

Looking forward, our focus now turns to delivering the second year of our 2015-2025 Long-term Plan.

Over the next 12 months our focus will be on continuing to deliver the strategies we put in place for the betterment of our residents and our district. We will continue to maintain the \$1.2 billion of assets we own and strengthen partnerships with our communities and stakeholders. We will continue to seek efficiencies to keep rates as affordable as possible, and will ensure our district's interests are represented at both a regional and national level. Most importantly, we will continue to ensure the Taupō District is a great place to live.

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MAYOR AND CHIEF EXECUTIVE OFFICER'S REPORT

Welcome to our Annual Report for the 2015/16 year.

This report outlines the services, key projects and initiatives we undertook over the past 12 months, where money was spent and how we performed as an organisation.

The 2015/16 year was focussed on implementing year one of our 2015-2025 Long-term Plan which was adopted off the back of extensive consultation with our communities. In developing that plan, we had a strong focus on maintaining what we have, as well as consolidating some gains made by those before us, and building on what it is that makes our district special.

It was also the first year of implementing a revised financial strategy that was based on the key principles of:

- Looking after the assets we have while maintaining levels of service
- Keeping rates affordable and sustainable, and;
- Prudent management of our investments and borrowings.

We performed better than expected and this allowed us during development of the 2016/17 Annual Plan, to limit rates increases to 1.1 per cent, down from 2.42 per cent originally forecast for the year. In addition, we finished the 2015/16 year with \$11 million less debt than had been projected in the 2015-25 Long-term Plan. We also retained our Standard and Poor's AA credit rating, reflecting our prudent financial management.

Throughout the year we undertook a number of projects. These included an upgrade of the Mangakino town centre, the construction of a new pirate playground at Acacia Bay's Besley Park and the establishment of a new fire force at the southern end of the lake. Improving the environment in which we live was also a core focus with the installation of a device on the lakefront to improve the quality of stormwater discharge into the lake, the updating of water safety plans and road safety improvements just some of the areas we invested in.

Our capital expenditure programme was largely geared towards legislative compliance and where we could, we worked in partnership with our communities and stakeholders to prioritise the projects we carried out. This resulted in some consent condition works being deferred which had a positive influence on our end-of-year result. One example of this was the project earmarked to extend the Taupō water supply to Waitahanui. After the community voiced concerns about the cost of the project we looked to explore different ways it could be delivered for the benefit of all. As a result an alternative way of funding the project has been developed, and following consultation, the project has been deferred to the 2016/17 year.

In terms of performance, we achieved the vast majority of measures we set ourselves in the Long-Term Plan. Our three-yearly survey of our residents is due to be carried out in the next 12 months, and we are confident we remain on track with the quality of services and activities we pride ourselves on delivering to our community.

Looking forward, our focus now turns to delivering the second year of our 2015-2025 Long-term Plan. Over the next 12 months our focus will be on continuing to deliver the strategies we put in place for the betterment of our residents and our district. We will continue to maintain the \$1.2 billion of assets we own and strengthen partnerships with our communities and stakeholders. We will continue to seek efficiencies to keep rates as affordable as possible, and will ensure our district's interests are represented at both a regional and national level. Most importantly, we will continue to ensure the Taupō District is a great place to live.

David Trewavas JP
Mayor

Gareth Green
Chief Executive

STATEMENT OF COMPLIANCE

The Council and management of Taupō District Council confirm that all the statutory requirements of Part 6 and Schedule 10 of the Local Government Act 2002 have been complied with.

The Council and management of Taupō District Council accept responsibility for the preparation of the annual financial statements and service performance reporting and the judgements used in them.

The Council and management of Taupō District Council accept responsibility for establishing and maintaining a system of internal control designed to provide reasonable assurance as to the integrity and reliability of financial reporting.

In the opinion of the Council and management of Taupō District Council, the annual financial statements for the year ended 30 June 2016 fairly reflect the financial position and operations of Taupō District Council.



D Trewavas

Mayor

27 September 2016



Gareth Green

Chief Executive

27 September 2016



A J Menhennet

Group Manager Finance & Strategy

27 September 2016



Brian Fox

Group Manager Corporate & Community

27 September 2016

Independent Auditor's Report

To the readers of Taupō District Council and group's annual report for the year ended 30 June 2016

The Auditor-General is the auditor of Taupō District Council (the District Council) and group. The Auditor-General has appointed me, Clarence Susan, using the staff and resources of Audit New Zealand, on her behalf, to:

- audit the information included in the District Council and group's annual report that we are required to audit under the Local Government Act 2002 (the audited information); and
- report on whether the District Council and group has complied with the requirements of Schedule 10 of the Local Government Act 2002 that apply to the annual report and the Local Government (Financial Reporting and Prudence) Regulations 2014.

Opinion on the audited information

In our opinion:

- the financial statements on pages 84 to 143:
 - present fairly, in all material respects:
 - the District Council and group's financial position as at 30 June 2016;
 - the results of operations and cash flows for the year ended on that date; and
 - comply with generally accepted accounting practice in New Zealand and have been prepared in accordance with Public Benefit Entity Reporting Standards;
- the funding impact statement on page 82, presents fairly, in all material respects, the amount of funds produced from each source of funding and how the funds were applied as compared to the information included in the District Council and group's Long-term plan;
- the Group of Activities on pages 24 to 81:
 - presents fairly, in all material respects, the District Council's levels of service for each group of activities for the year ended 30 June 2016, including:
 - the levels of service achieved compared with the intended levels of service and whether any intended changes to levels of service were achieved;

- the reasons for any significant variation between the levels of service achieved and the intended levels of service; and
 - complies with generally accepted accounting practice in New Zealand;
- the statement about capital expenditure for each group of activities on pages 24 to 81, presents fairly, in all material respects, actual capital expenditure as compared to the budgeted capital expenditure included in the District Council and group's Long-term plan; and
- the funding impact statement for each group of activities on pages 24 to 81, presents fairly, in all material respects, the amount of funds produced from each source of funding and how the funds were applied as compared to the information included in the District Council and group's Long-term plan.

Compliance with requirements

The District Council and group has:

- complied with the requirements of schedule 10 of the Local Government Act 2002 that apply to the annual report; and
- made the disclosures on pages 13 to 143 which are required by the Local Government (Financial Reporting and Prudence) Regulations 2014 which represent a complete list of required disclosures and accurately reflects the information drawn from the District Council and group's audited information.

Our audit was completed on 27 September 2016. This is the date at which our opinion is expressed.

The basis of our opinion is explained below. In addition, we outline the responsibilities of the Council and our responsibilities, and we explain our independence.

Basis of opinion

We carried out our audit in accordance with the Auditor-General's Auditing Standards, which incorporate the International Standards on Auditing (New Zealand). Those standards require that we comply with ethical requirements and plan and carry out our audit to obtain reasonable assurance about whether the information we audited is free from material misstatement.

Material misstatements are differences or omissions of amounts and disclosures that, in our judgement, are likely to influence readers' overall understanding of the audited information. If we had found material misstatements that were not corrected, we would have referred to them in our opinion.

An audit involves carrying out procedures to obtain audit evidence about the amounts and disclosures in the information we audited. The procedures selected depend on our judgement, including our assessment of risks of material misstatement of the information we audited, whether due to fraud or error. In making those risk assessments, we consider internal control relevant to the District Council and group's preparation of the information we audited in order to design procedures that are appropriate in the circumstances but not for the purpose of expressing an opinion on the effectiveness of the District Council and group's internal control.

An audit also involves evaluating:

- the appropriateness of accounting policies used and whether they have been consistently applied;
- the reasonableness of the significant accounting estimates and judgements made by the Council;
- the adequacy of the disclosures in the information we audited;
- determining the appropriateness of the reported Group of Activities within the District Council's framework for reporting performance; and
- the overall presentation of the information we audited.

We did not examine every transaction, nor do we guarantee complete accuracy of the information we audited.

When reporting on whether the District Council and group complied with the requirements of Schedule 10 of the Local Government Act 2002 that apply to the annual report, we limited our procedures to making sure the annual report included the required information and identifying material inconsistencies, if any, with the information we audited. We carried out this work in accordance with International Standard on Auditing (New Zealand) 720; The Auditor's Responsibilities Relating to Other Information in Documents Containing Audited Financial Statements.

We did not evaluate the security and controls over the electronic publication of the information we are required to audit and report on. We believe we have obtained sufficient and appropriate audit evidence to provide a basis for our audit opinion.

Responsibilities of the Council

The Council is responsible for meeting all legal requirements that apply to its annual report.

The Council's responsibilities arise under the Local Government Act 2002 and the Local Government (Financial Reporting and Prudence) Regulations 2014.

The Council is responsible for such internal control as it determines is necessary to ensure that the annual report is free from material misstatement, whether due to fraud or error. The Council is also responsible for the publication of the annual report, whether in printed or electronic form.

Responsibilities of the Auditor

We are responsible for expressing an independent opinion on the annual report in accordance with the reporting requirements of the Local Government Act 2002 and the Local Government (Financial Reporting and Prudence) Regulations 2014. Our responsibility arises from the Public Audit Act 2001.

Independence

When carrying out our audit, we followed the independence requirements of the Auditor-General, which incorporate the independence requirements of the External Reporting Board.

In addition to this audit, we have carried out an assurance review of the District Council's Debenture Trust Deed, which is compatible with those independence requirements. Other than the audit and this assignment we have no relationship with or interests in the District Council or any of its subsidiaries.



Clarence Susan
Audit New Zealand
On behalf of the Auditor-General
Tauranga, New Zealand

OUR LONG TERM DISTRICT STRATEGY

Our long term strategy intends to build on the strong foundation we have created and move us closer to our goals to:

- Ensure that the Taupō District remains a great place to live
- Promote economic development
- Protect our water resources and use them wisely
- Maintain the quality infrastructure that we have
- Keep rates and debt affordable

Ensure Taupō District remains a great place to live

As your council, ensuring the Taupō District remains a great place to live is our highest priority. During the development of our 2015-2025 Long-term Plan, we wanted to ensure our outstanding natural environment continued to complement the vibrant and diverse communities that make up our urban places.

In implementing the first year of that plan, encouraging neighbourhoods and communities to revitalise their social and physical aspects to ensure they are attractive places to live continued to be a key focus. We also strengthened our working relationships with community organisations to encourage co-operation and collaboration as we recognise one of the greatest contributors to ensuring our district is a great place to live is its people.

People are also at the heart of making communities safer places in which to live, work, learn, travel and play. In recognising everybody has a responsibility to promote and maintain their safety and the safety of others, we worked to ensure the Taupō District was re-accredited as a 'Safe Community' by the World Health Organisation in July 2015. To achieve this we worked with our community partners on four key issues – reducing alcohol related harm, intentional and unintentional injury, increasing road safety and preventing crime.

Maintaining vibrancy in our urban areas is another important aspect in ensuring the district is a great place to live. During the year we made some improvements to some of the public spaces in our

town centres to ensure they not only looked good for residents but also encourage our visitors to keep coming back. This included an upgrade of the Mangakino Town Centre, the widening of the Great Lake Walkway that stretches from the Lake Terrace water treatment plant to the yacht club on Ferry Road in Taupō, and assisting in the implementation of a community plan in Turangi aimed at ensuring it is a happy, safe and prosperous town everyone can be proud of.

Promoting economic development

Investing and promoting economic development so that we can focus on meeting the current and future needs of our communities is another of our priorities. Developing our economy contributes to our vision of a happy, thriving and prosperous place to live and ensures that we remain sustainable and cost effective.

All of our activities contribute in some way to growing and developing our economy whether it be through service delivery, planning and policy development activities, or providing support to our economic development entities.

During the year we continued to invest in a number of key activities aimed at promoting the Taupō District as a great place to live, work and play.

In recognition of the more than \$500 million tourism generates in our district each year, and that it is a major employer of our people, we continued to provide leadership and support by promoting Taupō as a holiday and visitor destination through the activities of our council-controlled organisation Destination Great Lake Taupō. Attracting business, investment and providing economic development services through Enterprise Great Lake Taupō (EGLT) and retaining a strong focus on attracting and retaining quality events through our inhouse events team were other key areas of focus. We also provided funding to Go Tongariro and Town Centre



Taupō to assist with promoting and growing vibrant central business districts.

Our economic ties with China were strengthened in a number of ways during the year.

A Memorandum of co-operation between Taupō District and its Chinese sister city Suzhou was signed in December 2015 which included opportunities for tourism promotion, gift exchange, a sister school relationship, a sister museum relationship and an exchange programme. A trade delegation to China in May realised a number of opportunities for both the Council and local businesses. The 18 person delegation which included a number of business and key sector representatives made a number of connections during the week-long visit. Of note was the launch of a tourist initiative that will see at least 1000 people from our Friendship City Shaoxing visit the Taupō District over the next 12 months.

Protecting our water resources and using them wisely

Ensuring our water resources are protected and used wisely is important to us. Providing clean, safe, drinking water for our communities is one of our core services and we recognise water is essential for life, health, recreation and the environment, and economic development. If industry has access to water, they are more likely to develop or start up here.

In helping to ensure our water resources like Lake Taupō and the Waikato River are protected, working in partnership with central government, the Waikato Regional Council (WRC) and Tūwharetoa was an important focus. We continued to be involved in managing the way land is used to protect the values

of the district's lake and rivers systems and recognise we will continue to have an important part to play into the future. Our work with our central and local government partners is ongoing.

During the 2015/16 year we undertook a number of projects and activities aimed at ensuring continuity of a quality water supply to our communities. We also moved to increase the quality of water entering the lake. A new filtering device has been installed on the lakefront to help prevent sediment, oil and debris from entering the lake and in conjunction with the installation of Enviropods we are confident the quality of stormwater discharge into the lake has been greatly improved.

Ensuring our communities have water that meets the drinking-water standards of New Zealand, has played a major part in our future planning. Having been successful in securing a \$1.942 million subsidy from the Ministry of Health to extend the Taupō Water Supply to Waitahanui, we had included a project in the Long-term Plan for the 2015/16 year. We also planned to connect the community at Five Mile Bay. However, after further discussion with the two communities it became apparent the cost of funding the \$1.033 million shortfall for the project was too high when only spread across a small number of properties. As a result, we decided to proceed with the extension of the water supply to Waitahanui and spread the cost across all of those connected to the Taupō water supply. The project is now expected to start in the 2016/17 year. The connection of Five Mile Bay has been deferred, with an expectation that timing and funding for project will be discussed as part of the next long-term plan in 2018.

Maintaining our quality infrastructure

We have \$1.2 billion in assets across our district including infrastructure and a wide range of quality leisure and recreation facilities. Our strategy is to maintain our infrastructure as our existing network is in good condition and has enough capacity to cater for any expected changes in population and land use. We also want to ensure our infrastructure continues to deliver quality services to our residents and visitors both today and for many years to come.

During the 2015/16 year, our capital programme focussed on maintaining our existing infrastructure, making improvements and in some cases increasing our levels of service. We upgraded our infrastructure in a number of our activity areas including water, transport, community facilities, wastewater, solid waste and stormwater. The individual projects are outlined in each activity section of this report.

Keeping rates and debt affordable

Council continues to contribute to its strategy of keeping rates and debt affordable through its Financial Strategy adopted in the 2015-25 Long-term Plan. Three principles formed the fundamental strands of this strategy, including:

Looking after the assets we have while maintaining levels of service

Our district is still relatively young, this means that many of our infrastructure assets are in good condition and will not need renewing or upgrading for many years.

We must all pay our fair share of the use of these assets each year to ensure intergenerational equity is achieved, and that we don't create a financial burden for current or future generations. By rating for depreciation and holding this as cash reserves to fund for future renewals programmes, we are projecting a large build up of cash reserves by 2025.

Keeping rates affordable and sustainable

Council's main source of operating revenue is from rates, both general and targeted. In the 2015-25 Long-term Plan projected rates increases were between 2 and 3 per cent (after adjusting for growth in rateable properties) over the 10 years of the plan. We have now completed the first year of the 2015-25 Long-term Plan where rates increases were set at

2.21 per cent. In preparing the 2016-17 Annual Plan, rates increases were set at just 1.1 per cent.

Prudent management of our investments and borrowings

Council's credit rating has been maintained at AA by international credit rating agency Standard and Poor's. This rating reflects the prudent financial management of Taupō District Council and is the highest rating that can be held by a Council within New Zealand.

Taupō Electricity Limited (TEL) Fund and rate subsidies

Council has managed its investment in the TEL Fund over the course of a financially turbulent 12 months where interest rates have declined dramatically and share values have been negatively affected by political unrest in both England and Australia.

The book value of the fund has increased from \$54.4 million in 2014/15 to \$54.6 million in 2015/16. After revaluations of shareholdings, FX holdings and bond holdings, the TEL fund netted investment gains of \$1.0m this year and a payment of \$825,000 was made to subsidise rates. It is anticipated that the TEL Fund will cease subsidising rates in 2019.

Debt

Closing debt position at 30 June 2016 gross was \$148 million. The Long-term Plan 2015-25 projected that at the end of this year debt would be \$159 million. However, after additional repayments were made and reported in the Annual Report 2014-15, this was re-forecast when preparing the Annual Plan 2016-17 to \$148m. The 2016-17 Annual plan forecasts debt to be at \$146m by June 2017.

Limits on rates and debt

To meet all of these goals, Council proposed three limits on rates and debt, and has operated within these limits for 2015/16. These were:

- Total rates revenue must not exceed 80 per cent of operating revenues
- Rates increases may not exceed forecast Local Government Consumer Index (LCGI) + 1.0 per cent.
- Gross external borrowing may not be more than 200 per cent of annual operating income.

DISCLOSURE STATEMENT

FOR YEAR ENDING 30 JUNE 2016

What is the purpose of this statement?

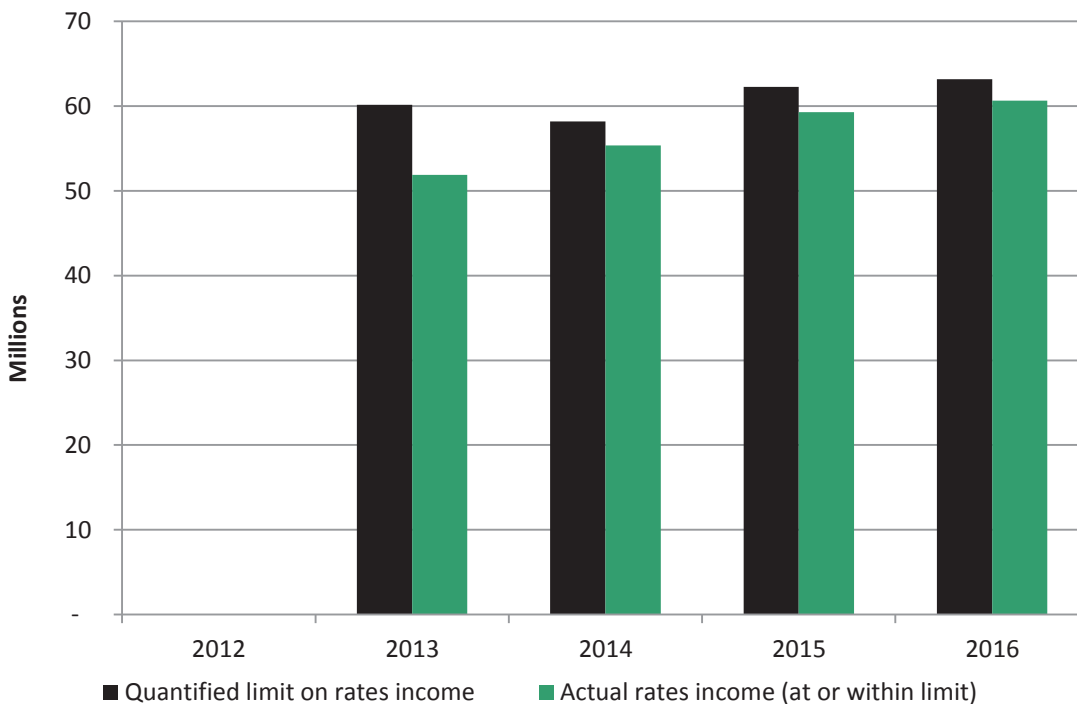
The purpose of this statement is to disclose the council’s financial performance in relation to various benchmarks to enable the assessment of whether the council is prudently managing its revenues, expenses, assets, liabilities, and general financial dealings. The council is required to include this statement in its annual report in accordance with the Local Government (Financial Reporting and Prudence) Regulations 2014 (the regulations). Refer to the regulations for more information, including definitions of some of the terms used in this statement.

Rates (income) affordability

The council meets the rates affordability benchmark if:

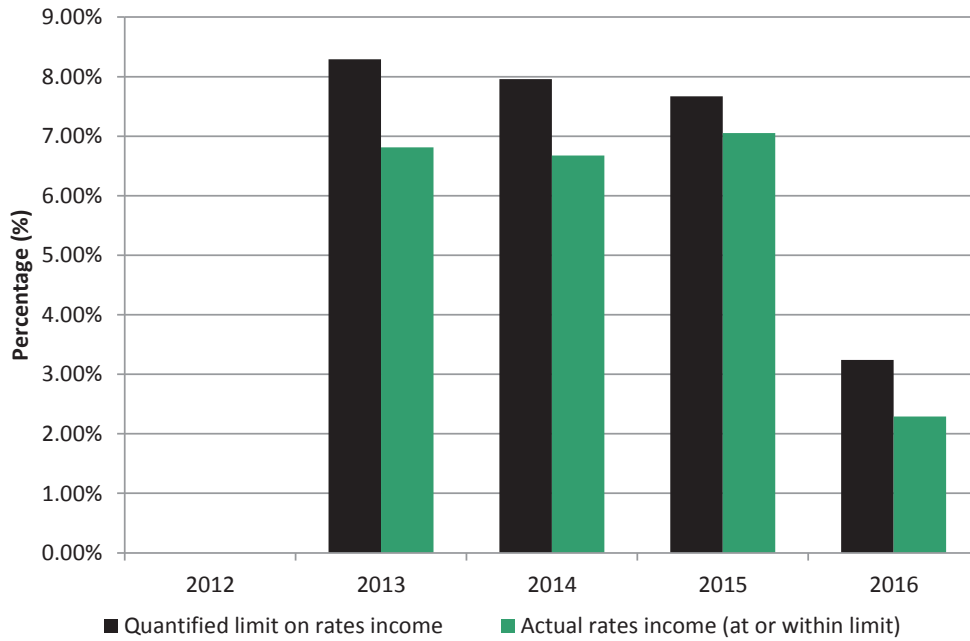
- its actual rates income equals or is less than each quantified limit on rates; and
- its actual rates increases equal or are less than each quantified limit on rate increases.

The following graph compares the council’s actual rates income with a quantified limit on rates contained in the financial strategy included in the council’s long-term plan. The quantified limit is that total rates revenue must not exceed 80% of operating revenues.



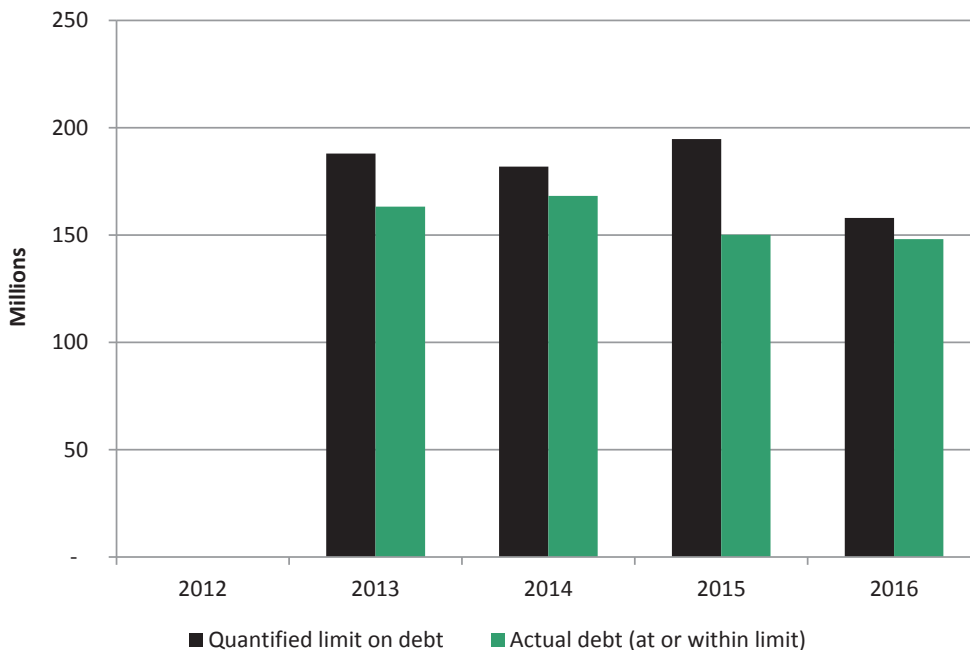
Rates (increases) affordability

The following graph compares the council's actual rates increases with a quantified limit on rates increases included in the financial strategy included in the council's long-term plan. The quantified limit in the 2012-22 Long-term Plan is that rates increases may not exceed LGCI + 4.5% in 2013-2015. The quantified limit in the 2015-25 Long-term Plan is that rate increases may not exceed LGCI + 1%.



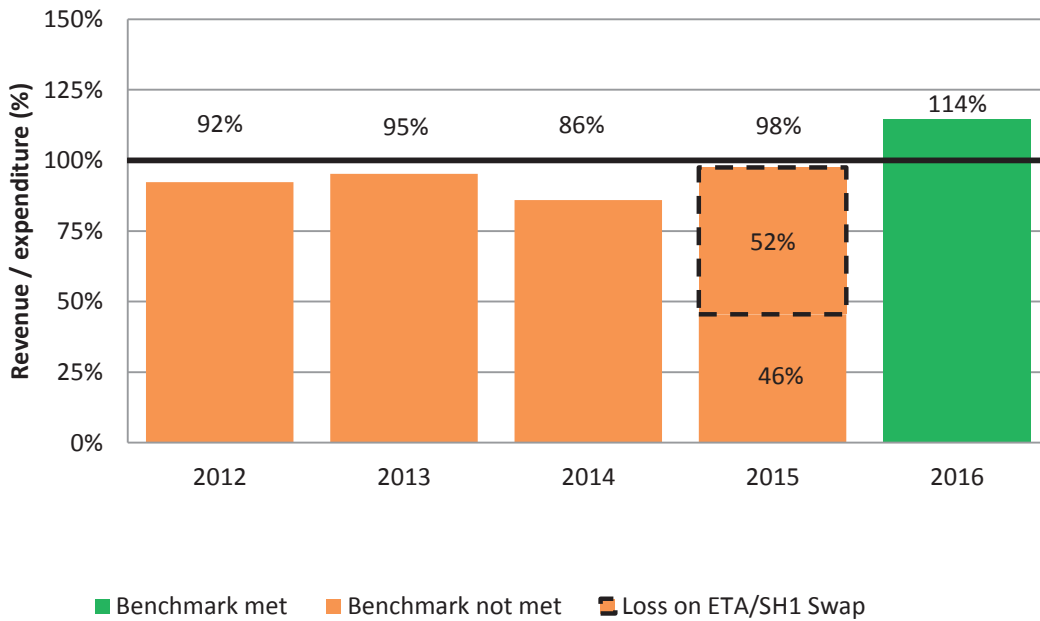
Debt affordability benchmark

The following graph compares the council's actual borrowing with a quantified limit on borrowing stated in the financial strategy included in the council's long-term plan. The quantified limit in the 2012-22 Long-term Plan was that gross external borrowing may not be more than 250% of annual operating income. The quantified limit in the 2015-25 Long-term Plan was that gross external borrowing may not be more than 200% of annual operating income.



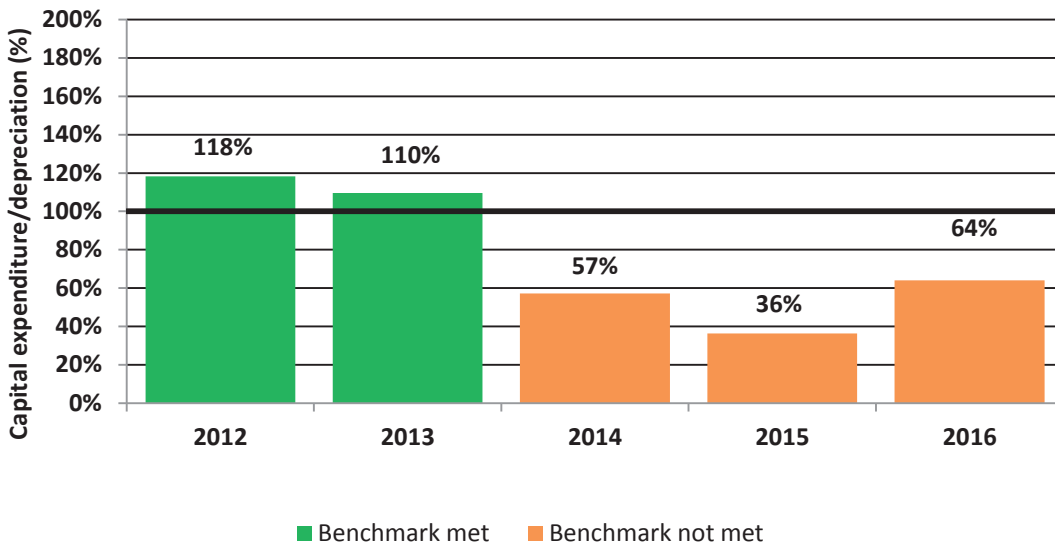
Balanced budget benchmark

The following graph displays the council’s revenue (excluding development contributions, financial contributions, vested assets, gains on derivative financial instruments, and revaluations of property, plant, or equipment) as a proportion of operating expenses (excluding losses on derivative financial instruments and revaluations of property, plant, or equipment). The council meets this benchmark if its revenue equals or is greater than its operating expenses.



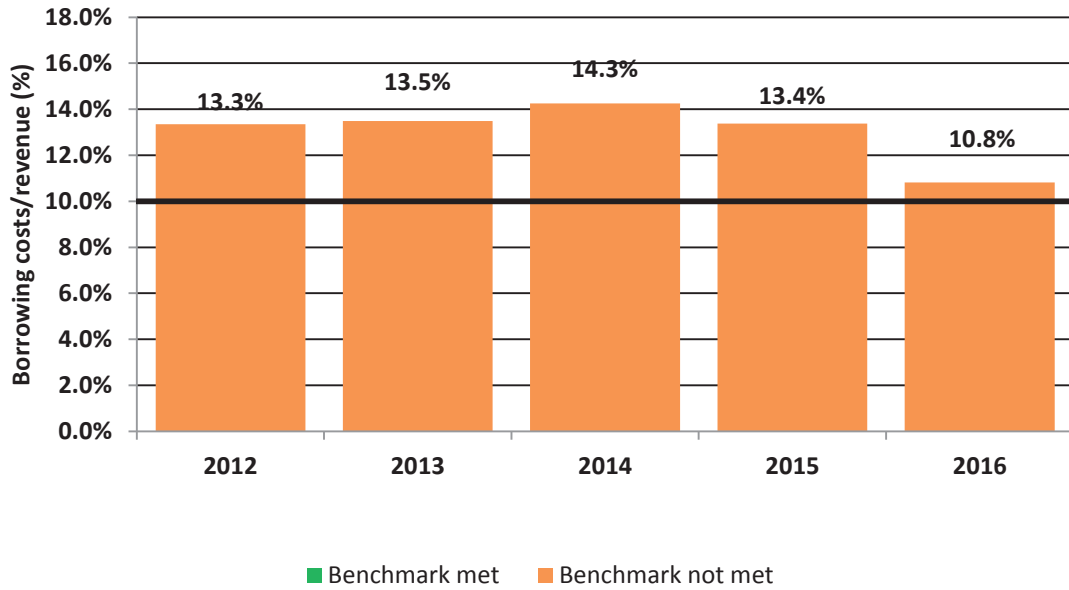
Essential services benchmark

The following graph displays the council’s capital expenditure on network services as a proportion of depreciation on network services. The council meets this benchmark if its capital expenditure on network services equals or is greater than depreciation on network services.



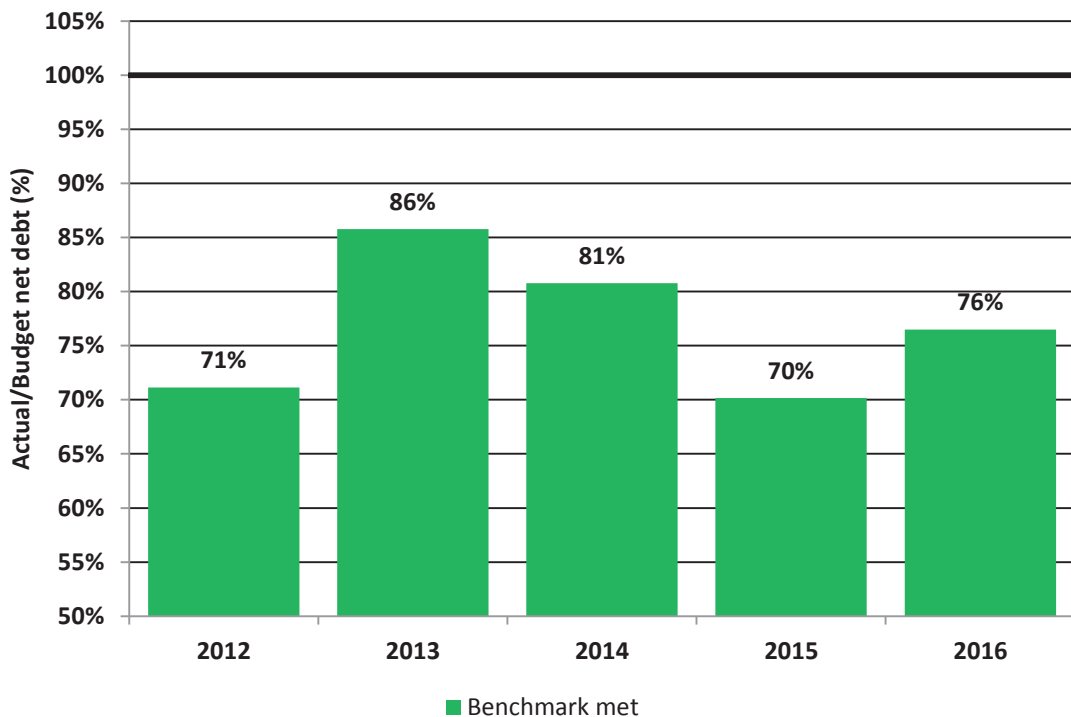
Debt servicing benchmark

The following graph displays the council’s borrowing costs as a proportion of revenue. Statistics New Zealand projects the council’s population will grow more slowly than the national population growth rate, therefore it meets the debt servicing benchmark if its borrowing costs equal or are less than 10 per cent of its revenue.



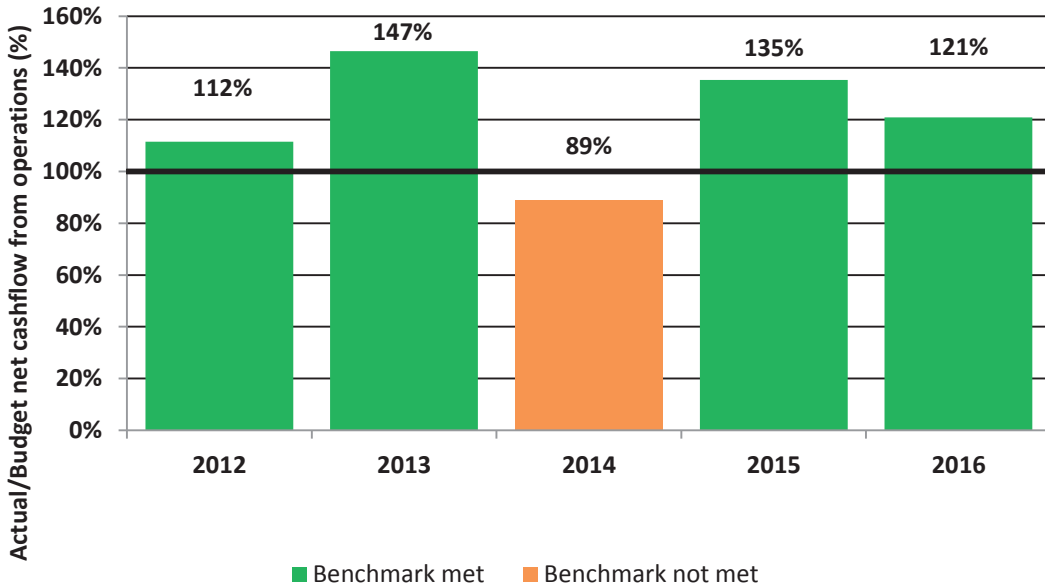
Debt control benchmark

The following graph displays the council’s actual net debt as a proportion of planned net debt. In this statement, net debt means financial liabilities less financial assets. The council meets the debt control benchmark if its actual net debt equals or is less than its planned net debt.



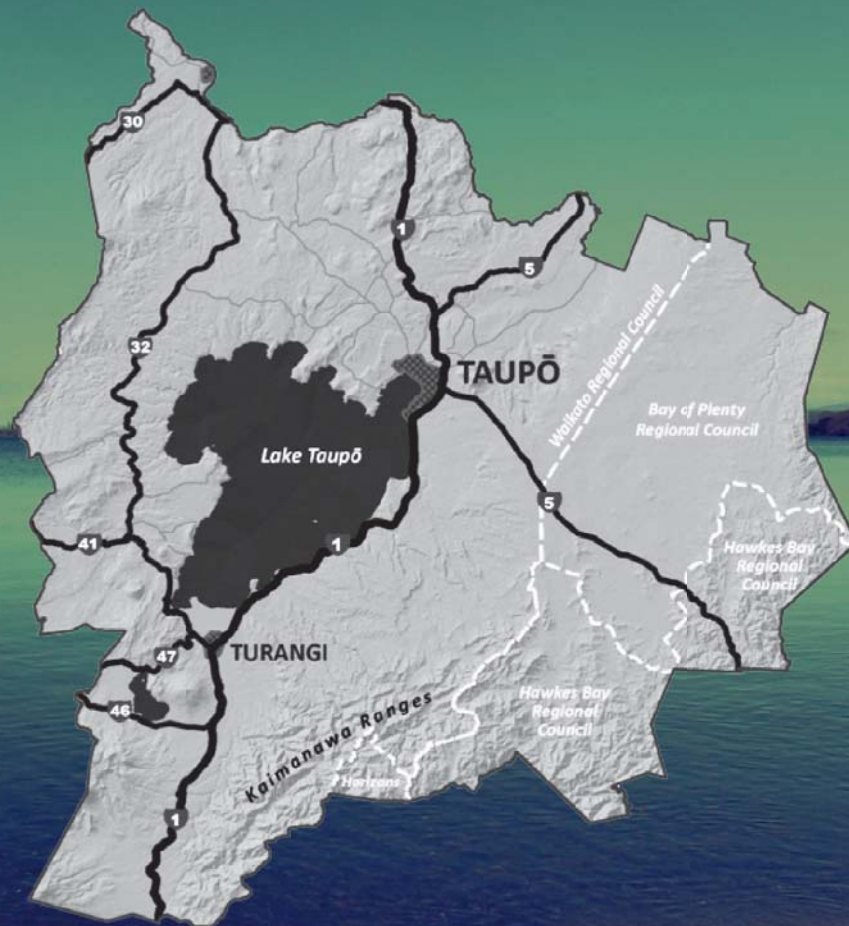
Operations control benchmark

This graph displays the council’s actual net cash flow from operations as a proportion of its planned net cash flow from operations. The council meets the operations control benchmark if its actual net cash flow from operations equals or is greater than its planned net cash flow from operations.



TAUPŌ DISTRICT

The Taupō District is in the middle of the North Island, with the Tongariro National Park at its peak, Lake Taupō at its heart, and a network of many beautiful rivers. Land is mainly used for farming and pine plantations, with agriculture and forestry the major industries. Geothermal and hydro electricity generation make an enormous and growing contribution to the energy supplies for the entire upper North Island.



The Taupō District is home to ~35,600 people, with 42 per cent of the district's ratepayers living outside the district, many with holiday homes here. Residents live mainly in the towns of Taupō (~22,580), Turangi (~3,220) and Mangakino (~780), although about ~9,010 also live in surrounding rural areas and lake and river settlements. We are also the holiday destination for hundreds of thousands of visitors each year.



COUNTING THE ASSETS

Council has \$1.2 billion in assets including land, infrastructure and buildings as at 30 June 2016.

These include:



NEW PROJECTS THIS YEAR

NOT INCLUDED IN THE LONG-TERM PLAN 2015-25

Regulatory services

- Taupō Pound CCTV system renewal.

Community Facilities

- Single cubicle Permaloo – Waiotaka Recreation Reserve (Stump Bay).

Solid waste

- Rubbish Transfer Station bin covers (Health and Safety).

SUBMISSIONS, APPEALS AND OTHER ADVOCACY

During the year Council advocated on behalf of the district’s communities, making submissions and appeals on a wide range of matters, and participating in forums and working parties. Some of the notable advocacy efforts were:

Healthy Rivers: Plan for Change/Wai Ora: He Rautaki Whakapaipai

Elected members and officers have been actively involved in the collaborative development of the plan change.

Pumicelands Rural Fire Authority

Elected members and officers have been actively involved in the development of a new enlarged entity to manage rural fire in the Central North Island.

Productivity Commission Report on Using Land and Housing

A submission to the Productivity Commission was lodged indicating that a one size fits all approach on land and housing issues would not produce a good result. (July 2015)

Proposed merger of Bay of Plenty Polytechnic and Waiariki Institute of Technology

A submission was lodged on the proposed merger of Bay of Plenty Polytechnic and Waiariki Institute of Technology indicating our support. (September 2015)

RAL Licence Application for Whakapapa Ski Area

A submission to the Department of Conservation was lodged supporting the Ruapehu Alpine Lifts’ (RAL) application for a licence to occupy land to continue operation of the Whakapapa Ski Area. (October 2015)

NZ Transport Agency Investment Decision Making Review

Taupō District Council was chosen as one of the 30 sector stakeholders by New Zealand Transport Agency to provide feedback on the revised assessment criteria for road maintenance programmes 2018-2021. Officers have been participating on the development of draft criteria that is now out for public consultation.

Building (Pools) Amendment Bill

A submission to the Local Government and Environment Select Committee was lodged on the Building (Pools) Amendment Bill supporting many of the proposed changes. (November 2015)

Draft Land Transport Rule: Vehicle dimensions and mass (2016)

Officers lodged a submission to the New Zealand Transport Agency on the Draft Land Transport Rule: Vehicle dimensions and mass in support and seeking some clarification on some of the proposals, such as permitting vehicles. (December 2015)

Shop Trading Hours Amendment Bill

A submission to the Local Government and Environment Select Committee was lodged on the Shop Trading Hours Amendment Bill supporting the proposed amendments to the Act. (January 2016)

New Zealand-China Mayoral Forum Attendance

Participated in the forum to help build long term relationships with China, Chinese Mayors and also our sister and friendship cities. It provided an opportunity to be part of New Zealand Inc, and to further our relationships with China and to form collaborative relationships with other councils who are part of the forum.

Taupō-China Trade Delegation

Co-ordinated a trade delegation to our Sister City Suzhou and our Relationship for Friendly Exchanges, Shaoxing District, in China. This promoted diplomatic, economic and cultural exchanges to leverage our relationships in China and support our local businesses. (April 2016)

Resource Legislation Amendment Bill

A submission to the Local Government and Environment Select Committee was lodged on the Resource Legislation Amendment Bill highlighting issues raised and supporting some of the changes. (March 2016)

Waikato Regional Council Annual Plan 2016/17

A submission to Waikato Regional Council was lodged on their Annual Plan 2016/17 highlighting an issue regarding the regional services fund proposal. (April 2016)

Next Steps for Freshwater 2016

A submission to the Ministry for the Environment was lodged on the 'Next Steps for Freshwater 2016' highlighting issues raised and supporting many of the changes. (April 2016).

SURVEYS

Council undertakes a Residents and Ratepayers Satisfaction Survey every three years. The last survey was undertaken in November 2014. The next one is planned for 2017.

Council uses surveys to learn more about the wishes of the district's residents and ratepayers, and to monitor the performance of Councils' 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. It is conducted by the National Research Bureau and measures how satisfied residents and non-resident ratepayers are with Council services. 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 2015/16 are the results from November 2014, when 452 residents and non-resident ratepayers were surveyed. The trend information has also been included.

Council is increasingly focused on the long term trends of 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.