

# Service performance reporting





# Service performance reporting

This section reports on the services that Council provided and the projects that were planned and/or delivered as well as the projects that were not done. Each service is also measured against the performance targets that were set in the Long-Term Plan and the budget for the year – what Council planned to spend, and how much was actually spent.

## Council has achieved 76 of its performance measures

Council set 103 performance measures in the Long-Term Plan 2012-22, which it reports against monthly and annually.

The performance measures address factors such as quantity of service provided (or volume), quality of service, and customer satisfaction.

Service reporting is clustered into activities and groups of activities:

- Community services
  - Community engagement
  - Regulatory services
  - Emergency management
- Water
- Transport
- Lakes, rivers and mountains
- Community facilities
- Wastewater
- Solid waste
- Stormwater
- Democracy and planning
  - Leadership and advocacy
  - Long-term planning
- Investments
- Economic development
  - Economic development
  - Events
  - Destination marketing

## Surveys

Council uses surveys to learn more about the wishes of the district's residents and ratepayers, and to monitor the performance of Council's various business units. Survey results are also used in long-term planning and a range of other district initiatives.

## Residents and Ratepayers Satisfaction Survey

The Residents and Ratepayers Satisfaction Survey is Council's most comprehensive survey, measuring how satisfied residents and non-resident ratepayers are with Council services. The survey is conducted every three years for Council by the National Research Bureau, who surveyed 452 residents and non-resident ratepayers in November 2014. The survey uses a large number of standard questions so that Council can also compare satisfaction in this district with the satisfaction levels for comparable services in comparable districts, and nationally. Satisfaction results in this Annual Report 2014/15 are from the 2014 survey. The trend information from the satisfaction surveys has also been included.

Council is increasingly focused on the long term trends in satisfaction. On the whole satisfaction has been rising steadily since 2009. Council also uses the long term satisfaction results to inform its investment in levels of service for each activity.

## Other surveys

Council also uses a wide range of methods and other surveys to collect information on its plans and services. These include:

- Event management surveys, to compile data on events in the district.
- Visitor surveys, so that Destination Great Lake Taupō and the visitor industry can better understand visitor behaviour, preferences, and expectations.

The quarterly Survey of Business Opinion, conducted by New Zealand Institute of Economic Research (NZIER) enables us to compare the expectations of local firms with their counterparts in the rest of New Zealand.



# Community services

Council supports our community in a number of ways through the provision of community grants, working with communities to make changes in their neighbourhoods and developing working relationships with community organisations to promote cooperation and collaboration. Strong, healthy and safe communities are more likely to thrive economically and are attractive to both visitors and investors.

The activities in this group are community engagement, regulatory services and emergency services, which contribute to the engagement and environment community outcomes.

## Community engagement

Council works to develop district neighbourhoods and communities by working directly with them, and by working with community organisations to promote cooperation and collaboration. Council's "Our Neighbourhood, Our Future" programme focusses on regenerating the social and physical attributes of our communities and their neighbourhoods. We continued this programme, focussing on the contribution of young people as emerging leaders for local decision-making.

Council also supports communities with service grants. Until this year, Council did this because it was obliged to promote the social, economic, environmental, and cultural well-being of communities, in the present and for the future. Now Council provides community services via service agreements with community organisations, providing it can demonstrate that it meets the new criteria.

### In summary we:

- Worked with community groups, organisations and central government agencies to address issues affecting the community's well-being.
- Supported the community with grants and by facilitating and coordinating community groups.
- Encouraged safer communities with the work we do to maintain our World Health Organisation Safe Communities Accreditation.
- Worked alongside Māori to help ensure their needs are met, and help empower them to engage with Council, including building Council staff capacity to engage with Māori.

## What we did this year

### Older persons

Around 17.2 per cent of the population in the Taupō District is over 65 years of age and this number is estimated to rise. A steering committee representing our older persons, involving various community groups, service providers and individuals, works with and for seniors in our district. The committee is known as the Age-friendly Action Group. Some of the work facilitated this year included:

- **Tauhara Community Support Initiative** supporting age-friendly exercise equipment for seniors in the Taupō area parks/reserves.
- **A survey of service providers and community groups**, whose core work is with older persons, being run over May/June to ascertain their current service support and future initiatives that might help with the increase in population ageing. The results were very supportive of a community service brochure. A community information brochure was then developed of service providers, business and groups about support for older persons.
- **Older Persons Advisory Panel** – The panel has started discussion about the potential of forming an Older Persons Advisory Panel as inspired by the Hamilton City Council Older Persons Plan and the objective that Taupō District becomes a desirable place to live for older persons.
- **Taupō Community Ambassadors** – A report has been completed relating to the work done by the ambassadors in support of visitors to our district. The report shows collated data of the numbers of visiting nationalities, the activities chosen, points of interest and the length of time stayed in Taupō during the summer season between December 2014-February 2015.

### Youth

Council continued to engage with young people across the district. Activities included:

- **The completion of youth job seeker workshops** with 18 young people in collaboration with Ministry of Social Development. Participation included four Councillors and an opportunity to engage young people on wider community issues and the Long-Term Plan. This initiative is part of a work stream of the wider Taupō Pathways for Youth Employment, and run bi-monthly.
- **Submitting an application to Ministry of Youth Development** to run the Youth in Emergency Services programme in Taupō which was successful and a grant of \$10k was received. The programme was carried out between 20 April-31 May for young people, with Civil Defence, rural fire, fire service, Coastguard, Land Search and Rescue and St John all taking part.
- **A group was selected in December 2014 for the Leader in You programme.** Three in-school workshops were held over their lunch hour with Taupō-nui-ā-Tia, Tauhara and Lake Taupō Christian School taking turns to play host. The group completed

two Long-Term Plan workshops, with four individuals providing submissions. The group also completed a funding application to Ministry of Youth Development.

- **Youth Week 2015** was completed with a focus on the district skate parks. Events and competitions were held at the Taupō, Turangi and Mangakino skate parks at the end of May 2015. We successfully partnered with Turangi/Tongariro Community Board, Mangakino Community Agency and Taupō Skate Club to deliver the events.
- **Pan Pacific webinar series** in May 2015 was held focussing on programmes for young people.

### Taupō Safe District

Taupō Safe District is an inter-agency working group that strives to create a safe and caring community where people and the environment are valued and respected. This year:

- 75 per cent of the Taupō Safe Homes project was completed.
- The Taupō Safe District Coalition submitted a letter of intent to apply to Safe Communities Foundation New Zealand (SCFNZ) for reaccreditation in March 2015. Peer review and feedback has been received from SCFNZ in readiness for re-accreditation.
- The Taupō Safe District Coalition sought input from coalition members to submit an application for funding for community safety projects in 2015. ACC project funding has been made available to the coalition in 2014/15.
- The Taupō Safe District Coalition supported and funded:
  - a dog safety awareness programme in collaboration with animal management; and
  - crime prevention signage at Spa Thermal Park.
- A network meeting was held with the Rotorua Safe Communities regarding reporting, accreditation and community safety programmes.

### Waitangi celebrations

- **Delivered the 2015 Waitangi Taupō Moana festival** at Taupō Riverside Park. The key objective of the event was to bring all cultures from the Taupō, Turangi and Mangakino communities together in recognition of New Zealand's special day. Over 3000 people were in attendance. The feedback from 60 attendees surveyed the feedback was very positive with 100 per cent saying they would return and recommend the event to others.
- **Facilitated Pukawa Marae to deliver the inaugural Waitangi Tūwharetoa ki Pukawa Festival** attracting over 2000 people to the southern shores of Lake Taupō. The festival addressed five key objectives based around building local leadership, capacity, cultural awareness and community relationships. Of 62 respondents surveyed, 97 per cent rated the event 10 out of 10, and 39 per cent were visitors from outside the district.





### Tauhara Community Support Initiative

- The Tauhara Community Support Initiative (TCSI) has had some great success this year. The alleyway between the Paetiki shops and Elizabeth St was given a makeover and the 80m stretch was covered with beautiful murals.
- The collaboration with TCSI, Council and the community for the development of a community space on Pihanga Reserve saw stage one of the plans finished in June 2015. The TCSI won the local Trustpower Community Awards and was invited to Wellington along with the Mayor to be a part of the national awards.

### Turangi and the Turangi Tongariro Community Board

- An informal partnership has been developed with local service providers, Council and NGOs to develop a strategy and programmes to address local employment issues.
- Turangi Angels Sports Pavillion has been upgraded – 85 per cent of stage 1 has been completed ahead of schedule.
- Supported Hirangi and Pukawa maraes to deliver events in celebration of the Māori New Year – Matariki.
- Supported various arts projects including the aquatic centre mural, town centre mural and installation of the carved Tuwiri sculpture in the Turangi Mall. The Tuwiri was a joint-project led by Taupō Sculpture Trust, designed by local student Shaney Warena and carved by local carver Mark Te Kahu.
- An opening ceremony was held in conjunction with Ngati Turangitukua in recognition of the completion of the three-staged Turangi Town Centre Revitalisation Project.
- Supported the delivery of the Turangi Christmas in the Park and 50th Jubilee events – collectively attracting over 2000 locals and visitors.
- Facilitated the bid to bring the Road to One Love New Year's Eve concert to Turangi which resulted in about 1000 ticket sales.
- Supported the delivery of the second annual Turangi Open Pig Hunting Competition which attracted over 800 locals and visitors.

- Supported the development and launch of the Turangi Food Forest Project.
- Supported economic development activities delivered by Go Tongariro – Autumn Festival and business development workshops.

### Working with communities

- **Community ambassadors** – Completed a report and are now working through the follow-up issues noted in the report.
- **Neighbours' Day** – Supported canvas artwork done in various neighbourhoods. Lots of interest and participation by youth and older persons.
- **Children's Day** – Supported this event which was led by local service provider Taupō Family Centre at the Tongariro Park.
- **Suicide Awareness Day** – Supported the Youth Against Suicide music event led by a new local group.
- **Access Taupō** – formally known as Taupō Mobility Access Reference Group, has had some good success over the year with Heuheu Street mobility spaces being corrected. The group presented to the Long-Term Plan and there will be an accessibility audit undertaken of Taupō's Central Business District (CBD) this year.
- **ANZAC Day** – Assisted with the funding applications and provided general support for ANZAC memorials held around the district.

### Our Neighbourhood

The Our Neighbourhood series is about bringing communities and neighbours together through fun events. This year we:

- Supported various neighbourhood events around the district.
- Held an Our Neighbourhood Our Future community partners celebration morning tea in June 2015 in conjunction with a debrief/feedback session outlining areas for change and positive new ways for partners to connect with the community. Planning and preparations are underway for the next 2015/16 series events. Three community-led event leaders have put their hands up to continue working alongside the TDC Our Neighbourhood team for 2015/16.



## Performance measures

What we want to know	Performance measures and targets	Results
We continue to support the development of community identity, connections and relationships among and within our communities.	Council will facilitate a series of neighbourhood events throughout the district. We will use these to provide informal opportunities for local residents to engage with Council and provide feedback on topical issues for monitoring purposes.	<p><b>2012/13 – Achieved</b>  <b>2013/14 – Achieved</b>  <b>2014/15 – Achieved</b></p> <p>Delivered eight TDC-led Our Neighbourhood (ON) events and supported six community-led ON events over the 2014/15 summer period. They were well utilised as an informal platform for the Long-Term Plan conversations/feedback with community neighbourhoods.</p>
We ensure that community grants are shared fairly and used effectively.	<p>Community grants are annually allocated among:</p> <ul style="list-style-type: none"> <li>Welfare/ social services</li> <li>Sports</li> <li>Arts and culture</li> <li>Mangakino/ Pouakani community grants</li> <li>Turangi/Tongariro community grants</li> </ul>	<p><b>2012/13 – Achieved</b>  <b>2013/14 – Achieved</b>  <b>2014/15 – Achieved</b></p> <p>Council funding for community grants was distributed by the following groups:</p> <p>Creative Taupō distributed a total of \$19,610.36.</p> <ul style="list-style-type: none"> <li>Creative Communities Scheme distributed a total of \$29,555.00</li> <li>Waiora Community Trust distributed \$102,353.82</li> <li>Turangi/Tongariro Community Grants distributed \$69,901.50.</li> <li>Mangakino/Pouakani Community Grants distributed \$20,342.21.</li> <li>Rural Travel Fund distributed \$14,896.96.</li> <li>Sports Advisory Council distributed a total of \$45,010.00.</li> </ul>
	The distributing agencies will report annually to Council on:	<p><b>2012/13 – Not achieved</b>  <b>2013/14 – Achieved</b>  <b>2014/15 – Achieved</b></p> <p>Distributing agencies supplied annual reports on their activities. The service contracts allow use of 5 per cent for administration.</p> <p>Artistic activities create vibrancy in the community, assist generating tourist activity, and promote 'the place to be'.</p> <p>Social services provide an important role in the well-being of Taupō communities.</p> <p>Sports funding provides benefits for the long term goals of wellness and fitness in the community, particularly among our youth</p>

There was no change to the level of service from that identified in the Long-Term Plan.



## Regulatory services

Council provides regulatory services to make sure rules and regulations are adhered to for things such as food safety, animal management and building. We have also been looking at shared service options with other local authorities to create efficiencies in our service provision. We also provide emergency services including a rural fire service and Civil Defence.

### What we did this year

- Registered, enforced and ensured compliance with regulatory functions relating to food premises, liquor outlets, gaming, animal control and other bylaws and statutes.
- Enforced limited time parking spaces in the Taupō Central Business District (CBD).
- Processed resource consent applications and ensured compliance with the District Plan and consent conditions.
- Processed building consent applications, inspected buildings, and monitored and enforced the Building Act 2004.
- Funding was secured to commission printed material that is assisting liquor outlets to correctly identify the date of birth of consumers to lawfully purchase alcohol, something that many find difficult given the failures at controlled test purchase operations carried out in the district.
- Two child care facilities and several school groups have received a “Safety around Dogs” demonstration.
- The parking wardens have been engaged in a “Safety around Schools” programme ensuring parents park responsibly and lawfully around schools. This is a continuing project in collaboration with police, school principals and road safety entities where a different school each month has parking wardens visiting.

### What else we did this year

- A complete electronic dog registration and owner information portal has been developed which allows dog owners to update their details and register their dogs electronically. This reduced some of the pressure on frontline staff and meant customers did not have to come into a Council office to pay for dog registration.
- Building activity has continued to grow during the last 12 months with good numbers of new dwellings and commercial buildings. Main growth areas continue to be Taupō Township, Kinloch and dairy-driven rural development.
- Regular planning and building newsletters were circulated. Industry meetings have been ongoing over the past 12 months and have continued to receive good feedback.
- The building team has greatly reduced the processing times for building consents. Average building processing times have dropped significantly to around 10 working days.
- Assessments have been undertaken of alternative vendors for service requests and the consents and regulatory IT system. Some good options are being investigated which will improve staff efficiency particularly in the field with mobile capture.
- International Accreditation New Zealand (IANZ) undertook their two yearly review of our Building Control Authority (BCA). Reaccreditation of the BCA has been confirmed. Ongoing work will continue to improve our processes in line with some recommendations made in the IANZ report.

### This year, Council:

Year .....	2014/15	2013/14	2012/13	
Issued .....	767	813	865	Building consents
.....	658	732	595	Code of compliance certificates
.....	305	221	216	Resource consents
.....	13,700	10,910	8755	Parking infringement notices
Dealt with.....	2658*	2654	2789	Noise complaints
.....	3337*	2148	1563	Animal control complaints
Audited .....	226	119	264	Buildings on the WOF register
Made.....	423	449	384	Food outlet inspections
.....	235	295	205	Liquor outlet inspections

\*Data is for the financial year from 1/07/2014 to 30/06/2015 and was taken at 24 July 2015.

## Performance measures

What we want to know	Performance measures and targets	Results
We process resource consents consistently, efficiently and to a high standard, ensuring that property developments are in line with District Plan policy goals.	100% of resource consents are processed within statutory timeframes.	<p><b>2012/13 – Not achieved</b> (99%)</p> <p><b>2013/14 – Achieved</b></p> <p><b>2014/15 – Achieved</b></p> <p>All 305 resource consents (190 – Land use, 56 – Subdivision, 59 – Other types) were processed within the statutory time frame.</p>
	100% of resource consents will be monitored to ensure compliance with consent conditions.	<p><b>2012/13 – Achieved</b></p> <p><b>2013/14 – Achieved</b></p> <p><b>2014/15 – Achieved</b></p> <p>We monitored all resource consents.</p>
We provide an efficient and reliable building consent and inspection service.	100% of building consents are processed within 20 working days.	<p><b>2012/13 – Not achieved</b> (99%)</p> <p><b>2013/14 – Not achieved</b> (99%)</p> <p><b>2014/15 – Achieved</b></p> <p>All 767 building consents were processed within the statutory time frame of 20 working days.</p>
	100% of Code of Compliance Certificates (CCCs) are issued within 20 working days.	<p><b>2012/13 – Not achieved</b> (99%)</p> <p><b>2013/14 – Not achieved</b> (99%)</p> <p><b>2014/15 – Achieved</b></p> <p>All 658 CCC's were processed within the statutory time frame of 20 working days.</p>
	20% of buildings on the WOF register are audited annually.	<p><b>2012/13 – Achieved</b> (46%)</p> <p><b>2013/14 – Achieved</b> (21%)</p> <p><b>2014/15 – Achieved</b> (39%)</p> <p>We audited 226 of 576 (39%) buildings on the Building Warrants of Fitness Register.</p>
	We retain our Building Consent Authority accreditation every year.	<p><b>2012/13 – Achieved</b></p> <p><b>2013/14 – Achieved</b></p> <p><b>2014/15 – Achieved</b></p> <p>We retained our IANZ accreditation to operate as a Building Consent Authority. IANZs audit issued 6 Corrective Action Requests which have now been cleared.</p>
We work with building owners to develop a reliable risk assessment programme for earthquake risks.	Develop an earthquake risk assessment programme for buildings in the district, with performance measures and targets.	<p><b>2012/13 – Not achieved</b></p> <p><b>2013/14 – Not achieved</b></p> <p><b>2014/15 – Not achieved</b></p> <p>The development of the risk assessment programme is on hold awaiting the outcome of the Building Act (Earthquake Prone Buildings) Amendment Bill.</p> <p>A media release issued on behalf of the Hon Dr Nick Smith has provided some direction for the strengthening programme of earthquake prone buildings. Changes proposed will result in Taupō being in a medium earthquake zone which requires buildings to be assessed within 10 years and strengthening done within 25 years.</p>



What we want to know	Performance measures and targets	Results
We inspect premises regularly.	Liquor outlets – 100% of premises are inspected annually.	<p><b>2012/13 – Achieved</b>  <b>2013/14 – Achieved</b>  <b>2014/15 – Achieved</b></p> <p>We undertook 235 inspections, which included visiting some of 161 outlets more than once.</p>
	Food premises – 100% of premises are inspected annually.	<p><b>2012/13 – Not achieved (92%)</b>  <b>2013/14 – Achieved</b>  <b>2014/15 – Achieved</b></p> <p>We undertook 423 inspections, which included visiting some of our 304 food premises more than once.</p> <p>36 premises were not inspected because they either:</p> <ul style="list-style-type: none"> <li>• closed before an inspection could be carried out;</li> <li>• they transferred without inspection;</li> <li>• their health licence application was not completed; or</li> <li>• their health licence was not approved.</li> </ul> <p>Under the new Food Act 2014, Food Control Plans (FCP) become compulsory next year. However, we currently have 59 premises that are using Food Control Plans. We have also had a good uptake of early transfer to FCP for this coming year. FCP do take more time to complete on the part of the licence holder and inspector, but they also provide quality reassurance to customers in relation to food hygiene.</p>
We respond efficiently to requests for service.	Response rate to service requests Food safety – Initial response within 48 hours.	<p><b>2012/13 – Not achieved (72%)</b>  <b>2013/14 – Not achieved (67%)</b>  <b>2014/15 – Achieved</b></p> <p>All 21 complaints were responded to within the time frame.</p>
	Response rate to service requests Dog control – Initial response within 24 hours.	<p><b>2012/13 – Achieved</b></p> <p><b>2013/14 – Not achieved (We responded to 2148 dog control complaints within 24 hours)</b></p> <p><b>2014/15 – Achieved</b></p> <p>2400* dog control incidents, all received a response within 24 hours.</p> <p>The exact number is unknown due to an issue with the service request system (new system is due in November 2015).</p>
	Response rate to service requests Excessive noise – Initial response within two hours.	<p><b>2012/13 – Achieved</b>  <b>2013/14 – Not achieved (94%)</b>  <b>2014/15 – Achieved</b></p> <p>We responded to all 2658* within the timeframe.</p>
We enforce parking times to ensure as many people as possible can access parking spaces, and that the roading network is free of obstructions.	We enforce parking time limits Monday to Saturday.	<p>2012/13 – Achieved                  2013/14 – Achieved                  2014/15 – Achieved</p> <p>Parking staff enforced parking time limits from Monday to Saturday. A total of 13,700 infringements were issued:</p> <ul style="list-style-type: none"> <li>• 512 for parking positioning;</li> <li>• 12,227 for overstay offences; and</li> <li>• 961 for offences relating to Warrant of Fitness or Registration.</li> </ul>

\*Data is for the financial year from 1 July 2014 to 30 June 2015 and was taken at 24 July 2015.

There was no change to the level of service from that identified in the Long-Term Plan.



## Emergency management

Council has legislative requirements for emergency management, to mitigate hazards, liaise and assist in response to emergencies, disasters and incidents that threaten life and to assist in restoring the quality of life after such incidents. We develop, implement and monitor district-wide emergency management plans, promote community preparedness for emergencies, and we provide support for search and rescue efforts.

Our Civil Defence activities are closely linked with the Waikato regional emergency management programme, so that we can coordinate efforts across the region when needed. We have also formed arrangements with neighbouring councils South Waikato District Council and Rotorua District Council for support in times of emergencies.

### What we did this year

- Maintained district-wide emergency management plans and promoted community preparedness for emergencies.
- Maintained an Emergency Operating Centre and provided a civil defence capability from this

headquarters. This includes Civil Defence staff training and the development and ongoing review of Civil Defence plans and operating procedures. Council also has the ability to set up welfare centres in Taupō, Mangakino and Turangi in the event of an emergency.

- Issued fire permits, responded and managed fire callouts in rural areas.
- Installed two emergency generators at the Great Lake Centre and Taupō Events Centre to boost the district's capability in a Civil Defence emergency. A large scale welfare exercise was held following the installation to coincide with the national Civil Defence Week, which was the first of its scale in the Waikato region.

Action/project/service	Progress
Review our implementation of the national integrated emergency management information system. This project is subject to regional review.	The new national EMIS system continues to have some issues and Origen continues to be available as back-up. However, the Welfare module of EMIS is working and was tested in a major welfare exercise held on 26 September 2014. The Welfare module of EMIS will be used if an emergency occurs however, Origen remains our major emergency information system.
Prepare Community Response Plans (CRPs), in collaboration with interested communities for activation at a local level at times of emergency.	The CRP templates have been rolled out by the group and they will be trialled by a group on Mapara Road in September 2015. However, Taupō Emergency Management is also considering a new template from Thames-Coromandel District Council.
Waihi Hill thermal monitoring programme .	Ongoing completed every two years. GNS completed the 2014 survey and its report was presented to the Emergency Management Committee on 2 September 2014.
Thermal imaging project at Waihi Hipaua.	Ongoing and the next thermal imaging is due in 2017-18.

### What else we did this year

- Took part in a number of events during the national Civil Defence week themed 'Get Ready, Get Thru'.
- Responded to 19 fire callouts, including one large-scale blaze adjacent to the East Taupō Arterial that lasted for five days.
- Volunteers provided 235 hours of service.
- Issued 203 fire permits.
- Held community evacuation exercises at Summerset Retirement Village and at Grace Crescent.
- Completed the Taupō District Council Recovery Plan which was adopted as a template for Waikato Civil Defence region.
- Worked with 17 other stakeholders from both the private and public sectors to form a new enlarged rural fire district for the Central North Island.





## New generators for Taupō Civil Defence

Two of the Taupō's District's biggest venues got a special delivery during the year that will boost the district's capability in a Civil Defence emergency.

Both the Great Lake Centre and Taupō Events Centre are designated welfare centres in an emergency. Both could be used if disaster strikes, so need to be prepared to cope with power outages in order to be able to serve the community.

For that reason the Council invested in two generators, which will help ensure the district was prepared in the event of an emergency, with power supply in key location when it is needed most.

Soon after the generators were installed a large scale welfare exercise was held to test their capacity. The exercise was the first of its kind to be held in the Waikato region and coincided with Get Ready Week, September 22-28, which is the national emergency management campaign for preparedness.

### Performance measures

What we want to know	Performance measures and targets	Results
We educate our communities on preparing for emergencies.	The Waikato Region has recently adopted the Waikato Region Civil Defence Emergency Management Plan. Council will develop a detailed work programme and performance targets. (For example, a target might be the number of groups with Emergency Plans within the district.)	<p><b>2012/13 – Achieved</b></p> <p><b>2013/14 – Achieved</b></p> <p><b>2014/15 – Achieved</b></p> <p>Community response plan templates have been completed and rolled out by the group. They will be trialled in September 2015.</p>
We recruit, train and support a rural fire response service.	Council maintains sufficient volunteer capacity to provide rural fire response crews in Taupō and the southern settlements.	<p><b>2012/13 – Achieved</b></p> <p><b>2013/14 – Achieved</b></p> <p><b>2014/15 – Not achieved</b></p> <p>Our rural fire operation for the southern and western parts of the district is currently covered by an agreement with NZ Fire Service while we explore the potential for a new Southern Lakes Volunteer Rural Fire Force.</p>

There has been no change to the level of service from that identified in the Long-Term Plan.

## Community Services – Funding Impact Statement

	2014 Long Term Plan (\$000)	2015 Long Term Plan (\$000)	2015 Annual Plan (\$000)	2015 Actual (\$000)	Notes
<b>Sources of operating funding</b>					
General rates, uniform annual general charge, rates penalties	5,178	5,232	5,273	5,273	
Targeted rates (other than a targeted rate for water supply)	-	-	-	-	
Subsidies and grants for operating purposes	41	43	81	124	
Fees, charges and targeted rates for water supply	2,550	2,639	1,801	2,178	1
Internal charges and overheads recovered	-	-	-	-	
Local authorities fuel tax, fines, infringement fees, and other receipts	52	53	397	479	1
<b>Total operating funding (A)</b>	<b>7,821</b>	<b>7,967</b>	<b>7,552</b>	<b>8,054</b>	
<b>Applications of operating funding</b>					
Payments to staff and suppliers	7,508	7,738	7,291	7,237	2
Finance costs	81	75	80	73	
Internal charges and overheads applied	4	4	2	1	
Other operating funding applications	-	-	-	-	
<b>Total applications of operating funding (B)</b>	<b>7,593</b>	<b>7,817</b>	<b>7,373</b>	<b>7,311</b>	
<b>Surplus (deficit) of operating funding (A – B)</b>	<b>228</b>	<b>150</b>	<b>179</b>	<b>743</b>	
<b>Sources of capital funding</b>					
Subsidies and grants for capital expenditure	-	-	-	-	
Development and financial contributions	-	-	-	-	
Increase (decrease) in debt	(90)	(90)	(95)	54	
Gross proceeds from sale of assets	-	-	-	27	
Lump sum contributions	-	-	-	-	
<b>Total sources of capital funding (C)</b>	<b>(90)</b>	<b>(90)</b>	<b>(95)</b>	<b>81</b>	
<b>Application of capital funding</b>					
Capital expenditure					
• to meet additional demand	-	-	-	-	
• to improve the level of service	-	-	-	345	3
• to replace existing assets	73	105	100	78	
Increase (decrease) in reserves	65	(45)	(16)	401	4
Increase (decrease) of investments	-	-	-	-	
<b>Total applications of capital funding (D)</b>	<b>138</b>	<b>60</b>	<b>84</b>	<b>824</b>	
<b>Surplus (deficit) of capital funding (C – D)</b>	<b>(228)</b>	<b>(150)</b>	<b>(179)</b>	<b>(743)</b>	
<b>Funding balance ((A – B) + (C – D))</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	

### Explanation of major variances against 2015 Annual Plan

- 1 \$473k Fines previously allocated to fees and charges in 2012/22 LTP budget.
- 2 Budgeted inflation in 2012/25 LTP much higher than actual plus other operational savings.
- 3 Welfare centre generators (GLC, TEC, Mangakino and Turangi) \$335k, Rural Fire depot shower facility \$10k.
- 4 Consequence of savings in operational expenditure.





## Capital Expenditure

Activity/Scheme	Project	Reason for Acquisition	Project Status (refer key)	Actual (\$000)	Budget (\$000)	Variance (\$000)	Notes
Regulatory Services	Building, vehicle and equipment renewals	Renewals	S	69	87	18	1
Rural Fire – District	Equipment renewals	Renewal	A	5	7	2	
Safer Communities	CCTV camera renewals	Renewal	A	4	6	2	
<b>Total Community Services</b>				<b>78</b>	<b>100</b>	<b>22</b>	

### Key

- A Achieved
- S Slippage

### Explanation of major variances against 2015 Annual Plan

1. Slight delay – due for completion by 31 August 2015



# Water

Water is essential for life, health, recreation and the environment. In our district water is also essential for economic development – if new industries cannot get access to water, they will not come here. This group of activities contributes to the environment and economic community outcomes.

The Waikato Regional Council allocates water from our lakes and rivers for household, commercial and industrial uses. Council currently has 20 resource consents to take water from lakes, rivers, bores and other sources in the district.

Council treats, stores and distributes water for residential, commercial and industrial properties in Taupō, Turangi, Mangakino and 19 other settlements in the district. That water is supplied continuously (unless there are breaks in

the system). Council has strict requirements for our water contractors to fix any breaks quickly and cost-effectively. For water schemes that do not yet meet the Drinking Water Standards of New Zealand (DWSNZ), Council investment is focussed on ensuring security of supply, so that communities can be confident that the supply of potable water is maintained.

Council also supplies water for fire fighting in urban areas.

Action/project/service	Progress
Security of the water supply at Bonshaw Park.	<p>The initial testing with a new bore drilled showed good water quality but the flow rate was poor.</p> <p>The bore depth was increased; a good flow of water was achieved however the water sampling showed highly elevated arsenic levels at five to eight times the drinking water standard. The bore was abandoned.</p> <p>A second bore was drilled at a new location. The water was tested at two depths and the results showed arsenic was at five to ten times the drinking water standard. The bore was abandoned.</p> <p>Options are to be reviewed.</p>
Complete the Waitahanui treatment plant upgrade with the Ministry of Health subsidy.	<p>Council agreed at the October 2014 meeting to consult with the community. The consultation is still in progress and we have requested for all feedback to be provided to council by 31 July 2015.</p>





## What else we did

- We began a project to determine the preferred location of a future Kinloch water treatment plant. Harrison Grierson Consultants completed the detailed review.
- Kinloch water supply easement – TDC, Department of Conservation and the Trustees of Whangamata 3 BLK water supply easement has been completed, after more than seven years in development.
- Water restrictions were introduced in January 2015 following an extended period of dry weather and a dramatic increase in water use. The restrictions were lifted in February 2015.
- A new asset management system for the three waters has been procured.
- Testing of a new water supply bore for Hatepe has been completed. Treatment options are now being reviewed.
- We upgraded the Whakamaru water supply pump station which has resulted in improved firefighting ability.
- We have also applied for water take consent renewal for several of our water supplies.
- A water leak detection programme for about one third of Taupō town and Acacia Bay has been completed. The major water leaks have been fixed.
- A leak detection programme of Turangi water supply has been completed and identified leaks fixed. A number of trees were removed to access the damaged infrastructure that was causing sewage spillages, and fixed.

## What's different from the Long-Term Plan

- Construction of the Wharewaka East reservoir/ pump station has been delayed at the request of the developer.



## Performance measures

What we want to know	Performance measures and targets	Results
We provide a continuous supply of water that will over time meet New Zealand's drinking water standards (DWSNZ).	Our main water supplies meet New Zealand Drinking Water Standards.  Taupō, Mangakino and Turangi supplies will remain fully compliant.	<p><b>2012/13 – Achieved</b>  <b>2013/14 – Not achieved</b>  <b>2014/15 – Not achieved</b></p> <p>Water quality is meeting the DWSNZ requirements, however, technical reporting errors have prevented full compliance with the standard. These issues have been resolved in mid-June 2015.</p> <p>Bacterial compliance was achieved for all treatment plants over the year.</p> <p>Chemical compliance has been demonstrated at the Taupō Water Treatment Plant following the upgrade.</p> <p>Protozoa compliances has been achieved since March 2015 for the Turangi Water Treatment Plant. However, full compliance at the Mangakino Water Treatment Plant is yet to be achieved. Officers are continuing to work on this issue.</p> <p>Remaining treatment plants in the district do not have protozoa treatment and some have a presence of arsenic (naturally occurring from geothermal influences) and remain non-compliant with the DWSNZ.* Further Water Treatment Plant upgrades are scheduled in the Long-Term Plan 2015-25.</p> <p>E.coli was detected in two samples collected from Hatepe and Motutere Water Treatment Plants. Response to these transgressions was as per DWSNZ. Full investigations were undertaken and no known issues were apparent. All treatment processes are working and chlorine is present in supply. E.coli was absent from all corrective action samples collected. It was a possible sample contamination during testing as samples were part of the same batch.</p>
	We respond to service requests regarding loss of service within one hour.	<p><b>2012/13 – Not achieved (88%)</b>  <b>2013/14 – Not achieved (89%)</b>  <b>2014/15 – Not achieved (96%)</b></p> <p>24 incidents of water supply outage were responded to and one was not responded to within one hour, this was because of a delay in contacting the contractor to respond to the incident.</p>
	We restore service within four hours.	<p><b>2012/13 – Not achieved (85%)</b>  <b>2013/14 – Not achieved (85%)</b>  <b>2014/15 – Not achieved (87%)</b></p> <p>Three of the 24 incidents were completed beyond four hours, these were not achieved because they were complex issues, including:</p> <ul style="list-style-type: none"> <li>• A complex telemetry issue at the Omori water scheme.</li> <li>• A complex issue regarding the Tirohanga water scheme's high pressure relief and sustaining valve's settings.</li> <li>• A complex issue of reoccurring bursts of 100mm diameter asbestos cement pipe (30 metres apart) along Matariki Street, Tokaanu.</li> </ul>
	80% of people who receive the service are satisfied with the water supply as measured by the three yearly surveys.	<p><b>2012/13 – Achieved (91% 2012 Satisfaction Survey)</b>  <b>2013/14 – Achieved (91% 2012 Satisfaction Survey)</b>  <b>2014/15 – Achieved (92% 2014 Satisfaction Survey)</b></p>

What we want to know	Performance measures and targets	Results
<p>We encourage more sustainable use of potable water.</p> <p>We aim to achieve average daily water consumption of 1 cubic metre (m<sup>3</sup>) by 2035.</p>	Average daily household water consumption target (summer) = 1.65m <sup>3</sup>	<p><b>2012/13 – Achieved</b></p> <p><b>2013/14 – Achieved</b></p> <p><b>2014/15 – Achieved</b></p> <p>See table below.</p>
We provide adequate water for fire fighting	Our water pressure in urban areas meets FW2 fire fighting code of practice standards.	<p><b>2012/13 – Achieved</b></p> <p><b>2013/14 – Not achieved</b> (6 areas required investigation)</p> <p><b>2014/15 – Achieved</b></p> <p>Testing of 93 fire hydrants over summer 2014/15 has been completed and all hydrants meet the required flow requirements.</p>

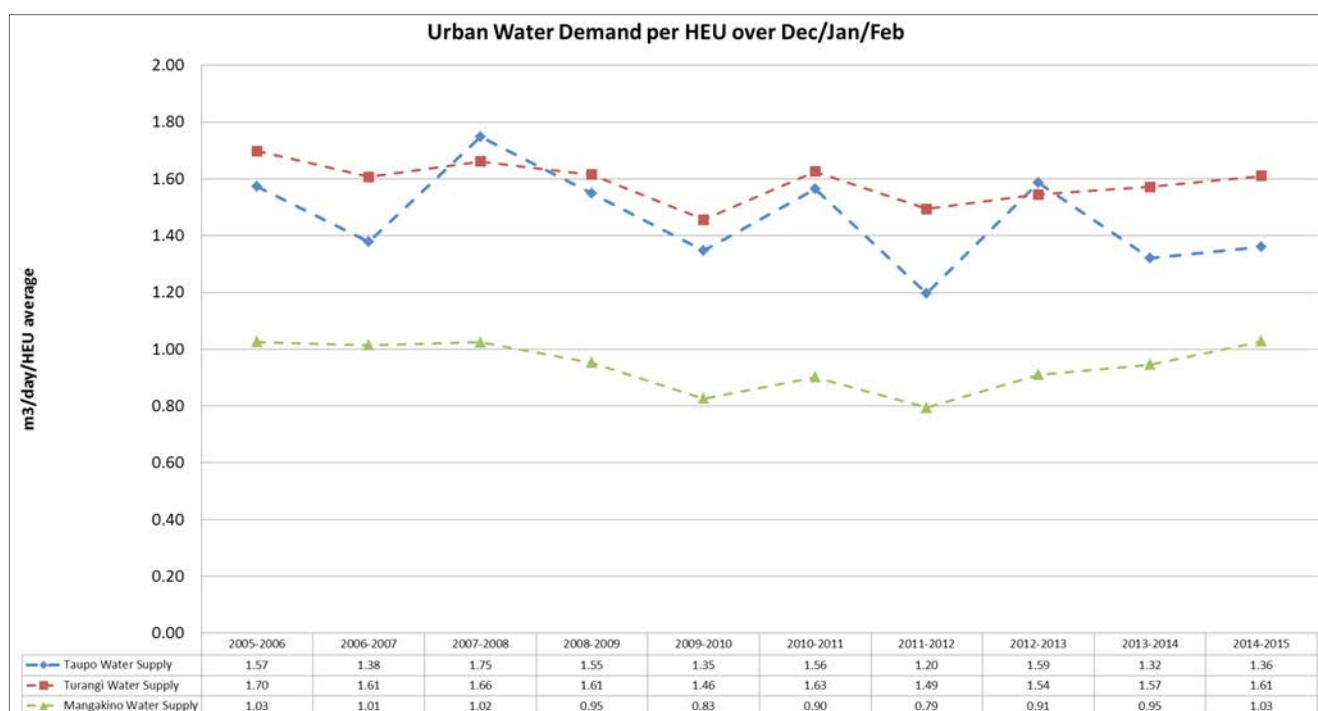
\* Bacterial compliance with the DWSNZ is maintained for all supplies. Currently all water supply schemes are equipped with continuous monitoring instrumentation for measurement of flow, pH, chlorine and turbidity. Any failure of equipment / process triggers E.coli monitoring which remains in place until the system is back to normal. To demonstrate E.coli compliance, continuous monitoring reporting and a water quality monitoring programme (as per DWSNZ requirements) is in place for treatment plants and networks with water quality information reported to the Ministry of Health in the WINZ database.

There has been no change to the level of service from that identified in the Long-Term Plan.

### Average daily household water consumption

Three month summer water consumption/HEU m <sup>3</sup> /day (summer)	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015
Taupō Water Supply	1.35	1.56	1.20	1.59	1.32	1.36
Mangakino Water Supply	0.83	0.90	0.79	0.91	0.95	1.03
Turangi Water Supply	1.46	1.63	1.49	1.54	1.57	1.61
<b>TOTAL (Urban Areas)</b>	<b>1.34</b>	<b>1.54</b>	<b>1.22</b>	<b>1.55</b>	<b>1.34</b>	<b>1.38</b>

### Water demand per Household Equivalent Unit





## Water – Funding Impact Statement

	2014 Long Term Plan (\$000)	2015 Long Term Plan (\$000)	2015 Annual Plan (\$000)	2015 Actual (\$000)	Notes
<b>Sources of operating funding</b>					
General rates, uniform annual general charge, rates penalties	-	-	-	-	
Targeted rates (other than a targeted rate for water supply)	6,506	6,902	7,394	7,226	
Subsidies and grants for operating purposes	-	-	-	-	
Fees, charges and targeted rates for water supply	1,696	1,799	852	1,670	
Internal charges and overheads recovered	207	219	301	372	
Local authorities fuel tax, fines, infringement fees, and other receipts	-	-	-	-	
<b>Total operating funding (A)</b>	<b>8,409</b>	<b>8,920</b>	<b>8,547</b>	<b>9,268</b>	
<b>Applications of operating funding</b>					
Payments to staff and suppliers	3,963	3,989	4,060	3,743	
Finance costs	2,295	2,404	2,006	2,027	1
Internal charges and overheads applied	19	20	25	97	
Other operating funding applications	-	-	-	-	
<b>Total applications of operating funding (B)</b>	<b>6,277</b>	<b>6,413</b>	<b>6,091</b>	<b>5,867</b>	
<b>Surplus (deficit) of operating funding (A – B)</b>	<b>2,132</b>	<b>2,507</b>	<b>2,456</b>	<b>3,401</b>	
<b>Sources of capital funding</b>					
Subsidies and grants for capital expenditure	-	-	-	-	
Development and financial contributions	77	94	24	74	
Increase (decrease) in debt	2,115	1,283	(1,071)	(1,110)	2
Gross proceeds from sale of assets	-	-	-	-	
Lump sum contributions	-	-	-	-	
<b>Total sources of capital funding (C)</b>	<b>2,192</b>	<b>1,377</b>	<b>(1,047)</b>	<b>(1,036)</b>	
<b>Application of capital funding</b>					
Capital expenditure					
• to meet additional demand	3,178	2,164	-	94	3
• to improve the level of service	188	460	100	47	4
• to replace existing assets	854	1,260	1,341	1,098	
Increase (decrease) in reserves	104	-	(32)	1,126	5
Increase (decrease) of investments	-	-	-	-	
<b>Total applications of capital funding (D)</b>	<b>4,324</b>	<b>3,884</b>	<b>1,409</b>	<b>2,365</b>	
<b>Surplus (deficit) of capital funding (C – D)</b>	<b>(2,132)</b>	<b>(2,507)</b>	<b>(2,456)</b>	<b>(3,401)</b>	
<b>Funding balance ((A – B) + (C – D))</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	

### Explanation of major variances against 2015 Annual Plan

- 1 Lower than forecast debt due to projects not commenced or completed per LTP Budget.
- 2 As Wharewaka East reservoir/pump station was not built \$2m in debt was not drawn down.
- 3 Wharewaka East reservoir/pump station – developer has not sold enough properties to build.
- 4 Water supply Bonshaw Park project still ongoing.
- 5 Surplus less loan repayments and renewals.



## Capital Expenditure

Activity/Scheme	Project	Reason for Acquisition	Project Status (refer key)	Actual (\$000)	Budget (\$000)	Variance (\$000)	Notes
Water Supply Bonshaw Park	Security of supply – storage	LOS	X	-	100	100	1
Water – District	District-wide renewals – all schemes	Renewal	X	776	1,341	565	2
<b>Total water</b>				<b>776</b>	<b>1,441</b>	<b>665</b>	

### Key

LOS Level of Service

X Not achieved – major slippage (project will not be complete by 31 August 2015) or project will no longer be carried out

### Explanation of major variances against 2015 Annual Plan

1. A new bore was drilled but abandoned due to poor flow rate and high arsenic levels. A second bore was drilled at a new location, arsenic levels were again too high for the water to be utilised for water supply.
2. \$127K saving with \$438k to be carried forward. Mangakino/Turangi water network renewals (\$390k) expected completion August 2015, Bonshaw Park renewals ongoing (\$47k).

# Transport

Increasingly, central government is recognising the economic importance of an efficient freight network, which includes both road and rail. New Zealand Transport Agency (NZTA) funds up to 43 per cent of most maintenance and 53 per cent of most capital roading projects. However, funding for passenger transport and walking and cycling infrastructure has been capped or reduced in central government’s Policy Statement on Land Transport Funding 2012/13-2021/22, and Council is concerned about the level of funding for local roads, especially given the risks for cyclists in the district.

Council provides a transport network for the efficient movement of people and goods, which is essential for the economic and social wellbeing of the community. However, the district has a disproportionately high number of road traffic crashes that result in death or serious injury, mostly on state highways, which are managed by NZTA.

We also encourage and support people to use footpaths, cycleways and passenger transport. In particular, we work

with WRC and NZTA, and advocate for district projects, especially those that focus on road safety, or economic development.

The rapid rise in energy prices for petroleum products, over the past five years, has also meant that the cost of providing the road network, including footpaths and cycleways, has increased.

## What we did this year

Action/project/service	Progress
Continue to seal unsealed rural roads (about 3.5km per year.	A 1.8km section of Wereta Road was completed in November 2014. A 1.0km section of Matea Road was completed in March 2015.
Extend the footpath along the western side of State Highway One at Motuoapa.	Completed.
Lake Terrace traffic calming and realignment (funding has been provided in 2013/14).	Completed.

## What else we did

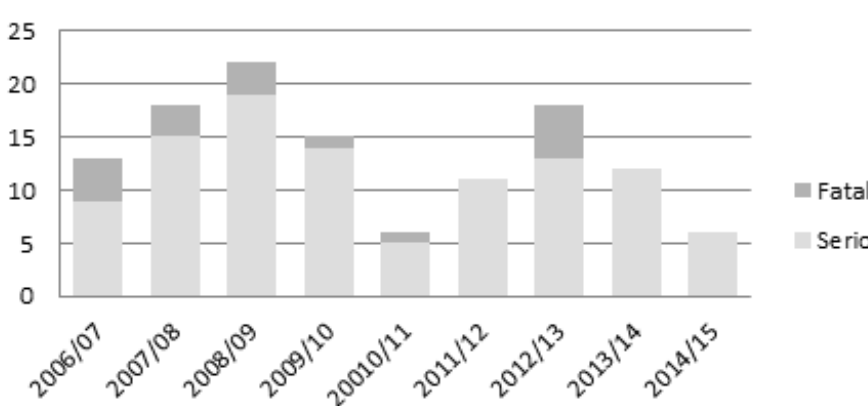
- Marketing of bus services began in July 2014 and passenger numbers have been increasing steadily since. This included the installation of a new bus back – “Bus and Cycle today”.
- A new speed limit was introduced on an 800 metre section of Poihipi Road changing from 100 km per hour to 80 km to improve road safety.
- Work has been completed on the rehabilitation of a section of Broadlands Road.
- Annual reseals programme was completed.
- Road safety campaigns completed including:
  - Drive sober – December 2014
  - Slow down – January to February 2015
  - Motorcycle – March 2015
  - Driver Directions day held for young drivers July, December 2014 and April 2015
  - Icy conditions campaign April to June.

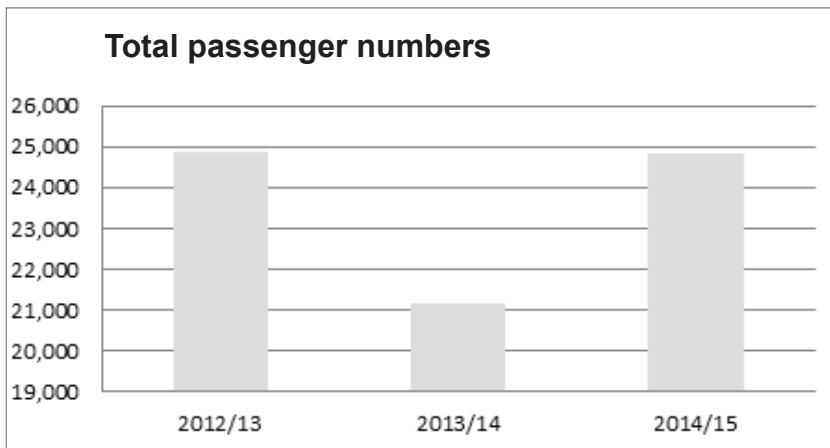
## What’s different from the Long-Term Plan

- Extend the footpath along the western side of State Highway One at Motuoapa.
- Lake Terrace traffic calming and realignment funding was brought forward and was completed in 2013/14.



## Performance measures

What we want to know	Performance measures and targets	Results																																								
<p>We provide a transport network for the safe movement of people and goods.</p>	<p>The number of serious and fatal crashes on district roads is falling.</p> <p>7 per cent reduction in serious and fatal crashes by 2021/22 from 2007 region target numbers outlined in the Regional Road Safety Strategy (38 crashes).</p> <p>2012/13 37 2017/18 36 2021/22 35</p> <p>Target is a proportion of the regional target numbers for Taupō District. A 7 per cent reduction in fatal crashes by 2021/22 from 2007 numbers on Taupō District roads (14 crashes).</p> <p>2012/13 – 14 2021/22 – 13</p>	<p><b>2012/13 – Achieved</b> <b>2013/14 – Achieved</b> <b>2014/15 – Achieved</b></p> <p>The fatal and serious crash numbers on Taupō local roads is falling as below:</p> <p>2006/07: 13 2007/08: 18 2008/09: 22 2009/10: 15 2010/11: 6 2011/12: 11 2012/13: 18 2013/14: 12 2014/15: 6</p> <p>See graph below.</p>																																								
	<h3>Fatal and serious crashes on Taupō District roads</h3>  <table border="1" data-bbox="558 985 1436 1388"> <caption>Fatal and serious crashes on Taupō District roads</caption> <thead> <tr> <th>Year</th> <th>Fatal</th> <th>Serious</th> <th>Total</th> </tr> </thead> <tbody> <tr><td>2006/07</td><td>4</td><td>9</td><td>13</td></tr> <tr><td>2007/08</td><td>3</td><td>15</td><td>18</td></tr> <tr><td>2008/09</td><td>3</td><td>19</td><td>22</td></tr> <tr><td>2009/10</td><td>1</td><td>14</td><td>15</td></tr> <tr><td>2010/11</td><td>0</td><td>6</td><td>6</td></tr> <tr><td>2011/12</td><td>0</td><td>11</td><td>11</td></tr> <tr><td>2012/13</td><td>5</td><td>13</td><td>18</td></tr> <tr><td>2013/14</td><td>0</td><td>12</td><td>12</td></tr> <tr><td>2014/15</td><td>0</td><td>6</td><td>6</td></tr> </tbody> </table>		Year	Fatal	Serious	Total	2006/07	4	9	13	2007/08	3	15	18	2008/09	3	19	22	2009/10	1	14	15	2010/11	0	6	6	2011/12	0	11	11	2012/13	5	13	18	2013/14	0	12	12	2014/15	0	6	6
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<p><b>Satisfaction with roads</b> 88 per cent of residents and ratepayers are satisfied with roads in the district.</p>	<p><b>2012/13 – Achieved</b> (94% 2012 Satisfaction Survey) <b>2013/14 – Achieved</b> (94% 2012 Satisfaction Survey) <b>2014/15 – Achieved</b> (94% 2014 Satisfaction Survey)</p>																																									
<p><b>Satisfaction with footpaths</b> 75 per cent of residents and ratepayers are satisfied with footpaths in the district.</p>	<p><b>2012/13 – Achieved</b> (83% 2012 Satisfaction Survey) <b>2013/14 – Achieved</b> (83% 2012 Satisfaction Survey) <b>2014/15 – Achieved</b> (80% 2014 Satisfaction Survey)</p>																																									
<p><b>Satisfaction with cycleways</b> 70 per cent of users are satisfied with cycleways in the district.</p>	<p><b>2012/13 – Achieved</b> (79% 2012 Satisfaction Survey) <b>2013/14 – Achieved</b> (79% 2012 Satisfaction Survey) <b>2014/15 – Achieved</b> (84% 2014 Satisfaction Survey)</p>																																									
<p>The number of passenger bus rides within the district is increasing.</p>	<p><b>2012/13 – Achieved</b> <b>2013/14 – Not achieved</b> <b>2014/15 – Achieved</b></p> <table border="1" data-bbox="951 1904 1308 1971"> <thead> <tr> <th></th> <th>2012/13</th> <th>2013/14</th> <th>2014/15</th> </tr> </thead> <tbody> <tr> <td><b>Total</b></td> <td><b>24,881</b></td> <td><b>21,177</b></td> <td><b>24,808</b></td> </tr> </tbody> </table> <p>See graph below.</p>		2012/13	2013/14	2014/15	<b>Total</b>	<b>24,881</b>	<b>21,177</b>	<b>24,808</b>																																	
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<b>Total</b>	<b>24,881</b>	<b>21,177</b>	<b>24,808</b>																																							



## Handover of ETA marks the end of financial year

The construction of the East Taupō Arterial (ETA) was one of the largest infrastructure projects the district had ever seen. The project came to its conclusion this year with the handover of the ETA to the New Zealand Transport Agency, to officially become part of State Highway 1.

In return, the old state highway through central Taupō was handed over to the council by NZTA, becoming a local road.

The 16-kilometre stretch of highway was built to benefit the Taupō District community by taking a significant volume of heavy trucks, out of the town centre. It now provides multiple entry points into Taupō, has improved traffic flow and safety and reduced journey times.

The idea of building a road to bypass Taupō stretches back 60 years, with the project to build the ETA getting official approval in 2008. Construction began in 2008 and the ETA was opened to traffic in October 2010.

Work involved moving 1.5 million cubic metres of soil – the equivalent of 91,000 truck and trailer loads – planting more than 40,000 plants to complement the route and installing over 250 streetlights and 450 signs.

The council built the ETA, with NZTA paying a 76.5 per cent subsidy toward the final cost of construction of \$110 million.



## Transport – Funding Impact Statement

	2014 Long Term Plan (\$000)	2015 Long Term Plan (\$000)	2015 Annual Plan (\$000)	2015 Actual (\$000)	Notes
<b>Sources of operating funding</b>					
General rates, uniform annual general charge, rates penalties	9,152	9,040	8,075	8,075	
Targeted rates (other than a targeted rate for water supply)	-	-	-	-	
Subsidies and grants for operating purposes	1,533	1,543	1,437	1,350	
Fees, charges and targeted rates for water supply	52	54	70	236	
Internal charges and overheads recovered	558	580	540	414	
Local authorities fuel tax, fines, infringement fees, and other receipts	382	397	370	392	
<b>Total operating funding (A)</b>	<b>11,677</b>	<b>11,614</b>	<b>10,492</b>	<b>10,467</b>	
<b>Applications of operating funding</b>					
Payments to staff and suppliers	4,772	4,763	4,249	4,539	
Finance costs	2,372	2,136	2,040	1,712	1
Internal charges and overheads applied	558	580	540	414	
Other operating funding applications	-	-	-	-	
<b>Total applications of operating funding (B)</b>	<b>7,702</b>	<b>7,479</b>	<b>6,829</b>	<b>6,665</b>	
<b>Surplus (deficit) of operating funding (A – B)</b>	<b>3,975</b>	<b>4,135</b>	<b>3,663</b>	<b>3,802</b>	
<b>Sources of capital funding</b>					
Subsidies and grants for capital expenditure	881	804	748	857	
Development and financial contributions	224	254	239	304	
Increase (decrease) in debt	(3,803)	(3,284)	(3,356)	(10,713)	2
Gross proceeds from sale of assets	-	-	-	3	
Lump sum contributions	-	-	-	-	
<b>Total sources of capital funding (C)</b>	<b>(2,698)</b>	<b>(2,226)</b>	<b>(2,369)</b>	<b>(9,549)</b>	
<b>Application of capital funding</b>					
Capital expenditure					
• to meet additional demand	155	-	-	-	
• to improve the level of service	831	962	749	645	3
• to replace existing assets	1,830	2,295	1,957	1,603	4
Increase (decrease) in reserves	(1,539)	(1,348)	(1,412)	(7,995)	5
Increase (decrease) of investments	-	-	-	-	
<b>Total applications of capital funding (D)</b>	<b>1,277</b>	<b>1,909</b>	<b>1,294</b>	<b>(5,747)</b>	
<b>Surplus (deficit) of capital funding (C – D)</b>	<b>(3,975)</b>	<b>(4,135)</b>	<b>(3,663)</b>	<b>(3,802)</b>	
<b>Funding balance ((A – B) + (C – D))</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	

### Explanation of major variances against 2015 Annual Plan

- 1 Significant Debt repayment (\$10m) reducing interest costs.
- 2 Significant Debt repayment from surplus depreciation reserves.
- 3 Lake terrace traffic calming (\$215k) - council reduced scope.
- 4 Planned CBD Upgrade was cancelled (\$355k), Huka Falls lookout upgrade deferred (\$60k).
- 5 Surplus cash reserves used to repay debt.





## Capital Expenditure

Activity/Scheme	Project	Reason for Acquisition	Project Status (refer key)	Actual (\$000)	Budget (\$000)	Variance (\$000)	Notes
Transport	Cycle Strategy implementation	LOS	A	-	26	26	1
Transport	Huka Falls lookout upgrade	LOS	X	4	64	60	2
Transport	Minor safety works	LOS	A	172	174	2	3
Transport	New road marking and signs	LOS	A	2	27	25	3
Transport	On-street parking	LOS	A	40	54	14	3
Transport	Seal extension	LOS	A	443	402	(41)	3
Transport	Motuoapa footpath extension	LOS	A	2	3	1	
Transport	District-wide renewals	Renewal	X	1,589	1,957	368	4
<b>Total Transport</b>				<b>2,252</b>	<b>2,707</b>	<b>455</b>	

### Key

LOS Level of Service

A Achieved

X Not achieved – major slippage (project will not be complete by 31 August 2015) or project will no longer be carried out

### Explanation of major variances against 2015 Annual Plan

1. Savings – No suitable projects identified within the 2014/15 year
2. Delayed – options for lookout structure currently under investigation
3. Savings in minor safety, road markings and signs and on-street parking allowed increased seal extension requirement to go ahead.
4. \$310k saving with 57k to be carried forward. Forest Road reseal delayed due to bad weather.

## Lakes, rivers and mountains

Lake Taupō lies at the heart of the district and is internationally recognised for the clarity of its water and the beauty of its setting. Protecting the lake for future generations is an important focus of Council's work in partnership with central government, the Waikato Regional Council (WRC) and Tūwharetoa. We will continue to be involved in managing the way land is used to protect the values of the district's lakes and rivers systems.

Council is on the committee that oversees the Lake Taupō Protection Trust, providing technical support, advocating for our communities on lake water quality issues and encouraging integrated planning for lake water quality among all the interested agencies.

Council's other commitments under the 2020 Taupō-nui-ā-Tia strategy address stormwater, recreation and erosion. The Lake Taupō Erosion and Flood Strategy, is a joint project with WRC to address the impact of erosion around the lake. Council has agreed funding for some projects because of erosion impacts on our lakeshore reserves.

### What we did this year

Action/project/service	Progress
Continue to develop joint management agreements with Waikato River iwi. <ul style="list-style-type: none"> <li>• Agreement with Te Arawa River Iwi Trust</li> <li>• Agreement with Ngāti Tūwharetoa</li> <li>• Agreement with Raukawa</li> </ul>	<p>Awaiting the outcome of ongoing discussions between Te Arawa and Ngāti Tūwharetoa.</p> <p>Awaiting advice from Ngāti Tūwharetoa with regard to process and timing.</p> <p>An agreement was signed with Raukawa in September 2013.</p>
Continue our commitment to protecting Lake Taupō.	The Lake Taupō Protection Trust has secured the final contract required to remove the targeted amount of nitrogen from the catchment. The project has moved into a monitoring phase.
Repair existing erosion infrastructure around the northern shores.	Physical works for this year included erosion repairs along Lake Terrace and on the C75 Lakeshore Reserve which have been completed.
Continue to ensure the Turangi wastewater plant operates optimally to remove nitrogen from flows into the lake.	Refer to the wastewater section.

### Performance measures

What we want to know	Performance measures and targets	Result								
The manageable nitrogen load within the Lake Taupō catchment from pastoral land use activities is reducing by 20 per cent by 2018 from the benchmark average (2001-2004).	<table border="1"> <thead> <tr> <th>Year</th> <th>Target reduction</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>– 92 tonne</td> </tr> <tr> <td>2013/14</td> <td>– 110 tonne</td> </tr> <tr> <td>2014/15</td> <td>– 128 tonne</td> </tr> </tbody> </table>	Year	Target reduction	2012/13	– 92 tonne	2013/14	– 110 tonne	2014/15	– 128 tonne	<p><b>2012/13 – Achieved</b> (151 tonnes)</p> <p><b>2013/14 – Achieved</b> (151 tonnes)</p> <p><b>2014/15 – Achieved</b> (170 tonnes)</p>
Year	Target reduction									
2012/13	– 92 tonne									
2013/14	– 110 tonne									
2014/15	– 128 tonne									
Council reduces the nitrogen discharge from its wastewater treatment plants within the Lake Taupō catchment by 20 per cent of the benchmark by 2018. (The benchmark discharge is 10,337 kg per year).	<table border="1"> <tbody> <tr> <td>2012/13</td> <td>– 9300 kg discharge</td> </tr> <tr> <td>2013/14</td> <td>– 9097 kg discharge</td> </tr> <tr> <td>2014/15</td> <td>– 8890 kg discharge</td> </tr> </tbody> </table>	2012/13	– 9300 kg discharge	2013/14	– 9097 kg discharge	2014/15	– 8890 kg discharge	<p><b>2012/13 – Achieved</b> (7645 kg)</p> <p><b>2013/14 – Achieved</b> (7645 kg)</p> <p><b>2014/15 – Achieved</b> (7747 kg*)</p> <p>*Measured from 1 April 2014 to 31 March 2015.</p> <p>This period is to meet Waikato Regional Council audit requirements. However, we are looking into a new system to better align with the financial year and officers are continuing to work on this.</p>		
2012/13	– 9300 kg discharge									
2013/14	– 9097 kg discharge									
2014/15	– 8890 kg discharge									

There has been no change to the level of service from that identified in the Long-Term Plan.



## Lakes, rivers and mountains – Funding Impact Statement

	2014 Long Term Plan (\$000)	2015 Long Term Plan (\$000)	2015 Annual Plan (\$000)	2015 Actual (\$000)
<b>Sources of operating funding</b>				
General rates, uniform annual general charge, rates penalties	44	52	109	109
Targeted rates (other than a targeted rate for water supply)	1,441	1,478	1,406	1,406
Subsidies and grants for operating purposes	-	-	-	13
Fees, charges and targeted rates for water supply	-	-	-	-
Internal charges and overheads recovered	-	-	-	-
Local authorities fuel tax, fines, infringement fees, and other receipts	100	100	-	52
<b>Total operating funding (A)</b>	<b>1,585</b>	<b>1,630</b>	<b>1,515</b>	<b>1,580</b>
<b>Applications of operating funding</b>				
Payments to staff and suppliers	1,185	1,221	1,225	1,178
Finance costs	14	17	7	-
Internal charges and overheads applied	-	-	-	-
Other operating funding applications	-	-	-	-
<b>Total applications of operating funding (B)</b>	<b>1,199</b>	<b>1,238</b>	<b>1,232</b>	<b>1,178</b>
<b>Surplus (deficit) of operating funding (A – B)</b>	<b>386</b>	<b>392</b>	<b>283</b>	<b>402</b>
<b>Sources of capital funding</b>				
Subsidies and grants for capital expenditure	-	-	-	57
Development and financial contributions	-	-	-	-
Increase (decrease) in debt	41	39	53	50
Gross proceeds from sale of assets	-	-	-	-
Lump sum contributions	-	-	-	-
Other dedicated capital funding	-	-	-	-
<b>Total sources of capital funding (C)</b>	<b>41</b>	<b>39</b>	<b>53</b>	<b>107</b>
<b>Application of capital funding</b>				
Capital expenditure				
• to meet additional demand	-	-	-	-
• to improve the level of service	103	106	106	126
• to replace existing assets	-	-	-	-
Increase (decrease) in reserves	324	325	230	383
Increase (decrease) of investments	-	-	-	-
<b>Total applications of capital funding (D)</b>	<b>427</b>	<b>431</b>	<b>336</b>	<b>509</b>
<b>Surplus (deficit) of capital funding (C – D)</b>	<b>(386)</b>	<b>(392)</b>	<b>(283)</b>	<b>(402)</b>
<b>Funding balance ((A – B) + (C – D))</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>





## Capital Expenditure

Activity/Scheme	Project	Reason for Acquisition	Project Status (refer key)	Actual (\$000)	Budget (\$000)	Variance (\$000)	Notes
Project Watershed	Erosion protection	LOS	X	65	106	41	1
<b>Total lakes, rivers and mountains</b>				<b>65</b>	<b>106</b>	<b>41</b>	

### Key

LOS Level of Service

X Not achieved - major slippage (project will not be complete by 31 August 2015) or project will no longer be carried out

## Explanation of major variances against 2015 Annual Plan

1. Delays due to lengthy consultation and consenting requirement with Waikato Regional Council

# Community facilities

Our district offers a wide range of leisure and recreation opportunities and we encourage our communities and visitors to use them. Our strategy is to maintain our community facilities so that we can continue to enjoy them, although we will reduce our investment in renewing some older assets.

This group of activities contributes to the engagement, environment and economy community outcomes.

The facilities we operate are:

- Library – we have a district library with the main collection in Taupō and branches in Turangi and Mangakino
- Taupō Museum and Art Gallery
- Great Lake Centre, Taupō Event Centre, community halls
- Swimming pools and gyms
- Parks, reserves, playgrounds and gardens
- Sports grounds
- Social housing
- Public toilets
- Cemeteries.

## What we did this year

Project/action/service	Progress
Turangi town centre revitalisation – Stage 3 Improvements to the front and back of the mall.	Completed in December 2014.
Investigate options for expanding community use of the Turangi Service Centre.	Council decided not to pursue this matter at this time.
Investigate options for the River Road community hall, Broadlands.	Work has been delayed and is now scheduled to be undertaken in the new Long-Term Plan.
Review of the Taupō Museum governance structure.	Awaiting feedback from Ngāti Tūwharetoa.
Remove some sealed chamber toilets from lakefront reserves.	No sealed chamber toilets were removed or replaced this year. Only four remain, and these have been scheduled within the new Long-Term Plan.

## What we did that was different from the Long-Term Plan

Project/action/service	Progress
The continuation of the extended opening hours at the Genesis Energy Turangi Aquatic Centre.	The extended hours were continued this year.
Joint management agreement with Ngāti Turangitukua and preparation of terms of reference for the preparation of the reserve management plan.	There is a delay created by a change in structure with Ngāti Turangitukua. To this end the project has been placed on hold for an undefined period.
Feasibility study for consolidation of Council facilities in Turangi	Discussions will continue as the opportunity presents itself, particularly as a result of the reserve management plan (once completed).
Install an ultra violet purification system at the public toilets at Stump Bay, Turangi	Completed.
Reconstruction of the wicket block and installation of automated irrigation at Kaimanawa Reserve	Completed.



## What else we did this year

- Renewed play equipment at Waitahanui, Robinson Terrace and installed new swings at Fairview Terrace
- Renewed old picnic tables at Tongariro South Domain playground
- Installed new barrier fencing at Five Mile Bay Reserve
- Removal of encroaching trees at Old Military and Early Settlers Cemetery and replacement of picket fence have been completed
- Completed construction of new Pihanga Reserve play area
- Completed fence removal and upgrade of walkway at Te Kopua Point Reserve
- Completed planning for renewal of Taupō CBD paving, gardens and street furniture
- Partnered with Greening Taupō to revegetate around a hectare of reserve
- Refurbished public conveniences at Spa Thermal Park and Kinloch Lakefront
- Renewed the surface of two netball courts at Owen Delany Park
- Installed new walkway markers along Great Lake Walkway from Yacht Club to Five Mile Bay.

## Performance measures

What we want to know	Performance measures and targets	Results
<b>Library</b>		
The number of members who have used their card in the last year is increasing each year.	Increasing library membership  This is a new measure following the introduction of a district-wide library management system. We will report the actual numbers for the first three years of this LTP.	<b>2012/13 – Baseline</b> (10,190 active members used their card) <b>2013/14 – Not achieved</b> (9,532 active members used their card) <b>2014/15 – Not achieved</b> (9,353 active members used their card)  The library had 9,353 members use their card between July 2014 and June 2015, compared to 9,532 between July 2013 and June 2014.  The number of members using their card is down however, the number of books issued is increasing. There are a number of reasons this could be the case and anecdotally it is believed that more families are using just one card for their transactions.
District satisfaction	89 per cent of the district are satisfied with the range and variety of the collection.	<b>2012/13 – Not achieved</b> (68% 2012 Satisfaction Survey) <b>2013/14 – Not achieved</b> (68% 2012 Satisfaction Survey) <b>2014/15 – Not achieved</b> (59% 2014 Satisfaction Survey)
	72 per cent of the district are satisfied with the library services.	<b>2012/13 – Not achieved</b> (68% 2012 Satisfaction Survey) <b>2013/14 – Not achieved</b> (68% 2012 Satisfaction Survey) <b>2014/15 – Not achieved</b> (60% 2014 Satisfaction Survey)





What we want to know	Performance measures and targets	Results	
<b>Great Lake Centre and community halls</b>			
Our halls are well used and people who use them are satisfied with them.	Great Lake Centre (GLC) – used 75 per cent of the year.	<b>2012/13 – Achieved (93%)</b> <b>2013/14 – Not achieved (71%)</b> <b>2014/15 – Achieved (98%)</b> 98% has been achieved to end of June 2015 with a target of 2,400 hours per year.	
	Community halls – used 20 per cent of the year.	<b>2012/13 – Achieved (23%)</b> <b>2013/14 – Achieved (21%)</b> <b>2014/15 – Achieved (22%)</b>	
	75 per cent of the district is satisfied with the Great Lake Centre.	<b>2012/13 – Achieved (81% 2012 Satisfaction Survey)</b> <b>2013/14 – Achieved (81% 2012 Satisfaction Survey)</b> <b>2014/15 – Achieved (80% 2014 Satisfaction Survey)</b>	
	75 per cent of users and visitors are satisfied with our community halls.	<b>2012/13 – Achieved (89% 2012 Satisfaction Survey)</b> <b>2013/14 – Achieved (89% 2012 Satisfaction Survey)</b> <b>2014/15 – Achieved (75% 2014 Satisfaction Survey)</b>	
<b>Museum and Art Gallery</b>			
Increasing numbers of residents and visitors come to our museum and are pleased with the exhibitions.	<u>Resident Targets</u>		
	2012/13	6,880	<b>2012/13 – Achieved (14,084 residents)</b>
	2013/14	6,950	<b>2013/14 – Achieved (12,110 residents)</b>
	2014/15	7,080	<b>2014/15 – Achieved (14,396 residents)</b>
	<u>Visitor Targets</u>		2012/13 – Not achieved (26,101 visitors)
2012/13	27,405	2013/14 – Not achieved (25,005 visitors)	
2013/14	27,675	2014/15 – Not achieved (27,808 visitors)	
2014/15	28,220	The focus now at the Museum is more interactive community activities therefore resident numbers have increased significantly compared with visitors.	
District Satisfaction target 55 per cent.		<b>2012/13 – Achieved (56% 2012 Satisfaction Survey)</b> <b>2013/14 – Achieved (56% 2012 Satisfaction Survey)</b> <b>2014/15 – Achieved (64% 2014 Satisfaction Survey)</b>	



What we want to know	Performance measures and targets	Results
<b>Parks, reserves, playgrounds and gardens</b>		
Our parks, playgrounds and gardens are safe and pleasant.	75 per cent of playgrounds meet national standards.	<b>2012/13 – Achieved (84%)</b> <b>2013/14 – Achieved (95%)</b> <b>2014/15 – Achieved (94%)</b> Of the 56 playgrounds provided district-wide, only three (Spa Thermal Park, Besley Park and Laughton Street) contain equipment that does not comply with relevant standards.
	We retain regional garden significance for the South Domain gardens in Taupō District Council.	<b>2012/13 – Achieved</b> <b>2013/14 – Achieved</b> <b>2014/15 – Achieved</b> Current certificate is current until 2016.
	80 per cent of the district is satisfied with the quality of parks and reserves.	<b>2012/13 – Achieved (92% 2012 Satisfaction Survey)</b> <b>2013/14 – Achieved (92% 2012 Satisfaction Survey)</b> <b>2014/15 – Achieved (91% 2014 Satisfaction Survey)</b>
	75 per cent of the district is satisfied with the quality and range of recreation and sporting facilities in the district.	<b>2012/13 – Achieved (85% 2012 Satisfaction Survey)</b> <b>2013/14 – Achieved (85% 2012 Satisfaction Survey)</b> <b>2014/15 – Achieved (86% 2014 Satisfaction Survey)</b>
	90 per cent of the district is satisfied with Council's playgrounds.	<b>2012/13 – Not achieved (81% 2012 Satisfaction Survey)</b> <b>2013/14 – Not achieved (81% 2012 Satisfaction Survey)</b> <b>2014/15 – Not achieved (80% 2014 Satisfaction Survey)</b>
<b>Sports grounds</b>		
Our sports grounds are fit for purpose and satisfactory for the district.	Grass length is maintained at 30mm in season. New measure in 2013/14.	<b>2013/14 – Not achieved</b> <b>2014/15 – Not achieved</b> Grass on playing surfaces is cut to 28 mm and maintained between 28 mm and 50 mm as required for each sporting code.
	Hard surface courts (e.g. netball) are maintained as in Asset Management Plans. New measure in 2013/14.	<b>2013/14 – Achieved</b> <b>2014/15 – Achieved</b> Surface renewal of two netball courts at Owen Delany park was completed with a further two planned for completion in late 2015.
	65 per cent of the district is satisfied with the sports grounds.	<b>2012/13 – Achieved (78% 2012 Satisfaction Survey)</b> <b>2013/14 – Achieved (78% 2012 Satisfaction Survey)</b> <b>2014/15 – Achieved (78% 2014 Satisfaction Survey)</b>





What we want to know		Performance measures and targets	Results	
<b>Swimming pools</b>				
Our pools are safe, well-maintained, and attractive for residents and visitors.	Number of people who use the facility (swimmers, spectators etc.)	We maintain Pool Safe accreditation at AC Baths and GETAC.	<b>2012/13 – Achieved</b> <b>2013/14 – Achieved</b> <b>2014/15 – Achieved</b> Pool Safe accreditation current for both facilities.	
		<b>AC Baths</b>	<b>2012/13 – Achieved</b> (246,329 users) <b>2013/14 – Achieved</b> (215,986 users) <b>2014/15 – Not achieved</b> (225,574 users) The increased target of 320,000 visitors was an aspirational target post the refurbishment of the facility. All available industry best practice methods of attraction are being followed, however matters such as weather, and what people chose to spend their leisure time on, are outside Council's control.	
		2012/13	240,000	
		2013/14	120,000	
		2014/15	320,000	
		<b>GETAC</b>		<b>2012/13 – Achieved</b> (36,802 users) <b>2013/14 – Achieved</b> (39,740 users) <b>2014/15 – Achieved</b> (31,917 users)
		2012/13	14,000	
		2013/14	14,000	
		2014/15	14,000	
<b>Mangakino</b>		<b>2012/13 – Achieved</b> (1671 users) <b>2013/14 – Not achieved</b> (933 users) <b>2014/15 – Achieved</b> (1722 users)		
2012/13	1600			
2013/14	1600			
2014/15	1600			



What we want to know		Performance measures and targets		Results
Our pools are safe, well-maintained, and attractive for residents and visitors	Number of days the pools are open Excluding Christmas Day	<b>AC Baths</b>		
		2012/13	364 days	<b>2012/13 – Achieved</b>
		2013/14	364 days	<b>2013/14 – Achieved</b>
		2014/15	364 days	<b>2014/15 – Achieved</b>
		<b>GETAC</b>		
		2012/13	364 days	<b>2012/13 – Achieved</b>
		2013/14	364 days	<b>2013/14 – Achieved</b>
		2014/15	364 days	<b>2014/15 – Achieved</b>
		<b>Mangakino</b>		
	2012/13	Every day of the season	<b>2012/13 – Achieved</b>	
2013/14	Every day of the season	<b>2013/14 – Achieved</b>		
2014/15	Every day in summer except Christmas Day	<b>2014/15 – Achieved</b>		
			Closed for the season which closed on 19 April 2015 and includes Good Friday which is often not in the summer season, however this year was a good long summer.	
Satisfaction pool targets	70 per cent of the users are satisfied with the GETAC Pool.		<b>2012/13 – Achieved</b> (82% 2012 Satisfaction Survey) <b>2013/14 – Achieved</b> (82% 2012 Satisfaction Survey) <b>2014/15 – Achieved</b> (98% 2014 Satisfaction Survey)	
	64 per cent of the district is satisfied with the AC Baths.		<b>2012/13 – Achieved</b> (74% 2012 Satisfaction Survey) <b>2013/14 – Achieved</b> (74% 2012 Satisfaction Survey) <b>2014/15 – Achieved</b> (69% 2014 Satisfaction Survey)	
	80 per cent of the users are satisfied with the Mangakino Pool.		<b>2012/13 – Achieved</b> (81% 2012 Satisfaction Survey) <b>2013/14 – Achieved</b> (81% 2012 Satisfaction Survey) <b>2014/15 – Achieved</b> (82% 2014 Satisfaction Survey)	
	* Parts of the AC Baths were closed for renovation and refurbishing in 2014/15 which affected visitor numbers			
<b>Gyms</b>				
We provide fitness services to support community health and well-being.	Gym attendance targets	<b>Taupō</b>		
		2012/13	60,000 visits	<b>2012/13 – Achieved</b> (71,121 visits)
		2013/14	50,000 visits	<b>2013/14 – Achieved</b> (63,917 visits)
		2014/15	60,000 visits	<b>2014/15 – Achieved</b> (65,824 visits)
		Taupō figure includes fitness studio and Les Mills.		
		<b>Turangi</b>		
		2012/13	500 hours	<b>2012/13 – Achieved</b> (591 hours)
		2013/14	500 hours	<b>2013/14 – Achieved</b> (934 hours)
		2014/15	500 hours	<b>2014/15 – Not achieved</b> (441 hours)
		The Turangi gym has courts for badminton, netball, etc, and can be booked by sports groups, so we report the number of booking hours.		
<b>Mangakino</b>				
2012/13	1200 visits	<b>2012/13 – Achieved</b> (2492 visits)		
2013/14	1200 visits	<b>2013/14 – Achieved</b> (3528 visits)		
2014/15	1200 visits	<b>2014/15 – Achieved</b> (3376 visits)		



What we want to know	Performance measures and targets	Results
<b>Public toilets</b>		
We provide clean and attractive public toilets for the comfort of visitors and residents.	165,000 visits per year to the Superloo.	<b>2012/13 – Not achieved</b> (158,989 admission visits) <b>2013/14 – Achieved</b> (168,672 admission visits) <b>2014/15 – Not achieved</b> (150,832 admission visits) The Super Loo is a clean, well maintained facility that continues to receive positive customer feedback and has no identifiable reasons for the downturn. However, all the other public toilets in the vicinity have been progressively upgraded which may have had an impact on visitor numbers.
	75 per cent of our public toilets meet the required cleaning and maintenance performance standards.	<b>2012/13 – Achieved (100%)</b> <b>2013/14 – Achieved (100%)</b> <b>2014/15 – Achieved (100%)</b>
	70 per cent of the district is satisfied with our public toilets.	<b>2012/13 – Achieved</b> (76% 2012 Satisfaction Survey) <b>2013/14 – Achieved</b> (76% 2012 Satisfaction Survey) <b>2014/15 – Achieved</b> (74% 2014 Satisfaction Survey)

There has been no change to the level of service from that identified in the Long-Term Plan.



## New look for Taupō cenotaph

Taupō's cenotaph got a fresh new look to commemorate the centenary of the Gallipoli campaign on Anzac Day, 2015.

Taupō District Council was successful in attracting a \$144,000 grant from the government's Lottery World War One Commemorations and Environment and Heritage Committee toward the project.

The cenotaph was tidied up with new granite panels and the surrounding area paved in red and black to resemble a poppy, the official centenary emblem of the Great War.

The refurbishment was a joint project coordinated by the council, with help from the Returned Services Association, Ngati Tūwharetoa and the Taupō branch of the Society of Genealogists. The grant was also used to fund educational activities hosted by Taupō Library and Taupō Museum leading up to and during the centenary.

## Turangi mall frontage receives upgrade

Turangi's mall frontage, a key project in the Turangi town centre revitalisation, was completed three weeks ahead of schedule, minimising disruption to the community and retailers.

New additions to the front of the mall include timber seating, extensive landscaping and a pedestrian crossing. The rear of the mall also got a spruce-up, which included an upgrade to the power infrastructure, landscaping, lighting improvements and the building of a stage. A drinking fountain is also being installed.

The revitalisation project kicked off in 2013 with a makeover of the entrance into town from State Highway 1 and Pihanga Road. The entrance refurbishment was followed by the creation of the new skate park and play area in Te Kapua Park near the Turangi Aquatic Centre.

## New skatepark for Mangakino

A skate park has been built in Mangakino after an amazing fundraising effort and the formation of a partnership between the community and the council.

Over \$217,000 was raised for the project with contributions from the Mangakino Community Led Development Group, which is funded by the Department of Internal Affairs, Transpower, the Lion Foundation, Trust Waikato and the council.

The skate park was constructed where the old playground sat alongside the town centre. This playground was dated so has been removed, but some of the newer components will be relocated alongside the new skate park at a later date to form a new play area. Work began in mid-October 2014 after consultation with Mangakino youth, who were pleased the skate park would be designed in a similar way to the new Turangi skate park, which opened in February of the same year.

The skate park was built on a council reserve and the work was done by contractors Angus McMillan Concrete, who also built the popular Turangi skate park.

The project was completed in December 2014.



## Community Facilities – Funding Impact Statement

	2014 Long Term Plan (\$000)	2015 Long Term Plan (\$000)	2015 Annual Plan (\$000)	2015 Actual (\$000)	Notes
<b>Sources of operating funding</b>					
General rates, uniform annual general charge, rates penalties	14,221	14,051	14,860	14,860	
Targeted rates (other than a targeted rate for water supply)	-	-	-	-	
Subsidies and grants for operating purposes	55	56	72	356	1
Fees, charges and targeted rates for water supply	2,513	2,993	2,710	2,791	
Internal charges and overheads recovered	56	63	23	-	
Local authorities fuel tax, fines, infringement fees, and other receipts	8	9	21	17	
<b>Total operating funding (A)</b>	<b>16,853</b>	<b>17,172</b>	<b>17,686</b>	<b>18,024</b>	
<b>Applications of operating funding</b>					
Payments to staff and suppliers	11,540	11,997	11,974	11,399	2
Finance costs	1,818	1,866	1,886	1,753	
Internal charges and overheads applied	332	353	384	463	
Other operating funding applications	-	-	-	-	
<b>Total applications of operating funding (B)</b>	<b>13,690</b>	<b>14,216</b>	<b>14,244</b>	<b>13,615</b>	
<b>Surplus (deficit) of operating funding (A – B)</b>	<b>3,163</b>	<b>2,956</b>	<b>3,442</b>	<b>4,409</b>	
<b>Sources of capital funding</b>					
Subsidies and grants for capital expenditure	-	-	-	-	
Development and financial contributions	635	745	146	125	3
Increase (decrease) in debt	2,404	(1,426)	(2,167)	(1,994)	4
Gross proceeds from sale of assets	-	-	-	95	
Lump sum contributions	-	-	-	-	
<b>Total sources of capital funding (C)</b>	<b>3,039</b>	<b>(681)</b>	<b>(2,021)</b>	<b>(1,774)</b>	
<b>Application of capital funding</b>					
Capital expenditure					
• to meet additional demand	853	139	-	-	
• to improve the level of service	3,147	954	741	873	
• to replace existing assets	1,886	1,796	1,706	1,691	
Increase (decrease) in reserves	316	(614)	(1,026)	71	5
Increase (decrease) of investments	-	-	-	-	
<b>Total applications of capital funding (D)</b>	<b>6,202</b>	<b>2,275</b>	<b>1,421</b>	<b>2,635</b>	
<b>Surplus (deficit) of capital funding (C – D)</b>	<b>(3,163)</b>	<b>(2,956)</b>	<b>(3,442)</b>	<b>(4,409)</b>	
<b>Funding balance ((A – B) + (C – D))</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	

### Explanation of major variances against 2015 Annual Plan

- 1 Additional grants received for skate park in Turangi, Cenotaph and Swim School.
- 2 Inflation in 2012/22 LTP higher than actual plus other operational savings.
- 3 2012/22 LTP Budget was unrealistically high in today's low growth environment, 2014/15 AP revised to realistic level.
- 4 2012/22 LTP reduced in the 2014/15 Annual Plan and therefore less debt drawn down and more repaid.
- 5 Surplus debt repayment and renewals.

## Capital Expenditure

Activity/Scheme	Project	Reason for Acquisition	Project Status (refer key)	Actual (\$000)	Budget (\$000)	Variance (\$000)	Notes
AC Baths - Pools	Equipment upgrade, building, equipment, plant and vehicle renewals	LOS/Renewal	S	132	174	42	1
Genesis Energy Aquatic Centre	Equipment upgrade, and building renewals	LOS/Renewal	A	20	56	36	2
Community Halls - District	Building renewals	Renewal	S	27	42	15	1
Community Halls - Turangi Gymnasium	Building renewals	Renewal	X	2	29	27	3
Libraries - District	Library books	Renewal	A	344	345	1	
Great Lake Centre	Building, equipment and plant renewals	Renewal	S	47	68	21	1
Housing for the Elderly - District	Building renewals	Renewal	S	34	45	11	1
Museum - Taupō	Building renewals	Renewal	A	14	14	-	
Parks and Reserves - Taupō	CBD upgrade and improvements	LOS	X	5	106	101	4
Parks and Reserves - Taupō	Pihanga Reserve upgrade	LOS	S	15	80	65	1
Parks and Reserves - Taupō	Public Art	LOS	X	13	25	12	5
Parks and Reserves - Turangi/ Tongariro	Turangi Town Centre improvements	LOS	A	433	438	5	
Parks and Reserves - Turangi/ Tongariro	Stump Bay UV water purification at public toilet	LOS	A	3	4	1	
Parks and Reserves - District	Asset renewals and improvements	LOS/Renewal	X	436	560	124	4
Public Conveniences - District	Building renewals	LOS/Renewal	S	77	75	(2)	1
Sportsgrounds - Taupō	Kaimanawa Reserve upgrade	LOS	S	19	35	16	1
Sportsgrounds - District	Building, equipment, vehicle and plant renewals	Renewal	X	111	216	105	6
Taupō Events Centre	Building, equipment and plant renewals	Renewal	X	81	133	52	7
<b>Total Community Facilities</b>				<b>1,813</b>	<b>2,445</b>	<b>632</b>	

### Key

LOS Level of Service

A Achieved

S Slippage

X Not achieved – major slippage (project will not be complete by 31 August 2015) or project will no longer be carried out

## Explanation of major variances against 2015 Annual Plan

1. Slight delay – due for completion by 31 August 2015.
2. Saving – level of renewals lower than budgeted.
3. Original scope of work required changed, now finalised with expected completion November 2015.
4. CBD upgrade underway with expected completion November 2015.
5. The Sculpture Trust planned pieces were unable to be completed within the 2014/15 year, expected September 2015.
6. Owen Delany Park seating renewal completed. Bad weather has prevented seat number application.
7. Changing rooms 1 and 2 renewal delayed due to high number of events and bookings preventing works being carried out

# Wastewater

Council collects, treats and disposes of wastewater from residential, commercial and industrial properties within designated drainage areas of the district, safeguarding the environment and protecting public health. We provide sufficient capacity to serve communities within current designated drainage areas of the district, on a continuous basis. Council treats and disposes of wastewater in an environmentally responsible way, meeting Waikato Regional Council consent conditions, including odour control at our treatment facilities.

Fats, oils and grease (FOG) from commercial kitchens can cause sewer blockages and when they are discharged into the sewer they reduce the performance of the plant. In 2010 Council introduced a trade waste bylaw to control this contamination. Council is committed to enforcing the Trade Waste Bylaw to reduce the likelihood of blockages in the sewer network, and mechanical equipment failures.

benefits. In heavy rain, there is a risk of stormwater getting into the wastewater network and overloading it, causing untreated sewage to overflow into waterways. Council is managing this risk by upgrading the wastewater reticulation network over the next ten years to improve capacity and reduce stormwater infiltration and overflow risks.

The sewerage network has public health and environmental

Our services support our environment outcome – a shared responsibility for places we are proud of.

## What we did this year

Action/project/service	Progress
Develop a new facility for fats, oils and grease from grease traps in the Taupō CBD.	Following a number of trials it has been determined that a site for a FOG reception facility can be built on the top of the sealed land fill. A design for the facility has been completed and construction is planned to be completed by August 2015.
Continue to investigate the volume of stormwater infiltration to the Mangakino sewerage system	Smoke testing and CCTV investigations were completed. As the condition of the network is poor the renewal strategy and the master plan budget is included in the new Long-Term Plan 2015-25 for Mangakino.
Renew emergency discharge consent for Taupō wastewater treatment plant	Our consent renewal application for the emergency discharge has been made. While the consent is being processed by Waikato Regional Council we retain existing rights under our current consent. Significant consultation will be required as a part of this consent process.
Research and investigation for View Road expansion for the Taupō Wastewater Plant	Our consent renewal application for effluent discharge at Rakaunui Road irrigation site has been made. While the consent is being processed by Waikato Regional Council we retain existing rights under our current consent. Significant consultation will be required as a part of this consent process.
Investigate and implement process improvements to the Turangi wastewater treatment plant	<p>Full membrane replacement has been completed and the hydraulic capacity of the treatment plant has improved. This means less incoming waste requires storage in the effluent ponds.</p> <p>The existing effluent ponds are to be phased out and rehabilitated. A new lined flow balance pond is to be constructed.</p> <ul style="list-style-type: none"> <li>• A draft pond rehabilitation plan has been submitted to Waikato Regional Council to allow earthworks to the site.</li> <li>• Our consent for handling contaminated pond material has been received.</li> <li>• Department of Internal Affairs are in the process of obtaining resource consent for dredging activity in Lake Taupō, and this material is proposed to be used for construction of a new buffer pond.</li> <li>• We have finalised the design of the new lined buffer pond.</li> <li>• Due to the timing of resource consent processes the project has been delayed until next summer 2015/16 when the effluent ponds can naturally drain and the sludge can dry.</li> </ul>



## What we did that was different from the Long-Term Plan

Action/project/service	Progress
Connect the Waitahanui wastewater network to the Taupō system	The preferred pipe alignment via Tawhaa Road (cycle way) has been selected and detailed design is in progress. The project programme is to complete construction by early November 2015.
Optimisation/improvement to meet compliance for Motuoapa wastewater plant.	The design was completed and the tender documentation issued. Only one tender was received and Council decided to retender.
Design work for optimisation/improvement to meet resource consent conditions at Acacia Bay wastewater plant	Design work has been delayed whilst consent conditions have been finalised. We have agreed to the draft consent conditions with only minor changes to be made, we are expecting the final consent from Waikato Regional Council. As a result of the new consent conditions, we will be making some improvements to our effluent disposal system. Cost of this work is expected to be significantly less than currently budgeted.

## What else we did this year

- Investigation of slumping at the Pukawa pond and a review of options to bypass this pond has been undertaken.
- Responding to an increase in sewer blockages – sewer cleaning and condition assessment of approximately 10km of the network in Turangi has been undertaken resulting in removal of significant quantity of the silt, roots and fats. Small sections of sewer main in Turangi have also been repaired.
- Improvement to our telemetry and control systems has commenced and is progressing.
- A new Asset Management system for the Three Waters has been procured.
- Lodged the consent change application for Kinloch following positive comments from Waikato Regional Council. A formal review by Waikato Regional Council is now underway. The acceptance of the methodologies for disposal outlined in the report will result in cost savings in effluent disposal field construction. The proposed consent condition changes are still being negotiated. Design and construction of the disposal field will be delayed until the outcome of the request for a consent variation is known.
- Continued to develop a wastewater biosolids management process and consent application to allow biosolids to be applied to land at View Road. The consent application is scheduled to be lodged by August/September 2015.

- Responding to an increase in sewer blockages – cleaning of approximately 45km of sewer pipes within Taupō Township has been completed and another 10km has been cleaned and condition assessed. A significant amount of roots, fat and silt has been removed and improved performance can be expected. A programme of manhole inspections has also been undertaken to target future sewer cleaning.
- Tradewaste bylaw implementation is slowly progressing. Two conditional tradewaste discharge consents have been issued.

## What we planned but did not complete

- Install a new monitoring bore at the Whareroa wastewater plant. It is anticipated that the drilling of the test bore may not be necessary due to the depth to ground water. This project is now deferred until the conclusion of discussions with Waikato Regional Council.
- Odour removal system at the Taupō wastewater system for building protection and staff health and safety reasons. The project has been on hold pending the installation of a new belt press.

## Performance measures

There has been no change to the level of service from that identified in the Long-Term Plan.

What we want to know	Performance measures and targets	Results
<p>We provide safe, efficient wastewater services that protect public health and property without compromising our waterways, to the satisfaction of service users.</p>	<p>Our wastewater does not overflow to lakes, rivers or streams.</p>	<p><b>2012/13 – Not achieved</b> (two overflows)  <b>2013/14 – Achieved</b>  <b>2014/15 – Not achieved</b></p> <p>There were 12 incidences of wastewater overflow to the lake from 1 July 2014 to 30 June 2015.</p> <ol style="list-style-type: none"> <li>1. A sewerage blockage at Hyde Ave caused overflow from a sewer manhole, 3 September 2014.</li> <li>2. A significant wastewater overflow occurred outside Te Rangitautahanga Road. The overflow made its way to Kohineke Reserve wetlands area, 17 October 2014.</li> <li>3. A sewer manhole overflow occurred at Kaiuru reserve by the boat ramp in Pukawa, 26 October 2014.</li> <li>4. A sewer rising main was damaged by directional drilling on Acacia Bay Road, 21 November 2014.</li> <li>5. A sewer manhole was found overflowing on Marshall Avenue, 29 January 2015.</li> <li>6. An overflow from the gully trap at 16/1 Rawhiti Street leaked slowly to the nearest stormwater cesspit on Rawhiti Street, 16 February 2015.</li> <li>7. A blocked grease trap on Roberts Street overflowed into the nearest stormwater drain, 6 April 2015.</li> <li>8. A combination of rags, roots and fat was removed from a manhole on Waipahihi Avenue, which had been responsible for a blockage that resulted in grey water seeping from the manhole, across the grass berm and into the stormwater cesspit further down the road, 6 April 2015.</li> <li>9. A combination of tree roots and a rag blocked a pipe downstream from a manhole adjacent on Gillies Ave resulting in a reasonable flow of grey water flowing from the manhole, 10 April 2015.</li> <li>10. Some issues in the treatment plant at Turangi resulted into the carry over of suspended solids to final effluent and hence a discharge to the environment, May 2015.</li> <li>11. The wastewater escaped onto wetlands adjacent to State Highway 41 due to a sewer rising main break along SH 41 (Tawera Street), Tokaanu, 21 May 2015.</li> <li>12. A sewer manhole on the berm of the lake, approximately 30m from the corner of Richmond Heights, was found overflowing. A combination of roots intrusion and fat in the sewer manhole caused the blockage, 7 June 2015.</li> </ol>
	<p>We comply with all our resource consent conditions.</p>	<p><b>2012/13 – Not achieved</b>  <b>2013/14 – Not achieved</b>  <b>2014/15 – Not achieved</b></p> <p>Management of compliance issues at some plants with respect to effluent quality (Waitahanui, Turangi and Motuoapa) is ongoing. Waitahanui and Turangi effluent quality exceeds compliance limits for nitrogen.</p> <p>The risk of not meeting compliance at Motuoapa remains due to diurnal variation in influent and/or odour issues, although the plant is now compliant. One odour complaint by phone was received in May. These risks will be managed after the upgrade of the WWTP is complete.</p> <p>Turangi WWTP issue in May 2015 resulted in solids carry over to final effluent and discharge to the environment.</p> <p>Ongoing data communication issues are affecting compliance at Motutere, Omori and Whareroa WWTPs. The control systems project is expected to improve communication and data acquisition to these sites which will allow accurate compliance reporting.</p> <p>Variations to resource consents at Kinloch, Whareroa and Taupō (air discharge) are progressing to improve council's ability to comply.</p>

	<p>We respond to service requests where there is a loss of service within one hour and restore service within four hours within Taupō, Turangi or Mangakino or five hours for other service areas.</p>	<p><b>2012/13 – Not achieved</b>  <b>2013/14 – Not achieved</b>  <b>2014/15 – Not achieved</b></p> <p>79 of 82 incidents were responded to within one hour.</p> <p>Three incidents were not responded to within an hour. This was due to a delay in contacting the maintenance contractor to respond to the incident immediately. This was due the urgency not clearly established by the call centre.</p> <p>The service had been restored within the timeframe for all 82 incidences.</p>
	<p>We respond to all other faults within 24 hours. (Response time includes initial investigation and prioritisation).</p>	<p><b>2012/13 – Achieved</b>  <b>2013/14 – Achieved</b>  <b>2014/15 – Achieved</b></p> <p>All 20 other fault call-outs were responded to within 24 hours:</p> <ul style="list-style-type: none"> <li>• 8 – sewer fault and septic tank related call-outs which were private issues</li> <li>• 7 – sewer investigation and blasting issues</li> <li>• 1 – Health and safety issue which was manhole related</li> <li>• 2 – request for septic tank cleaning</li> <li>• 2 – pump station fault investigation and rising main connection issue.</li> </ul>
	<p>90 per cent of wastewater users are satisfied with our wastewater service.</p>	<p><b>2012/13 – Achieved</b> (92% 2012 Satisfaction Survey)  <b>2013/14 – Achieved</b> (92% 2012 Satisfaction Survey)  <b>2014/15 – Achieved</b> (93% 2014 Satisfaction Survey)</p>
	<p>80 per cent of the district is satisfied with our wastewater service.</p>	<p><b>2012/13 – Achieved</b> (83% 2012 Satisfaction Survey)  <b>2013/14 – Achieved</b> (83% 2012 Satisfaction Survey)  <b>2014/15 – Achieved</b> (83% 2014 Satisfaction Survey)</p>

## Number of wastewater spills prompts education campaign

As a Council we want to provide safe, efficient wastewater services that protect public health and property without compromising our waterways, to the satisfaction of our communities.

In doing so, one of our key performance measures and targets is that wastewater does not flow to lakes, rivers or streams.

Unfortunately, this year it was a target we did not meet.

Over the past five years the number of spills had varied from none to two. The 2014/15 year saw 12 spills into our waterways, with the majority attributed to blockages or breaks. Fat, roots and rags entering the wastewater system were the main contributor, prompting a programme of sewer cleaning and condition assessments being undertaken in 'high risk' areas in both Turangi and Taupō.

Council has also included \$1m over the next 10 years to maintain an ongoing cleaning and condition assessment programme. We are mindful that the cleaning of our network is reactionary and educating our community in what not to let enter the sewer network is a more proactive solution. In response, we have begun communicating with the community about some of the issues, with a more robust campaign being developed and implemented during the coming year.





## Wastewater – Funding Impact Statement

	2014 Long Term Plan (\$000)	2015 Long Term Plan (\$000)	2015 Annual Plan (\$000)	2015 Actual (\$000)	Notes
<b>Sources of operating funding</b>					
General rates, uniform annual general charge, rates penalties	-	-	-	-	
Targeted rates (other than a targeted rate for water supply)	11,738	11,909	12,294	12,310	
Subsidies and grants for operating purposes	-	-	-	-	
Fees, charges and targeted rates for water supply	1,098	1,142	1,436	1,556	1
Internal charges and overheads recovered	-	-	-	-	
Local authorities fuel tax, fines, infringement fees, and other receipts	-	-	-	-	
<b>Total operating funding (A)</b>	<b>12,836</b>	<b>13,051</b>	<b>13,730</b>	<b>13,866</b>	
<b>Applications of operating funding</b>					
Payments to staff and suppliers	5,507	5,742	5,967	5,832	
Finance costs	3,301	3,214	3,242	2,772	2
Internal charges and overheads applied	108	113	141	165	
Other operating funding applications	-	-	-	-	
<b>Total applications of operating funding (B)</b>	<b>8,916</b>	<b>9,069</b>	<b>9,350</b>	<b>8,769</b>	
<b>Surplus (deficit) of operating funding (A – B)</b>	<b>3,920</b>	<b>3,982</b>	<b>4,380</b>	<b>5,097</b>	
<b>Sources of capital funding</b>					
Subsidies and grants for capital expenditure	-	-	-	-	
Development and financial contributions	374	451	392	431	
Increase (decrease) in debt	(1,616)	(1,184)	2,483	(1,355)	
Gross proceeds from sale of assets	-	-	-	17	
Lump sum contributions	-	-	-	-	
<b>Total sources of capital funding (C)</b>	<b>(1,242)</b>	<b>(733)</b>	<b>2,875</b>	<b>(907)</b>	
<b>Application of capital funding</b>					
Capital expenditure					
• to meet additional demand	-	-	-	84	
• to improve the level of service	380	817	4,216	217	3
• to replace existing assets	1,900	2,475	1,880	1,469	3
Increase (decrease) in reserves	398	(43)	1,159	2,420	4
Increase (decrease) of investments	-	-	-	-	
<b>Total applications of capital funding (D)</b>	<b>2,678</b>	<b>3,249</b>	<b>7,255</b>	<b>4,190</b>	
<b>Surplus (deficit) of capital funding (C – D)</b>	<b>(3,920)</b>	<b>(3,982)</b>	<b>(4,380)</b>	<b>(5,097)</b>	
<b>Funding balance ((A – B) + (C – D))</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	

### Explanation of major variances against 2015 Annual Plan

- 1 Haylage sales higher than forecast due to hot dry summer.
- 2 Debt much lower than forecast due to reduced capital expenditure.
- 3 2012/22 LTP completely revised per 2014/15 Annual plan - see annual report Capex variances.
- 4 Increase in reserves due to surplus less debt repayment and renewals.

## Capital Expenditure

Activity/Scheme	Project	Reason for Acquisition	Project Status (refer key)	Actual (\$000)	Budget (\$000)	Variance (\$000)	Notes
Wastewater Acacia Bay	Optimisation / improvement to meet compliance	LOS	X	-	150	150	1
Wastewater Motuoapa	Optimisation / improvement to meet compliance	LOS	X	-	700	700	2
Wastewater Taupō	Fats Oils and Greases Reception Facility	LOS	S	-	200	200	3
Wastewater Taupō	Odour removal system	LOS	X	4	200	196	4
Wastewater Taupō	View Road expansion	LOS	X	-	54	54	5
Wastewater Turangi	Treatment plant optimisation	LOS	X	-	1,000	1,000	6
Wastewater Waitahanui	Network Connection to Taupō	LOS	X	39	1,500	1,461	7
Wastewater Whareroa	Monitoring Bore installation	LOS	X	-	162	162	8
Wastewater Operations - District	Asset improvements, equipment and vehicle renewals	Growth/ Renewal	X	1,422	1,880	458	9
<b>Total Wastewater</b>				<b>1,465</b>	<b>5,846</b>	<b>4,381</b>	

### Key

LOS Level of Service

S Slippage

X Not achieved – major slippage (project will not be complete by 31 August 2015) or project will no longer be carried out

## Explanation of major variances against 2015 Annual Plan

1. Draft consent conditions now agreed, with final consent expected shortly
2. Only one tender received with a price higher than engineers estimate. Negotiations underway with tenderer. It is possible the project will be re-tendered.
3. Suitable site now determined, design complete with facility expected to be operational by the end of August 2015.
4. Belt press now installed, design being re-assessed.
5. Pending outcome of Rakaunui Road consent.
6. Design complete. Will be deferred until summer 2015/16.
7. Route selected with detailed design underway. Programmed to complete construction by early November 2015.
8. Project now deferred until conclusion of discussions with WRC.
9. \$260k saving with \$197k to be carried forward. Operational issue identified on commissioning of Taupō WWTP digester, work pending and supplier delays in delivery of diesel motor.

A \$250k budget variance against 2015 Annual Plan is due to reclassification of the district-wide control system from Wastewater (Wastewater Operations – District) to Investments (Support Services – District).

# Solid Waste

Council provides a solid waste system for refuse and recyclables. Waste services include a landfill and resource recovery centre at Broadlands Road, five transfer stations, as well as litter and recycling bins. We manage solid waste to reduce the likelihood of harm to people and the environment, and to retain the district's attractive appearance for residents and visitors.

Council is continuing to implement the Waste Minimisation and Management Plan 2012, with a focus on reducing the volume of waste going into the district landfill by 3 per cent by 2018/19. Council's waste minimisation plan includes:

- Collecting plastics 3-7 in kerbside recycling.
- Extending the Taupō CBD and lakeshore recycling service to Turangi and Mangakino.
- Removing 240 litre wheelie bins from domestic refuse collection by 2015, although they will still be permitted for commercial and multi-dwelling properties.
- Encouraging home composting.
- Advocating for product stewardship/producer responsibility for the recovery and recycling of products.

At the Broadlands Road Resource Recovery Centre, Council is exploring re-configuration options for the recycling centre and other facilities, to maximise the capacity of the landfill. The landfill is operated with individual "cells", each with its own liner and reticulation system for leachate. When a cell is full, it is capped with soil so that decomposition does not cause adverse environmental effects (bad smells, methane, uncontrolled toxic leachate, etc).

Solid waste services contribute to the environment and economic community outcomes.

## What we did this year

Action/project/service	Progress
Cap the cell at Broadlands Road recovery park landfill when needed, to meet resource consent conditions.	Capping works have been completed.
Design a new cell at the Broadlands Road resource recovery park to enable the ongoing disposal of waste from the district.	Design plans have been finalised.
Continue to advocate for waste minimisation.	Worked with the community gardens to implement a home composting education programme.

## What else we did this year

- Renewed signage at Turangi and Omori Transfer Station and metalled the access road at the Omori Transfer Station. Roof repairs were completed at the Omori and Whareroa Transfer Stations.
- Rolled out new black recycling bins for glass and information regarding their use.
- Shredded green waste at district facilities to make compost.
- Cleaned the leachate line at Broadlands Road Landfill.
- Added additional signage at the Broadlands Road Landfill as the green waste drop-off area had moved.
- Subsidised 540 worm farms/composting bins which has diverted 113 tonnes of greenwaste and food waste.
- Waikato Regional Council site audit at the Broadlands Road Landfill provided feedback that the site passed with no issues.
- Negotiated variations to the Mangakino closed landfill that reduces the amount of reporting for the site.
- Undertook health and safety training at the Turangi Transfer station.
- Diverted 5000 tonnes of concrete, which has been crushed for reusing.





## Performance measures

What we want to know	Performance measures and targets	Results
<p>The volume of waste to landfill declines by 3 per cent by 2018/19.</p> <p>The district has a high level of satisfaction with their waste and recycling services.</p>	<p><b>Total tonnes of waste to landfill targets</b></p> <p>2012/13            21,515 tonnes</p> <p>2013/14            21,434 tonnes</p> <p>2014/15            21,352 tonnes</p>	<p><b>2012/13 – Achieved</b> (18,302 tonnes)</p> <p><b>2013/14 – Achieved</b> (18,479 tonnes)</p> <p><b>2014/15 – Achieved</b> (19,192 tonnes)</p> <p>19,192 tonnes of waste to landfill for the year which results in an 11% reduction from the targets.</p>
	<p>We comply with all resource consent conditions for our landfills.</p>	<p><b>2012/13 – Achieved</b></p> <p><b>2013/14 – Achieved</b></p> <p><b>2014/15 – Achieved</b></p> <p>Full resource consent compliance (measured as at 24 September 2014)</p>
	<p>85 per cent of service users are satisfied with our recycling and refuse services.</p>	<p><b>2012/13 – Achieved</b> (87% 2012 Satisfaction Survey)</p> <p><b>2013/14 – Achieved</b> (87% 2012 Satisfaction Survey)</p> <p><b>2014/15 – Achieved</b> (87% 2014 Satisfaction Survey)</p>
	<p>80 per cent of the district is satisfied with our recycling and refuse services.</p>	<p><b>2012/13 – Achieved</b> (82% 2012 Satisfaction Survey)</p> <p><b>2013/14 – Achieved</b> (82% 2012 Satisfaction Survey)</p> <p><b>2014/15 – Achieved</b> (82% 2014 Satisfaction Survey)</p>

There has been no change to the level of service from that identified in the Long-Term Plan.



## Solid Waste – Funding Impact Statement

	2014 Long Term Plan (\$000)	2015 Long Term Plan (\$000)	2015 Annual Plan (\$000)	2015 Actual (\$000)	Notes
<b>Sources of operating funding</b>					
General rates, uniform annual general charge, rates penalties	1,003	1,002	802	802	
Targeted rates (other than a targeted rate for water supply)	1,904	1,979	1,281	1,283	
Subsidies and grants for operating purposes	-	-	115	115	
Fees, charges and targeted rates for water supply	2,342	2,424	2,159	2,288	
Internal charges and overheads recovered	-	-	-	96	
Local authorities fuel tax, fines, infringement fees, and other receipts	-	-	-	-	
<b>Total operating funding (A)</b>	<b>5,249</b>	<b>5,405</b>	<b>4,357</b>	<b>4,584</b>	
<b>Applications of operating funding</b>					
Payments to staff and suppliers	4,502	4,704	3,793	3,609	1
Finance costs	256	232	236	228	
Internal charges and overheads applied	12	12	8	26	
Other operating funding applications	-	-	-	-	
<b>Total applications of operating funding (B)</b>	<b>4,770</b>	<b>4,948</b>	<b>4,037</b>	<b>3,863</b>	
<b>Surplus (deficit) of operating funding (A – B)</b>	<b>479</b>	<b>457</b>	<b>320</b>	<b>721</b>	
<b>Sources of capital funding</b>					
Subsidies and grants for capital expenditure	-	-	-	-	
Development and financial contributions	-	-	-	-	
Increase (decrease) in debt	(366)	(404)	(291)	(278)	
Gross proceeds from sale of assets	-	-	-	5	
Lump sum contributions	-	-	-	-	
<b>Total sources of capital funding (C)</b>	<b>(366)</b>	<b>(404)</b>	<b>(291)</b>	<b>(273)</b>	
<b>Application of capital funding</b>					
Capital expenditure					
• to meet additional demand	-	-	-	-	
• to improve the level of service	57	21	78	80	
• to replace existing assets	43	75	75	77	
Increase (decrease) in reserves	13	(43)	(124)	291	2
Increase (decrease) of investments	-	-	-	-	
<b>Total applications of capital funding (D)</b>	<b>113</b>	<b>53</b>	<b>29</b>	<b>448</b>	
<b>Surplus (deficit) of capital funding (C – D)</b>	<b>(479)</b>	<b>(457)</b>	<b>(320)</b>	<b>(721)</b>	
<b>Funding balance ((A – B) + (C – D))</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	

### Explanation of major variances against 2015 Annual Plan

- 1 Inflation in 2012/22 LTP higher than actual plus other operational savings.
- 2 Surplus less debt repayment and renewals.



## Capital Expenditure

Activity/Scheme	Project	Reason for Acquisition	Project Status (refer key)	Actual (\$000)	Budget (\$000)	Variance (\$000)	Notes
Litter Control - Taupō	Plant and vehicle renewals	Renewal	A	44	45	1	
Taupō Solid Waste Disposal	Broadlands Road Landfill - Capping Cell 2B	LOS	A	51	57	6	
Taupō Solid Waste Disposal	Broadlands Road Landfill - Cell 2E design	LOS	A	20	21	1	
District Solid Waste Disposal	Asset renewals	Renewal	A	30	30	-	
<b>Total Solid Waste</b>				<b>145</b>	<b>153</b>	<b>8</b>	

### Key

LOS Level of Service

A Achieved





# Stormwater

Council provides a stormwater system to manage surface water run-off from the district's urban catchments. It is then contained in piped networks, soak holes, cesspits, detention ponds and natural conveyances (such as gullies and reserves) and discharges to ground or through outfalls into receiving water bodies.

Waikato Regional Council increasingly requires the district to improve the quality of stormwater, particularly where it goes into lakes and rivers (as it does in Taupō District) to reduce adverse effects on the environment. Council owns and maintains a number of gullies that transport stormwater to the lake, which need to be maintained to avoid sedimentation and enable stormwater quality to improve as it passes through each gully.

We monitor stormwater quality, testing for pollution from wastewater, heavy metals and other contaminants, because we are committed to improving the quality of stormwater going into Lake Taupō. We also seek to minimise erosion damage from stormwater to roads, reserves, gullies and outfalls.

This group of activities contributes to the environment community outcome.

## What we did this year

Action/project/service	Progress
Install five Enviropods to improve stormwater quality from along Lake Terrace.	Five new Enviropods have been installed into the network along Lake Terrace.
Continue the gully planting programme	Gully planting of the banks of the Harvey street gully has been completed.

## What else we did this year

- Outlet inspections, clearing and maintenance.
- Hole in One lakefront overland flow path has been repaired and grassed.
- Increased the size of the bund in the Chad Street gully to control overland flow.
- Stormwater pipe cleaning and CCTV programme has been undertaken in Mangakino to clean pipes and provide condition rating.
- Undertook gully planting in Northern Brentwood Gully.
- Undertook works on the Kinloch Golf course to reduce the likelihood of flooding of downstream properties.



## Performance measures

What we want to know	Performance measures and targets	Results
<p>We manage the stormwater network to protect public health and property without compromising the environment.</p> <p>We mitigate adverse effects of stormwater discharge on the environment, and minimise erosion caused by the stormwater network.</p>	<p>Less than five properties each year are affected by flooding inside the dwelling as a result of stormwater originating from public land such as parks, roads and reserves. (This measure excludes properties in designated flood hazard areas).</p>	<p><b>2012/13 – Achieved</b> (No properties)  <b>2013/14 – Achieved</b> (One property)  <b>2014/15 – Achieved</b> (No properties)                      No properties experienced flooding this financial year.</p>
	<p>There are less than 10 complaints of erosion caused by the stormwater network – note measured by service request.</p>	<p><b>2012/13 – Achieved</b> (Three complaints)  <b>2013/14 – Achieved</b> (No complaints)  <b>2014/15 – Achieved</b> (No complaints)</p>
	<p>We comply with all our resource consent conditions.</p>	<p><b>2012/13 – Achieved</b>  <b>2013/14 – Achieved</b>  <b>2014/15 – Achieved</b></p>
	<p>We respond to service requests with a loss of service within one hour.</p>	<p><b>2012/13 – Achieved</b>  <b>2013/14 – Achieved</b>  <b>2014/15 – Achieved</b></p>
	<p>We restore service within four hours.</p>	<p><b>2012/13 – Not achieved</b> (Four issues were not responded to in the timeframe)  <b>2013/14 – Achieved</b>  <b>2014/15 – Achieved</b></p>
	<p>75 per cent of the district is satisfied with the stormwater network in protecting their property from floods.</p>	<p><b>2012/13 – Achieved</b>                      (82% 2012 Satisfaction Survey)  <b>2013/14 – Achieved</b>                      (82% 2012 Satisfaction Survey)  <b>2014/15 – Achieved</b>                      (83% 2014 Satisfaction Survey)</p>

There has been no change to the level of service from that identified in the Long-Term Plan.

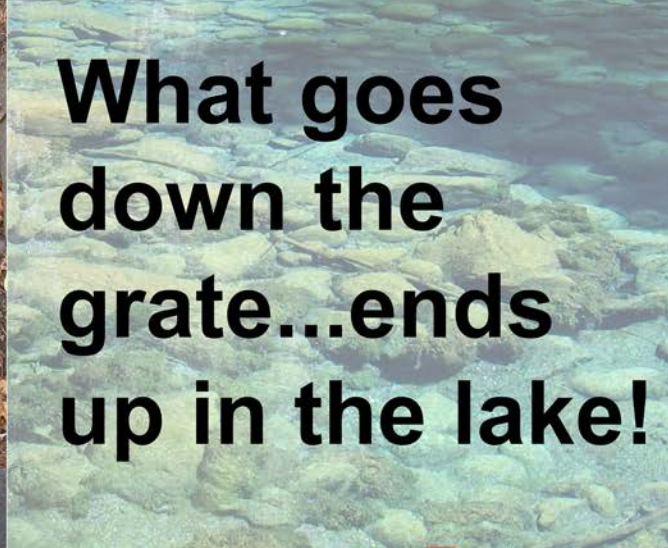




## Stormwater – Funding Impact Statement

	2014 Long Term Plan (\$000)	2015 Long Term Plan (\$000)	2015 Annual Plan (\$000)	2015 Actual (\$000)	Notes
<b>Sources of operating funding</b>					
General rates, uniform annual general charge, rates penalties	1,485	1,534	1,545	1,545	
Targeted rates (other than a targeted rate for water supply)	-	-	-	-	
Subsidies and grants for operating purposes	-	-	-	-	
Fees, charges and targeted rates for water supply	-	-	-	4	
Internal charges and overheads recovered	-	-	-	-	
Local authorities fuel tax, fines, infringement fees, and other receipts	-	-	-	-	
<b>Total operating funding (A)</b>	<b>1,485</b>	<b>1,534</b>	<b>1,545</b>	<b>1,549</b>	
<b>Applications of operating funding</b>					
Payments to staff and suppliers	593	609	536	557	
Finance costs	59	59	98	36	
Internal charges and overheads applied	-	-	-	-	
Other operating funding applications	-	-	-	-	
<b>Total applications of operating funding (B)</b>	<b>652</b>	<b>668</b>	<b>634</b>	<b>593</b>	
<b>Surplus (deficit) of operating funding (A – B)</b>	<b>833</b>	<b>866</b>	<b>911</b>	<b>956</b>	
<b>Sources of capital funding</b>					
Subsidies and grants for capital expenditure	-	-	-	-	
Development and financial contributions	-	-	-	-	
Increase (decrease) in debt	1	(17)	(14)	47	
Gross proceeds from sale of assets	-	-	-	-	
Lump sum contributions	-	-	-	-	
<b>Total sources of capital funding (C)</b>	<b>1</b>	<b>(17)</b>	<b>(14)</b>	<b>47</b>	
<b>Application of capital funding</b>					
Capital expenditure					
• to meet additional demand	-	-	-	-	
• to improve the level of service	64	49	49	90	
• to replace existing assets	14	14	14	15	
Increase (decrease) in reserves	756	786	834	898	
Increase (decrease) of investments	-	-	-	-	
<b>Total applications of capital funding (D)</b>	<b>834</b>	<b>849</b>	<b>897</b>	<b>1,003</b>	
<b>Surplus (deficit) of capital funding (C – D)</b>	<b>(833)</b>	<b>(866)</b>	<b>(911)</b>	<b>(956)</b>	
<b>Funding balance ((A – B) + (C – D))</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	





# What goes down the grate...ends up in the lake!

## Capital Expenditure

Activity/Scheme	Project	Reason for Acquisition	Project Status (refer key)	Actual (\$000)	Budget (\$000)	Variance (\$000)	Notes
Stormwater	District-wide upgrades, improvements and renewals	LOS/Renewal	A	41	63	22	1
<b>Total Stormwater</b>				<b>41</b>	<b>63</b>	<b>22</b>	

### Key

LOS Level of Service

A Achieved

S Slippage

X Not achieved - major slippage (project will not be complete by 31 August 2015) or project will no longer be carried out.

## Explanation of major variances against 2015 Annual Plan

1. Saving – level of renewals lower than budgeted.



## Democracy and planning

Council provides democratic local decision-making and action by, and on behalf of, our district's many communities. We are focussed on meeting the current and future needs of communities for good-quality local infrastructure, local public services, and performance of regulatory functions in a way that is most cost-effective for households and businesses.

### What we did this year

Action/project/service	Progress
Prepare the Long-Term Plan 2015-25.	Council adopted its Long-Term Plan on 23 June 2015.
Complete commercial and industrial District Plan changes 28, 29, 30, 31 and 33.	These plan changes have been completed and made operative. The final decision from the Environment Court was received in January 2015 and the plan changes became operative in March 2015.
Prepare and notify the Flood Hazard Plan Change.	The flood hazard plan change was not notified in this financial year. Currently, the following workstreams have been undertaken: <ul style="list-style-type: none"> <li>• Councillor working group meetings have been held</li> <li>• Discussions are continuing with Waikato Regional Council to resolve a way forward on identifying and managing residual risk areas around the Tauranga-Taupō and Tongariro Rivers flood protection schemes</li> <li>• A philosophical framework of the district plan provisions has been developed</li> <li>• The mapping tool is being finalised with amended data from Opus.</li> </ul>
Review of the class 4 (gaming machines) Gambling Policy.	Council adopted its Class 4 Gambling and TAB Venue Policy in December 2014.
Publish Annual Report 2013/14.	The Annual Report 2013/14 and summary were published in October 2014.

### What we did that was different from the Long-Term Plan

Action/project/service	Progress
Prepare South-Western Settlements Reserve Management Plan.	Council adopted the reserve management plan on 23 June 2015.
Publish a State of the District Report	This work was integrated into the process for developing the Long-Term Plan 2015-25.





## What else we did this year

- The Waikato Mayoral Forum (the Forum) sought Taupō representation on a joint committee for the development of the second stage of the Waikato Spatial Plan (later the Waikato Plan). The primary objective of the plan is “to contribute to the Waikato’s social, economic, environmental and cultural well-being through a comprehensive and effective long-term (30 year) strategy for Waikato’s growth and development”.
- Water Supply and Traffic Bylaws were adopted by Council in November 2014.
- A successful alcohol industry stakeholder workshop held to discuss issues in the Taupō District on 24 November 2014. A workshop was also held updating Council on the Sale and Supply of Alcohol Act 2012, Taupō’s considerations, and also updated Council on what was happening around the country.
- Officers presented the NRB Satisfaction Survey results to the Audit and Risk Committee on the 17 February 2015. Overall the results were good.
- Officers attended a briefing with the local government sector representative on the Healthy Rivers Plan Change. Some technical work is underway to ascertain the likely economic implications of changes to water quality controls for discharges, including discharges from wastewater and stormwater systems. The draft limits for discharges are being worked on and will be available prior to Christmas. We will then be able to determine the impact of these proposed changes.
- Development Contributions Policy was adopted by Council in June 2015 and came into force along with the Long-Term Plan 2015-25.
- The Turangi Tongariro Community Board was awarded the *Leadership and Supreme* awards at the Local Government NZ Community Board’s Best Practise awards held in May 2015 for the development and implementation of their 2014/15 community plan. The board was in competition with many larger community boards from across New Zealand. Judges were impressed with the extent of work and leadership undertaken by the board’s members to achieve over 40 projects identified in the plan.

## What we planned but did not complete

- Prepare and publish a State of the District Report to provide baseline information as soon as Census 2013 data is available – Council decided not to produce a stand alone State of the District Report. Instead, the components of this report were compiled and presented to Council as part of a series of workshops during the development of the Long-Term Plan 2015-25.
- Conduct an activity and level of service review to take account of the changes to the role and purpose of local government under the Local Government Act 2002 – Council decided to discuss Activities and Levels of Service as part of the development of the Long-Term Plan 2015-25.
- Prepare and notify the Flood Hazard District Plan Change – Implications were identified early that have led to the notification of the plan change being delayed. Council also agreed that a peer review be undertaken.
- Review Council’s Earthquake Prone, Dangerous and Insanitary Building Policy regarding the new central government requirements – Council has delayed this review awaiting the legislative changes to come into effect.





## Performance measures

What we want to know	Performance measures and targets	Results
Council performance is highly rated.	54 per cent of the district rates the performance of the Mayor and Councillors as very good or fairly good.	<b>2012/13 – Achieved</b> (57% 2012 Satisfaction Survey) <b>2013/14 – Achieved</b> (57% 2012 Satisfaction Survey) <b>2014/15 – Achieved</b> (54% 2014 Satisfaction Survey)
	45 per cent of Turangi-Tongariro ward residents rate the performance of the Community Board members as very good or fairly good.	<b>2012/13 – Not achieved</b> (36% 2012 Satisfaction Survey) <b>2013/14 – Not achieved</b> (36% 2012 Satisfaction Survey) <b>2014/15 – Not achieved</b> (40% 2014 Satisfaction Survey)
	69 per cent of residents and non-resident ratepayers rate the performance of Council staff as very good or fairly good.	<b>2012/13 – Not achieved</b> (68% 2012 Satisfaction Survey) <b>2013/14 – Not achieved</b> (68% 2012 Satisfaction Survey) <b>2014/15 – Not achieved</b> (68% 2014 Satisfaction Survey)
Council is on the right track.	49 per cent of the district feel informed about Council's long term direction for the district. This is a new measure and the baseline was set at the 2012 level.	<b>2012/13 – Achieved</b> (49% 2012 Satisfaction Survey) <b>2013/14 – Achieved</b> (49% 2012 Satisfaction Survey) <b>2014/15 – Not achieved</b> (48% 2014 Satisfaction Survey)
	56 per cent of ratepayers feel they are getting value from Council.	<b>2012/13 – Achieved</b> (56% 2012 Satisfaction Survey) <b>2013/14 – Achieved</b> (56% 2012 Satisfaction Survey) <b>2014/15 – Achieved</b> (57% 2014 Satisfaction Survey)
Council consults widely with District communities, including Māori before making decisions.	55 per cent of the district is satisfied with the way Council involves the public in its decision-making.	<b>2012/13 – Not achieved</b> (41% 2012 Satisfaction Survey) <b>2013/14 – Not achieved</b> (41% 2012 Satisfaction Survey) <b>2014/15 – Not achieved</b> (44% 2014 Satisfaction Survey)
	51 per cent of Māori residents who are satisfied with their involvement in Council's decision-making (new measure).	<b>2012/13 – Achieved</b> (51% 2012 Satisfaction Survey) <b>2013/14 – Achieved</b> (51% 2012 Satisfaction Survey) <b>2014/15 – Not achieved</b> (47% 2014 Satisfaction Survey)
	Council advocates (to regional and central governments) for water and land use rules that meet our communities' needs. We will report on these advocacy issues, efforts, and outcomes.	<b>2012/13 – Achieved</b> <b>2013/14 – Achieved</b> <b>2014/15 – Achieved</b> Council continues to advocate on behalf of residents in an effort to meet our needs. Officers continue to work with partners on the Healthy Rivers Plan Change. Officers have also provided feedback to Bay of Plenty Regional Council during the development of changes to the Regional Policy Statement to address natural hazards.

## Turangi Tongariro Community Board wins top award

Turangi Tongariro Community Board won the Supreme Award at the Local Government New Zealand Best Practice Awards.

The awards, which recognise excellence in the implementation of projects and initiatives at a local level, consist of three categories; leadership, enhancing communities and engaging communities. Turangi Tongariro Community Board won both the leadership category and the Supreme Award. The board was recognised for its community plan, with judges commenting that the board set itself tasks, identified members to carry them out and completed them.

As a prize for winning the award, the community board was able to have a Local Government New Zealand KnowHow workshop on the topic of its choice held in Turangi.

What we want to know	Performance measures and targets	Results
Council operates an open and honest decision-making process that generates confidence and trust in the democratic system.	80 per cent of residents and non-resident ratepayers say they know how and where to find information on Council activities and services.	<b>2012/13 – Achieved</b> (84% 2012 Satisfaction Survey) <b>2013/14 – Achieved</b> (84% 2012 Satisfaction Survey) <b>2014/15 – Achieved</b> (84% 2014 Satisfaction Survey)
	75 per cent of residents and non-resident ratepayers are satisfied with the way Council provides information on Council services and facilities. This is a new measure.	<b>2012/13 – Achieved</b> (86% 2012 Satisfaction Survey) <b>2013/14 – Achieved</b> (86% 2012 Satisfaction Survey) <b>2014/15 – Achieved</b> (88% 2014 Satisfaction Survey)
	100 per cent of requests for official information are responded to within 20 working days.	<b>2012/13 – Not achieved</b> (One request) <b>2013/14 – Not achieved</b> (Two requests) <b>2014/15 – Not achieved</b> One of the 97 official information requests was not responded to within the timeframe due to staff absences.
<b>Long-term Planning</b>		
We plan and develop policies to encourage economic development, while preserving the district's special character.	60 per cent of residents and non-resident ratepayers agree the district is developing in a way that takes into account its unique character and natural environment. This is a new measure and the baseline was set at the 2012 levels.	<b>2012/13 – Achieved</b> (68% 2012 Satisfaction Survey) <b>2013/14 – Achieved</b> (68% 2012 Satisfaction Survey) <b>2014/15 – Achieved</b> (64% 2014 Satisfaction Survey)
	Number of District Plan Changes that are mediated (settled) before reaching the Environment Court. (No target as we will use this for monitoring).	No target as this measure is monitoring the progress of the Plan Changes 28-31 and 33. The Plan Changes have been completed and made operative.

There has been no change to the level of service from that identified in the Long-Term Plan.

## Democracy and Planning – Funding Impact Statement

	2014 Long Term Plan (\$000)	2015 Long Term Plan (\$000)	2015 Annual Plan (\$000)	2015 Actual (\$000)	Notes
<b>Sources of operating funding</b>					
General rates, uniform annual general charge, rates penalties	6,613	6,745	5,880	5,880	
Targeted rates (other than a targeted rate for water supply)	80	80	80	80	
Subsidies and grants for operating purposes	-	-	-	-	
Fees, charges and targeted rates for water supply	75	9	1	4	
Internal charges and overheads recovered	-	-	-	-	
Local authorities fuel tax, fines, infringement fees, and other receipts	-	-	-	-	
<b>Total operating funding (A)</b>	<b>6,768</b>	<b>6,834</b>	<b>5,961</b>	<b>5,964</b>	
<b>Applications of operating funding</b>					
Payments to staff and suppliers	6,745	6,823	5,960	5,572	1
Finance costs	-	-	-	-	
Internal charges and overheads applied	-	-	-	-	
Other operating funding applications	-	-	-	-	
<b>Total applications of operating funding (B)</b>	<b>6,745</b>	<b>6,823</b>	<b>5,960</b>	<b>5,572</b>	
<b>Surplus (deficit) of operating funding (A – B)</b>	<b>23</b>	<b>11</b>	<b>1</b>	<b>392</b>	
<b>Sources of capital funding</b>					
Subsidies and grants for capital expenditure	-	-	-	-	
Development and financial contributions	-	-	-	-	
Increase (decrease) in debt	-	-	-	-	
Gross proceeds from sale of assets	-	-	-	-	
Lump sum contributions	-	-	-	-	
<b>Total sources of capital funding (C)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	
<b>Application of capital funding</b>					
Capital expenditure					
• to meet additional demand	-	-	-	-	
• to improve the level of service	-	-	-	-	
• to replace existing assets	62	-	-	-	
Increase (decrease) in reserves	(39)	11	1	392	2
Increase (decrease) of investments	-	-	-	-	
<b>Total applications of capital funding (D)</b>	<b>23</b>	<b>11</b>	<b>1</b>	<b>392</b>	
<b>Surplus (deficit) of capital funding (C – D)</b>	<b>(23)</b>	<b>(11)</b>	<b>(1)</b>	<b>(392)</b>	
<b>Funding balance ((A – B) + (C – D))</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	

### Explanation of major variances against 2015 Annual Plan

- 1 Inflation in 2012/22 LTP higher than actual plus other operational savings.
- 2 2014/15 surplus.



# Investments

Council generates income by investment and development from a range of assets that it owns. Income generated from assets is an important income stream for Council as it off-sets some of the costs of providing services. Income is also used to pay off debt due to the East Taupō Arterial (ETA) and the construction of other community infrastructure.

We aim to maximise return from commercial land development, property, the TEL fund, forestry and our general reserve funds. Council will also be looking at public/private partnership opportunities to generate income to subsidise rates. Council intends to use a mixture of lease

and sales of its commercial land, to provide the best long-term outcome for ratepayers.

This group of activities contributes to the economic community outcome.

## What we did this year

Action/project/service	Progress
Continue programme of land sales and related infrastructure development.	The financial goals have been achieved and some progress towards 2015/16 targets were made.
Harvest the mature Douglas fir in the Rangitaiki Forest.	We harvested and sold the mature Douglas fir in the Rangitaiki Forest. The cutting rights of 167 hectares were sold in May 2013 for \$8.3m.
Harvest pine blocks in Tirohanga Forest as they mature.	The pine blocks in Tirohanga are in differing stages of maturity and staged harvest planning assessments are currently being undertaken.

## What else we did this year

Council received an upgrade of its Standard and Poor's (S&P) credit rating from AA- to AA (long term). The AA credit rating is the highest a New Zealand Council can achieve with the New Zealand Government currently at AA+.

## Performance measures

What we want to know	Performance measures and targets	Results
We manage investment assets in accordance with the Treasury Management Policy.	The value of our financial assets is maintained.	<b>2012/13 – Achieved</b> (Increase from \$53.1 million to \$53.7 million) <b>2013/14 – Achieved</b> (Increase from \$53.7 million to \$54.1 million) <b>2014/15 – Achieved</b> TEL Fund increased its value from \$54.1 million in 2013/14 to \$54.4 million in 2014/15.
	We achieve revenue streams that meet our forecast targets.	<b>2012/13 – Achieved</b> <b>2013/14 – Achieved</b> <b>2014/15 – Achieved</b>

There has been no change to the level of service from that identified in the Long-Term Plan.



## Credit rating raised to AA on lower debt and stable outlook

Taupō District Council's credit rating was raised to AA by international credit rating agency Standard and Poor's, acknowledging that its financial management rivals some of the best in New Zealand.

The world-renowned rating agency issued a report acknowledging the council's very strong financial management, budgetary flexibility and budgetary performance, and its strong liquidity and low contingent liabilities.

Taupō's improving budgetary performance will reduce and sustain its total tax-supported debt to less than 200 per cent of operating revenues in 2017. We consider that this debt burden no longer represents a significantly higher level of risk compared to AA peers, the report said. The outlook is stable, reflecting that the council's debt will continue to fall in line with our base-case forecast.

Taupō is one of only 10 councils in New Zealand to have an AA rating, putting it in an incredibly strong position to negotiate the best possible deal for the ratepayer when it comes to servicing debt.

Reducing debt was a key goal of the council's long term strategy in its 2015-2025 Long-Term Plan in which gross debt is projected to reduce from \$162 million to \$103 million by 2025.

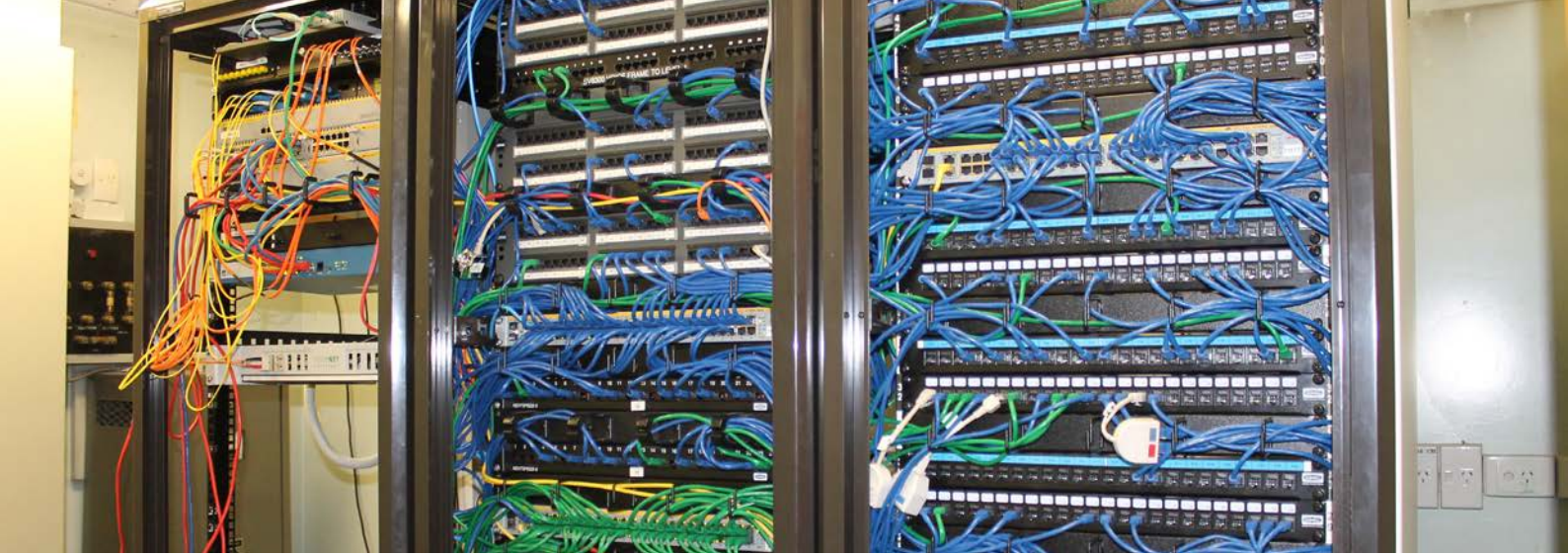
## Investments – Funding Impact Statement

	2014 Long Term Plan (\$000)	2015 Long Term Plan (\$000)	2015 Annual Plan (\$000)	2015 Actual (\$000)	Notes
<b>Sources of operating funding</b>					
General rates, uniform annual general charge, rates penalties	(8,780)	(5,095)	(4,333)	(3,754)	
Targeted rates (other than a targeted rate for water supply)	-	-	-	-	
Subsidies and grants for operating purposes	-	-	-	-	
Fees, charges and targeted rates for water supply	1,072	1,096	1,182	756	1
Internal charges and overheads recovered	612	633	573	565	
Local authorities fuel tax, fines, infringement fees, and other receipts	4,760	4,842	4,198	4,830	
<b>Total operating funding (A)</b>	<b>(2,336)</b>	<b>1,476</b>	<b>1,620</b>	<b>2,397</b>	
<b>Applications of operating funding</b>					
Payments to staff and suppliers	777	788	426	556	
Finance costs	1,421	1,549	1,633	1,926	2
Internal charges and overheads applied	400	414	338	281	
Other operating funding applications	-	-	-	-	
<b>Total applications of operating funding (B)</b>	<b>2,598</b>	<b>2,751</b>	<b>2,397</b>	<b>2,763</b>	
<b>Surplus (deficit) of operating funding (A – B)</b>	<b>(4,934)</b>	<b>(1,275)</b>	<b>(777)</b>	<b>(366)</b>	
<b>Sources of capital funding</b>					
Subsidies and grants for capital expenditure	-	-	-	-	
Development and financial contributions	-	-	-	19	
Increase (decrease) in debt	1,878	923	1,924	(266)	3
Gross proceeds from sale of assets	138	831	-	757	
Lump sum contributions	-	-	-	-	
<b>Total sources of capital funding (C)</b>	<b>2,016</b>	<b>1,754</b>	<b>1,924</b>	<b>510</b>	
<b>Application of capital funding</b>					
Capital expenditure					
• to meet additional demand	-	-	-	-	
• to improve the level of service	2,430	2,512	2,512	2,201	4
• to replace existing assets	515	691	951	728	
Increase (decrease) in reserves	(5,863)	(2,724)	(2,316)	(2,785)	
Increase (decrease) of investments	-	-	-	-	
<b>Total applications of capital funding (D)</b>	<b>(2,918)</b>	<b>479</b>	<b>1,147</b>	<b>144</b>	
<b>Surplus (deficit) of capital funding (C – D)</b>	<b>4,934</b>	<b>1,275</b>	<b>777</b>	<b>366</b>	
<b>Funding balance ((A – B) + (C – D))</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	

### Explanation of major variances against 2015 Annual Plan

- 1 Broadlands Road BP lease development did not go ahead as planned.
- 2 Additional investment income resulting from pre funding of \$25m loan.
- 3 Higher debt repayments than forecast in 2012/22 LTP.
- 4 Forestry pruning and replanting regime came in under budget.





## Capital Expenditure

Activity/Scheme	Project	Reason for Acquisition	Project Status (refer key)	Actual (\$000)	Budget (\$000)	Variance (\$000)	Note
Forestry	Afforestation	Renewal	A	292	467	175	1
Property - Land	Investment land development	LOS	S	224	2,138	1,914	2
Property Management - District	Council property renewals	Renewal	X	173	211	38	3
Support Services - District	Software, network development, vehicle and equipment renewals	LOS/Renewal	X	838	898	60	4
<b>Total Investments</b>				<b>1,527</b>	<b>3,714</b>	<b>2,187</b>	

### Key

LOS Level of Service

A Achieved

S Slippage

X Not achieved - major slippage (project will not be complete by 31 August 2015) or project will no longer be carried out.

## Explanation of major variances against 2015 Annual Plan

1. Saving – actual works required less than schedule received from NZFM
2. \$1.1million saving with \$800k to be carried forward. Stage 3a selling ahead of schedule, which is expected to bring demand for the next stage forward to 2015/16 year. This replaced proposed industrial development in 2014/15 due to market demands
3. Scope change due to building code changes preventing like for like upgrade. Plan and building consent now required to meet the new code specifically in regards to disability access
4. \$40k saving with \$20k to be carried forward. Communications room cabling renewal – contractor selected, due for completion September 2015

A \$250k budget variance against 2015 Annual Plan is due to reclassification of the district-wide control system to Investments (Support Services – District) from Wastewater (Wastewater Operations – District).



## The Taupō Electricity Limited (TEL) Investment Fund

On 5 September 1995, Taupō District Council sold its investments in Taupō Electricity Ltd (TEL) and Taupō Generation Ltd (TGL), providing a net investment fund of \$61.3 million.

The policies regarding the use of the capital and investment income are included in the Treasury Management Policy. Amongst other requirements, the policies stipulate that the investment income earned on the sale proceeds be available for distribution each year, with the distribution determined during the Long-Term Plan/Annual Plan process. Income available for distribution in 2014/15 was \$2.697 million (budget \$2,861 million).

Investment income has been used for debt repayment (\$10.9 million), funding of projects, and rates subsidies. The total impact of these activities is shown in the reconciliation below.

	\$
Initial proceeds on sale, September 1995	61,273,557
Cumulative Gains on Investment	73,708,951
Less Cumulative rates subsidies / project funding / debt repayment	(80,598,886)
<b>Value of TEL Investment Fund at 30 June 2015</b>	<b>54,383,622</b>
• Comparative: Value of TEL Investment Fund at 30 June 2014	54,123,719





# Economic Development

Taupō District has a wealth of natural resources including geothermal heat, land and water. Council have signalled that economic development is to be a key focus for the district so that we can continue to live in a thriving and vibrant place where others want to live, invest, work and play.

A growing district can provide services more cost-effectively than a declining one – and without a growing economy we risk that our industries will shrink, our businesses will struggle, our population will stagnate or decline and we would then experience declining standards of living and quality of life.

We cluster economic development, events, tourism and town centre into this activity because they contribute to a vibrant and thriving district.

## Destination Marketing

Council funds Destination Great Lake Taupō, a Council-controlled organisation to provide destination marketing services, promoting Taupō as a visitor destination.

## Economic Development

Council advocates for the district to potential investors, and provides technical support for firms that want to move to Taupō. Council contracts Enterprise Great Lake Taupō to provide economic development services throughout the District.

## Events

Council funds an integrated events and venues team to keep growing our reputation as the 'events capital of New Zealand'.



## What we did this year

Action/project/service	Progress
Facilitate commercial and industrial growth and a related increase in employment opportunities throughout the district, including continuing the Turangi revitalisation programme.	<p>There has been continued facilitation and support for investment, growth and establishment of new enterprises in the district. This has been undertaken both by Council directly and by external entities Council supports.</p> <p>Enterprise Great Lake Taupō, Town Centre Taupō, Chamber of Commerce, Destination Great Lake Taupō and Go Tongariro worked collaboratively to support economic growth.</p> <p>A snapshot of activities includes:</p> <ul style="list-style-type: none"> <li>• Inaugural Stella Awards for customer service was successfully held</li> <li>• Successful launch of business attraction campaign with a higher than anticipated number of enquiries</li> <li>• Ongoing major investment project work and support for new businesses</li> <li>• Ongoing collaboration for region wide economic development through the: <ul style="list-style-type: none"> <li>- Bay of Connections</li> <li>- Bay of Plenty Regional Growth Study</li> <li>- Waikato Mayoral Forum</li> </ul> </li> <li>• Hosted major international delegations, including: <ul style="list-style-type: none"> <li>- Chinese People's Political Consultative Conference – Suzhou Committee</li> <li>- Chinese Vice Minister for Science and Technology and Ambassador</li> <li>- Noumean Councillor</li> <li>- Shaoxing delegation for the signing of our Memorandum for Friendly relations</li> </ul> </li> <li>• Successful Mayoral delegation visit to Shaoxing and Suzhou</li> <li>• Continued growth of the Taupō Chapter of angel investment group Enterprise Angels (9 accredited investors)</li> <li>• Ongoing success of business support programmes including: <ul style="list-style-type: none"> <li>- NZ Business Mentors (32 mentors and 30 currently businesses mentored)</li> <li>- Inaugural business growth acceleration programme (16 participants)</li> <li>- Start-up Engine Room networking cluster</li> <li>- Inaugural Turangi and Mangakino business workshop series</li> <li>- Young Enterprise Scheme</li> </ul> </li> <li>• Turangi revitalisation project Stage 3 completed, including: <ul style="list-style-type: none"> <li>- New skate park and playground for youth</li> <li>- Hard and soft landscaping of mall area</li> <li>- Improvements to entrance road from SH1 into the town centre</li> </ul> </li> </ul>
Continue to support the growth of events across a range of sectors in the district.	<ul style="list-style-type: none"> <li>• We supported events from 12 different sectors <ul style="list-style-type: none"> <li>- Swimming: 3 events supported</li> <li>- Run/Walk: 7 events supported</li> <li>- Motorsport: 4 events supported</li> <li>- Cycling: 5 events supported</li> <li>- Cultural (includes exhibitions, festivals, music and theatre): 6 events supported</li> <li>- Golf: 3 events supported</li> <li>- Team Sport (includes spectator and schools tournaments): 6 events supported</li> <li>- Hunting/Fishing: 2 events supported</li> <li>- Equestrian: 2 events supported</li> <li>- Watersport (includes Waka Ama, powered watersport): 3 events supported</li> <li>- Multisport (includes triathlon): 3 events supported</li> </ul> </li> <li>• We are aware of and record basic data on approximately 420 events that take place in the Taupō District.</li> <li>• We provided advice or venues to over 95 events.</li> <li>• We gave financial support to 44 events, both commercial and community across the district.</li> </ul>



## What else we did this year

- Secured replacement Wellington-Taupō airline connection with Sounds Air.
- Launch of T<Stream Taupō free WiFi in Taupō CBD
- Great Lake Taupō was voted 'Best NZ Destination' in the TNT Downunder Golden Backpack Awards as well as the Top NZ Destination in the Experience OZ + NZ awards
- Launch of the new [www.GreatLakeTaupo.com](http://www.GreatLakeTaupo.com) website
- Hosted the national TRENZ trade tourism conference in conjunction with Explore Central North Island
- Launch of information site in Mangakino – Taupō District Council service centre
- New road welcome signage installed in Turangi and Mangakino
- Welcomed 1500 geothermal specialists for the world geothermal congress and field trips.

## Performance measures

What we want to know	Performance measures and targets	Results
<b>Economic development</b>		
Growth in the local economy including employment is consistent with national economic growth, and local business confidence is consistent with New Zealand confidence.	Change in annual retail and tourism spending compared to rest of New Zealand.	<p><b>RETAIL</b></p> <p><b>2012/13 – Not achieved</b> (0.5% rise compared to 4.4% for New Zealand)</p> <p><b>2013/14 – Achieved</b> (4.0% rise compared to 3.0% for New Zealand)</p> <p><b>2014/15 – Not achieved</b> (1.0% rise compared to 5.0% for New Zealand)</p> <p>Retail spending growth in the major population centres of Auckland, Hamilton, Wellington and Christchurch underpins the national retail spending level. Growth in these areas, particularly in Auckland has driven up retail spending at a faster rate than provincial centres.</p> <p><b>TOURISM</b></p> <p><b>2012/13 – Achieved</b> (5.6% rise compared to -1.1% for New Zealand)</p> <p><b>2013/14 – Achieved</b> (7.0% rise compared to 6.0% for New Zealand)</p> <p><b>2014/15 – Achieved</b> (10.0% rise compared to 2.0% rise for New Zealand)</p>
	Total filled jobs in Taupō District as a ratio of total filled jobs for New Zealand.	<p><b>2012/13</b> – Taupō's share of total filled jobs in New Zealand as a ratio is 0.73% which means that of every 1000 jobs filled in NZ 7.3 jobs are filled in Taupō.</p> <p><b>2013/14</b> – Taupō's share of total filled jobs in New Zealand as a ratio is 0.7% which means that of every 1000 jobs filled in NZ 7 jobs are filled in Taupō.</p> <p><b>2014/15</b> – Taupō's share of total filled jobs in New Zealand as a ratio is 0.7% which means that of every 1000 jobs filled in NZ 7 jobs are filled in Taupō. (June 2014)<sup>1</sup></p>
	Annual change in total filled jobs, in Taupō and New Zealand.	<p><b>2012/13</b> – The total number of filled jobs increased 0.62% (80 jobs) in the district compared to 0.84% increase for all New Zealand (15,010 jobs).</p> <p><b>2013/14</b> – The total number of filled jobs increased 1% (120) in the district compared to 1.4% increase for all New Zealand (26,410).</p> <p><b>2014/15</b> – The total number of filled jobs increased 2.6% (340) in the district compared to 2.5% increase for all New Zealand (46,960). (June 2014)<sup>1</sup></p>



What we want to know	Performance measures and targets	Results
	Business confidence in the district matches business confidence for all NZ in the Quarterly Survey of Business Opinion.	<p><b>2012/13 – Not achieved</b> (The annual average business confidence for Taupō is 11.0% while New Zealand was 20.7%.)</p> <p><b>2013/14 – Achieved</b> (The annual average business confidence for Taupō is 44% while New Zealand was 43%)</p> <p><b>2014/15 – Achieved</b> (The annual average business confidence for Taupō is 18% while New Zealand was 18%)<sup>2</sup></p>
<b>Events</b>		
We attract, support and encourage sporting, cultural and other events around the district (with at least three events in Turangi and Mangakino each year).	<p>The district retains Ironman and Cycle Challenge, and seeks to attract new world class events.</p> <p>(Reporting will consist of narrative on actual events including location and participation figures).</p>	<p>Retains Ironman and Cycle Challenge</p> <p><b>2012/13 – Achieved</b></p> <p><b>2013/14 – Achieved</b></p> <p><b>2014/15 – Achieved</b></p> <p>Attracts new world class events</p> <p><b>2012/13 – Achieved</b></p> <p><b>2013/14 – Achieved</b></p> <p><b>2014/15 – Achieved</b></p> <p>Four new world class events were attracted to Taupō, including: Wanderlust 2015, NZMGA Tournament, Toyota Racing Series and the ANZ Young Farmer of the Year.</p>
	The number of participants in events is increasing by 2 per cent per annum.	<p><b>2012/13 – Not achieved</b> (participation increase by 1%)</p> <p><b>2013/14 – Achieved</b> (participation increase by 4.0%)</p> <p><b>2014/15 – Achieved</b> (participation increase by 9.3%)</p>
	At least three events in Turangi and Mangakino each year.	<p><b>Turangi</b></p> <p><b>2012/13 – Achieved</b></p> <p><b>2013/14 – Achieved</b></p> <p><b>2014/15 – Achieved</b></p> <p>There were 8 events in Turangi. We directly supported 6 events.</p> <p><b>Mangakino</b></p> <p><b>2012/13 – Achieved</b></p> <p><b>2013/14 – Achieved</b></p> <p><b>2014/15 – Achieved</b></p> <p>There were 3 events in Mangakino. We directly supported 3 events.</p>

There has been no change to the level of service from that identified in the Long-term Plan.

1 On the Linked Employer-Employee Data (LEED) published by Statistics New Zealand. Figures have a one-year delay, with the raw data being sourced from Inland Revenue Department.

2 Quarterly Survey of Business Opinion is conducted by the New Zealand Institute of Economic Research.





## Air services secured to enhance our economic opportunities

After Air New Zealand announced in November 2014 it was to cut services between Taupō and Wellington the Council was approached by businesses, retailers and residents concerned about what the loss of the flights might mean for the district in both the short and long term. A request for formal feedback from the community had shown there was overwhelming support for the district to retain its flight connectivity with the capital.

In response, Taupō District Council signed a deal with Sounds Air to fly between Taupō and Wellington.

The six-year agreement sees the Marlborough-based air operator provide at least three return flights on each week day and two return flights on Saturdays and Sundays. In return, the council guarantees the first three seats per flight. A regular review period has been built into the agreement to ensure the arrangements are working for both parties. Passenger loadings have been very positive during the initial months of operation and no call has been made up to this point upon the Council guarantee.

Meanwhile, Air New Zealand continues to fly the route between Taupō and Auckland and has recently increased its capacity to 55 seats per flight on Sundays and from February 2016 this will increase to all flights. This is a really positive move for the Taupō economy and makes a bold statement about our future. The Taupō community now needs to respond and demonstrate that we are able to sustain this increasing level of service.

Taupō Airport is one of the Council's strategic assets and maintaining links to major centres is seen as a key economic development enabler.

## Economic development – Funding Impact Statement

	2014 Long Term Plan (\$000)	2015 Long Term Plan (\$000)	2015 Annual Plan (\$000)	2015 Actual (\$000)	Notes
<b>Sources of operating funding</b>					
General rates, uniform annual general charge, rates penalties	4,109	4,234	3,432	3,432	
Targeted rates (other than a targeted rate for water supply)	143	149	138	141	
Subsidies and grants for operating purposes	-	-	-	9	
Fees, charges and targeted rates for water supply	24	25	-	5	
Internal charges and overheads recovered	-	-	-	-	
Local authorities fuel tax, fines, infringement fees, and other receipts	10	10	-	-	
<b>Total operating funding (A)</b>	<b>4,286</b>	<b>4,418</b>	<b>3,570</b>	<b>3,587</b>	
<b>Applications of operating funding</b>					
Payments to staff and suppliers	4,039	4,190	3,564	3,544	1
Finance costs	94	88	1	39	
Internal charges and overheads applied	-	-	-	-	
Other operating funding applications	-	-	-	-	
<b>Total applications of operating funding (B)</b>	<b>4,133</b>	<b>4,278</b>	<b>3,565</b>	<b>3,583</b>	
<b>Surplus (deficit) of operating funding (A – B)</b>	<b>153</b>	<b>140</b>	<b>5</b>	<b>4</b>	
<b>Sources of capital funding</b>					
Subsidies and grants for capital expenditure	-	-	-	-	
Development and financial contributions	-	-	-	-	
Increase (decrease) in debt	(93)	(93)	2	(33)	
Gross proceeds from sale of assets	-	-	-	12	
Lump sum contributions	-	-	-	-	
<b>Total sources of capital funding (C)</b>	<b>(93)</b>	<b>(93)</b>	<b>2</b>	<b>(21)</b>	
<b>Application of capital funding</b>					
Capital expenditure					
• to meet additional demand	-	-	-	-	
• to improve the level of service	3	3	3	45	
• to replace existing assets	92	97	43	42	
Increase (decrease) in reserves	(35)	(53)	(39)	(104)	
Increase (decrease) of investments	-	-	-	-	
<b>Total applications of capital funding (D)</b>	<b>60</b>	<b>47</b>	<b>7</b>	<b>(17)</b>	
<b>Surplus (deficit) of capital funding (C – D)</b>	<b>(153)</b>	<b>(140)</b>	<b>(5)</b>	<b>(4)</b>	
<b>Funding balance ((A – B) + (C – D))</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	

### Explanation of major variances against 2015 Annual Plan

1 Inflation in 2012/22 LTP higher than actual plus other operational savings.

## Capital Expenditure

Activity/Scheme	Project	Reason for Acquisition	Project Status (refer key)	Actual (\$000)	Budget (\$000)	Variance (\$000)	Notes
Events Management	Event equipment and vehicle renewal	Renewal	A	45	46	1	
<b>Total Economic Development</b>				<b>45</b>	<b>46</b>	<b>1</b>	

### Key

A Achieved

## Whole of Council Funding Impact Statement

	2014 Annual Plan (\$000)	2014 Annual Report (\$000)	2015 Annual Plan (\$000)	2015 Actual (\$000)	Notes
<b>Sources of operating funding</b>					
General rates, uniform annual general charge, rates penalties	32,722	33,391	35,643	36,222	
Targeted rates (other than a targeted rate for water supply)	21,019	20,985	22,593	22,446	
Subsidies and grants for operating purposes	1,587	1,710	1,705	1,967	
Fees, charges and targeted rates for water supply	9,454	11,149	10,215	11,488	1
Interest and dividends from investments	3,952	3,907	4,123	4,679	2
Local authorities fuel tax, fines, infringement fees, and other receipts	506	614	863	1,090	
<b>Total operating funding (A)</b>	<b>69,240</b>	<b>71,756</b>	<b>75,142</b>	<b>77,892</b>	
<b>Applications of operating funding</b>					
Payments to staff and suppliers	48,296	49,716	49,050	47,766	3
Finance costs	11,551	10,686	11,229	10,566	4
Other operating funding applications	-	-	-	-	
<b>Total applications of operating funding (B)</b>	<b>59,847</b>	<b>60,402</b>	<b>60,279</b>	<b>58,332</b>	
<b>Surplus (deficit) of operating funding (A – B)</b>	<b>9,393</b>	<b>11,354</b>	<b>14,863</b>	<b>19,560</b>	
<b>Sources of capital funding</b>					
Subsidies and grants for capital expenditure	941	821	748	914	
Development and financial contributions	1,265	622	801	953	
Increase (decrease) in debt	890	2,691	(2,532)	(15,598)	5
Gross proceeds from sale of assets	138	3,991	-	916	6
Lump sum contributions	-	-	-	-	
<b>Total sources of capital funding (C)</b>	<b>3,234</b>	<b>8,125</b>	<b>(983)</b>	<b>(12,815)</b>	
<b>Application of capital funding</b>					
Capital expenditure					
• to meet additional demand	1,275	2,654	-	178	
• to improve the level of service	10,866	5,295	8,554	4,669	7
• to replace existing assets	7,134	8,564	8,067	6,801	8
Increase (decrease) in reserves	(6,648)	2,966	(2,741)	(4,903)	9
Increase (decrease) of investments	-	-	-	-	
<b>Total applications of capital funding (D)</b>	<b>12,627</b>	<b>19,479</b>	<b>13,880</b>	<b>6,745</b>	
<b>Surplus (deficit) of capital funding (C – D)</b>	<b>(9,393)</b>	<b>(11,354)</b>	<b>(14,863)</b>	<b>(19,560)</b>	
<b>Funding balance ((A – B) + (C – D))</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	

### Explanation of major variances against 2015 Annual Plan

- 1 Water by meter as well as haylage sales were higher than budgeted due to extremely hot dry summer in 2014/15.
- 2 Interest from investments was higher than budget due to prefunding of \$25m loan that was invested until the loan maturity.
- 3 Operational savings achieved across various areas of expenditure.
- 4 Lower than forecast debt level due to higher loan repayments and lower than budgeted capex programme.
- 5 Repayment of additional \$10m off debt plus lower than planned capital expenditure programme.
- 6 Disposal of assets and investment properties that were not budgeted.
- 7 Much lower than planned capital expenditure in water and wastewater.
- 8 Lower than budgeted capex in transport (\$368), water (\$565) and wastewater (\$458).
- 9 Additional debt repayment less operational and capex savings.