wai o Waipa Co-Governance Forum held on Friday 7 March 2014.

Resolution

- 1 The business paper on Receipt of Minutes: Nga Wai o Waipa Co-Governance Forum - 7 March 2014 be received.
- 2 The Nga Wai o Waipa Co-Governance Forum Minutes held on Friday 7 March 2014 be received.

Goddard/Davey Carried

| | | |
|-----------|-----------------------------|---------------------|
| 9. | Waikato Spatial Plan | File 225/009 |
|-----------|-----------------------------|---------------------|

Council considered a business paper –

- 1 seeking Council approval to progress to Stage Two of the Waikato Spatial Plan (WSP) project
- 2 seeking Council approval to establish the Waikato Spatial Plan Joint Committee to guide development and consultation of the Waikato Spatial Plan, and recommendation of the Spatial Plan to Councils for adoption
- 3 enabling Council to nominate a representative to sit on the Waikato Spatial Plan Joint Committee

The Mayor, Chief Executive and Group Manager – Corporate Services (Vibhuti Chopra) expanded verbally on the business paper and answered Members' questions.

Member Brodie noted that the "Strengths" state "*Nationally significant transport juncture and connections to Auckland and Tauranga*" but does not include New Plymouth, which is another major Port and a significant transportation route through Waitomo District.

The Group Manager – Corporate Services (Kit Jeffries) entered the meeting at 11.00am.

Resolution

- 1 The business paper on Waikato Spatial Plan be received.
- 2 Council support the development of a draft Waikato Spatial Plan.
- 3 Council adopt the attached Terms of Reference for the Waikato Regional Spatial Plan Joint Committee.
- 4 Council appoint Councillor Goddard as the Council member of the Waikato Spatial Plan Joint Committee.

Te Kanawa/Smith Carried

| | | |
|------------|---|----------------------|
| 10. | Quarterly Financial and Non-Financial Report for period ending 31 March 2014 | File 100/018A |
|------------|---|----------------------|

Council considered a business paper presenting:

- The Financial Report for the period ended 31 March 2014 and;
- Detail of non-financial performance of service performance (i.e. performance against key indicators) for the period to 31 March 2014.

The Group Manager – Corporate Services (Kit Jeffries) expanded verbally on the business paper and answered Members’ questions.

Resolution

The business paper on the Quarterly Financial Report for the Nine Months to 31 March 2014 be received.

Davey/Brodie Carried

| | | |
|------------|---|----------------------|
| 11. | Civic Assurance – 2014 Statement of Intent | File 054/001D |
|------------|---|----------------------|

Council considered a business paper presenting the 2014 Statement of Intent for Civic Assurance.

The Group Manager – Corporate Services (Kit Jeffries) expanded verbally on the business paper and answered Members’ questions.

Resolution

The business paper on Civic Assurance’s 2014 Statement of Intent be received.

Goddard/Smith Carried

The Group Managers – Corporate Services (Kit Jeffries and Vibhuti Chopra) left the meeting at 11.14am.

| | | |
|------------|--|---------------------|
| 12. | Progress Report: Monthly Operation and Maintenance Report for Water, Sewerage and Stormwater – April 2014 | File 037/05A |
|------------|--|---------------------|

Council considered a business paper providing a brief on progress for Operational and Maintenance performance by Council’s contracted Services Provider for Water Services (Veolia Water).

The Group Manager – Assets expanded verbally on the business paper and answered Members’ questions.

Member Brodie noted that there are stormwater issues in the Wrightson’s Yard at Piopio. The Group Manager – Assets undertook to follow-up on this matter.

Resolution

The Progress Report: Monthly Operation and Maintenance Report for Water, Sewerage and Stormwater – April 2014 be received.

Goddard/Smith Carried

The Group Manager – Community Services entered the meeting at 11.14am.
The Group Manager – Customer Services re-entered the meeting at 11.15am.

| | | |
|------------|---|----------------------|
| 13. | Progress Report: Waitomo District Council – Compliance with New Zealand Drinking Water Standards | File 037/005B |
|------------|---|----------------------|

Council considered a business paper informing of progress being made in terms of the upgrading of the Water Treatment Plants in the Waitomo District to comply with the New Zealand Drinking Water Standards 2005 (Revised 2008) and to advising the revised implementation timeline.

The Chief Executive and Group Manager – Assets expanded verbally on the business paper and answered Members' questions.

The Group Manager – Assets reiterated that the main reason for phasing in the required Water Treatment Plant upgrade work in Te Kuiti, and hence not meeting the NZ Drinking Water Standards compliance date of 1 July 2014, is purely affordability.

Resolution

The Progress Report: Compliance with statutory requirements of NZ Drinking Water Standards and Implementation Time Line be received.

Davey/Te Kanawa Carried

The Group Manager – Assets left the meeting at 11.21am.
The Manager – Regulatory Services entered the meeting at 11.21am.

| | | |
|------------|-----------------------------------|---------------------|
| 14. | Dog Control Fees 2014/2015 | File 051/003 |
|------------|-----------------------------------|---------------------|

Council considered a business paper requiring Council to set the dog control fees for 2014/2015 in accordance with the provisions of the Dog Control Act 1996.

The Manager – Regulatory Services expanded verbally on the business paper and answered Members' questions.

Resolution

- 1 The business paper on Dog Control Fees 2014/2015 be received.

- 2 Council adopt the following fee structure for 2014/2015 Dog Registration Fees:

| | |
|---------------------------|----------|
| Basic Dog Fee | \$149.00 |
| Urban Fee | \$98.00 |
| Spayed or Neutered Fee | \$77.00 |
| Selected Owner Policy Fee | \$56.00 |
| Rural Fee | \$35.00 |

Brodie/Goddard Carried

| | |
|---|----------------------|
| 15. Progress Report: Resource Consent Applications | File 097/001B |
|---|----------------------|

Council considered a progress report providing information on outstanding resource consent applications and details of those applications currently being processed.

The Manager – Regulatory Services expanded verbally on the business paper and answered Members’ questions.

Resolution

The Progress Report: Resource Consent Applications be received.

Goddard/Davey Carried

The Group Manager – Customer Services and Manager – Regulatory Services left the meeting at 11.24am.

The Western Waikato EM Operations Manager (Martin Berryman) entered the meeting at 11.24am.

| | |
|--|-----------------------|
| 16. Emergency Management Provision – Western Waikato Shared Service | File 400/010/7 |
|--|-----------------------|

Council considered a business paper providing a brief on the activities of the Emergency Management Operations Manager of the Shared Service with Waipa and Otorohanga District Councils.

The Group Manager – Community Services and Western Waikato EM Operations Manager expanded verbally on the business paper and answered Members’ questions.

Resolution

The business paper on Emergency Management Provision – Western Waikato Shared Service be received.

Te Kanawa/Smith Carried

The Western Waikato EM Operations Manager (Martin Berryman) left the meeting at 11.31am.

| |
|---|
| 17. Progress Report: Waitomo Cultural and Arts Centre – Shared Parking Investigation File 401/0588423900 |
|---|

Council considered a progress report on development of the shared parking adjacent to the Te Kuiti Community Childcare Centre Incorporated (The Cottage).

The Group Manager – Community Services expanded verbally on the business paper and answered Members' questions.

Resolution

The Progress Report - Cultural and Arts Centre – Shared Parking Investigation be received.

Goddard/Brodie Carried

| |
|--|
| 18. Progress Report: Parkside Subdivision File 401/Parkside |
|--|

Council considered a progress report on the sale of sections at Parkside Subdivision.

The Group Manager – Community Services expanded verbally on the business paper and answered Members' questions.

Resolution

The Progress Report: Parkside Subdivision be received.

Te Kanawa/Brodie Carried

| |
|---|
| 19. Progress Report: Te Kuiti Railway Building File 401/9992000100 |
|---|

Council considered a progress report on the Te Kuiti Railway Building Project.

The Group Manager – Community Services expanded verbally on the business paper and answered Members' questions.

Resolution

The Progress Report: Te Kuiti Railway Building be received.

Te Kanawa/Davey Carried

| | | |
|------------|---|---------------------|
| 20. | Progress Report: Te Kuiti Mainstreet Re-Design | File 401/CBD |
|------------|---|---------------------|

Council considered a progress report on the Te Kuiti Main Street Re-Design.

The Mayor noted that Councillor Davey is now a member of the Committee developed to progress this matter.

The Group Manager – Community Services expanded verbally on the business paper and answered Members’ questions.

Resolution

The Progress Report: Te Kuiti Main Street Re-Design be received.

Goddard/Smith Carried

| | | |
|------------|--|----------------------------|
| 21. | Progress Report: Te Kuiti Community House | File 401/0588423600 |
|------------|--|----------------------------|

Council considered a progress report on the Feasibility Study being undertaken to assess the long term direction of the Te Kuiti Community House.

The Group Manager – Community Services expanded verbally on the business paper and answered Members’ questions.

Resolution

The Progress Report: Te Kuiti Community House be received.

Davey/Smith Carried

| | | |
|------------|-------------------------------------|-----------------------|
| 22. | Progress Report: Rural Halls | File 401/Halls |
|------------|-------------------------------------|-----------------------|

Council considered a progress report brief Council on the progress with the disposal of Oparure, Mokauiti, Kopaki and Benneydale Halls and to establish teams to work through the disposal process.

The Group Manager – Community Services expanded verbally on the business paper and answered Members’ questions.

Member Goddard advised that disabled ramp access to the main entrance has been requested for the Benneydale Hall and should take precedence over the installation of a new Hotwater Zip.

Resolution

- 1 The Progress Report: Rural Halls Disposal (Benneydale, Mokauiti and Kopaki Halls) be received.

- 2 Council proceed with finalising the Incorporated Society for the administration of the Benneydale Hall.

- 3 Council undertake the identified maintenance related to weather tightness, safety, sanitary provision and security items at the Benneydale Hall at an estimated cost of \$15,550.

Goddard/Te Kanawa Carried

The Group Manager – Community Services left the meeting at 11.54am.

| | |
|--|----------------------|
| 23. Progress Report: Road Map Monitoring Schedule | File 037/048A |
|--|----------------------|

Council considered a Progress Report presenting the Road Map Monitoring Schedule as at 1 May 2014.

The Chief Executive expanded verbally on the business paper and answered Members' questions.

Resolution

The Progress Report: Road Map Monitoring Schedule be received.

Goddard/Brodie Carried

Mayor Hanna advised Council that Barbara Marsh passed away this morning and that he had passed on Council's condolences to the family. Council took a minute's silence in remembrance of Barbara Marsh.

| | |
|---|---------------------|
| 24. Motion to Exclude the Public for the consideration of: | File 037/043 |
|---|---------------------|

Council considered a business paper pursuant to Section 48 of the Local Government Official Information and Meetings Act 1987 giving Council the right by resolution to exclude the public from the whole or any part of a meeting on one or more of the grounds contained within that Section.

Resolution

- 1 The public be excluded from the following part of the proceedings of this meeting.
- 2 Council agree that the following staff, having relevant knowledge, remain
Chris Ryan, Chief Executive
Michelle Higgie, Executive Assistant
Helen Beever, Group Manager – Customer Services
- 3 The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

| General Subject of each matter to be considered | Reason for passing this resolution in relation to each matter | Section 48(1) grounds for this resolution |
|---|--|---|
| 1. Deputation: Monica and Maurice Louis – Request for Partial Rates Remission 15 Ellis Road, Benneydale | 7(2)(a) To protect the privacy of natural persons, including that of deceased natural persons | 48(1)(a) |
| 2. Waitomo Cultural and Arts Centre: Use of Centre during Shears Week | 7(2)(a) To protect the privacy of natural persons, including that of deceased natural persons | 48(1)(a) |
| 3. Progress Report: Te Kuiti Cemetery | 7(2)(a) To protect the privacy of natural persons, including that of deceased natural persons; and 7(2)(i) Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations) | 48(1)(a) |
| 4. Progress Report: Brook Park Entrance | 7(2)(i) Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations) | 48(1)(a) |
| 5. Progress Report: Mokau Toilet Effluent Upgrade | 7(2)(i) Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations) | 48(1)(a) |
| 6. Progress Report: Marokopa Sea Wall | 7(2)(i) Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations) | 48(1)(a) |
| 7. Progress Report: Benneydale Water Easements | 7(2)(i) Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations) | 48(1)(a) |
| 8. Progress Report: Regulatory Enforcement Issues | 7(2)(a) To protect the privacy of natural persons, including that of deceased natural persons | 48(1)(a) |

| General Subject of each matter to be considered | Reason for passing this resolution in relation to each matter | Section 48(1) grounds for this resolution |
|---|--|---|
| 9. Progress Report: Te Maika Zone – Te Maika Trust Proposal | 7(2)(i) Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations) | 48(1)(a) |
| 10. Progress Report: Wool Storage Facility | 7(2)(a) To protect the privacy of natural persons, including that of deceased natural persons | 48(1)(a) |
| 11. WDC Road Maintenance Contract No. 500/11/01 – Rights of Renewal – Contract Term | 7(2)(i) Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations) | 48(1)(a) |
| 12. Progress Report: Mayoral Forum Work Streams and Regional Shared Service Initiatives | 7(2)(i) Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations) | 48(1)(a) |

This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act or Section 6, Section 7 or Section 9 of the Official Information Act 1982 as the case may require are listed above.

Brodie/Smith Carried

There being no further business the meeting closed at 2.27pm.

Dated this 27th day of May 2014.

BRIAN HANNA
MAYOR

Confidential

Confidential

Confidential

Confidential

Confidential

Document No: 333876

File No: 100/018A

Report To: Council**Meeting Date:** 27 May 2014**Subject:** **Financial Report for the ten months ended 30 April 2014**

Purpose of Report

- 1.1 The purpose of this business paper is to present the Financial Report for the ten months ended 30 April 2014.

Local Government Act S.11A Considerations

- 2.1 There are no considerations relating to Section 11A of the Local Government Act in regards to this business paper.
- 2.2 The purpose of this business paper is to provide oversight and accountability of Council's performance in delivering core services to the Waitomo District and Community.

Background

- 3.1 The period covered by this report is 1 July 2013 to 30 April 2014.
- 3.2 The order of the report is as follows:
- **Summary Income Statement** with comments detailing significant variances to Exceptions Annual Plan 2013/14 on Council's operating performance for the ten months to 30 April 2014.
 - **Summary Balance Sheet** with comments detailing significant balance movements from 1 July 2013 to 30 April 2014.
 - **Capital Expenditure** summary with commentary on material variances of expected expenditure for the year compared with budget.
 - **Cost of Service** Statement Summary and Cost of Service Statements for Council's ten significant activities are presented in **Appendix 1**.
 - **Balance Sheet** as at 30 April 2014 is presented in **Appendix 2**.
- 3.3 All figures in the tables, except percentages, are expressed in thousands of dollars ('\$000s).

| |
|--|
| Financial Report to 30 April 2014 |
|--|

4.1 INCOME STATEMENT HIGHLIGHTS

4.2 Set out below is the summary of financial information for the ten months to 30 April 2014. Detailed Summaries of Cost of Service Statements are attached as **Appendix 1**.

| FINANCIAL HIGHLIGHTS (Amounts in \$1000's) | Actual 2012/13 | EAP Budget 2013/14 | YTD Budget Apr 2014 | YTD Actual Apr 2014 | Variance Apr 2014 | % Variance |
|---|---------------------------------|---|--|--|------------------------------------|-----------------------------|
| Total Expenditure | | | | | | |
| - Direct Operating | 11,399 | 12,683 | 10,033 | 9,892 | (141) | |
| - Indirect Operating | 11,772 | 11,854 | 9,659 | 9,464 | (195) | |
| Total Expenditure | 23,171 | 24,537 | 19,692 | 19,356 | (336) | -2% |
| Total Revenue | | | | | | |
| - Operating Revenue | (12,033) | (11,041) | (7,722) | (8,350) | (628) | |
| - Rates Revenue | (16,735) | (17,248) | (17,221) | (17,247) | (26) | |
| Total Revenue | (28,768) | (28,289) | (24,943) | (25,597) | (654) | 3% |
| Net Operating Cost/(Surplus) | (5,597) | (3,752) | (5,251) | (6,241) | (990) | 19% |

4.3 **Net Operating Cost/ (Surplus):** The net operating surplus was 19% (\$990,000) more than budget for the ten months of the financial year.

- Included in the Net Operating Surplus is \$2,097,000 of subsidy revenue to fund asset renewal and improvement expenditure. Renewal and improvement expenditure is capital in nature and as such is not included in the Operating Expenditure figure in the income statement.

4.4 **Operating Expenditure** was 2% (\$336,000) less than budget forecast for the ten months ended April 2014.

- Direct Operational expenditure was \$141,000 less than budget. The main contributors to this variance in order of magnitude are:
 - **Roads and Footpaths:** \$707,000 more than budget. More expenditure on first response emergency maintenance and sealed and unsealed pavement maintenance work carried out during the reporting period.
 - **Community Services:** \$284,000 less than budget. Repairs and maintenance expenditure which is carried out on an 'as needed' basis is currently tracking less than budget and operational costs on-charged from the Internal Services Unit are also tracking less than budget.
 - **Sewerage:** \$154,000 less than budget. Electricity costs and ordered maintenance costs are tracking less than budget - offsetting those reductions is increased expenditure on chemicals.
 - **Solid Waste Management:** \$136,000 less than budget as a result of reduced volumes of refuse entering the landfill.
 - **Community Development:** \$154,000 less than budget. The basis on which sales of tourism related services are accounted for at the Visitor Information Centre has been changed; only the commission earned is

included as revenue on a net basis, whereas the budgets provided for gross sales and purchases to be shown.

- Indirect expenditure is \$195,000 is less than the year to date budget and is made up of the following three components:
 - **Allocated Costs**: \$230,000 more than forecast.
 - **External Interest**: \$430,000 less than forecast, due to interest rates being less than interest rate assumptions and public debt being less than forecast in the Exceptions Annual Plan 2013/14 (and Long Term Plan 2012-22).
 - **Depreciation**: \$5,000 more than forecast, primarily due to changes in timing for capital expenditure and useful life estimates for capital additions being different to those used in the Exceptions Annual Plan 2013/14.

4.5 **Total Revenue** was 3% (\$654,000) less than forecast for the ten months to April 2014.

- Operating Revenue was \$628,000 more than forecast. The main contributors to this variance in order of significance are:
 - **Sewerage**: \$506,000 more than forecast. Trade Waste and sewer connection fees are currently tracking more than forecast for this reporting period.
 - **Solid Waste Management**: \$153,000 less than forecast. Generally reduced product sales and refuse volumes resulting in less than forecast revenue.
 - **Roads and Footpaths**: \$378,000 more than forecast. Due to the operational expenditure programme for roading tracking more than budget, subsidy revenue received is also more.

5.1 **BALANCE SHEET HIGHLIGHTS**

5.2 Balance Sheet highlights presented below show the movement in Council's financial position from 30 June 2013 to 30 April 2014. The complete Balance Sheet is attached as **Appendix 2**.

| BALANCE SHEET HIGHLIGHTS (Amounts in \$1000's) | Actual Position 30 June 2013 | Actual Position 30 Apr 2014 | Movement from 30 June 2013 |
|---|---|--|---|
| Assets | | | |
| - Cash and cash equivalents | 171 | 256 | 85 |
| - Debtors and Other Receivables | 5,593 | 8,376 | 2,783 |
| - Other current assets | 45 | 45 | 0 |
| - Other financial assets | 791 | 791 | 0 |
| - Non-current assets | 314,815 | 316,462 | 1,647 |
| - Derivative financial instruments | 239 | 239 | 0 |
| TOTAL ASSETS | 321,654 | 326,169 | 4,515 |
| Liabilities | | | |
| - Other Liabilities | 5,557 | 3,976 | (1,581) |
| - Total Borrowings | 45,182 | 45,037 | (145) |
| - Derivative financial instruments | 390 | 390 | 0 |
| Total Liabilities | 51,129 | 49,403 | (1,726) |
| Public Equity | | | |
| - Public Equity | 270,525 | 276,766 | 6,241 |
| TOTAL LIABILITIES AND EQUITY | 321,654 | 326,169 | 4,515 |

5.3 **Total Assets** have increased from \$321,654,000 to \$326,169,000

- Cash and cash equivalents have increased by \$85,000.
- Debtors and Other Receivables have increased from \$5,593,000 to \$8,376,000. The fourth and final rates instalment for the year has been struck and rates receipts are due by the 30 May 2014.
- Non-current assets have increased by \$1,647,000. The increase is due to asset additions of \$6,221,000, less depreciation of \$4,457,000 and asset disposal of \$117,000, including a section in Parkside Subdivision.

5.4 **Total Liabilities** have decreased from \$51,129,000 to \$49,403,000.

- Other Liabilities have decreased by \$1,581,000. The decrease is due to reductions in Creditors and Other Payables (\$1,457,000) and Employee Entitlements (\$124,000) compared to 30 June 2013.
- Total Borrowings have decreased by \$145,000. This is due to \$300,000 of loans (funding Council's investment in Inframax Construction Limited) being repaid as part of a consolidation of this specific tranche of debt. In addition to that finance leases of \$41,000 were repaid, however the Call Advance facility was drawn down by \$150,000 and accrued interest increased by \$49,000.

5.5 **Public Equity** increased from \$270,525,000 to \$276,766,000. The increase being equal to the Net Operating Surplus for the ten months of \$6,241,000.

6.1 **CAPITAL EXPENDITURE**

6.2 Set out below is the Capital Expenditure Budget for the year compared to actual expenditure for the ten months to 30 April 2014.

| CAPITAL EXPENDITURE SUMMARY (Amounts in \$1000's) | EAP Budget 2013/14 | Actual YTD Mar 2014 | Variance 2013/14 |
|--|-------------------------------|--------------------------------|-----------------------------|
| Community Facilities | | | |
| - Parks and Reserves | 99 | 127 | 27 |
| - Housing and Other Property | 722 | 170 | (551) |
| - Recreation and Culture | 398 | 215 | (183) |
| - Public Amenities | 233 | 28 | (206) |
| Solid Waste Management | | | |
| - Landfill and Transfer Stations | 96 | 200 | 103 |
| Stormwater | | | |
| - Te Kuiti Stormwater | 362 | 76 | (286) |
| - Rural Stormwater | 5 | 0 | (5) |
| Sewerage | | | |
| - Te Kuiti Sewerage | 671 | 693 | 22 |
| - Te Waitere Sewerage | 10 | 18 | 7 |
| - Benneydale Sewerage | 78 | 11 | (67) |
| - Piopio Sewerage | 101 | 0 | (101) |
| Water Supply | | | |
| - Te Kuiti Water | 3,242 | 246 | (2,996) |
| - Mokau Water | 810 | 481 | (330) |
| - Piopio Water | 41 | 39 | (2) |
| - Benneydale Water | 3 | 29 | 26 |
| Roads and Footpaths | | | |
| - Subsidised Roads | 4,435 | 3,634 | (801) |
| - Non subsidised Roads | 265 | 102 | (164) |
| Corporate Support | | | |
| - Corporate Support | 230 | 155 | (75) |
| - Internal Services Unit | 0 | 0 | 0 |
| TOTAL CAPITAL EXPENDITURE | 11,803 | 6,221 | (5,582) |

6.3 **Capital Expenditure** was \$6,221,000 for the ten months to 30 April 2014, of which \$3,634,000 (58%) related to Subsidised Roads, \$693,000 (11%) Te Kuiti Sewerage and \$246,000 (4%) to Te Kuiti Water Supply.

6.4 **Community Facilities**

- Parks and Reserves capital expenditure budget is for renewal work to be undertaken as required.
- Playground upgrade works are yet to be undertaken.
- Capital expenditure for Housing and Other Property is mainly for renewal works for Community Halls and other building assets.
- Restoration and revitalisation budget for the Railway Building totals \$579,000. Design work has been completed and the project is currently out to tender, which is due to close on the 20 May 2014. This expenditure is included as part of the Housing and Other Property budget.

- Capital renewal work associated with the swimming pool will be undertaken during the last quarter and is currently being assessed.
- Upgrade works at the Taupiri Street building for the relocation of the Community House users is subject to accessing funds from the Lotteries Commission. A decision from the Commission is anticipated mid June.
- Piopio Public toilets, Mokau Public Toilet Effluent Renewal, work on the Te Kuiti main street redesign and renewal of car parking around the Cottage and Culture Centre are planned as part of the Public Amenities activity. Land purchase for Mokau Toilets has been signed off. Car parking around the Cottage and Cultural Centre has been tendered.

6.5 **Solid Waste**

- High wall shaping for safety at the landfill has been provided for at a cost of \$51,600 along with some minor renewal works for the Transfer Stations. As yet this expenditure has not been required.
- Capital expenditure for development of the next cell at the landfill has been brought forward with construction started . This expenditure was forecast for the 2014/15 financial year in the Long Term Plan but actual operational experience confirms it is necessary to undertake this work sooner.

6.6 **Stormwater**

- In addition to general renewal works and piping of open water drains, renewal projects have been identified as a priority for Duke and George Streets and Hospital Road. Design work has been completed for both Duke and George Street projects and is scheduled to commence during May.
- As a result of the installation of the stock effluent facility in Cotter Street, stormwater services in the wider area have had to be improved. This work will be completed during June.

6.7 **Sewerage**

- Te Kuiti WWTP Ultra Violet disinfection unit is in the final stages of commissioning. Minor modifications are being made to optimise treatment.
- The budget includes provision for reticulation and pump station renewals for Te Kuiti.
- Planned renewals have been budgeted for Benneydale. This work will now be carried out next financial year.
- Upgrades have been budgeted for Piopio sewerage subject to meet growth demands of the village. At this stage it is envisioned this expenditure will not be required.

6.8 **Water Supply**

- A major upgrade is planned for the Te Kuiti Water Treatment plant. The design work for the first phase is largely complete and major components have been ordered. The project has been delayed until the dry weather season starts again as the major excavation work for the EnviroTank storage tanks will be impacted by the coming rain season.

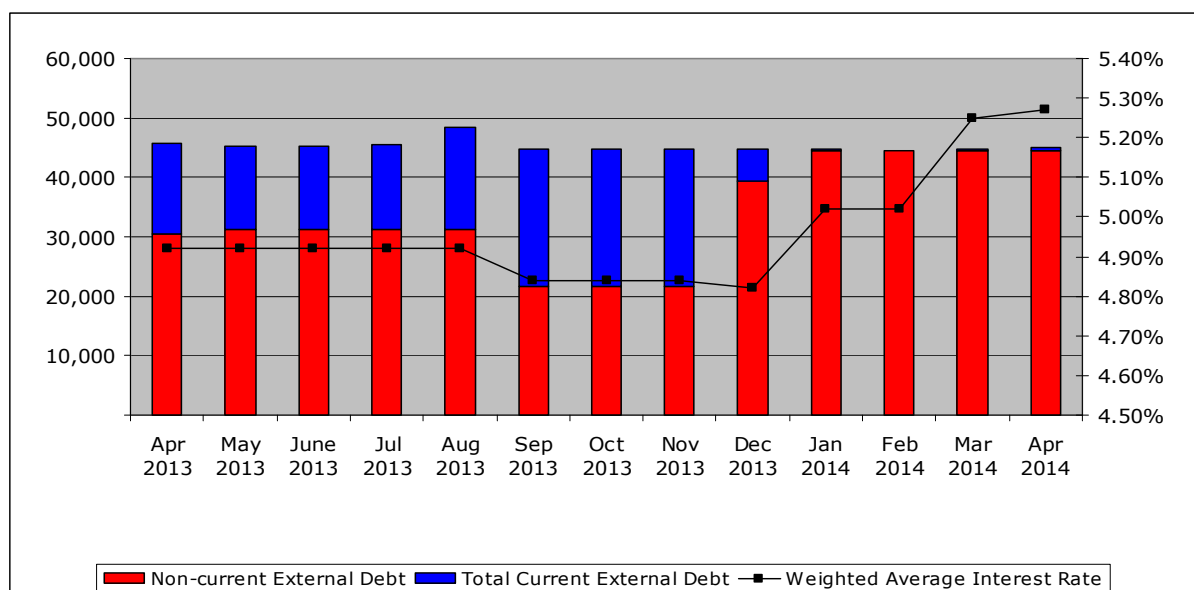
- Additional budgets have been provided for a new main pump station in Te Kuiti as well as reticulation renewals.
- The Mokau Dam upgrade project is planned for completion during the year to improve security of supply. Consents have been lodged; construction is well advanced and will be completed by June 2014.

6.9 Roads and Footpaths

- Due to the drought experienced over the summer of 2013, unsealed roads grading and metalling programs were suspended and carried out this financial year.
- The Te Kuiti Stock Effluent Disposal facility is complete. It should be noted that funding for this asset is by way of a 50% Financial Assistance Rate (FAR) from NZTA and 50% capital contribution from Waikato Regional Council. Funding of ongoing operational and maintenance costs will be along the same funding lines.
- The Drainage Renewals budget, sealed road surfacing, structures components replacement, associated improvements for renewals and Minor improvements for growth are also part of the overall carryover figure of \$781,000. Pavement rehabilitation work is in progress for the year and the road sealing work is completed.
- The Tawa Street slip is being investigated and designed for reconstruction to commence later in this calendar year as a project under Emergency Reinstatement work category. The total cost of this project is expected to be approximately \$400,000.
- \$41,700 was also carried over in the non-subsidised roading budget to effect repairs on Massey Street and other retaining walls, which are now complete.

7.0 SUMMARY TREASURY REPORT

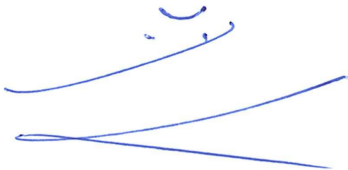
7.1 Set out below is a chart recording trends in Council's current and non-current debt for the year to 30 April 2014. The trend line overlaid is the weighted average interest rate currently being paid on all loans.



- 7.2 At the 30 April the weighted average interest rate for all loans, excluding finance leases, accrued interest and loan facility fees was **5.27%**. At 31 December 2013 it was 4.82%; the reason for the 0.45% increase is due to the commencement of a new interest rate hedge at an effective interest rate of 5.82%, whereas the expired hedge had an effective rate of 4.99%. This new hedge fixes interest rate exposure until April 2020 for \$5,000,000 of debt.
- 7.3 In addition to that, interest rates have increased since December on a total of \$10,447,000 debt that is on a floating interest rate profile. This is in line with Reserve Bank actions to increase the OCR to 3.0%.
- 7.4 The above graph illustrates that from January to April 2014 almost all of Council's total debt is classified as non current - that is the debt maturity dates extend further than 12 months from 30 April 2014.

Suggested Resolution

The business paper on the Financial Report for the ten months to 30 April 2014 be received.



C.E. (KIT) JEFFRIES
GROUP MANAGER – CORPORATE SERVICES

Appendix 1: Combined Cost of Service Statements

| Summary Cost of Service (Amounts in \$1000's) | Actual 2012/13 | EAP Budget 2013/14 | YTD Budget Apr 2014 | YTD Actual Apr 2014 | Variance Apr 2014 | % Variance |
|--|-------------------|--------------------------|------------------------------|------------------------------|-------------------------|---------------|
| Direct Operating Expenditure | | | | | | |
| - Leadership | 589 | 627 | 436 | 402 | (34) | |
| - Community Service | 1,534 | 2,016 | 1,689 | 1,405 | (284) | |
| - Community Development | 706 | 765 | 627 | 473 | (154) | |
| - Regulation | 230 | 262 | 219 | 204 | (15) | |
| - Solid Waste Management | 972 | 1,197 | 944 | 808 | (136) | |
| - Stormwater Drainage | 185 | 111 | 100 | 73 | (27) | |
| - Resource Management | 85 | 88 | 70 | 19 | (51) | |
| - Sewerage | 1,091 | 1,368 | 1,146 | 992 | (154) | |
| - Water Supply | 1,401 | 1,271 | 1,065 | 1,072 | 7 | |
| - Roads and Footpaths | 4,606 | 4,978 | 3,737 | 4,444 | 707 | |
| Total Direct Operating Expenditure | 11,399 | 12,683 | 10,033 | 9,892 | (141) | -1% |
| Indirect Expenditure | | | | | | |
| - Allocated Costs | 4,358 | 3,969 | 3,087 | 3,317 | 230 | |
| - Interest | 2,411 | 2,866 | 2,390 | 1,960 | (430) | |
| - Depreciation | 5,003 | 5,019 | 4,182 | 4,187 | 5 | |
| Total Indirect Expenditure | 11,772 | 11,854 | 9,659 | 9,464 | (195) | -2% |
| TOTAL EXPENDITURE | 23,171 | 24,537 | 19,692 | 19,356 | (336) | -2% |
| Operating Revenue | | | | | | |
| - Leadership | (125) | (193) | (138) | (82) | 56 | |
| - Community Service | (591) | (599) | (337) | (334) | 3 | |
| - Community Development | (255) | (232) | (205) | (184) | 21 | |
| - Regulation | (342) | (409) | (369) | (317) | 52 | |
| - Stormwater Drainage | (68) | 0 | 0 | (3) | (3) | |
| - Resource Management | (73) | (80) | (67) | (39) | 28 | |
| - Solid Waste Management | (885) | (1,111) | (911) | (758) | 153 | |
| - Sewerage | (3,602) | (629) | (524) | (1,030) | (506) | |
| - Water Supply | (801) | (2,117) | (514) | (568) | (54) | |
| - Roads and Footpaths | (5,291) | (5,671) | (4,657) | (5,035) | (378) | |
| Total Operating Revenue | (12,033) | (11,041) | (7,722) | (8,350) | (628) | 8% |
| Rates Revenue | | | | | | |
| - General Rate | (2,134) | (2,134) | (2,134) | (3,031) | (897) | |
| - UAGC | (3,874) | (3,985) | (3,985) | (3,104) | 881 | |
| - Targeted Rate | (10,327) | (10,729) | (10,729) | (10,749) | (20) | |
| - Rates Penalties | (400) | (400) | (373) | (363) | 10 | |
| Total Rates Revenue | (16,735) | (17,248) | (17,221) | (17,247) | (26) | 0% |
| Net Operating Cost/(Surplus) | (5,597) | (3,752) | (5,251) | (6,241) | (990) | 19% |

Governance: Leadership and Investments

| GOVERNANCE: LEADERSHIP AND INVESTMENTS (Amounts in \$1000's) | Actual | EAP Budget | YTD Budget | YTD Actual | Variance | % |
|---|--------------|--------------|--------------|--------------|-------------|-------------|
| | 2012/13 | 2013/14 | Apr 2014 | Apr 2014 | Apr 2014 | Variance |
| Direct Expenditure | | | | | | |
| - Representation | 281 | 321 | 269 | 212 | (57) | |
| - Strategic Planning & Policy Development | 69 | 62 | 47 | 72 | 25 | |
| - Monitoring & Reporting | 135 | 137 | 21 | 23 | 2 | |
| - Investments | 104 | 107 | 99 | 95 | (4) | |
| Total Direct Expenditure | 589 | 627 | 436 | 402 | (34) | -8% |
| - Allocated Costs | 1,195 | 1,257 | 826 | 1,020 | 194 | |
| - Interest | 515 | 593 | 494 | 393 | (101) | |
| Total Operating Expenditure | 2,299 | 2,477 | 1,756 | 1,815 | 59 | 3% |
| Operating Revenue | | | | | | |
| - Representation | (27) | (80) | (65) | (4) | 61 | |
| - Investments | (98) | (113) | (73) | (78) | (5) | |
| Total Operating Revenue | (125) | (193) | (138) | (82) | 56 | -41% |
| Net Operating Cost/(Surplus) | 2,174 | 2,284 | 1,618 | 1,733 | 115 | 7% |

Net Operating Cost for the Governance Activity was 7% (\$115,000) more than budget for the ten months to 30 April 2014.

Total Direct Expenditure was 8% (\$34,000) less than budget for the period.

- Representation expenditure is tracking less than budget, due to a reduction in elected members' expenses and a slight timing difference between forecast monthly payments and budget.
- Strategic Planning and Policy Development is more than budget due to investigatory work being carried out for Waitomo Village water and sewerage system assets and operations that may be transferred to Council from the private service provider.
- In addition to that a contribution has been made for Council's joint submission on the Regional Policy Statement proposal.

Operating Revenue was 41% (\$59,000) less than forecast for the period.

- The 2013/14 budget provided for revenue from a proposed external contracting service to be provided by the Internal Services Unit to Inframax Construction Limited. Subsequent to the budget being adopted that arrangement was not fully entered into.

Community Service

| COMMUNITY SERVICE (Amounts in \$1000's) | Actual 2012/13 | EAP Budget 2013/14 | YTD Budget Apr 2014 | YTD Actual Apr 2014 | Variance Apr 2014 | % Variance |
|--|-------------------|--------------------------|---------------------------|---------------------------|----------------------|---------------|
| Direct Expenditure | | | | | | |
| - Parks and Reserves | 323 | 455 | 357 | 306 | (51) | |
| - Housing and Other Property | 293 | 404 | 345 | 307 | (38) | |
| - Recreation and Culture | 424 | 457 | 399 | 301 | (98) | |
| - Public Amenities | 432 | 545 | 460 | 388 | (72) | |
| - Safety | 62 | 155 | 128 | 103 | (25) | |
| Total Direct Expenditure | 1,534 | 2,016 | 1,689 | 1,405 | (284) | -17% |
| - Allocated Costs | 925 | 758 | 632 | 616 | (16) | |
| - Interest | 77 | 93 | 78 | 59 | (19) | |
| - Depreciation | 650 | 635 | 529 | 531 | 2 | |
| Total Operating Expenditure | 3,186 | 3,502 | 2,928 | 2,611 | (317) | -11% |
| Operating Revenue | | | | | | |
| - Parks and Reserves | (9) | (11) | (10) | (23) | (13) | |
| - Housing and Other Property | (421) | (420) | (179) | (191) | (12) | |
| - Recreation and Culture | (117) | (114) | (103) | (85) | 18 | |
| - Public Amenities | (33) | (54) | (45) | (35) | 10 | |
| - Safety | (11) | 0 | 0 | 0 | 0 | |
| Total Operating Revenue | (591) | (599) | (337) | (334) | 3 | -1% |
| Net Operating Cost/(Surplus) | 2,595 | 2,903 | 2,591 | 2,277 | (314) | -12% |

Net Operating Cost for the Community Service Activity was 12% (\$314,000) below budget for the ten months to 30 April 2014.

Direct Expenditure was 17% (\$284,000) less than budget for the period.

- Generally repairs and maintenance expenditure has not been required - this type of expenditure is carried out on an 'as needed' basis.
- Within Parks and Reserves
 - Asset Management Plan budget has yet to be spent along with some under expenditure related to the Internal Services Unit costs.
- Within Recreation and Culture
 - Repairs and maintenance at the Cultural & Arts Centre was underspent.
 - Library operational expenditure budget was only partly used during the period under review.
 - Activity Management Planning expenditure (for the Recreation and Culture group of activities) is also less than budget.
 - Repairs and maintenance and electricity/gas costs are currently tracking less than budget. Repairs and maintenance works will be undertaken after the swimming season closes.
 - Budgeted operational expenditure at the Aerodrome was under spent during the period, including works related to Reserve Management Planning.
- Within Public Amenities
 - Repairs and maintenance work for Street Furniture is currently tracking less than budget, but orders have been placed for replacements.
 - Security camera maintenance contract invoicing has yet to come to hand and no expenditure has been charged for decorative lighting.
- Within Safety
 - Rural Fires to be operated under an enlarged rural fire proposal was also under spent due to the proposal still to be implemented.

Operating Revenue was 1% (\$3,000) less than forecast for the period.

- Operating revenue for Parks and Reserves is \$13,000 ahead of budget, reflecting the one off lease payment of \$20,000 in relation to the Caltex Truck Shop.
- Library revenue is tracking less than forecast, due to reduced issues of books.
- Commercial lease and rental income is tracking more than forecast.
- All other revenue streams with the exception being Cemetery fees are tracking on budget.

Community Development

| COMMUNITY DEVELOPMENT (Amounts in \$1000's) | Actual 2012/13 | EAP Budget 2013/14 | YTD Budget Apr 2014 | YTD Actual Apr 2014 | Variance Apr 2014 | % Variance |
|--|-------------------|--------------------------|---------------------------|---------------------------|----------------------|---------------|
| Direct Expenditure | | | | | | |
| - Community Support | 475 | 451 | 347 | 287 | (60) | |
| - Youth Engagement | 0 | 64 | 63 | 67 | 4 | |
| - Economic Development | 9 | 13 | 10 | 19 | 9 | |
| - Regional Tourism | 222 | 237 | 207 | 100 | (107) | |
| - Agencies | 0 | 1 | 0 | 0 | 0 | |
| Total Direct Expenditure | 706 | 765 | 627 | 473 | (154) | -25% |
| - Allocated Costs | 475 | 421 | 351 | 395 | 44 | |
| - Interest | 1 | 1 | 1 | 1 | 0 | |
| - Depreciation | 5 | 5 | 4 | 4 | 0 | |
| Total Expenditure | 1,187 | 1,192 | 983 | 873 | (110) | -11% |
| Operating Revenue | | | | | | |
| - Community Support | (69) | 0 | 0 | 0 | 0 | |
| - Youth Engagement | 0 | (62) | (61) | (135) | (74) | |
| - Economic Development | (4) | 0 | 0 | (3) | (3) | |
| - Regional Tourism | (163) | (150) | (127) | (29) | 98 | |
| - Agencies | (19) | (20) | (17) | (17) | 0 | |
| Total Operating Revenue | (255) | (232) | (205) | (184) | 21 | -10% |
| Net Operating Cost/(Surplus) | 932 | 960 | 778 | 689 | (89) | -11% |

Net Operating Cost for the Community Development Activity was 11% (\$89,000) less than budget for the ten months to April 2014.

Direct Expenditure was 25% (\$154,000) less than budget for the period.

- Expenditure for annual grants and rates remissions are currently less than year to date budgets. Further grants are expected to be made during the remainder of the year with the entire grants budgets to be allocated. Rates remissions continue to be processed and it is expected that \$244,000 in total will be remitted.
- The Regional Tourism activity includes the operation of the Visitor Information Centre. A review was undertaken as to the true nature of the revenue received by the centre (as part of the GST accounting change), and it was determined that "revenue" was the commission part only on each sale because of the "agency" relationship that exists between the i-SITE and the tourism operators. The original budgeting treatment was to record both forecast sales and budgeted expenditure on a gross basis. To date commissions earned are \$7,000, whereas the adjusted year to date budget, due to the change just described, is \$9,000.

Operating Revenue was 10% (\$21,000) less than forecast for the period.

- Revenue of \$118,000, including \$9,000 carried forward from last year, has been received from the Ministry of Social Development for the Support Social Sector Trials project. This capacity is expected to be used in this current financial year on youth initiatives. Any unused capacity will be carried forward to the next financial year, as such part of the revenue shown here would be transferred to the Balance Sheet as Deferred Revenue.
- In line with the change in accounting for Visitor Information Centre revenue described above, expenditure now does not include the purchase cost of tickets which are on-sold.

Regulation

| REGULATION (Amounts in \$1000's) | Actual 2012/13 | EAP Budget 2013/14 | YTD Budget Apr 2014 | YTD Actual Apr 2014 | Variance Apr 2014 | % Variance |
|-------------------------------------|-------------------|--------------------------|---------------------------|---------------------------|----------------------|---------------|
| Direct Expenditure | | | | | | |
| - Regulation | 230 | 262 | 219 | 204 | (15) | |
| Total Direct Expenditure | 230 | 262 | 219 | 204 | (15) | -7% |
| - Allocated Costs | 597 | 457 | 381 | 324 | (57) | |
| - Interest | 2 | 1 | 1 | 1 | 0 | |
| - Depreciation | 2 | 2 | 1 | 1 | 0 | |
| Total Expenditure | 831 | 722 | 602 | 530 | (72) | -12% |
| Operating Revenue | | | | | | |
| - Regulation | (342) | (409) | (369) | (317) | 52 | |
| Total Operating Revenue | (342) | (409) | (369) | (317) | 52 | -14% |
| Net Operating Cost/(Surplus) | 489 | 313 | 233 | 213 | (20) | -9% |

Net Operating Cost for the Regulation Activity was 9% (\$20,000) less than budget for the ten months to April 2014.

Direct Expenditure was 7% (\$15,000) less than budget for the period.

- Building Control expenditure is tracking more than budget due to an unbudgeted payment of an annual fee to the newly formed Waikato Building Group and costs for external processing of building consents; however accreditation expenditure is currently less.
- The Animal and Dog Control contract ended 30 April. These services will continue to be carried out in-house.

Operating Revenue was 14% (\$52,000) less than forecast for the period.

- Building Control Services revenue is currently less than forecast. Building consent activity reflects lower cost projects which in turn affect consent revenue as lower application fees apply.

To date 105 Building Consents have been issued with a project value of \$10 million, whereas for the same period last year 142 had been issued with a project value of \$12.8 million. The onset of winter has seen an increase in the number of building consents issued for domestic fireplaces, with eight being issued during the month of April.

Resource Management

| RESOURCE MANAGEMENT (Amounts in \$1000's) | Actual 2012/13 | EAP Budget 2013/14 | YTD Budget Apr 2014 | YTD Actual Apr 2014 | Variance Apr 2014 | % Variance |
|--|-------------------|--------------------------|---------------------------|---------------------------|----------------------|---------------|
| Direct Expenditure | | | | | | |
| - District Plan Administration | 85 | 88 | 70 | 19 | (51) | |
| Total Direct Expenditure | 85 | 88 | 70 | 19 | (51) | -73% |
| - Allocated Costs | 142 | 110 | 92 | 77 | (15) | |
| Total Expenditure | 227 | 198 | 162 | 96 | (66) | -41% |
| Operating Revenue | | | | | | |
| - District Plan Administration | (73) | (80) | (67) | (39) | 28 | |
| Total Operating Revenue | (73) | (80) | (67) | (39) | 28 | -42% |
| Net Operating Cost/(Surplus) | 154 | 118 | 95 | 57 | (38) | -40% |

Net Operating Cost for the Resource Management Activity was 40% (\$38,000) below budget for the ten months to April 2014.

Direct Expenditure was 73% (\$51,000) less than budget for the period.

- Budgeted costs for legal expenses and consultants fees, which are usually on charged to resource consent applicants have not been spent during the period due to a lower number of applications being received.

Operating Revenue was 42% (\$28,000) less than forecast for the period.

- Due to lower than expected resource consent applications being processed less revenue has been received.

Solid Waste Management

| SOLID WASTE MANAGEMENT (Amounts in \$1000's) | Actual 2012/13 | EAP Budget 2013/14 | YTD Budget Apr 2014 | YTD Actual Apr 2014 | Variance Apr 2014 | % Variance |
|---|-------------------|--------------------------|---------------------------|---------------------------|----------------------|---------------|
| Direct Expenditure | | | | | | |
| - Collection | 270 | 293 | 243 | 219 | (24) | |
| - Landfill Management | 702 | 904 | 701 | 589 | (112) | |
| Total Direct Expenditure | 972 | 1,197 | 944 | 808 | (136) | -14% |
| - Allocated Costs | 261 | 278 | 232 | 261 | 29 | |
| - Interest | 274 | 291 | 243 | 187 | (56) | |
| - Depreciation | 84 | 80 | 67 | 56 | (11) | |
| Total Expenditure | 1,591 | 1,846 | 1,486 | 1,312 | (174) | -12% |
| Operating Revenue | | | | | | |
| - Collection | (115) | (100) | (84) | (107) | (23) | |
| - Landfill Management | (770) | (1,011) | (827) | (651) | 176 | |
| Total Operating Revenue | (885) | (1,111) | (911) | (758) | 153 | -17% |
| Net Operating Cost/(Surplus) | 706 | 735 | 575 | 554 | (21) | -4% |

Net Operating Cost for the Solid Waste Management Activity was 4% (\$21,000) less than budget for the ten months to April 2014.

Direct Expenditure was 14% (\$136,000) less than budget for the period.

- Kerbside Collection expenditure is less than budget as a result of reduced volumes collected. The cause of this is partly due to increased volumes of waste being diverted to recycling but also due to reduced volumes being put out for collection.
- Operation and maintenance expenditure at the Landfill is currently tracking less than budget. In addition to that, expenditure for the Waste Minimisation Levy, which is imposed on all landfill operators, is tracking less than budget due to reduced volumes being received.
- A purchase of carbon credits - NZ Units (NZU's) and Emission Reduction Units (ERU's) - will be made during May to meet Council's Emission Trading Scheme obligations. An expense will be recognised to reflect the 5,823 ERU's that will be surrendered at the end of May to match the landfill methane emissions for the 2013 calendar year. The remaining units purchased will be held as an intangible asset for future surrender dates. An impairment loss will be recognised at this time to reflect the decrease in value of NZ units.

Operating Revenue was 17% (\$153,000) less than forecast for the period.

- Revenues from the sale of rubbish bags and recycle bins were \$22,000 more than forecast for the period.
- Generally there is less volume of refuse entering the landfill and reduced product sales which has resulted in less than forecast revenue.

Stormwater Drainage

| STORMWATER DRAINAGE (Amounts in \$1000's) | Actual 2012/13 | EAP Budget 2013/14 | YTD Budget Apr 2014 | YTD Actual Apr 2014 | Variance Apr 2014 | % Variance |
|--|-------------------|--------------------------|---------------------------|---------------------------|----------------------|---------------|
| Direct Expenditure | | | | | | |
| - Te Kuiti Stormwater | 178 | 102 | 93 | 69 | (24) | |
| - Rural Stormwater | 7 | 9 | 7 | 4 | (3) | |
| Total Direct Expenditure | 185 | 111 | 100 | 73 | (27) | -27% |
| - Allocated Costs | 127 | 83 | 69 | 76 | 7 | |
| - Interest | 7 | 7 | 6 | 5 | (1) | |
| - Depreciation | 175 | 179 | 149 | 146 | (3) | |
| Total Expenditure | 494 | 380 | 324 | 300 | (24) | -7% |
| Operating Revenue | | | | | | |
| - Te Kuiti Stormwater | (68) | 0 | 0 | (3) | (3) | |
| Total Operating Revenue | (68) | 0 | 0 | (3) | (3) | 0% |
| Net Operating Cost/(Surplus) | 426 | 380 | 324 | 297 | (27) | -8% |

Net Operating Cost for the Stormwater Drainage Activity was 8% (\$27,000) less than budget for the ten months to April 2014.

Direct Expenditure was 27% (\$27,000) less than budget for the period

- Resource management compliance and operational costs are tracking less than budget. Generally operational expenditure is incurred on an as needed basis.

Operating Revenue was \$3,000 more than forecast for the period.

- Connection fees have been received from two building applicants as part of their building consent requirements for connection to Council's Stormwater system. This revenue is "one off" in nature.

Sewerage and Treatment and Disposal of Sewage

| SEWERAGE AND TREATMENT AND DISPOSAL OF SEWAGE (Amounts in \$1000's) | Actual 2012/13 | EAP Budget 2013/14 | YTD Budget Apr 2014 | YTD Actual Apr 2014 | Variance Apr 2014 | % Variance |
|---|----------------|--------------------|---------------------|---------------------|-------------------|-------------|
| Direct Expenditure | | | | | | |
| - Te Kuiti | 922 | 1,234 | 1,032 | 888 | (144) | |
| - Te Waitere | 16 | 16 | 14 | 13 | (1) | |
| - Benneydale | 79 | 65 | 56 | 51 | (5) | |
| - Piopio | 74 | 53 | 44 | 40 | (4) | |
| Total Direct Expenditure | 1,091 | 1,368 | 1,146 | 992 | (154) | -13% |
| - Allocated Costs | 281 | 271 | 226 | 241 | 15 | |
| - Interest | 376 | 579 | 483 | 416 | (67) | |
| - Depreciation | 435 | 774 | 645 | 561 | (84) | |
| Total Expenditure | 2,183 | 2,992 | 2,500 | 2,210 | (290) | -12% |
| Operating Revenue | | | | | | |
| - Te Kuiti | (992) | (627) | (522) | (1,029) | (507) | |
| - Benneydale | (1) | (1) | (1) | (1) | 0 | |
| - Piopio | 0 | (1) | (1) | 0 | 1 | |
| Total Operating Revenue | (993) | (629) | (524) | (1,030) | (506) | 97% |
| Subsidy Revenue | | | | | | |
| - Te Kuiti | (2,250) | 0 | 0 | 0 | 0 | |
| - Benneydale | 0 | 0 | 0 | 0 | 0 | |
| - Piopio | (359) | 0 | 0 | 0 | 0 | |
| Total Subsidy Revenue | (2,609) | 0 | 0 | 0 | 0 | 0% |
| Total Revenue | (3,602) | (629) | (524) | (1,030) | (506) | 97% |
| Net Operating Cost/(Surplus) | (1,419) | 2,363 | 1,976 | 1,180 | (796) | -40% |

Net Operating Cost for the Sewerage Activity was 40% (\$796,000) below budget for the ten months to April 2014.

Direct Expenditure was 13% (\$154,000) less than budget for the period.

- Electricity costs and ordered maintenance costs are tracking less than budget; those reductions are offset by an increase in expenditure on chemicals. Sewerage plant energy consumption is more efficient and less power is used, however The Lines Company have indicated that there will be a rise in electricity demand charges in the near future for all connections.

Total Revenue was 97% (\$506,000) more than forecast for the period.

- Trade Waste revenue and sewer connection fees are currently tracking \$520,000 more than the year to date forecast.

Water Supply

| WATER SUPPLY (Amounts in \$1000's) | Actual 2012/13 | EAP Budget 2013/14 | YTD Budget Apr 2014 | YTD Actual Apr 2014 | Variance Apr 2014 | % Variance |
|---|---------------------------------|---|--|--|------------------------------------|-----------------------------|
| Direct Expenditure | | | | | | |
| - Te Kuiti | 883 | 852 | 708 | 674 | (34) | |
| - Mokau | 183 | 180 | 153 | 151 | (2) | |
| - Piopio | 273 | 169 | 144 | 200 | 56 | |
| - Benneydale | 62 | 70 | 60 | 47 | (13) | |
| Total Direct Expenditure | 1,401 | 1,271 | 1,065 | 1,072 | 7 | 1% |
| - Allocated Costs | 355 | 268 | 223 | 245 | 22 | |
| - Interest | 170 | 221 | 184 | 153 | (31) | |
| - Depreciation | 380 | 403 | 336 | 350 | 14 | |
| Total Expenditure | 2,306 | 2,163 | 1,808 | 1,820 | 12 | 1% |
| Operating Revenue | | | | | | |
| - Te Kuiti | (625) | (507) | (422) | (465) | (43) | |
| - Mokau | (25) | (4) | (2) | (17) | (15) | |
| - Piopio | (25) | (16) | (8) | (6) | 2 | |
| - Benneydale | (22) | (2) | (1) | (10) | (9) | |
| Total Operating Revenue | (697) | (529) | (433) | (498) | (65) | 15% |
| Subsidy Revenue | | | | | | |
| - Te Kuiti | 0 | (780) | 0 | 0 | 0 | |
| - Mokau | (25) | (808) | (81) | (34) | 47 | |
| - Piopio | (50) | 0 | 0 | 0 | 0 | |
| - Benneydale | (29) | 0 | 0 | (36) | (36) | |
| Total Subsidy Revenue | (104) | (1,588) | (81) | (70) | 11 | -14% |
| Total Revenue | (801) | (2,117) | (514) | (568) | (54) | 11% |
| Net Operating Cost/(Surplus) | 1,505 | 46 | 1,294 | 1,252 | (42) | -3% |

Net Operating Cost for the Water Supply Activity was 3% (\$42,000) less than budget for the ten months to April 2014.

Direct Expenditure was 1% (\$7,000) more than budget for the period.

- Chemicals have been purchased for the Piopio Water Treatment Plant and operational and maintenance costs for the water treatment plant and reticulation system are tracking more than budget for Piopio.
- Te Kuiti expenditure is less than budget due to a reduction in electricity costs, however The Lines Company have indicated that there will be a rise in electricity demand charges in the near future for all connections.

Total Revenue was 11% (\$54,000) more than forecast for the period.

- Metered Water revenue for the reporting period was more than the year to date forecast due to greater than expected consumption. Volume charges also reflect the true cost of production. Apart from large industrial users, water metered properties are billed every six months, ending December and June.
- There is some risk around the collectability of metered water revenue for Benneydale.
- Subsidy revenue of \$81,000 for Mokau was reported in December, however subsequent to that the Ministry of Health requested the claim be resubmitted in February based on actual costs incurred to date rather than the original approved

amounts. This resulted in a reduced claim of \$34,000. A further claim will be submitted for work carried out during March.

- Subsidy revenue was received for the improvement works carried out at Benneydale. This revenue was not budgeted for in this current EAP, however it was included in last year's EAP and in the LTP 2012 -2022.

Roads and Footpaths

| ROADS AND FOOTPATHS | Actual | EAP Budget | YTD Budget | YTD Actual | Variance | % |
|---|----------------|-------------------|-------------------|-------------------|-----------------|-----------------|
| (Amounts in \$1000's) | 2012/13 | 2013/14 | Apr 2014 | Apr 2014 | Apr 2014 | Variance |
| Direct Expenditure | | | | | | |
| - Subsidised Roads | 4,427 | 4,832 | 3,613 | 4,325 | 712 | |
| - Non Subsidised Roads | 179 | 146 | 124 | 119 | (5) | |
| Total Direct Expenditure | 4,606 | 4,978 | 3,737 | 4,444 | 707 | 19% |
| - Allocated Costs | 0 | 66 | 55 | 62 | 7 | |
| - Interest | 989 | 1,080 | 900 | 745 | (155) | |
| - Depreciation | 3,272 | 2,941 | 2,451 | 2,538 | 87 | |
| Total Expenditure | 8,867 | 9,065 | 7,143 | 7,789 | 646 | 9% |
| Operating Revenue | | | | | | |
| - Subsidised Roads | (5,217) | (5,611) | (4,624) | (4,992) | (368) | |
| - Non Subsidised Roads | (74) | (60) | (33) | (43) | (10) | |
| Total Operating Revenue | (5,291) | (5,671) | (4,657) | (5,035) | (378) | 8% |
| Net Operating Cost/(Surplus) | 3,576 | 3,394 | 2,486 | 2,754 | 268 | 11% |
| Subsidised Roads Maintenance | 4,427 | 4,832 | 3,613 | 4,325 | 712 | |
| Subsidised Roads Capital | 4,030 | 4,435 | 3,943 | 3,634 | (309) | |
| Combined Maintenance and Capital | 8,457 | 9,267 | 7,556 | 7,959 | 403 | 5% |
| Subsidy Revenue for Subsidised Roads | (5,085) | (5,470) | (4,510) | (4,802) | (292) | 6% |

Net Operating Cost for the Roads and Footpaths Activity was 11% (\$268,000) more than budget for the ten months to April 2014.

Direct Expenditure was 19% (\$707,000) more than budget for the period.


- Generally both capital and maintenance expenditure on the district's local roads are adjusted within the expenditure categories during the year so that total expenditure does not exceed that budgeted. Notwithstanding that there was \$1.4 million of work budgeted for last year that was carried over and spent in this financial year.
- The expenditure reflects the scale of the emergency works initial reinstatement projects in the district and also the extensive grading and metalling programme catch-up across the unsealed network. Previously deferred Sealed and Unsealed pavement maintenance and Environmental Maintenance works for the year have been carried out earlier in the year than anticipated.

Operating Revenue was 8% (\$378,000) more than forecast for the period.

- Subsidy revenue is based on both maintenance and capital expenditure and for most work categories the subsidy rate is 59%. Total expenditure is currently tracking more than forecast.

Appendix 2: Balance Sheet as at 30 April 2014

| BALANCE SHEET | Actual Position | Actual Position | Variance from | Long Term Plan | Variance from LTP |
|--|------------------------|------------------------|----------------------|-----------------------|--------------------------|
| (Amounts in \$1000's) | 30 June 2013 | 30 Apr 2014 | 30 June 2013 | 30 Jun 2014 | |
| Public Equity | | | | | |
| - Retained Earnings | 196,865 | 203,106 | 6,241 | 201,880 | (1,226) |
| - Other Reserves | 5,277 | 5,277 | 0 | 2,729 | (2,548) |
| - Revaluation Reserve | 68,383 | 68,383 | 0 | 50,265 | (18,118) |
| TOTAL PUBLIC EQUITY | 270,525 | 276,766 | 6,241 | 254,874 | (21,892) |
| Current Assets | | | | | |
| - Cash and Cash Equivalents | 171 | 256 | 85 | 100 | (156) |
| - Inventories | 43 | 43 | 0 | 37 | (6) |
| - Land Subdivision Inventories | 0 | 0 | 0 | 1,067 | 1,067 |
| - Other Financial Assets | 2 | 2 | 0 | 2 | 0 |
| - Debtors and Other Receivables | 5,593 | 8,376 | 2,783 | 4,791 | (3,585) |
| - Derivative Financial Instruments | 0 | 0 | 0 | 0 | 0 |
| Total Current Assets | 5,809 | 8,677 | 2,868 | 5,997 | (2,680) |
| Current Liabilities | | | | | |
| - Creditors and Other Payables | 3,490 | 2,033 | (1,457) | 3,748 | 1,715 |
| - Current Portion of Borrowings | 13,851 | 550 | (13,301) | 5,200 | 4,650 |
| - Provisions | 15 | 15 | 0 | 51 | 36 |
| - Employee Entitlements | 461 | 321 | (140) | 471 | 150 |
| - Derivative Financial Instruments | 274 | 274 | 0 | 118 | (156) |
| Total Current Liabilities | 18,091 | 3,193 | (14,898) | 9,588 | 6,395 |
| NET WORKING CAPITAL | (12,282) | 5,484 | 17,766 | (3,591) | (9,075) |
| Non Current Assets | | | | | |
| - Property Plant and Equipment | 312,979 | 314,664 | 1,685 | 302,515 | (12,149) |
| - Intangible Assets | 76 | 76 | 0 | 80 | 4 |
| - Forestry Assets | 44 | 44 | 0 | 39 | (5) |
| - Investment Properties | 653 | 653 | 0 | 657 | 4 |
| - Assets Held for Sale and Discontinued Operations | 1,063 | 1,025 | (38) | 0 | (1,025) |
| - Other Financial Assets | 791 | 791 | 0 | 839 | 48 |
| - Derivative Financial Instruments | 239 | 239 | 0 | 54 | (185) |
| Total Non Current Assets | 315,845 | 317,492 | 1,647 | 304,184 | (13,308) |
| Non Current Liabilities | | | | | |
| - Trade and Other Payables | 790 | 790 | 0 | 0 | (790) |
| - Borrowings | 31,331 | 44,487 | 13,156 | 44,690 | 203 |
| - Employee Entitlements | 60 | 76 | 16 | 63 | (13) |
| - Provisions | 741 | 741 | 0 | 928 | 187 |
| - Derivative Financial Instruments | 116 | 116 | 0 | 38 | (78) |
| Total Non Current Liabilities | 33,038 | 46,210 | 13,172 | 45,719 | (491) |
| NET ASSETS | 270,525 | 276,766 | 6,241 | 254,874 | (21,892) |

| | |
|---|---|
| Document No: 334897 | File No: 037/013/2015 |
| Report To: | Council |
|  | Meeting Date: 27 May 2014 Subject: Deliberation on Submissions to the Waitomo District Council Draft Exceptions Annual Plan 2014/15 |

Purpose

- 1.1 The purpose of this business paper is to suggest the treatment of submissions received on the draft Exceptions Annual Plan 2014/15 (DEAP) to assist with the deliberations.

Background

- 2.1 The DEAP development process began in November 2013 and involved a number of workshops and Council meetings resulting in the adoption of a Draft EAP for public consultation on 25 March 2014.
- 2.2 The auditors did not consider any of the proposals contained in the DEAP to be significant amendments to the adopted 2012-22 LTP and therefore did not undertake a full audit of the DEAP.
- 2.3 Public consultation on the DEAP took place during the period 8 April 2014 to 8 May 2014. This year Councillors attended ratepayer meetings and held stakeholder meetings to discuss the DEAP.
- 2.4 The Summary of Information was sent to all households at the beginning of the consultation period. The Summary and the main document were also made available on the website and at all key locations within the District.
- 2.5 21 submissions have been received on the DEAP with 6 of these being late submissions. Council agreed to accept the late submissions and include them for consideration as part of the deliberations.
- 2.6 Of the 21 submissions received, 3 submitters, Te Kuiti SPCA, Sport Waikato, and Federated Farmers wished to be heard in support of their submission.
- 2.7 Apologies were received from Heather Smith on behalf of Democrats for Social Credit, Gerri Pomeroy on behalf of CCS Disability Action Waikato, and Maurice and Monica Louis.

Analysis of Submissions

- 3.1 The consultation phase of the EAP development process is intended to specifically seek feedback from the community on the proposals made in the DEAP. However, sometimes, feedback is provided on other matters as well, during the consultation period.
- 3.2 It is suggested that, where appropriate, issues raised by the submitters that do not relate to the proposals within the DEAP or matters that were raised verbally, are dealt with outside of the DEAP process with the submitters/ stakeholders advised accordingly.
- 3.3 **Attachment 1 – Analysis of Submissions** shows all the submissions broken down into topics and comments are provided for each topic containing suggested response to the submitter. The topics are also categorised into one of five 'Action pathways':
- **Critical review (C)** – The issue forms part of the proposals in the DEAP and Council decision could require making changes to the DEAP
 - **Urgent review (U)** – The issue, although not to proposals in the DEAP, is strategic and should be addressed in the coming financial year
 - **Scheduled review (S)**- The issue, although not related to proposals in the DEAP, is strategic and could be investigated as part of a scheduled review of the relevant strategic documents or policies and plans
 - **Operational (O)** - The issue relates to a day to day operational or service delivery matter and can be dealt with as part of Council's existing service request system
 - **Communication (Comm)** - The issue raised is not related to matters in the DEAP. This pathway is also used where Council will note the matter or may consider the matter as part of its regular work programmes. The nature of the issue(s) does not warrant a policy review, investigation or change to the DEAP.
- 3.4 The methodology used (of suggestion action) will enable Council to focus its deliberations on those matters that were under consultation in the DEAP without limiting consideration of any other matters raised through the consultation process. Those matters that do NOT form part of the proposals under consultation in the DEAP, but are nevertheless relevant to the community are able to be addressed as part of Council's work programme going forward, if considered appropriate by Council.
- 3.5 The submissions cover 42 topics. None of the topics directly relate to the proposals in the DEAP. However, there are a few matters that Council may wish to address in the coming financial year as part of a scheduled review of strategies or policies. These have been indicated in the Submissions analysis table contained in Attachment 1.
- 3.6 11 submissions were received in support of Dede Downs and the continuation of the Sport Waikato coordinator role for the Waitomo District.

Next Steps

- 5.1 The Final EAP will be presented to Council on 24 June 2014 for adoption, subject to any changes from the deliberations process.
- 5.2 Audit of the final EAP is not expected.

Suggested Resolutions

- 1 The business paper on Deliberation on Submissions to the Waitomo District Council Draft Exceptions Annual Plan 2014/15 be received.
- 2 Changes to the Draft Exceptions Annual Plan 2014/15 be made based on decisions made by Council at the deliberations meeting for the Draft Exceptions Annual Plan.
- 3 The Chief Executive be delegated the authority to ensure that all amendments requested by Council are accurately reflected and to make all necessary changes to the final Exceptions Annual Plan 2014/15 prior to adoption.



VIBHUTI CHOPRA
GROUP MANAGER - CORPORATE SERVICES

22 May 2014

Attachment 1 Analysis of Submissions to the Draft Exceptions Annual Plan 2014/15
(Doc# 334491)

Table 1: Analysis of Submissions

Each submission has been evaluated and categorised under one of the pathways outlined below. This method assists a comprehensive assessment of submissions by Council. The suggested pathways are:

| | |
|-----------------------------|---|
| Critical Review (C) | The issue forms part of the proposals under consultation in the Draft Exceptions Annual Plan (DEAP). Council decision on this issue could require making changes the DEAP and could impact on the financial forecasts contained in the DEAP. |
| Urgent Review (U) | The issue is strategic, important, and should be addressed in the coming financial year. The total number of matters able to be addressed is limited by organisational capacity. |
| Scheduled Review (S) | The issue(s) raised do not form part of the proposals under consultation but is strategic in nature and could be investigated as part of a scheduled review of the relevant strategic documents e.g. Annual Plan, District Plan or other scheduled reviews of policies and plans. |
| Operational (O) | The issue(s) relate to a day to day operational or service delivery matter and can be dealt with as part of Council's existing service request system. |
| Communication (Comm) | The issue(s) raised might not be specific to a matter or proposal offered up for submission in the dEAP. This pathway is also used where Council will note the matter and will consider the matter as part of its regular work programmes. The nature of the issue(s) does not warrant a policy review, investigation or change to the dEAP. Note: It is important the context to the issue(s) is/are clearly communicated. |

Note: The Local Government Act 2002 (LGA) requires councils to produce a Long Term Plan (LTP) with a 10 year planning horizon and review that LTP every three years. In addition, for each financial year in between the LTP, Council is required to prepare and adopt an Annual Plan (AP). The AP is prepared according to the LGA and its main purpose is to:

- Contain the proposed annual budget and funding impact statements for the year to which the AP relates
- Identify any variation from the financial statements and funding impact statements included in the Council's LTP in relation to the year

Council adopted its 2012-2022 Long Term Plan in June 2012. The draft 2014/2015 Exceptions Annual Plan follows the work plans set out through Year 3 of the 2012-2022 Long Term Plan, with few exceptions. Those exceptions as proposed are not significant and are mostly in response to external drivers which have required a tactical change.

The majority of the Submissions received do not relate to the "exceptions" being consulted upon in Council's draft 2014/2015 Exceptions Annual Plan.

| Sub No | Submitter | Topic No | Topics | Action Pathway | Comment |
|--------|---|----------|--|----------------|---|
| 001 | Physicians and Scientists for Global Responsibility | 1 | The Submitter asks that Council take into consideration concerns for sustainable district and a healthy community in respect to genetic engineering technology and nanotechnology. | Comm | <p><u>Note:</u> The submission seems to be a generic document.</p> <p>Council is not directly involved in matters related to genetically engineered organisms, or nanotechnology. Any related policies would typically be in the Central Government or possibly Regional Council purview.</p> <p>We thank the Trust for its submission and acknowledge its concern and advice on human health matters.</p> <p>Where relevant, Council will consider the matters raised in its planning.</p> <p>The matters raised are not related to the proposals in the Draft Annual Plan 2014/15 that Council is consulting on.</p> <p>The Annual Plan is a document outlining Council's proposed services and budgets for the forthcoming year and the proposed funding for it.</p> |
| 002 | Greg Nzesniowiecki (The Renewables) | 2 | The Submitter is seeking a Council resolution to encourage the Government to conclude negotiations on the Trans-Pacific Partnership and Free Trade Agreements in a way that provides net positive benefits for regions and New Zealand as a whole, provided that the Partnership and Agreements achieve a list of stipulated objectives. | Comm | <p>We thank the Renewables for their submission and acknowledge the matters raised.</p> <p>These matters are not related to the proposals in the Draft Annual Plan 2014/15 that Council is consulting on.</p> <p>The Annual Plan is a document outlining Council's proposed services and budgets for the forthcoming year and the proposed funding for it.</p> <p>The submission will be referred to a future Council meeting for consideration of the matters contained in it.</p> |

| Sub No | Submitter | Topic No | Topics | Action Pathway | Comment |
|--------|--|---------------------|---|---------------------|--|
| 003 | Emma Darke | 3 | The Submitter requests that Council bring "The Nappy Lady" to the area next year to run a Nappy Workshop as a means of addressing the issue of disposal nappy waste into regional landfills. | Comm | <p>Council thanks Mrs Darke for her submission.</p> <p>The matter raised is not considered to be related to the proposals in the Draft Annual Plan 2014/15 that Council is consulting on.</p> <p>The Annual Plan is a document outlining Council's proposed services and budgets for the forthcoming year and the proposed funding for it.</p> <p>Council would like to advise that we do not directly get involved in facilitating the likes of a 'nappy workshop'. However, if a community group were to organise such an event and sought Council support we would be able to provide that in various ways.</p> |
| 004 | Sandra Squier (Te Kuiti SPCA) | 4 5 6 | <p>The Submitter requests that the euthanizing of dogs in Waitomo District be by lethal injection and not by shooting.</p> <p>The Submitter requests the microchipping of all dogs returned to owners from the Pound.</p> <p>The Submitter requests Council to consider improving the temperature extremes experienced at the Te Kuiti Dog Pound.</p> | S S S | <p>Council is currently undertaking a review of the animal control service delivery. As part of this review the matters raised by the submitter will be given consideration.</p> |
| 005 | CCS Disability Action Waikato (Gerri Pomeroy) | 7 | <p>The Submitter requests Council to consider the following recommendations:</p> <ul style="list-style-type: none"> • Develop a policy framework that includes planning for disabled people's inclusion in everyday community life <ul style="list-style-type: none"> ○ Development of an inclusion or disability policy ○ Development of an associated action plan that ensures that all council activities include assessment of disabled people's ability to participate ○ Consider appointment of a Waitomo District Council Inclusion/ Disability Advisor | Comm | <p>Council thanks CCS Disability Action Waikato for its submission.</p> <p>Council is appreciative of the barriers faced by the disabled in the community and is fully supportive of considering and where practicable addressing accessibility issues raised in the submission in its planning and development initiatives. A number of the accessibility issues are already recognised in Council's footpath programme, provision of housing for the elderly, building codes and planning of parks, reserves and playgrounds.</p> |

| Sub No | Submitter | Topic No | Topics | Action Pathway | Comment |
|--------|-----------|----------|--|----------------|--|
| | | 8 | <ul style="list-style-type: none"> • Data Collection <ul style="list-style-type: none"> ○ Measure total pedestrian activity and the subset of people using visible mobility aids' presence at destinations and along pedestrian routes. This will provide objective information to monitor and evaluate people's actual ability to use existing transport infrastructure to reach the services and facilities they require to live within their community. | Comm | Council will take into account the suggestions on type of data that should be collected, when Council is next conducting a data collection exercise. Council's data collection initiatives ensure appropriate data is collected and used to inform implementation plans. |
| | | 9 | <ul style="list-style-type: none"> • District Plan, and other planning tools, review to consider zoning and disabled people's ability to find accessible housing in all residential zones and their ability to easily, safely and independently access shopping, work, educational and recreational opportunities | Comm | WDC will give consideration to zoning and planning matters raised in the submission during the review of its District Plan. |
| | | 10 | <ul style="list-style-type: none"> • Public buildings to progressively become accessible to everyone <ul style="list-style-type: none"> ○ Building (Earthquake-prone Buildings) Amendment Bill ○ Our population is ageing, by late 2013 more than 20% of New Zealanders will be aged over 65 (Statistics NZ, 2012) ○ Caregivers with children in buggies benefit from universally accessible public buildings and infrastructure ○ Disabled people can participate in, and contribute to society | Comm | <p>The Earthquake Prone Buildings amendment Bill is yet to be passed into law, however Waitomo District Council undertakes earthquake assessments of its buildings when upgrade works are scheduled so that any identified works can be incorporated.</p> <p>All building upgrade works consider accessibility e.g. ramps and toilets and WDC incorporates these features in any scheduled upgrade works as per the requirements of the Building Act.</p> <p>WDC has historically funded monetary allowances to undertake compliance works to its buildings, through its LTP, where accessibility has been identified as an issue.</p> |
| | | 11 | <ul style="list-style-type: none"> • Public Safety <ul style="list-style-type: none"> ○ People with disabilities are often the most vulnerable when confronted with anti social behavior. | Comm | WDC accepts that people with disabilities can be vulnerable when confronted with anti-social behaviour. Councils Public Places Bylaw contains a range of provisions enforceable by NZ Police which can be used to deal with inappropriate behaviour in public places. |
| | | 12 | <ul style="list-style-type: none"> • Parks, Reserves and Playgrounds <ul style="list-style-type: none"> ○ Accessible connections, playground surfaces, signage and toilets | Comm | WDC's playgrounds are independently audited each year and any matters raised are incorporated into maintenance schedules |

| Sub No | Submitter | Topic No | Topics | Action Pathway | Comment |
|--------|-----------------------------|----------|---|----------------|---|
| | | 13 | <ul style="list-style-type: none"> • Accessibility Audits <ul style="list-style-type: none"> ○ Develop a program of accessibility audits for rural townships and settlements to inform road/ transportation maintenance programmes and ensure that everyone can access local facilities and services ○ Accessible pedestrian routes to all public buildings, facilities and open space entrances from car parks, including mobility parks, drop off points and the surrounding pedestrian network ○ For pedestrian facilities we recommend; <ul style="list-style-type: none"> – 1% crossfall on all pedestrian routes – Level platform to be provided directly adjacent to the kerb ramp at all street crossing opportunities – Dish channels at all street crossing opportunities, without raised pedestrian beds – Kerb cut/ ramp slopes of 1:14 | Comm | <p>Undertaking accessibility audits will be considered in future work programmes.</p> <p>On the matter of accessible pedestrian routes we would like to note that the existing footpaths are already widened to 1.2m dimension during replacements/ upgrades.</p> |
| | | 14 | <ul style="list-style-type: none"> • Public and community transport services <ul style="list-style-type: none"> ○ All transport service solutions should endeavor to provide access for everyone, including those with disabilities | Comm | During renewals or upgrades consideration is given to providing access for those with disabilities and appropriate features are incorporated where practicable. |
| | | 15 | <ul style="list-style-type: none"> • Parking <ul style="list-style-type: none"> ○ Mobility Parks highlighted blue ○ Kerb cuts provided at 10 minute parking spaces to enable everyone to have safe access to the footpath | Comm | Review of carpark marking is ongoing and Council looks to provide suitable areas to incorporate disabled parks, in close proximity to services. |
| 006 | Democrats for Social Credit | | The Submitter requests Council support and lobby the following proposals: | | |
| | | 16 | <ul style="list-style-type: none"> • Local Body access to nil-interest credit-lines and loans from our sovereign bank, the Reserve Bank of New Zealand. These for essential capital works, thus relieving ratepayers of unsustainable debt-servicing to the private financial sector. The RBNZ is already equipped to provide such facilities as proven by the multi-billion dollar arrangement made in recent years for the major banks. | Comm | <p>Thank you for your submission.</p> <p>The Annual Plan is a document outlining Council's proposed services and budgets for the forthcoming year and the proposed funding for it.</p> <p>The matters raised in your submission are not directly related to the proposals in the Draft Annual Plan 2014/15 that Council is consulting on.</p> |
| | | 17 | <ul style="list-style-type: none"> • Remove GST from rates | | |

| Sub No | Submitter | Topic No | Topics | Action Pathway | Comment |
|------------|--|----------|--|----------------|---|
| | | 18 | <ul style="list-style-type: none"> Support the "Robin Hood" Tax campaign now gathering momentum globally. The levying of a minuscule tax on money and share market transactions would allow Government to provide funding for more public amenities without further need to raise rates, taxes and charges. | | The submission will be referred to a future Council meeting for consideration of the matters raised. |
| | | 19 | <ul style="list-style-type: none"> Support the campaign demanding complete transparency as to the Trans Pacific Partnership Agreement) negotiations | | |
| | | 20 | <ul style="list-style-type: none"> Stop fluoridation where still practiced and resist pressure to continue or initiate fluoridation. This is primarily an individual rights matter, apart from the fluoride compounds used being pollutants. | | |
| | | 21 | <ul style="list-style-type: none"> Advocate the Single Transferable Vote (STV) system for all Local Government | | |
| 007 | Enviroschools Foundation (Anke Nieschmidt) | 22 | The Submitter acknowledges Council's support for the Enviroschools network since 2002 and encourages Council to maintain its involvement in the Programme along with other regional partner agencies. | Comm | Thank you for your submission supporting Council's continued involvement with the Enviroschools Programme. Council appreciates and supports the commendable work being done by the Enviroschools Foundation and the Enviroschools programme in general which focuses on the involvement of students and schools in achieving positive outcomes for the ecosystems in Waikato. |
| 008 | Creative Waikato (Sarah Nathan) | 23 | The Submitter commends and encourages the work Council has planned to create a community hub as part of the Te Kuiti Railway Buildings revitalisation. | Comm | Council thanks you for your submission supporting the Te Kuiti Railway Buildings Revitalisation initiative. |
| 009 | Maurice and Monica Louis | 24 | The Submitter supports Dede Downs as the Sport Waikato Coordinator for the Waitomo District. | Comm | Council engages the Sport Waikato General Purposes Trust (Sport Waikato) by way of contract to deliver agreed services within the Waitomo District. The Sport Waikato Coordinator for the Waitomo District is an employee of Sport Waikato not Council, and as such any changes or otherwise are a decision for Sport Waikato. |

| Sub No | Submitter | Topic No | Topics | Action Pathway | Comment |
|--------|----------------------------------|----------|---|----------------|--|
| 010 | Graeme and Linda Penderleith | 25 | The Submitter supports Dede Downs role as the Sport Waikato Coordinator for the Waitomo District. | Comm | Council engages the Sport Waikato General Purposes Trust (Sport Waikato) by way of contract to deliver agreed services within the Waitomo District. The Sport Waikato Coordinator for the Waitomo District is an employee of Sport Waikato not Council, and as such any changes or otherwise are a decision for Sport Waikato. |
| 011 | Pam Voyce | 26 | The Submitter supports the continued employment of Dede Downs as the Sport Waikato Coordinator for the Waitomo District. | Comm | Council engages the Sport Waikato General Purposes Trust (Sport Waikato) by way of contract to deliver agreed services within the Waitomo District. The Sport Waikato Coordinator for the Waitomo District is an employee of Sport Waikato not Council, and as such any changes or otherwise are a decision for Sport Waikato. |
| 012 | Sport Waikato | 27 | The Submitter requests that Council continue to fund the salary and overheads of the District Coordinator's role in Waitomo for \$73,434 plus GST until 30 June 2015. | Comm | Council thanks Sport Waikato for their submission and confirms the funding arrangement for the 2014/15 financial year. Council looks forward to working closely with Sport Waikato and key local partners regarding the delivery of sport and recreation services within the District, in accordance with established deliverables. |
| 013 | Federated Farmers of New Zealand | | The Submitter requests Council to consider the following recommendations: | | |
| | | 28 | <p>Economic Development</p> <ul style="list-style-type: none"> That Council adopt the proposal to delay the establishment of a District Economic Development Board. | Comm | Federated Farmers views are noted. The Annual Plan 2014/15 sets out Council intention to progress economic development opportunities for the District through an Advisory Group. The decision on the establishment of any formal entity is not likely to be taken for another 2 to 3 years. Any change will be consulted upon through Council's standard processes |

| Sub No | Submitter | Topic No | Topics | Action Pathway | Comment |
|--------|-----------|----------|---|----------------|--|
| | | 29 | Transparency <ul style="list-style-type: none"> That the Annual Plan and summary document continue to include example rates for a wide range of properties which enables readers to compare rates and understand how rates are allocated. | Comm | The Council acknowledges and thanks Federated Farmers of NZ for its support of the 2014/15 Annual Plan and summary document, including the rates examples on indicative properties. |
| | | 30 | Solid Waste Management <ul style="list-style-type: none"> That Council look to include a review of the solid waste management services as they apply to rural and commercial businesses. A targeted survey could provide useful information. That Council look at different options to improve the rate of electronic and battery recycling. | Comm | <p>Council thanks Federated Farmers for its submission on Solid Waste</p> <ul style="list-style-type: none"> Council will be gathering information on the solid waste management services as part of the annual survey. This will also include information on appropriateness of operating hours. Electronic equipment and batteries are separated at the transfer stations and disposed of in conjunction with the annual national campaign. |
| | | 31 | Rural Stormwater <ul style="list-style-type: none"> That Council outline the specific rural stormwater services which require funding of \$53,000. | Comm | <p>The Annual Plan is prepared according to the LGA and its main purpose is to:</p> <ul style="list-style-type: none"> Contain the proposed annual budget and funding impact statements for the year to which the AP relates Identify any variation from the financial statements and funding impact statements included in the Council's LTP in relation to the year <p>The document does not go to the detail of providing line by line breakdown of the budget for the different activity areas. This is not practicable and would impact on the presentation of the document and therefore the readability of it. The EAP document clearly identifies the main areas of expenditure and any variances for what was planned with reasons and follows disclosure requirements.</p> |

| Sub No | Submitter | Topic No | Topics | Action Pathway | Comment |
|--------|-----------|----------|--|----------------|--|
| | | 32 | <p>Roading</p> <ul style="list-style-type: none"> The Submitter strongly encourages Council to proactively engage with central government to ensure decision makes are well aware of the significant and detrimental impact changes to funding mechanisms could have on roading infrastructure in the district. <p>The Submitter is happy to lend its support and expertise in this matter to Council to ensure the best outcomes are achieved.</p> <ul style="list-style-type: none"> Council prioritise the roading work which currently receives NZTA subsidies before any changes are made. | Comm | <p>Council thanks Federated Farmers for its submission on Roothing</p> <ul style="list-style-type: none"> Council keeps a close watch on policy developments and has been engaging in the development of and making submissions on the FAR review. We have provided analysis of the impact of changes also suggested alternatives to the options that have been proposed. We appreciate the offer of support and expertise and will keep it in mind Road maintenance work is programmed based on network condition and requirements. It is agreed to and approved through the National Land Transport Plan and Regional Land transport Programme. Some changes can be made to address urgent requirements that come up due to weather events, geotechnical and other reasons. |
| | | 33 | <p>Funding Policies</p> <ul style="list-style-type: none"> The Annual and Long Term Plans continue to include detailed information on the UAGC. Council continue to explore ways to achieve maximum use of the UAGC funding mechanism. | S | <p>Council thanks Federated Farmers for its submission on the UAGC. We advise that:</p> <ol style="list-style-type: none"> The Annual Plan will continue to include detailed information on the UAGC. Council regularly explores ways to maximise use of the UAGC funding mechanism and to settle on a UAGC that is considered to be fair, affordable and equitable to <u>all</u> ratepayers, both urban and rural. As part of the development of the 2015-2025 Long-Term Plan another review of Council's Revenue and Financing Policy (which includes the use of the UAGC) will be undertaken. |
| | | 34 | <p>Targeted Rates</p> <ul style="list-style-type: none"> Council continue to make good use of targeted rates to fund services which have a high level of direct and identifiable benefit. | Comm | <p>Council intends to continue with the good use of targeted rates.</p> |
| | | 35 | <p>Rates Increases</p> | S | <p>Affordability of rates is one of Council's guiding principles and Council is continually looking at efficiency in the</p> |

| Sub No | Submitter | Topic No | Topics | Action Pathway | Comment |
|--------|-----------|----------|---|----------------|---|
| | | | <ul style="list-style-type: none"> • Council continue to keep rate increases as low as possible, by continuing its intention to maintain existing service levels, strive towards operational efficiency and adhere to sound asset management practices. • Council identify why the rural percentage increases are twice that of their urban counterparts. • Should Council not accept the Submitter's points re UAGC usage above, that in the very least they raise the self imposed \$650 UAGC cap by the rate of inflation each year and thus even out the effect on the general rate. | | <p>delivery of services so rates increases are affordable. Council is also actively pursuing shared-service arrangements with other Waikato Councils in line with this.</p> <p>Council's review of its Revenue and Financing policy as part of the 2015 – 2025 Long-Term Plan development will include all aspects of the policy including the level of the UAGC and whether or not it should be inflation indexed.</p> <p>Council draws attention to the graph on page 10 of the draft 2014/15 Annual Plan which best illustrates where rates levied on rural properties are spent. (Please note that there has been no increase in the rates requirement for Roads & Footpaths in 2014/15). Percentage increases in 2014/15 are driven almost solely by the increase in the adjusted general rate. As the general rate is levied on property values, rural properties (which are generally valued higher than urban properties) will attract a greater share of the general rate.</p> |
| | | 36 | <p>District Development Rate</p> <ul style="list-style-type: none"> • That in reviewing the Revenue and Financing Policy for the next LTP council adjusts the funding split to better target the businesses and communities that benefit. It is appropriate in the interests of redressing the inequity created by the property based rating system to make use of the remaining portion of the UAGC cap to part fund this activity. This will reduce the reliance on the general rate. Further, it would be more appropriate to apply a differential to Te Kuiti Commercial properties to ensure their contribution is increased and thus better reflect the benefit received. | S | The submission point is noted. It will be considered in the review of the Revenue and Financing Policy. |
| | | 37 | <p>Differentials</p> <ul style="list-style-type: none"> • Council introduce a substantial differential for rural properties to offset the unfairly high proportion of general rates paid by rural properties. | S | Council will consider the use of differentials during the review of its Revenue and Financing Policy. It needs to be noted that the issue of 'fairness' is an annual consideration for Council when it considers rates affordability and fairness and equity issues between ratepayers and groups of ratepayers. |

| Sub No | Submitter | Topic No | Topics | Action Pathway | Comment |
|---------------------|--|----------|--|----------------|---|
| 014 | Coast Rugby Football & Sports Club Inc | 38 | The Submitter supports Dede Downs as the Sport Waikato Coordinator for the Waitomo District. | Comm | Council engages the Sport Waikato General Purposes Trust (Sport Waikato) by way of contract to deliver agreed services within the Waitomo District. The Sport Waikato Coordinator for the Waitomo District is an employee of Sport Waikato not Council, and as such any changes or otherwise are a decision for Sport Waikato.. |
| 015 | St John Te Kuiti | 39 | The Submitter supports Dede Downs as the Sport Waikato Coordinator for the Waitomo District. | Comm | Council engages the Sport Waikato General Purposes Trust (Sport Waikato) by way of contract to deliver agreed services within the Waitomo District. The Sport Waikato Coordinator for the Waitomo District is an employee of Sport Waikato not Council, and as such any changes or otherwise are a decision for Sport Waikato.. |
| LATE 016- 021 | Various | 40 | The Submitter supports Dede Downs as the Sport Waikato Coordinator for the Waitomo District. | Comm | Council engages the Sport Waikato General Purposes Trust (Sport Waikato) by way of contract to deliver agreed services within the Waitomo District. The Sport Waikato Coordinator for the Waitomo District is an employee of Sport Waikato not Council, and as such any changes or otherwise are a decision for Sport Waikato. |

Additional Topics Raised at the DEAP Hearings on 22 May 2014

| Sub No | Submitter | Topic No | Topics | Action Pathway | Comment |
|--------|----------------------------------|----------|---|----------------|--|
| 013 | Federated Farmers of New Zealand | 41 | <p>Legislative Change</p> <p>The Submitter asked Council to proactively engage with central government to ensure decision makers are well aware of the significant and detrimental impact the Building (Earthquake-prone Buildings) Amendment Bill could have.</p> <p>The submitter also trusts Council will not allocate funding towards any implementation until absolutely necessary.</p> | Comm | <p>Council keeps a close watch on policy developments both at central and regional level and provides inputs through the submissions process or lobbying directly when possible. Council have submitted on the Building (Earthquake-prone Buildings) Amendment Bill detailing our concerns and the magnified impact on smaller Districts like Waitomo.</p> <p>Council has not allocated any funding towards the implementation especially because the legislation has not been passed yet and is still subject to changes.</p> |

| Sub No | Submitter | Topic No | Topics | Action Pathway | Comment |
|--------|-----------|----------|---|----------------|---|
| | | 42 | <p>District Plan Review</p> <p>The submitter notes that Council has conducted a scope and needs analysis re the review of the District Plan with the finding of some quick gains to be made and this will be implemented instead of starting a more extensive review.</p> <p>The submitter understands this position and supports it. However, they suggest that if conducting an extensive review were to become necessary in the future then Council is urged to conduct a whole District Plan review rather than a piece meal rolling review.</p> | S | Council will take your submission point into account when it is considering options for review of the District Plan. The proposal would also be open to feedback closer to the time as per its standard decision making processes |

Document No: 333880

File No: 400/101/14

Report To: Council**Meeting Date:** 27 May 2014**Subject:** 2014 Great NZ Muster**Purpose of Report**

- 1.1 The purpose of this business paper is to inform Council of the outcomes of the 2014 Great NZ Muster.

Background

- 2.1 The Great NZ Muster has run for 22 years, and has continued to grow each year.
- 2.2 In 2009, a new partnership agreement between Council and the NZ Shearing Committee was signed. This agreement outlined the relationship between and responsibilities of each party and created a path for positive collaboration moving forward.
- 2.3 The partnership agreement was reviewed and renewed in September 2012. The new agreement covers the 2012-2015 triennium.
- 2.4 The 2014 Great NZ Muster was planned and implemented in line with this agreement.

Commentary**3.1 The Great NZ Muster 2014**

- 3.2 This year the street festival was again very successful with attendance believed to be in excess of the 8,000 people.
- 3.3 The support of our 3 event sponsors, Hynds Pipe Systems Ltd, NZ Steel Mining Taharoa and D & M Jewellery Design helped to make the event the success it was.
- 3.4 Stall numbers increased by 20, when compared to 2013 statistics, with many of these being first time exhibitors. While circulating amongst the stall holders throughout the day the general comment was that business was good. The same comment mirrored amongst local retailers, a remark that hasn't been made for a number of years.
- 3.5 All stallholders were provided with health and safety information to ensure the safety of both attendees and stallholders on the day.
- 3.6 A wide range of attractions entertained the crowds. Once again a major attraction for the day was the arrival of the Steam Train from Auckland with 300 passengers onboard. An added attraction was on offer with members of the public having the

opportunity to take part in a steam train ride from Te Kuiti to Otorohanga and return. It is believed that this and other opportunities will continue in the future.

3.7 Running of the Sheep

3.8 The change to the format of the "Running of the Sheep" received mixed reviews which was a little disappointing as this has always been seen as a crowd favorite. Organisers will review the format of the event in preparation for next years Muster.

3.9 NZ Shearing Championships

3.10 WDC and the NZ Shearing Committee continue to enjoy a strong working relationship. Three meetings were held in preparation for the event.

3.11 As per the Partnership Agreement, WDC staff discussed operational issues with the Shearing Committee prior to the event. This included fire alarm and evacuation controls which unfortunately was not upheld for this years event jeopardizing the continued use of dry ice for effect purposes.

3.12 Debrief

3.13 Representatives from WDC and the NZ Shearing Committee met on Monday 7th April 2014.

3.14 The following items were noted:

1. Further collaboration on marketing and entertainment opportunities be investigated.
2. The future use of dry ice be investigated.
3. Communications with Security Services be investigated.
4. A further meeting to discuss the running of the sheep to be held during the year.
5. Minor repairs required post event (doors).

Suggested Resolutions

- 1 The business paper on the 2014 Great NZ Muster be received.



DONNA MACDONALD
COMMUNITY DEVELOPMENT COORDINATOR

12 May 2014

Document No: 333090

File No: 400/130I

Report To: Council**Meeting Date:** 27 May 2014**Subject:** **2013/2014 Community Partnership Fund Assessment and allocation**

Purpose of Report

- 1.1 The purpose of this business paper is to present Round Two Community Partnership Fund Appraisal information to assist with the allocation of the balance of funds in the Community Partnership Fund.

Background

- 2.1 The Community Partnership Fund is a part of Waitomo District Council's (WDC) broader Community Development Fund. This is a contestable fund that focuses on projects and programmes that contribute to the well-being of our Districts communities.
- 2.2 The fund aims to ensure that residents of the Waitomo District have opportunities to feel part of the community they live work and play in, and aims to "help our community help itself" by offering access to funding and in kind support to groups working on community initiatives.
- 2.3 Consideration is given to community projects and community groups that demonstrate strong links to one or more of the outcomes identified by WDC's Community Outcomes and the funding priorities as outlined in the Community Partnership Fund Policy, which was adopted by Council in August 2010.
- 2.4 By preference, grants will be made to:
- Groups applying for financial assistance for projects that align with or support WDC's Community Outcomes, the Community Partnership Funds priorities, and can provide evidence detailing how their project can make a positive impact on community well-being.
 - Organisations and groups that offer their facilities or services for the benefit or enjoyment of all Waitomo residents.
 - Organisations and groups, who invest time in helping address social issues within the Waitomo District.
 - Groups who have a proven record of accomplishment in their area of operation and can show community support for their project.

- 2.5 Waitomo District Council supports resource sharing by community groups and organisations and encourages, where possible, a collaborative approach to achieving positive community outcomes.

The Appraisal and Allocation Process

- 3.1 The evaluation and allocation of the Community Partnership Fund is at the discretion of the elected Council.
- 3.2 To maintain the integrity of the assessment process Councillors were asked to complete Application Appraisal Forms for each of the applications, taking into account the following methodology, by 16 May 2014:
- Apply the Community Partnership Fund Policy
 - Declare any conflicts of interest
 - Award funding to projects, not people
- 3.3 Councillors are requested to evaluate the combined median scores and values and agree the value of grants allocated in Round Two 2013/14.
- 3.4 The median and average scores and values are calculated from the individual Councillor Appraisal Forms as attached at the end of this business paper. It should be noted that the maximum point allocation that an applicant could receive was 260.
- 3.5 During this process, Council may at its discretion, impose conditions as appropriate, to grants to ensure a maximisation of the funds distributed.

Funding Round for the Community Partnership Fund

- 4.1 The first funding round closed on 21 November 2013 with 3 applications being received. A total of \$8,900.00 dollars was allocated.
- 4.2 Council policy allows for a possible second funding round if all funds are not distributed as any unspent funds will not be carried over to the next financial year.
- 4.3 There is a total of \$16,100.00 available for allocation in Round Two 2013/2014 funding round.
- 4.4 Three applications have been received totaling \$30,198.00 in value.

Suggested Resolution

- 1 The business paper on Round Two 2013/14 Community Partnership Fund be received.

2 Council approve Round Two Community Partnership Grants as follows:

| Applicant | Grant Amount |
|--------------------------------------|---------------------|
| Piopio Community Sports Incorporated | \$ _____ |
| Piopio Memorial Hall Committee | \$ _____ |
| Friends of Hillview | \$ _____ |



DONNA MACDONALD
COMMUNITY DEVELOPMENT COORDINATOR

May 2104

Attachment: 1 Combined Councillor Scores Table (doc 335105)

Median and Average Scores

| Application | Application and Value | Median Score | Median Value | Average Score | Average Value |
|---|---|--------------|--------------|---------------|---------------|
| Friends of Hillview | A contribution towards the purchase of a van to transport residents \$5,000 | 150 | \$4,000 | 144 | \$3,729 |
| Piopio War Memorial Hall Committee | A contribution towards the upgrade of the Piopio Memorial Hall Toilets \$11,033 | 186 | \$6,000 | 187 | \$7,167 |
| Piopio Community Sports Incorporated | A contribution towards the Piopio Rugby Clubrooms repairs and maintenence \$14,165 | 160 | \$5,000 | 163 | \$7,667 |

Recommended Grant Value

| Application | Cr Davey | Cr Te Kanawa | Cr Brodie | Cr Goddard | Cr Smith | Cr Whitaker | Mayor Hanna | Median | Average |
|---|--------------------|-------------------|-------------------|-------------------|----------|-------------------|-------------------|-------------------|-------------------|
| Aria Toy Library | \$2,000 | \$ - | \$2,000 | \$2,000 | | \$2,000 | \$2,000 | \$2,000 | \$1,667 |
| Te Kuiti Branch of the Royal NZ SPCA | \$13,000 | \$ - | \$ - | \$5,000 | | \$3,000 | | \$3,000 | \$4,200 |
| Piopio Playcentre | \$4,590.45 | \$3,000 | \$2,190 | \$2,000 | | \$3,000 | \$3,000 | \$3,000 | \$2,963 |
| Total Funding allocated per Councillor | \$19,590.45 | \$3,000.00 | \$4,190.00 | \$9,000.00 | | \$8,000.00 | \$5,000.00 | \$8,000.00 | \$8,830.08 |

Individual Scores

| Application | Cr Davey | Cr Te Kanawa | Cr Brodie | Cr Goddard | Cr Smith | Cr Whitaker | Mayor Hanna | Median | Average |
|---|----------|--------------|-----------|------------|----------|-------------|-------------|--------|---------|
| Friends of Hillview | 173 | 123 | 150 | 89 | 120 | 184 | 184 | 150 | 146 |
| Piopio War Memorial Hall Committee | 215 | 138 | 186 | 169 | 156 | 188 | 225 | 186 | 182 |
| Piopio Community Sports Incorporated | 137 | 180 | 160 | 132 | 120 | 193 | 207 | 160 | 161 |

Document No: 334818**File No:** 037/5/1**Report To: Council****Meeting Date:** 27 May 2014**Subject:** **Draft Customer Service Strategy**

Purpose of Report

- 1.1 The purpose of this business paper is to present to Council the draft Customer Service Strategy for consideration.
- 1.2 A copy of the draft Customer Service Strategy is attached to and forms part of this business paper.

Local Government Act S.11A Considerations

- 2.1 There are no Section 11A of the Local Government Act considerations relating to this business paper.

Background

- 3.1 During development of the Waitomo District Council Long Term Plan 2012-2022, the need to develop a Customer Service Strategy to drive strong customer service delivery across all Waitomo District Council (WDC) sites was identified.
- 3.2 The project was included within the Community Development Activity Management Plan 2012.
- 3.3 Due to an internal re-organisation, Council agreed to defer the project until the 2013/2014 year.
- 3.4 Key milestones identified in the development of a Customer Service Strategy included the development of a Customer Service Charter, followed by the development of a Customer Service Strategy.
- 3.5 The draft Waitomo District Council Customer Service Charter was presented to Council for adoption at its March 2014 meeting.
- 3.6 The draft Waitomo District Council Customer Service Strategy was presented to Council at a Workshop held on 13 May 2014.

Commentary

- 4.1 The purpose of the WDC Customer Service Strategy is to set priorities and focus organisational energy and resources for the effective delivery of a high standard of customer service, consistently.
- 4.2 Six strategic goals have been identified to establish agreement around intended outcomes/results, and assess and adjust the organisations customer service direction, in response to an ever-changing environment.
- 4.3 In response to feedback received from Council at the recent Workshop a minor amendment has been made to Goal 6 of the Strategy. A timeline has been identified and included for each action point in this section.

Suggested Resolutions

1. The business paper on the Draft Waitomo District Council Customer Service Strategy be received.
2. The Draft Waitomo District Council Customer Service Strategy is adopted.



HELEN BEEVER
GROUP MANAGER – CUSTOMER SERVICES

19 May 2014

Attachment: 1 draft Customer Services Strategy (Doc No. 334822)



Customer Service Strategy

*Delivering a high standard of customer
service, consistently*

Table of Contents

| | |
|--|----|
| Background | 1 |
| Introduction..... | 1 |
| Purpose and Scope..... | 2 |
| Our District | 2 |
| Our Customers | 3 |
| Our Commitment..... | 3 |
| Our Service Standards..... | 4 |
| Waitomo District Council Community Outcomes (LTP 2012 – 2022) | 5 |
| Our Priorities / Strategic Goals | 5 |
| Goal 1 - Understand our customers and their needs..... | 6 |
| Goal 2 - Effectively communicate with our customers and the community..... | 8 |
| Goal 3 - Empower all staff to serve our customers | 10 |
| Goal 4 - Value customer satisfaction and simplify the customer experience | 13 |
| Goal 5 - Embrace technology to benefit our customers | 15 |
| Goal 6 - Investigate the provision of joint services facility..... | 17 |

Background

Waitomo District Council engages with people and communities in many ways through its consultation, communication, community development and customer services. Waitomo District Council also engages and interacts with customers through the provision of a range of everyday services, such as water, roading, parks and playgrounds, libraries, environmental health services, building control services and animal control as examples.

All of these interactions are important in building a high level of trust and connectivity between customers and the Waitomo District Council.

During development of the Waitomo District Council Long Term Plan 2012-2022, the need to develop a Customer Service Strategy was identified and the project included within the Community Development Activity Management Plan 2012.

Due to an internal re-organisation, Council agreed to defer the project until the 2013/2014 year.

Introduction

Waitomo District Council recognises the importance of a proud and capable community, being involved in Community Development, and the significant contribution organisations like community groups, voluntary groups, commercial operators and business owners make to the well-being of the District.

Groups such as these contribute in different ways, and they help to build a strong District identity. Through a partnership approach both Community and Council can achieve more together than they can alone.

In addition to fostering community pride, there is also a need for Council to work with community organisations and local businesses to foster, and assist in, growing capacity and the economy for the District. Within Waitomo, this can be achieved through supporting economic development initiatives, and by making strategic tourism decisions.

Community Development is a group of activities where Council, in a number of diverse roles, is actively involved in "helping the community to help itself". Community Development activities represent a group of collaborative and partnership approaches and initiatives involving many agencies and organisations. These activities involve a common theme of promoting a better quality of life and a better living environment in the District.

Waitomo District Council's Community Development Activity involves Customer Services, Community Support, District and Regional Promotion and Economic Development. These activities form the foundation for engagement and the focus of work.

Purpose and Scope

The more complex our world becomes; the more value there is in providing authentic and transparent customer connections. In simple terms, customer satisfaction equates to simplifying the customer experience.

Customers are our business. Every day, we all deliver customer service to our external customers, and our internal customers (each other). At Waitomo District Council we engage with a diverse range of customers, community groups, organisations and business partners. This may include ratepayers, local residents, visitors, those affected by decisions we make or those who work with us to implement decisions we make.

Optimum service delivery in any organisation recognises the importance of the internal customer as well as the external. If service breaks down internally it becomes more difficult for staff to deliver external services to a high standard.

At the heart of the Waitomo District Council Customer Services Strategy are the needs and expectations of the customer. To deliver a high standard of customer services, consistently, we must continue to understand our customer's needs, communicate effectively and efficiently, empower our employees to serve our customers, value customer satisfaction and continue to embrace technological solutions to simplify the customer experience.

Characteristics that will lead to the provision of high standard customer service are:

- Attitude and integrity
- Empathy and a drive for excellence

The purpose of this strategy is to set priorities, focus energy and resources, strengthen service delivery, ensure staff and key stakeholders are working towards common goals, establish agreement around intended outcomes/results, and assess and adjust the organisations customer service direction, in response to an ever-changing environment.

Our District

- 9,441 people live in the Waitomo District
- Total Rateable Properties 5,753 (as at 30 June 2013)
- 40.5% of the populations are Maori (compared to 14.6% throughout the rest of New Zealand)
- The median age of people is 35 years
- 26.1% of people are aged under 15 years
- 11.4% of people are aged 65 years and over
- 7.1% of people were born overseas
- 3,471 occupied households in our District
- 729 unoccupied households in our District
- 43.4% of households have access to the internet (compared with 60.5% of households throughout New Zealand)
- 61.9% of households have access to a cell phone
- 4.6% of the population are unemployed (aged 15 years and over)
- The median income of people in the District was \$23,000

(as defined by Statistics New Zealand 2013 Census and WDC Rating Database)

Our Customers

Waitomo District Council services a diverse range of customers, both internal and external. The following list outlines an example of the WDC customer base:

- Business Groups/Sector
- Business Partners
- Children and Youth
- Community Groups
- Contractors
- Developers
- Education Providers
- Emergency Services
- Environmental Groups
- Extra Ordinary Water Users
- Future Residents/Ratepayers
- General Public
- Insurance Providers
- Interest Groups
- Iwi
- Lending Institutions
- Library Users
- Media
- Other Government Agencies
- Other Local Authorities
- Pedestrians
- Pensioners
- Professional Groups/Consultants
- Public Health Providers
- Ratepayers
- Real Estate Agencies
- Residents
- Retailers
- Road Users
- Service Providers
- Solid Waste Users
- Sports Clubs
- Stakeholders
- Tangata Whenua
- Tourists
- Trade Waste Users
- Virtual Customers (website customers)
- Visitors
- Voters

Anybody whom we have contact with/interact with, asks us a question, seeks information

Our Commitment

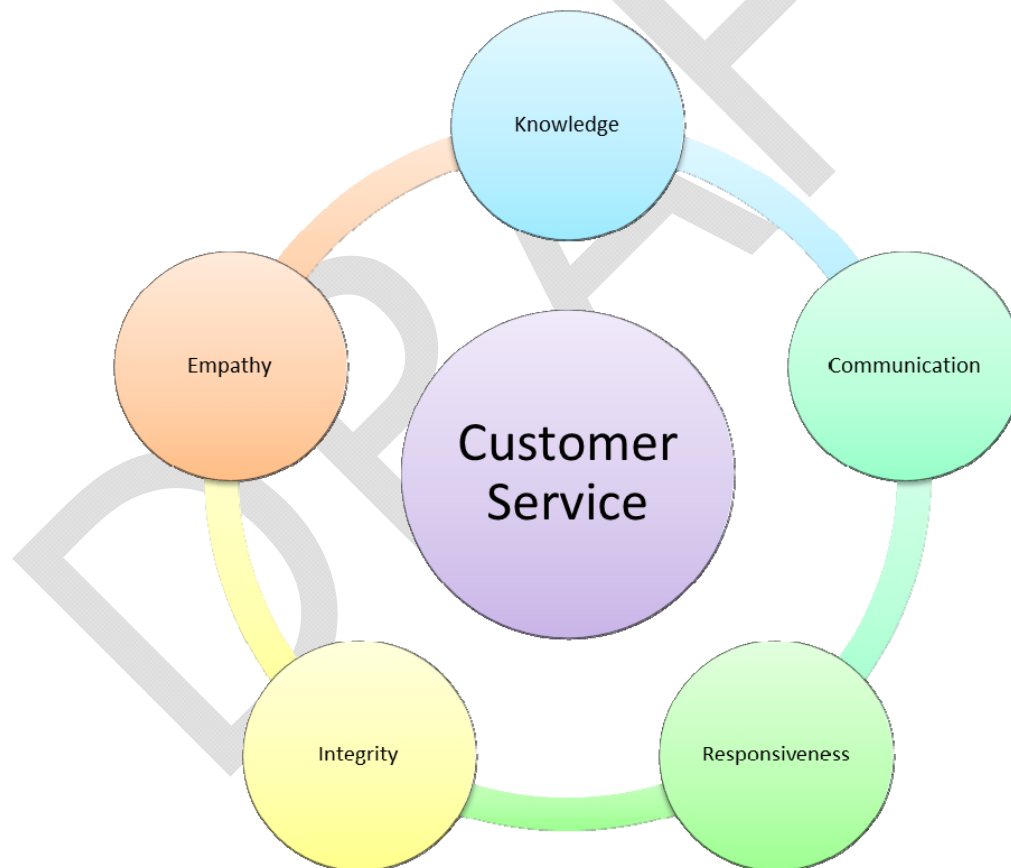
We are committed to:

- Being professional, honest and ethical at all times
- Using plain language in all of our communications
- Being friendly and accessible
- Providing a 24 hour enquiry service
- Listening to our customers with respect and endeavouring to understand their needs
- Responding to enquiries promptly and efficiently
- Responding immediately to high priority incidents
- Being transparent and accountable
- Respecting confidentiality
- Providing a quality service and working continually to improve our service
- Where necessary, enforcing rules that protect the safety of the community and environment
- Acknowledging our mistakes and where appropriate apologising for any inconvenience caused

Our Service Standards

We aim to:

- Deal with enquiries at the first point of customer contact, wherever possible
- Respond to telephone enquiries within one working day
- Where telephone enquiries are more complex we will either make an appointment to meet or arrange to contact the customer when the information is available
- Acknowledge, and where possible, respond to correspondence by mail, email or via website within 5 working days
- See customers punctually at the scheduled time for pre-arranged appointments. If there is a delay, communicate the reason for the delay at an early time
- Attend to enquiries as soon as practicable where a pre-arranged appointment has not been made
- Provide feedback on the outcome of any Service Request in a timely manner



The values that contribute and support the strategy

Waitomo District Council Community Outcomes (LTP 2012 – 2022)

This strategy supports Waitomo District Council to achieve its Community Outcomes.

Community Outcomes are a description of the results or the desired state that a Council aims to achieve for its community, in order to promote the four well-beings (cultural, social, economic and environmental).

The Community Outcomes for the Waitomo District are reviewed every three years to assess where the wants and needs of the community lie and to ensure that the activities and work streams are aligned to areas of greatest needs and community wishes.



Community Outcomes Long Term Plan 2012 -2022

Our Priorities / Strategic Goals

This strategy identifies key service improvements that will assist WDC to develop a culture that focuses on the delivery of high standard customer service, consistently.

- Goal 1** : Understand our customers and their needs
- Goal 2** : Effectively communicate with our customers and the community
- Goal 3** : Empower all employees to serve our customers
- Goal 4** : Value customer satisfaction and simplify the customer experience
- Goal 5** : Embrace technology to benefit our customers
- Goal 6** : Investigate the provision of joint services facility

Goal 1 - Understand our customers and their needs

Waitomo District Council engages with a varied and diverse group of customers.

To meet our customer's needs, we need to understand their requirements. This is an area that is open to constant change in line with the changing environment we all live in, and conduct our day to day business in.

To effectively meet a high standard of customer service, consistently, we need to establish and understand what our customers require, and then deliver. We must continually review our service delivery model and modify where required.

We must also keep in mind the diversity of our customer base, therefore the diversity in our customer's requirements.

| Strategy | Action | Responsibility | Priority | Measure |
|---|---|---|----------|------------------------------|
| Strengthen relationships with our customers and consistently meet expectations for a high standard of customer service delivery | Review and consider establishing forums with the wider WDC customer base to gather feedback regarding individual requirements and WDC customer service delivery | Group Manager – Customer Services | High | Complete by 1 October 2014 |
| | Review with regular customers the level of service they have received versus their service expectation, including the method of delivery | Group Manager – Customer Services | High | Complete by 1 September 2014 |
| | Review and consider implementation of a range of targeted customer satisfaction surveys | Group Manager – Customer Services Group Managers | Medium | Complete by 1 September 2014 |

| Strategy | Action | Responsibility | Priority | Measure |
|----------|--|--|----------|--------------------------|
| | Gather regular feedback from Elected Members | Chief Executive | High | Ongoing |
| | Develop and implement internal Service Level Agreements where appropriate to clearly identify agreed levels of service and required customer service standards | Chief Executive Group Managers | Low | Completed by 1 July 2015 |
| | Review monthly statistical reporting requirements to support continual improvement in customer service delivery | Group Manager – Customer Services Manager – Customer Services | Medium | Ongoing |

Goal 2 - Effectively communicate with our customers and the community

Demonstrating to our customers that we are listening to them and value their feedback, combined with the ability to convey clear messages with professionalism and empathy will enhance our customers' experience.

Customers of Waitomo District Council will be treated fairly and considerately when accessing any of our services whether in person, by phone, in writing, by email or by internet enquiry.

| Strategy | Action | Responsibility | Priority | Measure |
|--|--|--|----------|---------|
| Establish and maintain principles of customer service that put the interests of the customer first | Ensure effective monitoring systems are in place to measure responsiveness to customer communications and service standards identified in the WDC Customer Service Charter | Chief Executive Group Manager – Customer Services | High | Ongoing |
| | Provide regular customers with key contact/organisational structure information | Group Managers | Medium | Ongoing |
| | Review feedback gathered from customer forums on a six monthly basis | Chief Executive Group Managers | Medium | Ongoing |
| | Development and implement staff feedback forum and review feedback gathered on six monthly basis | Group Manager – Customer Services | Medium | Ongoing |

| Strategy | Action | Responsibility | Priority | Measure |
|----------|---|--|----------|------------------------------|
| | Review After Hours Service delivery and customer satisfaction levels | Group Manager - Customer Services Manager – Customer Services | High | Complete by 1 September 2014 |
| | Ensure all staff are aware of their responsibilities to respond to correspondence, email and telephone enquiries | Chief Executive Group Manager – Customer Services | High | Completed by 1 July 2014 |
| | Review/implement business continuity plans in key customer areas with an emphasis on promptly restoring services to customers when required | Group Manager – Customer Services Group Managers | Medium | Completed by 1 December 2014 |

Goal 3 - Empower all staff to serve our customers

The majority of customers expect an answer at their first point of contact. In most instances the customer does not care who they deal with or what department they work in. Customers want their questions answered, promptly and accurately.

Encouraging common sense judgement calls by staff whilst being aware of our legislative requirements will promote greater resolution of issues for customers at first point of contact.

| Strategy | Action | Responsibility | Priority | Measure |
|--|---|--|----------|---------------------------|
| Foster, recognise and acknowledge a staff ethos that supports a high standard in customer service delivery | Deploy WDC Customer Service Charter <ul style="list-style-type: none"> ➤ Senior Managers and Senior Leadership Group ➤ All staff ➤ Contractors ➤ WDC Reception Areas and Meeting Rooms ➤ WDC Intranet ➤ WDC Website | Group Manager – Customer Services Manager Customer Services | High | Completed by 30 June 2014 |
| | Deploy WDC Customer Service Strategy <ul style="list-style-type: none"> ➤ Senior Managers and Senior Leadership Group ➤ All staff ➤ WDC Intranet ➤ WDC Website | Group Manager – Customer Services Manager Customer Services | High | Completed by 30 June 2014 |

| Strategy | Action | Responsibility | Priority | Measure |
|----------|---|--|----------|------------------------------|
| | Customer Services Team act as customer service leaders for WDC | Group Manager – Customer Services Customer Services Team | High | Ongoing |
| | Group Managers and Senior Leadership Group act as customer service advocates for their respective groups/ teams | Chief Executive Group Managers | High | Ongoing |
| | Frontline staff receive conflict resolution training | Group Manager – Customer Services Manager Customer Services Customer Services Team | Low | Completed by 1 July 2015 |
| | All staff take part in customer service workshops/ training programs | Group Managers All Staff | Low | Ongoing |
| | In-house Excellence in Customer Service Award developed and implemented | Chief Executive Group Manager – Customer Services | Medium | Completed by 1 December 2014 |

| Strategy | Action | Responsibility | Priority | Measure |
|----------|--|-----------------------------------|----------|-----------|
| | Ensure customer service competency forms part of evaluations process for contract tendering and selection | Chief Executive Group Managers | Low | 2014/2015 |
| | Ensure there is a commitment to customer service in all WDC maintenance/service contracts and that it is evident in the way Service Requests are managed on WDC's behalf | Chief Executive Group Managers | Low | 2014/2015 |

DRAFT

Goal 4 - Value customer satisfaction and simplify the customer experience

Customer satisfaction refers to the extent to which customers are satisfied with a particular product or service.

The provision of efficient and effective systems and tools, along with a welcoming, professional and informative customer environment will support the goal of valuing customer satisfaction and simplifying the customer experience.

| Strategy | Action | Responsibility | Priority | Measure |
|---|--|--|----------|-----------|
| Review and simplify systems and processes to drive customer engagement and satisfaction | Review layout of WDC Reception areas (WDC Office, Library, iSITE) including signage to ensure they provide a professional and welcoming customer environment | Chief Executive Group Manager – Customer Services Group Manager – Community Services | Low | 2014/2015 |
| | Review all frontline systems for availability, user friendliness, timeliness and accuracy | Group Manager – Customer Services Manager – Customer Services Customer Services Team | High | Ongoing |
| | Review all WDC forms to ensure they are available, informative and user friendly | Group Managers | High | Ongoing |

| Strategy | Action | Responsibility | Priority | Measure |
|----------|---|---|----------|------------------------------|
| | Develop policy and procedures to support first point of contact service delivery (i.e. staff rosters, DDI technology, etc) | Group Manager – Customer Services | Medium | Completed by 1 December 2014 |
| | Develop systems and procedures to ensure frontline staff receive regular 'exchanges of information' with relevant parts of the organisation | Group Manager – Customer Services Group Managers | High | Ongoing |

DRAFT

Goal 5 - Embrace technology to benefit our customers

Technology forms a major part of our day to day communications and the Internet has become one of the most important methods of information transfer.

Awareness and understanding of how emerging technologies can assist us to anticipate customer needs and tailor business processes to best serve the customer will ultimately improve organisational efficiencies and customer connectivity.

| Strategy | Action | Responsibility | Priority | Measure |
|---|---|--|----------|--------------------------------|
| Provide technology solutions that streamline business processes, simplify customer interaction and provide accurate real-time information sources | Implement NCS Customer Database to act as a central portal to a range of WDC data sets | Group Manager – Customer Services Leader – Information Services | High | Implemented by 1 December 2014 |
| | Review NCS Service Request System with a view to introducing enhancements to improve customer interaction, response times and customer feedback | Group Manager – Customer Services Manager – Customer Services | High | Completed by 1 September 2014 |
| | Develop systems to ensure staff are provided with timely and credible information, i.e. Knowledge-base | Customer Services Group Corporate Services Group | Medium | Ongoing |

| Strategy | Action | Responsibility | Priority | Measure |
|----------|--|--|----------|-------------------------------|
| | Review mobile applications to provide real time data exchange between WDC field staff/contractors and WDC customer interface systems | Group Manager – Customer Services Leader – Information Services | Low | 2014/2015 |
| | Review functionality of Zeacom Phone System to ensure all applications that enhance customer interaction are utilised | Manager – Customer Services | High | Completed by 1 September 2014 |
| | Ongoing review of WDC website to provide online communications and transaction processing – i.e. 24/7 customer access | Customer Services Group All Groups | Medium | Ongoing |
| | Ongoing review of WDC Intranet to provide timely and current information to staff | All Groups | Medium | Ongoing |

Goal 6 - Investigate the provision of joint services facility

Council has expressed an interest in the investigation of the provision of multiple services from a single location to take advantage of economies of scale and a better service to the public. The project allows for full investigation into options so that informed decision making can be undertaken leading into the 2015 review of the Long Term Plan.

| Strategy | Action | Responsibility | Priority | Measure |
|---|---|-----------------|----------|------------------------------------|
| Provide ease of access to a range of WDC services from a central location | Establish Project Team | Chief Executive | High | Completed by 30 June 2014 |
| | Investigate options for future delivery of services from defined central location | Project Team | High | Completed by 31 October 2014 |
| | Report findings of investigation to Council | Project Team | High | Report to Council 25 November 2014 |

Document No: 334878**File No:** 400/180A**Report To: Council****Meeting Date:** 27 May 2014**Subject: Hamilton and Waikato Tourism: Service Level Agreement for Regional Tourism Services – Schedule of Services 2014/2015**

Purpose of Report

- 1.1 The purpose of this business paper is to present to Council the Hamilton Waikato Tourism (HWT) Schedule of Services (SoS) 2014/2015.

Local Government Act S.11A Considerations

- 2.1 The SoS 2014/2015 forms part of the Service Level Agreement (SLA) which Council resolved to become a signatory of at its February 2013 Council meeting.
- 2.2 That SLA involves an activity which WDC has participated in since 1 July 2011 and which was consulted on, and included in, the 2012-2022 LTP.

Background

- 3.1 At the Council meeting on 25 September 2012, HWT made a Deputation to Council presenting the draft SLA SoS for the 2012/2013 year. Following that Deputation, Council raised concerns about the increased focus on the Convention Bureau activity and whether that service delivery activity was aligned with ratepayer asset ownership within the Waitomo District.
- 3.2 In light of those concerns, Council did not agree with the proposed draft SoS as presented and authorised the Chief Executive to investigate the impacts on funding equity associated with the proposed service focus on the Convention Bureau.
- 3.3 In October 2012, HWT confirmed its proposal to realign the SLA for Regional Tourism Services with the 2012-2015 LTP cycle.
- 3.4 At its 26 October 2012 meeting, Council resolved to maintain revalidation of the SLA on an annual basis.
- 3.5 While Council had provided funding to HWT, in principle, throughout the duration of the 2012-2015 period of the 2012-2022 LTP, under the expired SLA (one year) Council retained the right to alter the level of support each financial year. A concern for Council was whether moving to a three year SLA would limit Council's ability to influence, or where necessary, address areas of concern in relation to the Agreement.

- 3.6 After WDC raised this concern with HWT, other Councils par to the SLA also expressed their wish to maintain flexibility within the agreement. Particularly in light of the then proposed changes to the Local Government Act (LGA).
- 3.7 Subsequently HWT engaged Tompkins Wake to draft an amended agreement taking into account the Councils requirement to maintain flexibility. As part of the development process, the Chief Executive and Community Development Coordinator met with a representative from Tompkins Wake in mid December 2012 to discuss WDC's particular concerns.
- 3.8 On 1 February 2013, HWT circulated the amended SLA to Mayors and Chief Executives for approval by the signatory councils. A copy of that amended SLA was provided to Council as an attachment to the business paper for the 26 February 2013 Council meeting.
- 3.9 The particular sections addressing (1) the timing of the delivery of the annually revised SoS, (2) funding and (3) the review process, allowed for an annual review of funding by an individual Council subject to consultation with HWT and the other signatory Councils.
- 3.10 As a result of that review, Council at its 26 February 2013 meeting resolved to become a signatory to the SLA.

| |
|---------------------|
| <h2>Commentary</h2> |
|---------------------|

- 4.1 The Service Level Agreement for Regional Tourism Services is entering its third year of operation.
- 4.2 Partnering TLA's include Hamilton City, Waikato District, Waipa District, Matamata-Piako District, Otorohanga District, South Waikato District and Waitomo District Councils.
- 4.3 Kiri Goulter, Chief Executive of HWT has provided a copy of the SoS 2014/2015 as approved by the HWT Board. The SoS 2014/2015 aligns with HWT's Statement of Intent and Business and Marketing Plan. A copy of the SoS 2014/2015 is attached to and forms part of this business paper.
- 4.4 Kiri Goulter has advised minor modification to the SoS for the 2014/2015 year.
- 4.5 Working with Explore Central North Island partner regions to implement special interest campaign activity, with a focus on cycleways, has been included in the Australia Activity Area. The KPI for Australian expenditure has increased from \$67M to \$74M.
- 4.6 The Long Haul Market Activity Area includes new objectives to increase the China market presence, explore opportunities to leverage greater value from international students and explore opportunities for regional benefit from FIFA and Cricket World Cup activities. The international expenditure KPI has increased from \$174M to \$183M.
- 4.7 In the Domestic Marketing Activity Area target markets of Auckland, Bay of Plenty and Taranaki have been identified. Key objectives include focus on special interest groups, i.e. cycleways, events, etc. The KPI for market share of domestic guest nights has decreased from 4.8% to 4.5%.

- 4.8 Target markets have been identified in the Convention Bureau Activity Area, including government agencies and small to medium size corporates, with a focus on multi-night bookings.
- 4.9 The KPI for Industry funding reflected in the Stakeholder Relationships Activity Area has decreased by \$20,000. Kiri Goulter has since advised there is confidence this shortfall will be made up during the year.

Suggested Resolutions

1. The report on the Hamilton and Waikato Tourism: Service Level Agreement for Regional Tourism Services – Schedule of Services 2014/2015 be received.
2. Council approve/not approve the Schedule of Services 2014/2015 to the Hamilton and Waikato Tourism Service Level Agreement.



HELEN BEEVER
GROUP MANAGER – CUSTOMER SERVICES

May 2014

Attachment: 1 Schedule of Services (Doc 335023)



Service Level Agreement Schedule of Services

2014 - 2015



Hamilton & Waikato Tourism Business & Marketing Plan 2014-15

Introduction

Tourism is a partnership between central government, local government and the visitor industry, and is an intrinsic part of regional economic development. Tourism is New Zealand's second largest export industry and significant contributor to the New Zealand economy, contributing 9% to GDP. It is a \$64 million per day industry, delivering \$27 million in foreign exchange and another \$37 million from domestic visitor spending daily.

Visitor activity in the Hamilton & Waikato region generates \$1.07 billion of expenditure, 8.5 million visits and 1 million commercial visitor nights. The visitor economy is a significant employer and supports wider community and business goals. It engenders a sense of pride and vibrancy in a place and is often referred to as the "shop window" for economic development. The qualities that attract visitors are also those that attract people to return and live, to work and invest in new businesses in our regions, cities and districts.

Hamilton & Waikato Tourism (HWT) provides leadership and coordination for the region's visitor sector across multiple territorial local authority boundaries. HWT is responsible for the region's visitor attraction strategies targeting domestic international and business tourism markets, and provides information and support to assist product development, destination management and a regional voice at a national level. HWT provides a critical structural layer enabling the industry, and is a key link into Tourism New Zealand's international marketing activities.

HWT has a target of \$300,000 of industry funding for the 2014-15 year. Local government funding is \$810,000 shared across the seven funding councils.

| COUNCIL | FUNDING |
|---------------------------------|-----------|
| Hamilton City Council | \$390,000 |
| Waikato District Council | \$100,000 |
| Waipa District Council | \$100,000 |
| Matamata-Piako District Council | \$100,000 |

| | |
|--------------------------------|-----------|
| Otorohanga District Council | \$40,000 |
| Waitomo District Council | \$40,000 |
| South Waikato District Council | \$40,000 |
| TOTAL | \$810,000 |

Hamilton & Waikato Tourism's Core Purpose is:

- To promote the Hamilton & Waikato region as an appealing destination to international and domestic visitors in order to support the economic sustainability of communities
- To grow visitor expenditure and market share of visitor nights
- To grow number of business events and market share of delegate days
- To support Hamilton International Airport's passenger attraction strategies
- To support the tourism industry to develop and deliver quality visitor experiences
- To maintain and strengthen support for the visitor sector through partnerships with local government, the visitor industry and wider community

Key Performance Indicators 2014-15

- Grow market share of commercial guest nights to 3.55% (Commercial Accommodation Monitor)
- Grow total delegate days to 11% market share (Convention Activity Survey)
- To at least maintain share of domestic visitor expenditure (Regional Tourism Indicators MBIE)
- To at least maintain share international visitor expenditure (Regional Tourism Indicators MBIE)
- 30% increase in visits to hamiltonwaikato.com
- \$300,000 industry investment

Focus of core activities:

- International Marketing
- Domestic Marketing
- Convention Bureau
- Digital Marketing
- Industry Support & Communications
- Stakeholder Relationships

Detailed below is the Business & Marketing Plan that will be undertaken for 2014-15. The plan is closely aligned to HWT's Statement of Intent and Service Level Agreement and Schedule of Services with Councils.

| ACTIVITY AREA: Australia | | |
|---|---|--|
| KEY OBJECTIVES | DELIVERABLES | KEY PERFORMANCE INDICATORS |
| <p>Position the H&W region as an key destination in the upper and central North Island visitor proposition</p> <p>Grow visitor nights and expenditure</p> <p>CONSUMER</p> <ul style="list-style-type: none"> Work in partnership with the industry to participate in the 'North Island' joint venture campaign with Tourism New Zealand and neighbouring RTOs. Increase profile of the region with Australian consumers in main metro centres through media coverage <p>TRADE</p> <ul style="list-style-type: none"> Work in partnership with the other 7 RTOs in the Explore Central North Island initiative to increase awareness of the CNI offering to trade and special interest consumers (TMN) Increase profile of the region and regional products with tourism trade <p>AIRPORT</p> <ul style="list-style-type: none"> Provide appropriate support to HIA's passenger attraction strategies | <p>CONSUMER</p> <ul style="list-style-type: none"> Participate in the Upper North Island Alliance (UNISA) campaign activity in partnership with Tourism New Zealand and neighbouring RTOs Undertake two media famils in conjunction with TNZ Work with Explore Central North Island (ECNI) partner regions to implement special interest campaign activity. Cycle way focus <p>TRADE</p> <p>Undertake key trade activities including:</p> <ul style="list-style-type: none"> Trade training through famils and attendance at events such as TRENZ & TNZ Aussie Insights Strengthening existing and developing new trade relationships Quarterly trade newsletters Work with Explore Central North Island (ECNI) partner regions to implement trade training activities | <p>Grow Australian expenditure to \$74m (currently \$67m)</p> <p>CONSUMER</p> <ul style="list-style-type: none"> Participation in North Island campaign Participation in ECNI <ul style="list-style-type: none"> One special interest campaign implemented (consumer-focussed) Media famils <p>TRADE</p> <ul style="list-style-type: none"> Send 4 trade newsletters (part of overall 'trade' distribution list) Training of 30 Australian agents Inclusion in 2 Aus trade famils (TNZ or wholesaler) Participation in ECNI <ul style="list-style-type: none"> One trade roadshow One trade famil Inclusion of more/new product in wholesaler brochures/booking systems/itineraries |

| ACTIVITY AREA: Long Haul Markets | | |
|--|--|---|
| KEY OBJECTIVES | DELIVERABLES | KEY PERFORMANCE INDICATORS |
| <p>Position the H&W region as a key destination in the central North Island visitor proposition</p> <p>Grow international expenditure and guest nights</p> <p>TRADE</p> <ul style="list-style-type: none"> • Increase the number of H&W products featured in trade itineraries, brochures and booking systems including overnight stays • Increase profile of the region through trade famils • Increase China market presence <p>MEDIA</p> <ul style="list-style-type: none"> • Increase profile of the region through TNZ's International Media Programme (IMP) <p>SECTORS - SPORT</p> <ul style="list-style-type: none"> • Support Hamilton as a host city for Cricket 2015 & FIFA <p>SECTORS - EDUCATION</p> <ul style="list-style-type: none"> • Explore opportunities to support the development and marketing of special interest sectors e.g. Export Education | <p>TRADE ECNI trade activities:</p> <ul style="list-style-type: none"> • Participate in Explore Central North Island collective of 8 RTOs • Attend TNZ trade events representing H&W and Thermal Explorer Highway partners at off and on-shore KiwiLinks and other training events • Attendance at Explore CNI Expo with regional operators • China market initiative (TBC) <p>HWT trade activities:</p> <ul style="list-style-type: none"> • Quarterly newsletters • Attendance at TRENZ + famils • Attendance at RTONZ/Inbound Tour Operator (IBO) event • Sales calls to IBOs • Host TECNZ 2014 Conference in the region including famils • IBO famils • TNZ staff famil of region • Training of key i-SITE location staff <p>MEDIA Participation in International Media Programme (TNZ)</p> <ul style="list-style-type: none"> ○ Famil pitching/hosting including encouraging overnight stays ○ Content/story angles <p>SECTORS – SPORT</p> <ul style="list-style-type: none"> • Undertake activities and initiatives with HCC and TNZ to promote Hamilton as a | <p>Grow international guest nights from 24% to 25% of proportion of total nights</p> <p>Grow international expenditure by 5% to \$183m (currently \$174m)</p> <p>TRADE</p> <ul style="list-style-type: none"> • Participation in Explore Central North Island partnership • China Market Plan implemented • TNZ trade events supported / attended including TRENZ, Explore CNI Expo, IBO days • Quarterly trade newsletters sent & HWT & TNZ trade sites updated regularly • 30 travel trade hosted • 3 i-SITE training sessions undertaken <p>MEDIA</p> <ul style="list-style-type: none"> • Quarterly media newsletters sent & media site updated • 40 international media hosted <p>SECTORS – SPORT</p> <ul style="list-style-type: none"> • Participate in media & trade famils • Provide content / story angles • Communicate with OTAs <p>SECTORS - EDUCATION</p> <ul style="list-style-type: none"> • Work with tertiary education providers to provide information for websites and undertake twice a year updates to - Waikato University students |

| | | |
|--|---|---|
| | <p>host city and wider region for FIFA and Cricket World Cup</p> <p>SECTORS - EDUCATION</p> <ul style="list-style-type: none">• Explore opportunities to leverage greater value from international students | <ul style="list-style-type: none">- CTC Aviation- Wintec |
|--|---|---|

| ACTIVITY AREA: Domestic Marketing | | |
|--|---|--|
| KEY OBJECTIVES | DELIVERABLES | KEY PERFORMANCE INDICATORS |
| <p>Position the H&W region as an appealing short break destination within key target markets</p> <p>Grow domestic visitation, guest nights & expenditure</p> <p>Target Markets</p> <ul style="list-style-type: none"> • Auckland, BoP, Taranaki • Fly Markets Wellington, Christchurch • Focus on visitors with "reasons to come" and special interest groups <p>INTERNAL</p> <ul style="list-style-type: none"> • Develop a sense of pride in place in local residents as key influencers • Increase profile of the region through positive media coverage • Support & leverage key events (including sporting events) to help increase awareness and pride in place <p>EXTERNAL</p> <ul style="list-style-type: none"> • Increase profile of the region as a visitor destination through media coverage • Work with in Air NZ/HIA to support opportunities to grow domestic visitation through the gateway • Support & leverage key events (including sporting events) to increase visitor length of stay and spend | <p>Production of the Hamilton & Waikato region Visitor Guide (Dec)</p> <p>Support where appropriate key iconic and sporting events</p> <ul style="list-style-type: none"> • Cricket 2015 & FIFA U20 • Key regional events that attract a larger portion of external visitors - Fieldays, Balloons Over Waikato • Second tier events across region • Strengthen relationships with key sport & high performance sectors & opportunities to leverage <p>Undertake two campaigns in partnership with HIA & Air New Zealand</p> <p>Employ PR contractor to generate positive stories and press releases</p> <p>Campaigns</p> <ul style="list-style-type: none"> • Chinese NZers campaign • 'Short escapes' campaign • Waitomo campaign / other cluster promotions explored • Explore Your Own Backyard • Themes – Cycling, Walking, Events | <p>4.5% market share of domestic guest nights</p> <p>At least maintain share domestic visitor expenditure (currently \$900m)</p> <p>Production of the Hamilton & Waikato region Visitor Guide</p> <p>INTERNAL</p> <ul style="list-style-type: none"> • 6 positive tourism news stories published in region • 2 Explore Your Own Backyard campaigns implemented <p>EXTERNAL</p> <ul style="list-style-type: none"> • 14 domestic media hosted • Consumer database increase by 20% • Sport leverage opportunities identified & implemented • Campaigns <ul style="list-style-type: none"> ○ Chinese NZers campaign ○ Fieldnights campaign ○ Waitomo campaign ○ 'Short escapes' campaign Key events supported • Cricket & FIFA • Balloons Competition with HCC • Fieldnights campaign <p>Campaign activity with Air New Zealand/HIA completed</p> |

| ACTIVITY AREA: Digital Marketing | | |
|---|--|---|
| KEY OBJECTIVES | DELIVERABLES | KEY PERFORMANCE INDICATORS |
| <p>Hamiltonwaikato.com is the main portal for visitor information in the region, by visitors and stakeholders</p> <p>Provide an attractive, effective and user friendly platform for HWT's marketing & communications</p> <p>Provide relevant & up to date content to consumers, tourism trade, media & industry</p> <p>Provide comprehensive tourism operator information that encourages greater conversion & purchase of visitor experiences</p> <p>Utilise a range of social media platforms to increase profile & engagement with target audiences</p> | <p>Undertake annual online strategy review and update</p> <p>Develop and implement enhanced content through partnerships with other clusters / organisations</p> <p>Ensure hamiltonwaikato.com is performing effectively through:</p> <ul style="list-style-type: none"> • Quality & new content • SEO • Social media channels – Facebook, Twitter, YouTube • Instagram? • Blogs?? <p>Trade, media & industry sites maintained & updated</p> <p>Education section, business section</p> <p>Front end design refresh/backend redevelopment TBC?</p> <p>Events section expanded</p> <p>Support 3rd party websites with content- linking strategy</p> | <p>Increase total visits 30%</p> <p>Online strategy completed and website updated accordingly with new initiatives, developments</p> <p>On-going optimisation of site</p> <p>Facebook, Twitter & You Tube functions regularly updated</p> <p>Campaign targets set and monitored including one FB specific EYOB campaign</p> <p>Increase of Facebook fans by 15% v engagement target (maintain level of engagement – formula)</p> <p>Increase of Weibo fans by 40%</p> |

| ACTIVITY AREA: Convention Bureau | | |
|---|--|---|
| KEY OBJECTIVES | DELIVERABLES | KEY PERFORMANCE INDICATORS |
| <p>Build awareness & appeal of the H&W region as a business events destination</p> <p>Grow market share of delegate days and events hosted</p> <p>Increase number of leads and conversions for the sector & region</p> <p>Support the industry to develop & deliver quality products & experiences that meet client expectations</p> <p>Hamilton & Waikato Bureau acts as an independent & impartial facilitator between partners and buyers</p> <p>Target markets:</p> <ul style="list-style-type: none"> • All sized Associations and Government agencies • Small to medium Corporates and most Professional Conference Organisers and Destination Management Companies • Conference business is the main focus and secondary meetings/seminars and incentives | <p>Sales & Hosting</p> <ul style="list-style-type: none"> • Sales calls • Hosting clients in region • Hosted client events • Communications <p>Trade Show attendance</p> <ul style="list-style-type: none"> • MEETINGS • Convene • AIME <p>Marketing</p> <ul style="list-style-type: none"> • Convention Planner • Hamiltonwaikato.com/conventions • Advertising/PR <p>Industry Development</p> <ul style="list-style-type: none"> • Partnership programme • Industry events • Communication/reporting • Product development/training <p>Bids & Proposals</p> <ul style="list-style-type: none"> • Proposal preparation • Leads & referrals • Conversions | <p>11% market share of total delegate days</p> <p>9% share of multi-day delegates</p> <p>Manage 100 leads and convert 30</p> <p>CB partner investment</p> <p>Convention Planner produced (bi-annual?)</p> <p>3 Trade shows attended</p> <p>Sales calls to 100 organisations</p> <p>3 hosted events for clients</p> <p>Newsletters – clients (3), industry (2)</p> <p>90 organisations hosted in region</p> <p>2 industry updates completed</p> <p>Database development – 300 new contacts</p> |

| ACTIVITY AREA: Industry Support & Communications | | |
|--|--|---|
| KEY OBJECTIVES | DELIVERABLES | KEY PERFORMANCE INDICATORS |
| <p>Tourism Operators</p> <ul style="list-style-type: none"> • Provide up to date industry information, research, market trends and events • Provide opportunities for operator collaboration & networking • Provide opportunities for operator up skilling & development <p>Tourism Clusters (geographic & sector)</p> <ul style="list-style-type: none"> • Provide guidance and support for cluster organisations • Assist with the development of marketing plans for cluster organisations <p>I-SITE collective – Charter</p> <ul style="list-style-type: none"> • Provide regular information and updates on HWT activities • Progress the implementation of the charter with an action plan outlining the years partnership activities | <p>Regular industry events</p> <ul style="list-style-type: none"> • Tourism conference • Tourism symposium/networking event • Tourism after 5 functions <p>Industry communications</p> <ul style="list-style-type: none"> • Hamiltonwaikato.com/industry • Industry newsletters <p>Charter Action plan developed, key projects, actions and deliverables</p> <p>Continued support for tourism clusters</p> <ul style="list-style-type: none"> • Waitomo • Raglan • North Waikato • Waipa Economic Development tourism group • Pirongia Promotions • Creative Waikato • Museum Cluster <p>Operator Capability</p> <ul style="list-style-type: none"> • Topic specific workshops <p>Communication Plan developed for:</p> <ul style="list-style-type: none"> ○ Industry ○ Trade ○ Media ○ CB – clients & partners | <p>Tourism conference held (April/May)</p> <p>Xmas Symposium/Networking Event held</p> <p>4 industry newsletters</p> <p>4 tourism after 5 functions in partnership with I-SITEs</p> <p>Website up-to-date with relevant information</p> <p>Charter action plan developed and progress reports six monthly</p> |

| | | |
|--|---|--|
| | <ul style="list-style-type: none">○ Consumer – internal○ Consumer – external○ Consumer – aus○ I-SITEs○ Hamilton Central BA○ Media – events advisory○ CTC○ HIA○ Events specific <ul style="list-style-type: none">● Press releases● Product Updates● Media request responses● Feature articles – advertorials, editorial <p>Future Comms</p> <ul style="list-style-type: none">● More press releases● More positive articles on stats, businesses, events, industry in general, product developments● Regular columns (WBN, suburban papers) | |
|--|---|--|

| ACTIVITY AREA: Stakeholder Relationships | | |
|---|--|---|
| KEY OBJECTIVES | DELIVERABLES | KEY PERFORMANCE INDICATORS |
| <p>Maintain strong partnerships with local government & tourism sector</p> <p>Raise the profile, awareness and recognition of the visitor economy as a key contributor to the region</p> <p>HWT is recognised and valued as a high performing & lead organisation within the tourism industry and wider community</p> <p>Develop & implement business partnership programmes that are supported by the tourism industry</p> <p>Represent the region's interests at national level through events, forums and organisations</p> <p>Represent the tourism sector at key business functions and networking opportunities across the region</p> | <p>Production of key documentation for stakeholders:</p> <ul style="list-style-type: none"> • Statement of Intent • Service Level Agreement • Business & Marketing Plan • Submission to Councils' Long Term Plans – three year funding 2015-16 onwards <p>Reporting to stakeholders:</p> <ul style="list-style-type: none"> • Funding Councils – six month & yearly • Hamilton International Airport (parent company) quarterly, yearly • Industry – six monthly • Council Representative Committee meetings (bi-annually) • Industry Advisory Group meetings (three – four times) • Production of Interim & Annual Report against SOI (WRAL) <p>Business Partnership Programme (July) Campaigns & activities for operator buy-in</p> <p>Regional Representation at national level</p> <ul style="list-style-type: none"> • Regional Tourism Organisation of New Zealand (Trustee) • Explore Central North Island (Chair) • Tourism Industry Association of New Zealand • Tourism New Zealand • Ministry of Business, Innovation and Enterprise <p>General representation across region</p> | <p>Retain Local Government funding of \$810,000</p> <p>Industry funding of \$300,000</p> <p>Required documentation and reports produced & approved</p> <p>2 Council Representative meetings held</p> <p>3 Industry Advisory Group meetings held</p> <p>Representation on national forums / organisations</p> <p>Representation of tourism sector in wider community / business forums across region</p> <p>Tourism supported in Councils' Long Term Plans</p> |

Document No: 335141

File No: 306/001A

Report To: Council**Meeting Date:** 27 May 2014**Subject: Deliberations on Submissions – Bylaws Review**

Purpose of Report

- 1.1 The purpose of this business paper is to provide advice on the suggested treatment of submissions received in relation to the review of the Public Places Bylaw, Dog Control Bylaw, Solid Waste Bylaw and Public Health Bylaw.

Local Government Act S.11A Considerations

- 2.1 There are no Section 11A of the Local Government Act considerations relating to this business paper.

Background

- 3.1 The bylaws currently under review were last reviewed in 2009. The Local Government Act 2002 requires WDC to review bylaws no later than 5 years after the date on which the bylaw was made.
- 3.2 Following the completion of this review the bylaws can then be reviewed on a 10 year cycle.
- 3.3 Council discussed the bylaws under consideration at a workshop on 18 March 2014 and subsequently approved the amended bylaws for public consultation at the Council meeting on 25 March 2014.
- 3.4 A brief overview of the bylaws under review is provided below:
- 3.5 Public Places Bylaw**
- 3.6 The bylaw addresses perceived problems in public places because it shows where Council permission is required to carry out certain activities so as to ensure that they do not create a nuisance, are safe and minimise the potential for offensive behaviour.
- 3.7 Dog Control Bylaw**
- 3.8 The bylaw sets standards of control that must be observed by dog owners. It covers matters such as dogs in public places, wandering dogs, ownership of more than 2 dogs, nuisance caused by dogs and the operation of Councils dog pound.

3.9 Solid Waste Bylaw

- 3.10 The bylaw addresses recycling and collection of waste, use of Council waste facilities, use of litter bins, waste management for events and licensing of waste collectors.

3.11 Public Health and Safety Bylaw

- 3.12 The bylaw addresses the perceived threats to public health and safety by regulating certain activities so as to ensure they do not cause a nuisance, are safe and minimise the potential for public harm.
- 3.13 A total of 7 submissions were received on the bylaws under review with 3 submitters requesting to be heard in support of their submissions.

Commentary

- 4.1 The consultation phase of the review of the bylaws is intended to seek feedback from the community on the appropriateness or not of bylaw provisions.
- 4.2 The limited number of submissions received on the bylaws would appear to indicate that the community is generally comfortable with WDC regulatory approach.
- 4.3 Attached to and forming part of this business paper is a table which provides a summary of the issues raised in each submission and a suggested staff response.
- 4.4 Following deliberation of submissions any amendments will be made to the bylaws with the bylaws then presented to Council for adoption on 24 June 2014.

Suggested Resolutions

- 1 The business paper on Deliberations on Submissions – Bylaws Review be received.
- 2 If required changes to the Public Places Bylaw, Dog Control Bylaw, Solid Waste Bylaw and Public Health and Safety Bylaw be made following deliberations on submissions.

JOHN MORAN
MANAGER – REGULATORY SERVICES

May 2014

Attachment: 1 Analysis of Submissions (Doc 334799)

2014 Bylaws Review – Analysis of Submissions

| Sub No | Submitter | Bylaw | Topic No | Comment |
|--------|----------------------|---------------------|---|--|
| 001 | Kahu Hohaia | Solid Waste Bylaw | Opening Hours for Refuse Transfer Station | The Submitter has been advised of the opening hours for the Refuse Transfer Station at Marokopa (Monday + Friday 9am to 1pm; Saturday 8am – 12pm, Sunday 1pm – 5pm) |
| | | Public Places Bylaw | Wahi Tapu adjacent to the Marokopa River, Marokopa Heads protection | Council staff will investigate protection options for the erosion occurring at the wahi tapu site and liaise with the Submitter. No amendment to the Bylaw is necessary. |
| 002 | Te Kuiti SPCA | Public Places Bylaw | Prohibition of horses on streets within the Te Kuiti urban area | Council's bylaws currently contain a range of provisions which allow some control of horses in public places. WDC is currently undertaking a review of the animal control service delivery. As part of this review the matters raised by the Submitter will be given consideration. No amendment to the bylaw is considered necessary. |
| 003 | Barbara Davey | Dog Control Bylaw | Uncontrolled dogs in Public Places | The Dog Control Act 1996 and Council's Dog Control Bylaw contain a range of provisions which cover the control of dogs in public places. The issues raised by the Submitter are of an operational nature. WDC is currently undertaking a review of the animal control service delivery. As part of this review the matters raised by the Submitter will be given consideration. |
| 004 | Paul and Carol Buist | Dog Control Bylaw | Council bylaw should contain provisions to regulate dangerous and menacing dog breeds | The Dog Control Act 1996 contains a range of provisions pertaining to dangerous and menacing dogs. The following breeds are subject to a ban on importation: <ul style="list-style-type: none"> - Brazilian Fila - Japanese Tosa - American Pit Bull Terrier - Dogo Argentino - Perro de Presa Canario The Act requires dogs classified as dangerous to comply with the following provisions: <ul style="list-style-type: none"> - must be kept on a securely fenced property - muzzled in public - must be neutered There provisions do not need to be repeated in the Bylaws. A check of a number of dog control bylaws in the Region indicate that the provisions of the Dog Control Act are relied upon to regulate dangerous and menacing dogs. No amendment to the Bylaw is considered necessary. |

| Sub No | Submitter | Bylaw | Topic No | Comment |
|--------|---------------|--|--|--|
| | | Public Health and Safety Bylaw | Council should prohibit the sale of legal highs | The Psychoactive Substances Amendment Act 2014 now prohibits the sale and supply of psychoactive substances. WDC however will be developing a policy to control the location of retail outlets selling such products in the near future. It should also be noted that Councils Public Places Bylaw currently prohibits the use or sale of mind altering substances in public places. |
| | | | Prohibit commercial sexual services in urban areas | Council's Bylaw currently controls the location of brothels. Brothels may only be established in commercial, industrial and rural zones and must be sited a minimum of 100m from sensitive sites such as schools, pre-school facilities, places of worship and maraes. No amendment to the Bylaw is considered necessary at this time. |
| 005 | Jan Crosland | Public Places Bylaw | Council should regulate the number of cats kept on any property | It would be almost impossible to control cat numbers by way of bylaw provisions. If cats are creating a public health nuisance then provisions contained in the Health Act 1956 can be enforced. An amendment to the bylaw is not considered necessary. |
| 006 | Dave Parlane | Dog Control Bylaw Solid Waste Bylaw | Council's bylaws are too extensive and place unnecessary controls over residents | Council thanks Mr Parlane for his submission. The wide ranging submission makes general comment on all the bylaws under review. The comments are noted, however no amendments to the bylaws are deemed necessary at this time. |
| 007 | Martin Akroyd | Public Places Bylaw | Council should control cats on public property | It would be almost impossible to control cat numbers by way of bylaw provisions. If cats are creating a public health nuisance then provisions contained in the Health Act 1956 can be enforced. An amendment to the bylaw is not considered necessary. |