

## SERVICE PERFORMANCE

The table below shows a summary of the Council's service performance:

	Achieved	Substantially Achieved	In Progress	Not Achieved	Total
Governance	10		2		12
Environmental Management	12	6	8	2	28
Community Development and Support	17	1	1		19
Recreation and Community Facilities	32	3	5	4	44
Economic Development and Marketing	9	1			10
Solid Waste Management	12	1			13
Water Supply	3	1	1		5
Wastewater	4	1			5
Roading Network	4	5	3	1	13
Stormwater	5	1	1	1	8
Corporate and Strategic Investments	6			1	7
Taupo Airport	3	1			4
<b>Total</b>	<b>117</b>	<b>21</b>	<b>21</b>	<b>9</b>	<b>168</b>
	<b>70%</b>	<b>13%</b>	<b>12%</b>	<b>5%</b>	<b>100%</b>

## GOVERNANCE

### Goal:

To ensure that Council discharges its legal obligations and demonstrates community leadership by supporting the development of a community vision for the district and promoting co-ordinated planning with other agencies and stakeholders in working toward that vision.

### Description:

This Activity is comprised of:

- ◆ Council's democratic function including the operation of the Mayor's Office, Council, Committees, Subcommittees and Community Board and communicating with the community/stakeholders.
  - ◆ The actual governing of Council as an organisation. This entails determining Council policy response to its legal obligations and the community's vision for the district, communicating that to Council's Chief Executive Officer (CEO), and monitoring/reviewing the performance of Council's CEO and organisational outputs.
- i] Connecting with the community:
- ▶ Assisting with determining the community's vision for the district, mobilising those who can contribute to achieving that vision and promoting co-ordination between them;
  - ▶ Determining, through formal and informal consultation, how communities wish Council to contribute to achieving that vision.
- ii] Determining Council direction and activities to be undertaken that reflect that consultation as well as Council's statutory obligations, and communicate that to Council's CEO (through Council's formal policies/plans and the CEO's employment contract) for implementation.
- iii] Monitoring and reviewing the performance of Council as an organisation i.e.
- ▶ Have Council activities been effective in contributing to achieving the community's vision for the district as well as fulfilling its statutory obligations;
  - ▶ Stewardship; in meeting Council's own objectives, has there been prudent utilisation of resources.

### Strategic Actions from the Strategic Plan

Performance Targets	Results	Achievement
1. Facilitate/support the integrated planning approach and in so doing promote the application of the principles of sustainable development. (1.2.1)	All staff attended training on the Local Government Act 2002. A staff reference group was established to facilitate the development of the 2004 Long Term Council Community Plan and further develop the advanced Asset Management Plans.	✓
2. Contribute/assist in collating detailed monitoring information that will support integrated community planning. (1.2.2)	Council revised the base line environment data as a basis for further community planning and monitoring.	✓
3. Ensure that the key planning documents including the Annual Plan (showing annual increments of the Strategic Plan and LTFS) are out to the community for comment. (1.3.3)	2003/04 Draft Annual Plan published for community comment. Submissions received, hearings held and submissions considered by Council.	✓

<p>4. Implement Council's Investment Policy to ensure that investments made on behalf of the community:</p> <ul style="list-style-type: none"> <li>• Provide the best return possible to the community (financial and/or non-financial)</li> <li>• Maximise the potential for achieving the community's vision for the district</li> <li>• Are made in a transparent and accountable fashion (1.3.4)</li> </ul>	<p>The Council's Investment Policy was reviewed and adopted in September 2002. The reviewed policy has been implemented.</p>	<p>✓</p>
<p>5. Develop a communication/information policy that considers all media of communication between Council and the community by December 2002 (1.6.1)</p>	<p>The communication policy was adopted by Council in November 2002.</p>	<p>✓</p>
<p>6. Promote local Tangata Whenua participation in the legislative review initiatives where they are relevant to Tangata Whenua participation in Local Government. (1.7.1)</p>	<p>Initiatives are being developed to promote local Tangata Whenua participation in Council's implementation of the Local Government Act 2002. Consultation with Tangata Whenua will take place in 2003/04.</p>	<p><b>In progress</b></p>

## ANNUAL PERFORMANCE TARGETS:

### Democratic Function

#### Objective:

To maintain the democratic process of local government required by legislation and represent the interests and make decisions on behalf of residents and ratepayers of the Taupo District.

Performance Targets	Results	Achievement
<p>1. All Council meetings, by-elections and polls held in accordance with Local Government legislation.</p>	<p>All meetings held in accordance with Local Government legislation. 33 meetings were held for the year. The 2004 election will be run on the first past the post voting method and representation arrangements for 2004 will be the same as for 2001.</p>	<p>✓</p>

#### Objective:

To advocate on behalf of citizens and ratepayers

- In relation to services or;
- On issues affecting the district by making submissions to central and regional government.

Performance Targets	Results	Achievement
<p>1. Community consultation takes place as necessary; submissions made and reported back to citizens and ratepayers as appropriate.</p>	<p>The following community consultation took place for the year:</p> <ul style="list-style-type: none"> <li>• Proposed use of area A land for the education cluster.</li> <li>• Council representation review process.</li> <li>• Review of rating system.</li> </ul> <p>Submissions were made to Council and reported back to the public as appropriate.</p>	<p>✓</p>

## Integrated Planning & Policy Development

### Objective:

To provide integrated strategic, financial and annual planning and reporting to ensure Council discharges its statutory obligations and contributes to achieving the community's vision for the district.

Performance Targets	Results	Achievement
1. All major policies, plans and strategies adopted in accordance with statutory requirements: <ul style="list-style-type: none"> <li>• 2001/02 Annual Report on Council's performance completed to statutory requirements, approved by Council's auditors and adopted by Council by 30 November 2002.</li> <li>• 2002/03 Annual Plan is aligned to Council's Strategic Plan and adopted, completed and adopted by Council by 30 June 2002.</li> </ul>	The 2001/02 Annual Report was adopted by Council by the 30th November 2002. The 2002/03 Annual Plan, aligned to the Council's Strategic Plan, was adopted by Council by the 30th June 2002.	✓
2. Review Council fees and charges by 31 December 2002.	A review of the AC Bath's fees and charges was completed. The balance of Council's fees and charges are in the process of being reviewed.	<b>In Progress</b>
3. Be an advocate on behalf of citizens and ratepayers by making submissions to central and regional government.	The following submissions were made to central and regional government: <ul style="list-style-type: none"> <li>• Environment Waikato's Draft Annual Plan.</li> <li>• Ministry of Education's Strengthening Schools process in Turangi.</li> <li>• The Responsible Gambling Bill.</li> <li>• Local Authority Members' Remuneration.</li> <li>• Dog control legislation changes.</li> </ul> Council also formally responded to a proposed new activity to be undertaken by Hawkes Bay Regional Council.	✓

### Objective:

To seek opportunities to facilitate or advocate for activities that will improve VAST headline indicators relating to:

- District Economy
- Community Vitality
- Natural Environment

and then set up appropriate long term evaluation for the activities.

Performance Targets	Results	Achievement
1. Actual actions taken with any short term outcomes reported in the Annual Report for 2002/03	Actual actions taken with any short term outcomes are reported over*.	✓

Cost of Service Statement	2003 Actual \$000	2003 Budget \$000	2002 Actual \$000
<b>Operating Income</b>			
Other Income	5	0	36
	5	0	36
<b>Operating Expenditure</b>			
Democratic Function	2,750	2,607	2,526
Integrated Planning and Policy Development	247	286	250
	2,997	2,893	2,776
<b>Net Cost (surplus) of operations</b>	2,992	2,893	2,740



## ENVIRONMENTAL MANAGEMENT

### Goal:

To promote the sustainable management of the district's natural and physical resources and to promote the health and safety of people and their communities.

### Description:

A significant part of this activity is the development and implementation of various planning tools and policy statements designed to protect and preserve the district's natural environment. Council, through this activity advocates on behalf of the community on matters that impact the natural environment. Further, this service ensures compliance with statutory requirements, bylaws and regulations such as the Building Act 1991 and the Resource Management Act 1991. The function also involves the administration of dog control, animal ranging, noise control and parking within Taupo Town, as well as responding to enquiries and complaints. A liquor-licensing agency and a Civil Defence/Emergency Management and Rural Fire capability are also provided.

### Strategic Actions from the Strategic Plan

Performance Targets	Results	Achievement
1. Completion of Urban Structure Plans for Kinloch, Turangi and Mangakino townships by July 2005. (2.1.1)	The Kinloch structure plan consultation document has been released to the public.	In progress
2. Progress with the subdivision of appropriate Council owned land as soon as possible and advocate/encourage other landowners to make land available for future development so as to provide choice in the market place. (2.1.2)	Land use consents are in place. Council is working toward having constraints lifted to allow subdivision to proceed.	In progress
3. Investigate the implications of seeking the declaration of Lake Taupo as a National Asset or Icon and report those implications to Council by December 2002, and then, if appropriate, advocate for this declaration. (2.2.2)	Action is being progressed by the Lakes and Waterway Action Group.	In progress
4. Before defining it's role and involvement relating to the Hazardous Substances and New Organisms Act, Council is awaiting progress from Central Government. (2.3.1)	Further progress expected in 2004.	In progress
5. Develop a detailed report monitoring the state of the district's natural environment that has regard to and links with the VAST report and processes by December 2002. (2.4.3)	Initial meetings have been held to develop a monitoring framework for state of the environment reporting and community wellbeing.	In progress

## ANNUAL PERFORMANCE TARGETS:

### Environmental Planning & Policy

#### Objective:

To provide integrated environmental planning, policy development and advocacy advice to ensure Council discharges it's statutory obligations and contributes to achieving the community vision for the district.

Performance Targets	Results	Achievement
1. Continue the District Plan review process through to completion of the hearings and decisions on submissions. Commence the drafting of any variations that may arise from the hearing and decisions.	Decisions were released on submissions to the Proposed District Plan and appeals received in May 2003.	In progress
2. Prepare a State of the Environment Report and framework for monitoring the effectiveness for the District Plan.	Initial meetings have been held to develop a monitoring framework for state of the environment reporting.	In progress
3. Prepare a Structure Plan for Kinloch settlement by 30 June 2003.	The Kinloch structure plan consultation document has been released to the public.	In progress

### Building / Development Services

#### Objective:

To safeguard public health and safety by the timely and efficient processing of building and development consents and provision of project information memoranda in compliance with the Building Act, other relevant district policies and bylaws.

Performance Targets	Results	Achievement
1. To process building consent applications within the statutory limit of: - 10 working days if the application value is less than \$500,000. - 20 working days if the application value exceeds \$500,000. An estimated 1,200 building consent applications will be processed.	Of the 1231 consents issued with values less than \$500,000, 82% were processed within 10 days. Of the 17 consents issued with values greater than \$500,000, 94% were processed within 20 days.	Substantially Achieved
2. Complete building inspections as requested or within 24 hours.	5288 inspections completed as requested.	✓
3. Respond to all complaints relating to Building Act 1991 compliance within 24 hours.	19 complaints of which 13 were responded to within 24 hours.	Substantially Achieved
4. Provide all Land Information Memorandums (LIM) within the statutory 10 working day period.	866 LIMs were processed for the year. 99% were provided within the statutory 10 working day period.	Substantially Achieved

## Planning Guidance

### Objective:

To administer the Proposed District Plan and Resource Management Act 1991 including the provision of planning advice, education and processing of land use and subdivision consents.

Performance Targets	Results	Achievement
1. Process all notified and non-notified applications for resource consents within the statutory periods (70 working days for notified applications and 20 working days for non-notified applications) within the framework of the Resource Management Act 1991.	560 non notified resource consents were processed with 72% completed in 20 working days. 17 notified resource consents were processed with 35% completed in 70 working days.	Not Achieved
2. Review all resource consents for compliance within 24 months depending on relevant timing of the project.	248 Resource consents were reviewed for compliance.	✓
3. Respond to all complaints relating to non-compliance with the District Plan and follow up all identified non-compliance within 24 hours of notification.	All 34 complaints responded to within 24 hours of notification.	✓

## Civil Defence & Rural Fire

### Objective:

To be prepared for emergency events by planning for Civil Defence and Rural Fire.

Performance Targets	Results	Achievement
1. Hold at least one civil defence exercise involving trained Council staff and public volunteers.	Two civil defence exercises have been held during the year.	✓
2. Provide civil defence education visits to groups, clubs and schools which request educational assistance.	Nine civil defence education visits were provided to groups, clubs and schools.	✓
3. Prepare and maintain a district wide resource database listing goods and services available to assist in emergency response.	The district wide resource database is continually maintained.	✓

## Animal Control

### Objective:

To achieve good animal and dog control through the administration of legislation, local policies, plans and bylaws.

Performance Targets	Results	Achievement
1. Respond to all complaints and enquiries regarding dog control and animals roaming in public places within 24 hours.	1510 service requests were received and responded to within 24 hours.	✓

## Inspection Services

### Objective:

To ensure that legislative, liquor licensing, noise and public health standards are maintained and that those premises containing hazardous substances are licensed, inspected and monitored.

Performance Targets	Results	Achievement
<b>Environmental Health</b>		
1. Register 90% of all food premises by 31 August 2002.	Of the 275 food premises, 100% were registered by 31 August 2002.	✓

2. Respond to all enquiries and complaints within 24 hours.	162 complaints were received with 97% responded to within 24 hours.	Substantially Achieved
3. Spot check all food premises (3 times each for high risk premises and once for low risk premises) for compliance with the Food Hygiene Regulations 1974.	Of the 736 Inspections required, 53% were completed. This result is low due to a reduction in staff resource available for inspections.	Not Achieved
<b>Noise Control</b>		
4. Respond to any noise complaint 24 hours per day, 365 days per year, within 24 hours.	532 noise complaints responded to within 24 hours.	✓
<b>Dangerous Goods</b>		
5. Licence all Dangerous Goods Premises within the period 1 April 2002 and 31 March 2003.	160 licences required of which 76% were issued.	Substantially Achieved
<b>Compliance Schedules</b>		
6. Ensure that the estimated 460 buildings which should hold Building Warrants of Fitness, hold current warrants of fitness.	Of the 487 buildings which should hold a building warrant of fitness, 95% held current warrants.	Substantially Achieved
<b>Liquor Licensing</b>		
7. Carry out compliance inspections on a minimum 33% of licensed premises.	Compliance inspections completed on 34% of licensed premises.	✓
<b>General Compliance</b>		
8. Provide general compliance monitoring service including outside normal office hours.	A general compliance monitoring service was provided with 94 after hours calls.	✓

## Parking Control

### Objective:

To ensure the safe, constant movement and parking of traffic within the Taupo Town Central Business District area.

Performance Targets	Results	Achievement
1. Patrol and issue stationary vehicle offence infringement notices where applicable within the Central Business District (CBD) area of the Taupo town between: 8am and 6pm Monday to Saturday.	CBD streets were patrolled Monday to Saturday as required. 1464 infringements were issued.	✓

Cost of Service Statement	2003 Actual \$000	2003 Budget \$000	2002 Actual \$000
<b>Operating Income</b>			
Other Income	1,596	1,245	1,555
	<u>1,596</u>	<u>1,245</u>	<u>1,555</u>
<b>Operating Expenditure</b>			
Environmental Planning and Policy Development	613	814	607
Building/Development Services	768	663	778
Planning Guidance	960	660	876
Civil Defence and Rural Fire	211	276	236
Animal Control	518	509	485
Inspection Services	514	534	482
Liquor Licensing	92	94	79
Parking Control	233	176	184
	<u>3,909</u>	<u>3,726</u>	<u>3,727</u>
<b>Net Cost (surplus) of operations</b>	<u>2,313</u>	<u>2,481</u>	<u>2,172</u>
<b>Capital Expenditure</b>	19	43	76

## COMMUNITY DEVELOPMENT AND SUPPORT

**Goal:**

To promote an environment that enhances quality of life and community wellbeing and that assists groups, neighbourhoods and communities to help themselves.

**Description:**

This activity provides a link between the community and the Council. It provides for establishing partnerships with agencies to manage issues of public policy relating to health, housing, funding, employment, education and other community-related matters. Grants are provided to organisations, groups and functions in the community either directly or indirectly through other organisations.

### Strategic Actions from the Strategic Plan

	Results	Achievement
<p>1. Review Council's grants policy and evaluation procedures to ensure that any support offered by Council (be it financial or in kind) is:</p> <ul style="list-style-type: none"> <li>✓ only provided to those initiatives/projects that clearly fit with the community's vision for the future of the district,</li> <li>✓ only provided to those initiatives/projects that fit clearly within Council's strategic direction and core activity guidelines,</li> <li>✓ subject to a comprehensive cost/benefit analysis and agreed performance specifications/criteria,</li> <li>✓ The review to be completed and approved by Council by December 2002. (3.1.1)</li> </ul>	<p>Council adopted draft good practice guidelines on managing expenditure on the purchase of goods and services and for the payment of grants in August 2002.</p>	✓
<p>2. Contribute to and support research that determines education needs within the district and determine Council's role in education by 30 June 2003. (3.2.1)</p>	<p>Two meetings held of Education Reference Group to the Economic Development Strategy. Members of the education sector locally will be involved in designing appropriate research.</p> <p>First formal year of the Taupo-nui-a-Tia college industry based mentoring programme is completed. Council created this initiative and has now passed on the day-to-day management of the programme to Taupo Employment Support Trust.</p> <p>Needs Analysis for School for Young Parents complete showing a need for this type of facility.</p> <p>Submission made to the Strengthening Schools Review in Turangi at the request of the Turangi Tongariro Community Board.</p>	✓

3. Contribute to the development of a detailed report monitoring the wellbeing of the district's communities that has regards to and links with the VAST project and processes by June 2003. (3.2.3)	The VAST Report update is complete. The report will remain in draft status due to new legislative requirements which affect the future of the Vast Project. Initial meetings have been held to progress State of the Environment Reporting. Provision has been made in the 2003/04 Annual Plan for developing monitoring framework for all of Council's monitoring activities.	✓
4. Investigate the feasibility of a public transport system for the Taupo district where there is evidence of community need or want and provide recommendations to Council by December 2003. (3.2.4)	A community transport needs survey was conducted. Results will be reported in September 2003 to determine the requirements for a feasibility study.	In progress
5. Contribute to and support research that determines community housing needs within the district and determine Council's role in community housing by 30 June 2003. (3.2.5)	Ongoing facilitation and support provided to Housing Research and Action Group.  Council sold land in Taupo to Habitat for Humanity.  Facilitated a 'whole of Government' approach to housing issues in Mangakino. Supported housing research in Mangakino through a seeding grant to pay for a project co-ordinator to undertake comprehensive housing survey.	✓

## ANNUAL PERFORMANCE TARGETS:

### Housing For The Elderly

#### Objective:

To provide and maintain affordable rental accommodation for the elderly and the disabled.

Performance Targets	Results	Achievement
1. Let Taupo/Turangi units within an average of 3 weeks of the unit being vacated.	All units let within three weeks of vacancy.	✓
2. Achieve a 95% occupancy rate in units in Taupo, Mangakino & Turangi.	Taupo – 95% occupancy. Turangi – 100% occupancy. Mangakino – 95.5% occupancy.	✓
3. Mangakino – Undertake an annual inspection of the pensioner units to ensure they are safe and maintained in a satisfactory condition.	An annual inspection was undertaken.	✓
4. Respond to enquiries, complaints and requests for maintenance within 5 working days.	All complaints, enquiries and requests responded to within five working days.	✓

## Community Support

**Objective:**

To support community organisations and initiatives that enhance the vision for the Taupo district.

Performance Targets	Results	Achievement
1. Ensure monies granted by Council to community groups are distributed within one month of the receipt of an invoice.	All Grants distributed within one month of the receipt of an invoice.	✓
2. Undertake to provide assistance to at least 24 groups and organisations and assist at least eight community projects and initiatives per year, two which shall be the Civic ANZAC Service and the Charter Parade.	Assistance given to more than 80 groups including the Civic ANZAC Service and the Charter Parade.	✓

## Arts & Culture

**Objective:**

To assist community groups and individuals with arts, projects and initiatives that are of benefit to the community and to lift the profile of arts and culture.

Performance Targets	Results	Achievement
1. Provide administrative support for the distribution of Creative NZ and Taupo District Council funding at it's twice yearly funding rounds.	Administrative support was provided and Creative NZ and Council funding distributed in November 2002 and June 2003.	✓
2. To facilitate at least three arts/cultural initiatives in the community quarterly and to facilitate at least one arts/cultural initiative for youth, in accordance with Council's Youth Policy.	More than 12 arts/cultural initiatives were facilitated in the community including Youth arts/cultural initiatives.	✓

## Heritage

**Objective:**

To support and encourage the preservation of our heritage.

Performance Targets	Results	Achievement
1. Support the work of the Taupo District Museum of Art & History with a grant distributed quarterly.	The work of the museum was supported through the allocation of a grant.	✓
2. Community Development staff member to attend monthly meetings of the Heritage 2000 project and provide administrative support	The community development staff member attended Heritage 2000 project meetings and provided support as required.	✓

## Safety & Crime Prevention

### Objective:

To co-ordinate and support local initiatives that enhance community safety and security in the Taupo district.

Performance Targets	Results	Achievement
1. Graffiti and vandalism within the Taupo area will be repaired within 15 working days (within budgetary constraints). Any offensive or dangerous vandalism will be repaired within 1 working day.	There were 899 incidents of graffiti reported. All were repaired within the required time frame.	✓
2. Develop an annual plan in association with the Taupo/Mangakino Safer Community Council which identifies the goals towards community safety and security for a twelve month period. At the end of the twelve month period write and present a report on achievements from the plan to Safer Taupo Mangakino, Crime Prevention Unit and Taupo District Council.	Annual Plan developed in association with the Taupo/Mangakino Safer Community Council. The report against plan is in progress.	Substantially Achieved
3. Implement the Turangi Town Centre Security Scheme to provide a minimum of 50 hours per week of patrol to the town mall areas.	The Turangi Town Centre community scheme was implemented providing a minimum of 50 hours per week of patrol.	✓

## Community Venture Centre

### Objective:

To provide low cost temporary accommodation to various non-profit community groups and organisations that have a recreational, cultural, educational or social service focus, and for new businesses seeking to establish themselves in the community.

Performance Targets	Results	Achievement
1. Respond to enquiries about the Venture Centre within 5 working days.	All enquiries regarding the Centre were responded to within five working days.	✓

Cost of Service Statement	2003 Actual \$000	2003 Budget \$000	2002 Actual \$000
<b>Operating Income</b>			
Other Income	281	272	192
	<u>281</u>	<u>272</u>	<u>192</u>
<b>Operating Expenditure</b>			
Housing for the Elderly	241	259	375
Community Support	1,370	1,098	784
Community Health	60	61	59
Arts and Culture	47	49	36
Heritage	87	88	376
Safety and Crime Prevention	202	213	131
Community Venture Centre	38	45	41
	<u>2,045</u>	<u>1,813</u>	<u>1,802</u>
<b>Net Cost (surplus) of operations</b>	<u>1,764</u>	<u>1,541</u>	<u>1,610</u>
<b>Capital Expenditure</b>	89	121	114

## GRANTS PROVIDED 2002-2003

Taupo/Kaingaroa - Magakino/Pouakani	\$ Actual	\$ Budget
Heritage (History of Taupo Borough)	5,643	18,500
Waiora Community Trust Administration Support	40,000	40,000
*Waiora Community Trust for reallocation to the Community	71,500	71,500
*Taupo Community Arts Council for reallocation to the community	20,000	20,000
*Taupo Sports Advisory Council for reallocation to the community	16,500	16,500
Taupo Employment Support Trust	35,000	35,000
Christmas Carnival	2,000	2,000
Arts Festival Trust	30,000	30,000
Taupo School of Music – Music teacher in residence	25,000	25,000
<i>*contracted in accordance with Councils Grants Policy</i>		
Mountain Bike Club	0	2,000
Trout Centre	10,000	10,000
Taupo Environment Education Steering Group	10,500	10,500
Rugby Sub Union	15,000	15,000
Taupo Golf Club	150,000	150,000
Environment Waikato (Taupo-nui-a-Tia 20/20)	50,000	50,000
Taupo Swim Club	5,000	5,000
Warwick Keys - History of Taupo District	14,833	20,000
Anzac Carnival	3,500	3,500
Charter Parade	3,000	3,000
Community Awards	2,000	2,000
Festival of the Environment	1,000	1,000
Youth Initiatives and Activities	5,000	5,000
<i>In 1999 Taupo/Kaingaroa and Mangakino/Pouakani adopted a youth policy which provides for funding to support Youth initiatives and projects in the community</i>		
Community Meetings & Promotions	11,152	17,000
Hockey Pitch (2001/2002 - 2002/2003 Grant )	533,333	266,666
Heritage 2000	10,990	30,000
Annual Grant to Taupo District Museum	80,400	80,000
<b>Turangi/Tongariro</b>		
Citizens Advice Bureau	2,000	2,000
TT Sports Foundtion	2,000	2,000
Taupo Community Arts Council	2,000	2,000
Life Education Trust	2,500	2,500
Trout Centre	10,000	10,000

## RECREATION AND COMMUNITY FACILITIES

### Goal:

To provide and promote recreation and community facilities that support our culture, attract people to the area and encourage good health, safety, education and recreation.

### Description:

This activity promotes an attractive environment through the provision of public facilities and amenities that enable the community and visitors to the district to actively pursue educational, recreational, and leisure past times.

### Strategic Actions from the Strategic Plan

Performance Targets	Results	Achievement
1. Investigate partnerships for the provision of public conveniences with other business/agencies and provide recommendations to Council by 30 June 2003. (4.2.1)	One partnership initiative has been completed in Mangakino. At this stage no other partnerships have been developed.	In progress
2. Provide reserve management plans for 85% of Council controlled recreation and scenic reserves that have regard to future growth scenarios provided by Urban Structure Plan and review as required. Reserve Management Plan to be complete by 2010. (4.3.1) ✓ Centennial Park complete by December 2003. ✓ Taupo District Cemeteries and Neighbourhood Reserves complete by June 2003. ✓ Lakefront Reserves and Tapuaeharuru Bay complete by June 2003.	The Centennial Park reserve management plan has been deferred pending race track development. Taupo District Cemeteries and Neighbourhood reserve management plan has not yet been started. Lakefront reserves and Tapuaeharuru Bay reserve management plan has not yet been started however this will be done in two stages: 1. Boat ramp areas and 2. Remaining land. Other Reserve management plan progress includes: Owen Delany Park reserve management plan – Draft plan nearly finalised with the intention to publicly notify in August 2003.	In progress
3. Investigate options for upgrading/replacing the community hall in Mangakino. Replacement/upgrade complete by 2004. (4.6.2)	Construction drawings, specifications and contract documents for the community hall in Mangakino have been approved with the view to commencing construction in February 2004.	In progress
4. Complete a feasibility study and conceptual design for a Visual Arts Centre by 2003/04. (4.7.1)	Stage one and two of the feasibility study were completed in 2002. Stage three will be completed in 2003/04.	In progress

### ANNUAL PERFORMANCE TARGETS:

#### Taupo Venues

### Objective:

To provide a unique and functional facilities for the promotion, development and satisfaction of community sport, recreation entertainment and commercial events in the Taupo region. Venues consist of AC Baths, Taupo Events Centre and Great Lake Centre.

Performance Targets	Results	Achievement
1. Respond to all customer complaints relating to Taupo Venues within three working days.	Of the four complaints received all were responded to within 3 working days.	✓
2. 80% of users who are surveyed rate the venues' customer service, technical support and cleanliness as above expectation.	80% of users surveyed rated venues' customer service as satisfactory or better.	✓

3. Organise and deliver at least one marketing/promotion initiative for all venues quarterly, using a variety of media throughout the year.	At least four marketing/promotion initiatives for all venues were delivered.	✓
4. At least 90% of users surveyed who participated in the Council's recreation programmes are satisfied.	97.9% of users surveyed rated recreation programmes as satisfactory or better.	✓
5. Increase participation in Council's School Holiday Programmes by at least 5%.	There has been a 18% increase in participation in the school holiday programme.	✓
6. Initiate, organise and deliver three events quarterly within Taupo Venues.	Three events were delivered per quarter.	✓
7. Attract and host at least six conferences with at least 200 delegates.	There were six conferences held with over 200 delegates.	✓

## Swimming Pools

### Objective:

To operate and maintain safe, and financially and operationally efficient swimming facilities for public enjoyment and health.

Performance Targets	Results	Achievement
1. Complete the upgrade of the AC Baths complex within budget of \$7,540,000 and within agreed building specifications by 30 June 2003.	The AC Baths complex upgrade is 95% complete. Costs to date are \$7,652,000 with retentions still to be paid out. It is expected that the project will come within the revised budget of \$7,747,000. Building specifications have been met.	Substantially Achieved
2. TAUPO - Water quality of the 25m swimming pool will be maintained to New Zealand Standards (NZS5826: Part 1: 2000).	Water quality of the 25 metre swimming pool has been maintained to NZ Standards (NZS5826: Part 1: 2000).	✓
3. TURANGI - Water quality of the swimming pools will be maintained to New Zealand Standards (NZS5826: Part 1: 2000).	Water quality of the swimming pool has been maintained to NZ Standards (NZS5826: Part 1: 2000).	✓
4. TAUPO – The swimming pool will be supervised in accordance with the NZ Recreational Association Swimming Pool Guidelines.	The pool was supervised in accordance with NZ Recreational Association Swimming Pool Guidelines.	✓

## Events Centre

### Objective:

To operate an efficient multi-purpose sport and leisure centre that serves the needs of the local community and encourages visitors to the district.

Performance Targets	Results	Achievement
1. Retain at least 90% of the previous year's annual events.	All previous year's annual events have been retained.	✓
2. Increase usage on the climbing wall by at least 5% compared with previous year.	There was an overall 19% decrease in the usage of the wall. A contributing factor of this was the lack of a climbing wall supervisor for a period of time.	Not achieved
3. Increase membership of fitness suite by at least 10% compared with the previous year.	There was an overall 37.4% increase in the membership of the fitness suite.	✓

## Great Lake Centre

### Objective:

To provide a user-friendly facility for a wide range of cultural activities that meets the needs of the community and encourages visitors to the district.

Performance Targets	Results	Achievement
1. Retain at least 90% of the previous year's annual events.	All previous year's annual events have been retained.	✓

## Libraries

### Objective:

To provide high quality educational, historical and current affairs information to the community.

Performance Targets	Results	Achievement
<b><i>Taupo Library</i></b>		
1. Ensure 90% of new books are catalogued, ready to be available for issue within in eight weeks of the item arriving in the library. Ensure that a minimum of 500 new items be available for issue per month	52.09% of new books were available within eight weeks of arriving (3733 items). On average 311 new items were available for issue per month.	Not achieved
2. Spend 10% of the total book budget on the non-circulating referencing collection.	8.4% of total book budget has been spent on non-circulating referencing collection books.	Substantially Achieved
3. Increase the number of books in the Maori reference collection by 10%.	The Maori reference collection was increased by 14.5%. The Maori reference section now consists of 457 titles.	✓
4. To provide once a month housebound service to members of the community who are physically unable to come to the library.	A once a month delivery has been made to members of the community requiring the housebound service.	✓
<b><i>Turangi Library</i></b>		
1. Ensure 90% of new books are available for issue within 10 days of the book being purchased by the library.	97.5% of new books were available within ten days of being purchased.	✓
2. Ensure the reference and non-fiction books are up to date by reviewing 100% of these books and removing out dated reference material.	100% of all reference and non fiction books were reviewed, with out dated reference material being removed.	✓
<b><i>Mangakino Library</i></b>		
1. Ensure 90% of new books are available for issue within 10 days of the book being purchased by the library.	100% of new books were available within ten days of being purchased.	✓
2. To provide a housebound service once a month to members of the community who are physically unable to come to the library.	A housebound service was available, however no members of the community required the service.	✓

## Public Conveniences

### Objective:

To provide public toilets for the convenience of the travelling public and residents in the Lake Taupo district.

Performance Targets	Results	Achievement
1. All public toilets within the Taupo/Mangakino area will be inspected monthly to ensure a neat and tidy standard is maintained.	All public toilets within the Taupo/Mangakino area were inspected monthly.	✓
2. In the Turangi/Tongariro area the Ohuanga Road public toilet will be cleaned and maintained once per day, with all other facilities maintained twice per week.	The Ohuanga Road public toilet was cleaned daily, and the other facilities were cleaned at least twice per week.	✓
3. Complaints regarding public conveniences will be responded to within 4 hours.	Taupo – the complaint was responded to outside the time required. Turangi/Mangakino – all complaints were responded to within time required.	Substantially achieved

## Parks & Reserves

### Objective:

To provide and administer reserves for the purpose of protecting and enhancing the natural environment and to encourage/facilitate community wellbeing by catering to its recreational, sporting, leisure and cultural needs.

Performance Targets	Results	Achievement
1. Continue to produce and review management plans for all reserves in consultation with the community. Complete the following Reserve Management Plans by June 2003: - Centennial Park - Neighbourhood Reserves - Motutere Bay Recreational Reserve - Tapuaecharuru Bay Reserves - Complete Owen Delaney Park Management Plan.	See strategic actions.	In Progress
2. Parks and reserves under maintenance contracts shall be maintained according to the standards specified in the contract (Taupo).	Parks and reserves covered by the six maintenance contracts were maintained in accordance with the standards specified in the contract.	✓
3. Play equipment will be inspected monthly for compliance with NZS 5828 and maintained if required.	Play equipment was inspected monthly for compliance and maintained as required.	✓
4. Complaints relating to parks and reserves will be responded to within 5 working days. All other customer enquiries will be responded to within 10 working days.	Taupo – 4 complaints were received and all were responded to within five working days. Mangakino – 16 complaints were received and all were responded to within five working days.	✓
5. Construct a recreational tennis court for Whareroa Village within a budget of \$70,000.	The tennis court capital expenditure project was removed from the final Annual Plan for 2002/2003.	Not achieved

## Sports Grounds

### Objective:

To provide and administer reserves for the purpose of protecting and enhancing the natural environment and to encourage/facilitate community wellbeing by catering to its recreational, sporting, leisure and cultural needs.

Performance Targets	Results	Achievement
1. To provide for year round use for residents and visitors to enjoy and to encourage participation in an array of outdoor sporting recreational activities.	Turf was maintained for year round use. NZ Turf Institute inspections were completed and any recommendations implemented.	✓
2. TURANGI – Playing fields shall be maintained in accordance with summer and winter code requirements.	Playing fields were maintained in accordance with requirements.	✓

## Amenity Plantings

**Objective:**

To provide planted areas that enhance and compliment the environment for the enjoyment of residents and visitors to the Taupo district.

Performance Targets	Results	Achievement
1. All garden and reserve displays will be inspected quarterly to ensure a neat and tidy standard is maintained.	All garden and reserve displays were inspected quarterly and maintained to a neat and tidy standard.	✓
2. Plant trees on at least three streets by June 2003	Three streets have been planted; Lakewood Drive, Arrowsmith Avenue and Whetu Place by June 2003.	✓
3. Support, through providing funds, beautification projects run by Keep Mangakino Beautiful.	Keep Mangakino Beautiful was supported through provision of funds.	✓

## Cemeteries

**Objective:**

To provide and maintain public cemeteries in park-like surroundings whilst ensuring compliance with the Burials and Cremation Act 1964.

Performance Targets	Results	Achievement
1. Complete a reserve management plan for Taupo District Cemeteries by June 2003	Not completed.	Not Achieved

## Community Halls

**Objective:**

To foster community wellbeing and pride and enable local community groups, organisations and families to participate in a range of social, leisure and cultural activities.

Performance Targets	Results	Achievement
1. Ensure halls are available for community use 365 days of the year except when closed for major maintenance or public safety reasons.	All halls were available for community use 365 days of the year except when closed for major maintenance or public safety reasons.	✓
2. Requests for maintenance will be actioned within 5 working days.	All requests for maintenance were actioned within five days	✓
3. Undertake a quarterly inspection of all halls to ensure the halls and surrounds are clean and tidy and in good condition.	Quarterly inspections were made of all halls to ensure clean and tidy conditions.	✓

Cost of Service Statement	2003 Actual \$000	2003 Budget \$000	2002 Actual \$000
<b>Operating Income</b>			
Seperate Rates	29	51	0
Other Income	1,207	1,163	985
	1,236	1,214	985
<b>Operating Expenditure</b>			
Taupo Venues	2,431	2,514	2,385
Libraries	1,101	1,117	1,077
Public Conveniences	437	499	978
Parks and Reserves	2,004	1,893	2,418
Sportsgrounds	894	1,025	427
Amenity Plantings	592	468	152
Community Halls	202	311	290
	<u>7,661</u>	<u>7,827</u>	<u>7,727</u>
<b>Net Cost (surplus) of operations</b>	6,425	6,613	6,742
<b>Capital Expenditure</b>	8,396	9,229	2789

## ECONOMIC DEVELOPMENT AND MARKETING

**Goal:**

To encourage diverse and sustainable economic growth that benefits the community as a whole and to develop an exciting, fresh and positive image for the Taupo district both nationally and internationally.

**Description:**

This activity is delivered through Destination Lake Taupo and services include economic development, undertaking district marketing, events marketing and the provision of visitor centres at Taupo and Turangi. Destination Lake Taupo is advised by the Marketing Advisory Board.

### Strategic Actions from the Strategic Plan

Performance Targets	Results	Achievement
1. Consider the benefit to the wider community in the development of strategies (including event attraction) to generate economic development within the Taupo district. (5.1.3)	The District Economic Development Strategy has been developed and is being implemented by Council using a service contract for economic development services with the Lake Taupo Development Company (LTDC). The service contract is monitored quarterly with a report against previously agreed key performance indicators. Expected performance has been achieved.	✓
2. Contribute to the development of a detailed report monitoring the state of the district economy that has regard to and links with the VAST report and process by June 2003. (5.1.4)	The framework for monitoring the district economy is being considered as part of the process for developing the Long Term Council Community Plan for 2004 under Local Government Act 2002 reporting requirements. A preliminary environmental scan including economic issues has been prepared as part of the Long Term Community Council Plan process	✓
3. Identify opportunities for and support the establishment of value added processing in the Taupo district. (5.1.7)	LTDC has pursued opportunities for valued added timber processing. No new businesses have been attracted to Taupo at this stage	✓
4. Develop strategies for wider business participation in the knowledge economy and access to related infrastructure. (5.3.1)	Council and LTDC have participated in the central government Probe Broadband Project with the result that the Waikato Region is one to the first with the contractor appointed. Surveys of business internet broadband requirements have been completed. Attendance at regional Probe meetings	✓

## ANNUAL PERFORMANCE TARGETS

### District Economic Development

**Objective:**

To encourage and support diverse and sustainable economic growth in the district.

Performance Targets	Results	Achievement
1. Produce an annual marketing plan ('Blueprint 2010') by 30 June containing strategies and programmes for economic development approved by the Lake Taupo Marketing Advisory Board and submit to Council within 60 days of the start of the financial year.	This requirement has been superseded by the development of the Economic Development Strategy and the contract for economic development services. LTDC business plans have been submitted to Council in advance of each year. Three yearly contact for Economic development services let with annual reviews of deliverables and price	✓

2. Convene meetings with the Lake Taupo Marketing Advisory Board on a monthly basis and provide a detailed report on activities and plans to Council.	Replaced by quarterly reports by LTDC to Council. Quarterly reports presented identifying satisfactory progress on implementation of Economic Development Strategy	✓
3. Convene an annual public industry forum to discuss strategies and seek input.	Replaced by LTDC publicity programme. Improving relationship between industry and LTDC	✓

## Destination Marketing & Visitor Centres

### Objective:

To promote the Taupo district nationally and internationally as a premier destination for tourism and events.

Performance Targets	Results	Achievement
1. Produce an annual marketing plan ("Blueprint 2010") by 30 June containing strategies and programmes for destination marketing and visitor centres approved by the Lake Taupo Marketing Advisory Board and submit to Council within 60 days of the start of the financial year.	The annual marketing plan (Blueprint 2010 version five) was completed by June 2002 and approved by the Lake Taupo Marketing Advisory Board and Council in July 2002.	✓
2. Convene meetings with the Lake Taupo Marketing Advisory Board on a monthly basis and provide a detailed report on activities and plans to Council.	Meetings were held on a monthly basis except in February 2003.	Substantially Achieved
3. Convene an annual public industry forum to discuss strategies and seek input.	An annual public industry forum was held in January 2003.	✓

Cost of Services Statement	2003 Actual \$000	2003 Budget \$000	2002 Actual \$000	
<b>Operating Income</b>				
Separate Rates	643	612	577	
Other Income	560	262	384	
	1,203	874	961	
<b>Operating Expenditure</b>				
District Marketing /District Economic Development	1,470	1,251	1,403	
Visitor Centres	425	433	414	
	1,895	1,684	1,817	
<b>Net Cost (surplus) of operations</b>	692	810	856	
<b>Capital Expenditure</b>	18	37	49	

## SOLID WASTE MANAGEMENT

### Goal:

To protect and safeguard the Taupo district's environment by ensuring refuse is reduced, managed and disposed of in a safe, efficient and sustainable manner that maintains natural and aesthetic values.

### Description:

The focus of this activity is the practice of sustainable waste management. This is achieved by promoting the waste management hierarchy in the following order of priority; reduction, reuse, recycling, recovery, residual treatment and refuse disposal.

Services provided include:

- ▶ Public education on waste minimisation and litter control
- ▶ Collection of street litter, and emptying litter bins
- ▶ A kerbside collection in most urban, commercial and industrial areas
- ▶ A refuse recycling service
- ▶ Refuse transfer stations at strategic locations throughout the district
- ▶ The operation and maintenance of appropriate solid waste disposal systems

### Strategic Actions from the Strategic Plan

Performance Targets	Results	Achievement
1. Develop and implement comprehensive community education and waste minimisation initiatives. (6.1.2)	Implementation of community education and waste minimisation initiatives commenced July 2002.	✓

### ANNUAL PERFORMANCE TARGETS:

#### Waste Minimisation & Litter Control

### Objective:

To encourage the use of waste minimisation techniques and maintain a sustainable and attractive environment within the Taupo District.

Performance Targets	Results	Achievement
1. Reduce the volumes of waste disposed of at the district landfill by 25%.	The average reduction in volume of waste disposed of at the Broadlands Rd landfill was 37%.	✓
2. Pick up street litter within the central business areas in Taupo and clean the gutters, arcades and paved areas using a motorised street sweeper on a daily basis.	Litter was collected and areas cleaned on a daily basis within the central business areas of Taupo.	✓
3. Pick up street litter within the central business areas in Mangakino streets daily.	Litter was collected on a daily basis within the central business areas of Mangakino.	✓
4. Clean and remove litter daily from the Turangi town mall.	Litter was collected and areas cleaned on a daily basis within the Turangi town mall.	✓
5. Complaints regarding litter will be responded to within 4 hours.	Taupo – There were no complaints regarding litter received. Turangi – 49 complaints received all associated with fly tipping/illegal dumping. Mangakino – One complaint regarding litter received. All complaints were responded to within four hours.	✓

## Solid Waste Collection

**Objective:**

To provide a safe, efficient and environmentally sustainable refuse collection service with the urban areas of the Taupo district that promotes waste minimisation.

Performance Targets	Results	Achievement
1. Make green recycle bins available to all urban households for the refuse recycling programme.	Green bins were made available to all urban households.	✓
2. Collect refuse in accordance with the days specified on the Taupo map (see below) between the hours of 7.30am and 4.30pm, with the exception of Good Friday and Christmas day.	Refuse collected in accordance with days and times specified.	✓
3. Collect refuse every Tuesday in the Mangakino township, Whakamaru villages and Atiamuri. Collect commercial refuse every Monday and Friday in Mangakino township.	Refuse collected in accordance with days specified.	✓
4. Collect refuse in accordance with the days specified on the Turangi map (see below) and at Omori/Kuratau/Pukawa Bay on a Monday.	Refuse collected in accordance with days specified.	✓
5. Conduct one green waste collection at Easter at appropriate disposal sites at Hatepe, Waitetoko and Motuoapa.	One green waste collection was provided at Easter in Hatepe. Collections were not provided at Waitetoko and Motuoapa due to problems with illegal dumping at these sites outside of Easter.	Substantially Achieved

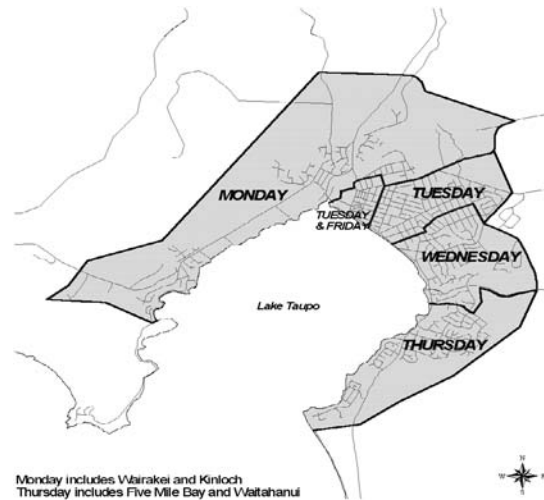
## Solid Waste Disposal

**Objective:**

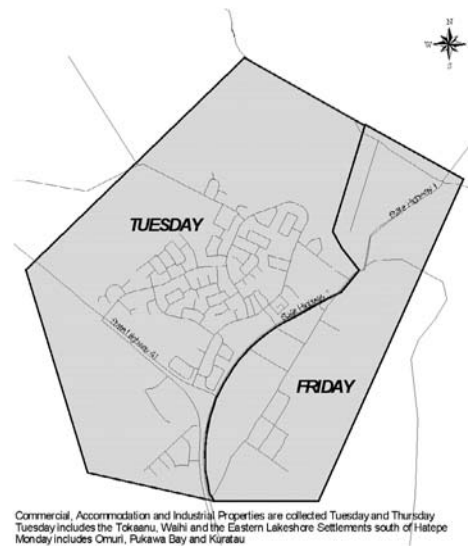
To provide safe, efficient and environmentally sustainable refuse transfer and disposal facilities within the Taupo district that promote waste minimisation.

Performance Targets	Results	Achievement
1. Dispose of refuse to sanitary landfill in accordance with the resource consent and the site management plan.	Refuse was disposed of correctly within guidelines of the resource consent and the site management plan.	✓
2. Run at least four recycling campaigns during the year.	Four recycling campaigns were run.	✓

## TAUPO REFUSE COLLECTION



## TURANGI REFUSE COLLECTION



Cost of Service Statement	2003 Actual \$000	2003 Budget \$000	2002 Actual \$000
<b>Operating Income</b>			
Separate Rates	909	914	1,778
Other Income	856	1,440	234
	<u>1,765</u>	<u>2,354</u>	<u>2,012</u>
<b>Operating Expenditure</b>			
Waste Minimisation and Litter Control	623	621	0
Solid Waste Collection	205	609	460
Solid Waste Disposal	1,638	1,689	1,548
	<u>2,466</u>	<u>2,919</u>	<u>2,008</u>
<b>Net Cost (surplus) of operations</b>	<u>701</u>	<u>565</u>	<u>(4)</u>
<b>Capital Expenditure</b>	57	288	100

## WATER SUPPLY

### Goal:

To continue to improve the sustainability, security, safety and reliability of the district's water supplies at an acceptable quality and cost to end-users.

### Description:

Council sources, treats and distributes water at a number of different sites throughout the district. The extent of treatment and quantity of water supplied varies between schemes. There are 21 water supply schemes in total throughout the district. Ten are located in Taupo/Kaingaroa, six in Turangi/Tongariro and five in Mangakino/Pouakani.

### Strategic Actions from the Strategic Plan

Performance Targets	Results	Achievement
1. Consideration of alternate funding mechanism for this activity to be complete by 31 December 2002. (7.1.1)	This will be considered during the development of the Long Term Community Council Plan.	In Progress

### ANNUAL PERFORMANCE TARGETS:

### Water Supply

### Objective:

To efficiently extract, treat and distribute potable water to end users within defined areas in a sustainable manner.

Performance Targets	Results	Achievement
1. Water supply in urban areas will be maintained at a minimum pressure of 14 metres (137kpa) and in rural areas at 5 metres (49kpa). This will be monitored through regular tests of known low-pressure areas.	Water supply in urban areas was maintained at the specified minimum pressures. This was monitored by 190 tests of which none failed to meet the static pressure requirement.	✓
2. A continuous supply of water will be provided except for planned or emergency shutdowns. In the absences of extraordinary circumstances, planned or emergency shutdowns shall be no longer than 3 hours for urban schemes and 24 hours for rural schemes, except for Centennial Drive, which will be no longer than 8 hours.	A continuous supply of water was provided except for planned or emergency shutdowns. Of the shutdowns, two exceeded three hours – these were for a break in water main Elizabeth St, Taupo and a repair required in Mangakino that affected 20-30 houses in the Rangatira Drive area.	Substantially achieved
3. Water will be provided that complies with the appropriate grading of the NZ Drinking Water Standards. 992 bacteria tests will be carried out with an estimated 98% meeting the appropriate grading.	Water has been provided that complies with the appropriate grading of the NZ Drinking Water Standards [2000 – D and E grades]. The strategic plan identifies upgrades to schemes to raise the grades to B or better. 1253 bacteria tests were carried out with 100% meeting the appropriate grading.	✓
4. Collect and document the condition and performance information of 25% of each water infrastructure asset grouping to assist with asset management.	The assessment of all pump station plant electrical assets has been completed. Assessment work has now been completed on all but a few pump stations. Reticulation assessment is yet to be fully planned. This equates to greater than 25%.	✓

<b>Cost of Service Statement</b>	<b>2003 Actual \$000</b>	<b>2003 Budget \$000</b>	<b>2002 Actual \$000</b>	
<b>Operating Income</b>				
Separate Rates	3,482	3,132	3,314	
Other Income	282	38	48	
	<u>3,764</u>	<u>3,170</u>	<u>3,362</u>	
<b>Operating Expenditure</b>				
Taupo	1,818	1,748	1,573	
Acacia Bay	112	127	103	
Kinloch	75	64	68	
Waitahanui	26	23	26	
River Road	27	27	30	
Mapara Road	34	55	42	
Whakamoenga Point	25	22	16	
Bonshaw Park	30	31	27	
Centennial Drive	87	148	110	
Whakaroa	68	65	49	
Motuoapa	52	42	42	
Turangi	393	306	340	
Omorī/Pukawa/Kuratau	154	122	124	
Whareroa	26	29	19	
Hatepe	24	25	24	
Mangakino	121	127	100	
Tirohanga	100	130	92	
Waihaha	44	48	53	
Atiamuri	30	26	26	
Whakamaru	23	23	18	
	<u>3,269</u>	<u>3,188</u>	<u>2,882</u>	
<b>Net Cost (surplus) of operations</b>	<u>(495)</u>	<u>18</u>	<u>(480)</u>	
<b>Capital Expenditure</b>	870	2,162	1,587	

## WASTEWATER

### Goal:

To continue to improve the reliability of the district's wastewater collection and treatment facilities in a manner that is sustainable, meets the appropriate public health and environmental standards and at an acceptable quality and cost to end-users.

### Description:

Council collects and treats wastewater by way of various treatment systems at a number of different sites throughout the district. There are 12 sewerage schemes situated throughout the district. There are five located in Taupo/Kaingaroa, four in Turangi/Tongariro and three in Mangakino/Pouakani.

### Strategic Actions from the Strategic Plan

Performance Targets	Results	Achievement
1. Council participation in Environment Waikato's Lake Water Quality Protection Process and in so doing establish performance standards for wastewater through the resource consent renewal processes. (8.1.1)	Council participation in the Environment Waikato's Lake Water Quality Protection Process is on going as resource consents are renewed and performance standards are raised or new ones introduced.	✓

### ANNUAL PERFORMANCE TARGETS:

#### Wastewater

### Objective:

To provide for the efficient collection, treatment and disposal of wastewater for defined areas in a manner that safeguards the environment and in accordance with public health standards.

Performance Targets	Results	Achievement
1. Provide for the continuous collection of sewerage and wastewater except for planned or emergency works. Planned or emergency works shall not exceed 4 hours.	Continuous collection of sewerage and wastewater was provided except for planned or emergency works. There were two occurrences where shutdowns exceeded four hours. One blockage at SH1, Pataka Rd and the other involving a burst main at Acacia Bay Rd.	Substantially Achieved
2. Provide treatment and disposal that meets the Waikato Regional Council Resource Consent requirements. At least 95% of required tests will meet the appropriate consent requirements.	Treatment and disposal of wastewater was provided that met the Waikato Regional Council resource consent requirements. 96.9% of the required tests met the appropriate consent requirements.	✓
3. Collect and document the condition and performance information of 25% of each wastewater infrastructural asset grouping to assist with asset management.	All plant and pump stations have now been assessed, including the Pollution Control Plant. Some pipe camera work has been carried out and further work is planned for Taupo. This equates to greater than 25%.	✓
4. Turangi Sewerage Scheme – Continue to gather data on water quality discharges to surface and groundwater and obtain a new resource consent from Environment Waikato for upgrading of the site.	The Environment Waikato Resource Consent has been approved and the design phase underway.	✓

<b>Cost of Service Statement</b>	<b>2003 Actual \$000</b>	<b>2003 Budget \$000</b>	<b>2002 Actual \$000</b>	
<b>Operating Income</b>				
Separate Rates	3,280	3,195	3,360	
Other Income	521	317	500	
	<u>3,801</u>	<u>3,512</u>	<u>3,860</u>	
<b>Operating Expenditure</b>				
Taupo	2,448	2,242	2,360	
Acacia Bay	243	216	235	
Kinloch	213	151	178	
Waitahanui	173	157	168	
Motuoapa	71	104	95	
Turangi	319	273	274	
Motutere	29	20	21	
Omorī	196	187	203	
Whareroa	24	22	23	
Mangakino	135	111	67	
Atiamuri	12	11	11	
Whakamaru	20	14	14	
	<u>3,883</u>	<u>3,508</u>	<u>3,645</u>	
<b>Net Cost (surplus) of operations</b>	<u>82</u>	<u>(4)</u>	<u>(215)</u>	
<b>Capital Expenditure</b>	503	1,067	1,241	

## ROADING NETWORK

**Goal:**

To provide a safe, reliable and efficient roading and pedestrian network that is in harmony with the environment.

**Description:**

This activity provides for the maintenance and development of the district's roading and pedestrian network. District wide there is 189 kilometres of urban streets, 542 kilometres of rural roads and 200 kilometres of footpaths. Of the 730 kilometres of roads, 606 kilometres are sealed and 124 kilometres are unsealed.

### Strategic Actions from the Strategic Plan

Performance Targets	Results	Achievement
1. Monitor and contribute to the development of Central Government policy and legislation. (9.1.1)	Council monitor and contribute to the development of Government policy and legislation by making submissions as proposed legislation is available for comment. A submission was made on the Land Transport Management Bill.	✓
2. Construction of ETA between 2003 – 2006 and supporting roading network between 2006 – 2008. (9.3.1)	Development of an agreement with Transit NZ regarding design and funding has commenced. Commitment for Transit NZ to construct ETA Stage 4 continues to be pursued.	In Progress
3. Implement, monitor and review the Taupo District Council's Cycle Strategy. (9.3.4)	The strategy continues to be implemented and dialogue maintained with the Advocacy Group. Bike racks and dedicated cycle lanes have been installed in the Taupo central business district.	In Progress
4. Extend the service capacity of existing roading and pedestrian network and urban facilities in line with growth scenarios detailed in Urban Structure Plans. (9.3.5)	Agreement with various developers as to cost sharing is being pursued.	In Progress

### ANNUAL PERFORMANCE TARGETS:

#### Roading

**Objective:**

To provide a roading and pedestrian network that is suitable for the safe and efficient movement of vehicles and people.

Performance Targets	Results	Achievement
1. Road and Street surfaces – maintain sealed carriageway smoothness levels, as measured and recorded by the Roading Asset Maintenance Management (RAMM) system, of: - No greater than an average of 90 - No more than 20% of all sealed surfaces will have a level greater than 130	Road and street surfaces were maintained to specified smoothness levels. This was measured by: - an average of 81 (below the maximum allowable of 90) - an average of 7% (below the maximum allowable of 20%)	✓
2. Traffic Services - Street and road markings will be repainted annually.	100% of all pavement markings have been repainted.	✓

3 Rural Roadside Vegetation Control - Sealed roadsides will be mown on average four times a year. - Unsealed roadsides will be mown on average two times a year.	Sealed roadsides - 86% of sealed roadsides have been mown once. - 43% of sealed roadsides have been mown twice. - 7% of sealed roadsides have been mown three times. - 1% of sealed roadsides have been mown four times. Unsealed roadsides - - 66% of unsealed roadsides have been mown once. The contractor has been penalised for the non achievement and has subsequently increased their resources.	<b>Not Achieved</b>
4. Street Lighting - Provide street lighting that operates during the hours of darkness 365 days a year. Malfunctions will be responded to within five working days.	Streetlight operated during the hours of darkness on all days. 497 malfunctions were reported. 96% of the malfunctions were responded to within five working days.	<b>Substantially achieved</b>
5. Street Cleaning - Sweep the channel and seal edging on urban streets, clear of loose metal and debris, and average of four times a year.	The channel and seal edges on all urban streets have been swept three times with 90% being swept four or more.	<b>Substantially achieved</b>
6. Footpath Repairs - Respond to requests for maintenance on footpaths within one month and carry out maintenance where required.	50 requests for maintenance on footpaths were received. Of the 47 requests 94% were responded to within one month and 46 repairs have been completed.	<b>Substantially achieved</b>
7. Construct residential footpaths within the urban areas of the district to meet NZ standards at a cost of \$130,000.	2325m of residential paths have been completed at a cost of \$147,000 which meet NZ standards.	<b>Substantially Achieved</b>
8. Seal Extension - Complete 4.8 km of seal extensions on district roads to Transit NZ specifications or Council standards.	5.7 km of seal extension in the 02/03 approved programme has been completed to date. 7.0 km of seal extension from the 01/02 programme has also been completed this year. The extensions meet the Transit NZ specifications or Council standards.	✓
9. Reseals - Complete 36.5 km of maintenance reseal to Transit NZ specifications or Council standards.	34.9 km of maintenance reseals have been completed. The reseals meet the Transit NZ specifications or Council standards.	<b>Substantially achieved</b>

<b>Cost of Service Statement</b>	<b>2003 Actual \$000</b>	<b>2003 Budget \$000</b>	<b>2002 Actual \$000</b>	
<b>Operating Income</b>				
Separate Rates	148	149	130	
Other Income	1,636	1,627	1,805	
	1,784	1,776	1,935	
<b>Operating Expenditure</b>				
Roading and Traffic Surfaces	5,882	5,604	6,041	
Project Pounamu	150	140	154	
	6,032	5,744	6,195	
<b>Net Cost (surplus) of operations</b>	4,248	3,968	4,260	
<b>Capital Expenditure</b>	3,095	3,963	1,924	

## STORMWATER

### Goal:

To efficiently collect and dispose of stormwater in an environmentally sustainable, safe and efficient manner that protects public health, property and infrastructure at an acceptable cost to the community.

### Description:

This activity involves maintaining, modifying and extending the stormwater disposal and land drainage systems to manage surface water run-off from all urbanised catchments and to minimise flood damage. With the exception of the certain areas as set out in the Proposed District Plan, private properties are not connected to the stormwater system. This is because the Taupo district has porous soils that allows most private property rain water to be easily discharged onsite.

### Strategic Actions from the Strategic Plan

Performance Targets	Results	Achievement
1. To ensure Council stormwater discharges abide by, as a minimum, the Regional Council's water quality/quantity criteria established through the transitional regional plan and to: - Renew stormwater discharge resource consents by December 2001. (10.1.1)	Council stormwater discharges abide by the Regional Council water quality/quantity criteria. Resource Consents will be advertised in August/September 2003.	Not Achieved
2. Clearly advocate the needs of the district's communities to Environment Waikato's Project Watershed Process. Project Watershed is Environment Waikato's project established to determine levels of service, funding etc for flood control activities within the region. (10.4.4)	Where required Council advocate the needs of the district's communities to Environment Waikato.	✓
3. Actively lobby Environment Waikato to undertake any urgent flood protection or erosion control works required and for Environment Waikato to put in place a short term funding mechanism if necessary. (10.4.5)	Work under Environment Waikato Project Watershed Scheme for the Tongariro and Tauranga Taupo rivers have been commenced. A basis for Lake Taupo Erosion Protection works has been initiated with Environment Waikato.	In Progress
4. Participate in resource consent reviews where the activities controlled by those resource consents have an impact on the district's lakes and waterways. (10.4.6)	Council have participated in resource consent reviews through continued reports and liaisons with Environment Waikato. A final high flow management principles paper has been produced between Environment Waikato, Council, Mighty River Power and Genesis, which has been agreed.	✓

## ANNUAL PERFORMANCE TARGETS:

### Stormwater & Land Drainage

#### Objective:

To provide land drainage and stormwater reticulation systems to manage stormwater run-off from developed urban catchment areas in an environmentally sustainable, safe and efficient manner.

Performance Targets	Results	Achievement
1. Provide stormwater collection and disposal systems that meet the Environment Waikato Resource Consent requirements associated with stormwater quality 100% of the time.	Stormwater collection and disposal systems were provided with two incidents reported.	Substantially achieved
2. Provide and maintain the stormwater disposal system by responding to ponding within: <ul style="list-style-type: none"> <li>• 1 hour where flood waters threaten dwelling(s)</li> <li>• 48 hours on inundation of property but no threat to dwelling</li> <li>• 3 days for general flooding</li> </ul>	There were four incidents of ponding around the stormwater disposal system, responded to as specified.	✓
3. Record the number of flood events and trends.	All flood events and trends were recorded.	✓

### Lake & River Control

#### Objective:

To minimise the impacts of river flooding and erosion to promote an ecological balance within the district's lakes and waterways.

Performance Targets	Results	Achievement
1. Maintain flood and river control systems in accordance with Regional Resource Consent conditions.	Minor maintenance work was carried out during the year to ensure compliance with the resource consent.	✓

Cost of Service Statement	2003 Actual \$000	2003 Budget \$000	2002 Actual \$000
<b>Operating Income</b>			
Other Income	0	50	0
	0	50	0
<b>Operating Expenditure</b>			
Stormwater and Land Drainage	597	766	745
Lake and River Control	689	79	132
	1,286	845	877
<b>Net Cost (surplus) of operations</b>	1,286	795	877
<b>Capital Expenditure</b>	50	205	265



## CORPORATE AND STRATEGIC INVESTMENTS

*Note: Corporate and strategic investments represent the balance of Council activities. Due to their nature, they are not "true" significant activities as they are not service delivery or output based.*

### Goal:

To protect the strategic interests of the residents and ratepayers of the Taupo district by managing strategic investments in a manner that secures opportunities to progress community outcomes.

### Description:

This activity provides for the ownership and management of assets that are of strategic importance to the residents and ratepayers of the Taupo district. It provides for the management of forests, investment and borrowing fund management, the management of Council owned property and managing the relationship between Council and Council-owned entities such as the Taupo Airport.

## ANNUAL PERFORMANCE TARGETS:

### Strategic Investments

### Objective:

To prudently manage and administer strategic assets and investments on behalf of the residents and ratepayers of the Taupo District in a manner that progresses community outcomes. This includes land owned for urban development, forests, investments and borrowings.

Performance Targets	Results	Achievement
<b>Forests</b>		
1. Obtain professional forest management advice for Council's forests.	Advice obtained from Fletcher Challenge Forests and PF Olsen's as required.	✓
2. Obtain professional advice on forest tending and forest harvesting programmes.	Advice obtained from Fletcher Challenge Forests and from PF Olsen's.	✓
<b>Treasury &amp; Borrowing</b>		
1. Adhere to the Treasury Management Policy.	The Treasury Management Policy has been adhered to.	✓
2. Ensure all investment and interest rate risk management activity is undertaken with institutions that are of high quality credit. Actual investment returns not to be less than budgeted investment returns of 6.5%.	All investment and interest rate risk management activity was undertaken with institutions that are of high quality credit. Due to low dividend returns on equity investments and a reduced investment fund as a result of investment funds used to repay debt, the actual return was 4.68%	Not Achieved
3. Total debt servicing costs on net external debt will not exceed 15% of total operating income.	This borrowing limit was removed from the Treasury Management Policy by Council in August 2002. The borrowing limit was replaced with: Total interest expense on external debt not to exceed 10% of total operating income – achieved 2.5%.	✓
4. The ratio of net external debt to equity will not exceed 10%.	Ratio of net external debt to equity is 3.9%.	✓
5. Borrowings during the year will be drawn down at an interest rate not greater than 7.4%.	Year to date borrowings have been drawn down at 5.76%.	✓

<b>Cost of Service Statement</b>	<b>2003 Actual \$000</b>	<b>2003 Budget \$000</b>	<b>2002 Actual \$000</b>	
<b>Operating Income</b>				
Other Income	2,358	1,509	1,850	
	2,358	1,509	1,850	
<b>Operating Expenditure</b>				
Forestry	24	24	24	
Business Unit Engineering	549	426	471	
Property Management	826	853	1,135	
Rates Remissions	120	0	744	
Motor Camps	28	39	15	
Investment Fees	278	0	0	
Legal and Professional Fees	1,472	301	596	
	3,297	1,643	3,497	
<b>Net Cost (surplus) of operations</b>	<b>939</b>	<b>134</b>	<b>1,647</b>	
<b>Capital Expenditure</b>	<b>402</b>	<b>687</b>	<b>1,375</b>	

# TAUPO AIRPORT

## STATEMENT OF CORPORATE INTENT

For the year ended 30 June 2003

### OBJECTIVES OF THE TAUPO AIRPORT AUTHORITY

To operate a successful business and provide a safe, efficient, effective airport, meeting the air transport needs of the Taupo district.

### PERFORMANCE TARGETS

#### Runway availability

- 1.1 The sealed runway will be open for air traffic 365 days of the year unless prevented by adverse weather or unexpected events.
- 1.2 The grass runway will be open for air traffic 365 days of the year unless prevented by adverse weather or unexpected events or when the sealed runway is being used.

#### Information service

- 2.1 A Unicom information service will be provided 365 days of the year.

#### Terminal Building

- 3.1 The terminal building will be open at least 1 hour before arrival times and 1/2 an hour after flight departure times.

### NATURE & SCOPE OF ACTIVITIES

#### a] Airport Service

Taupo Airport Authority has two runways. A sealed runway able to accommodate aircraft with an equivalent single wheel loading of up to 2270kgs, and also a grass runway. The airport provides for scheduled and chartered air services for the Taupo district and has appropriate terminal and handling facilities, etc. Land is available for leased sites. 27 businesses already have fixed base operations [FBO's] on airport land. A further 6 leased sites were developed during 2000, 3 of which are now occupied.

#### b] Air Services

Air NZ link operated by Eagle Airways provides three return flights daily between Taupo and Wellington and two return flights daily between Taupo and Auckland, one of which operates via Rotorua. Beech 1900D aircraft now operate on all services. Lack of capacity on the Wellington flights suggests the need for more flights, while passenger traffic on the weaker Auckland sector is also reported to be increasing.

#### c] Management

The Taupo Airport Authority is operated under a joint venture agreement between the Crown and Taupo District Council and under the trust deed 'Taupo District Council is the airport operator. The Taupo District Council carries out day to day management.

#### d] Revenue

Taupo Airport Authority receives revenue from five major areas:

- i] Landing charges
- ii] Unicom charges
- iii] Lease of terminal area space
- iv] Lease of land for FBO's
- v] Interest on monies invested.

Items ii] and iii] are relatively fixed with terminal leases and leases of land to FBOs for 20 years with 5 year rental reviews.

General Aviation activity, and particularly parachuting, continues to show significant growth and charges to this section of the aviation community. Scheduled airline landings are static, however airline charter operations are showing significant increase.

#### COMMERCIAL VALUE OF AUTHORITY

The assets owned or controlled by this authority are recorded in the accounts at either cost less accumulated depreciation or valuation at 30/6/03.

#### FUTURE ISSUES

The Taupo District Council is continuing to negotiate with the Crown to purchase the Crown's 50% share of the Airport.

Maintaining a level of service to cater for the needs of the traveling public will be a continuing objective of the Taupo Airport Authority.

#### ANNUAL PERFORMANCE TARGETS:

### Strategic Investments

##### Objective:

To provide a gateway to the Taupo district through the ownership of the Taupo Airport.

Performance Targets	Results	Achievement
1. The sealed runway will be open for air traffic 365 days of the year unless prevented by adverse weather or unexpected events.	The sealed runway was open for air traffic for 365 days of the year.	✓
2. The grass runway will be open for air traffic 365 days of the year unless prevented by adverse weather or unexpected events, or when the sealed runway is in use.	The grass runway was open for air traffic except for a 1/2 hour closure in January 2003 due to an unexpected event.	<b>Substantially achieved</b>
3. Provide a Unicom information service.	A Unicom service was provided.	✓
4. The terminal building will be open at least 1 hour before arrival times and _ an hour after flight departure times.	The terminal building was open as specified.	✓

Cost of Service Statement	2003 Actual \$000	2003 Budget \$000	2002 Actual \$000	
Operating Income	207	335	228	
	207	335	228	
Operating Expenditure	298	332	253	
	298	332	253	
Net Cost (surplus) of Operations	91	(3)	25	



## ENVIRONMENTAL REPORT

Council has a major role in managing the use and development of the district's natural resources. It is required to safeguard the quality of the natural environment by focusing on sustainable management (Resource Management Act 1991), the provision of effective infrastructure and services, and through environmental monitoring.

### Agenda 21 Principles

Agenda 21 is one of the outcomes of the "Earth Summit" held in Brazil in 1992. The principles of Agenda 21 identify and establish the basis for sustainable development.

Council has adopted the principles of Agenda 21 with the aim of increasing awareness of sustainable development issues within Council and the wider community, as well as promoting integrated decision making which balances the competing demands on the environment, economy and community.

#### Aim

One of Council's key operating goals is to preserve and sustain our natural environment. Council's strategies and targets have been set in consultation with the community through the Annual Plan and Strategic Plan processes. Council approaches the goal of sustainable development through:

- ▶ education - to reduce waste, and encourage environmentally friendly practices
- ▶ capital works - new more environmentally friendly systems
- ▶ monitoring - as required by resource consents, or to establish trends
- ▶ regulation - through the District Plan and Resource Management Act 1991

### Environmental Objectives

Environmental Objectives and Performance measures have been included under each Council activity. This annual report, under the service performance statements, reports against specific environmental targets for each significant activity.

### Major Resource Consents

The following significant resource consents are nearing re-application:

- ▶ Stormwater consents currently issued under Environment Waikato's general authorisation expired 1st October 2001. An application for the resource consent was applied for in March 2001. The consent process is still continuing with further information presently being gathered and consultation continuing. Consents are expected to be advertised in late 2003/early 2004.
- ▶ Wastewater consents for Atiamuri and Whakamaru are nearing expiry and consents for Turangi have expired. All are in the consultation process.

# REPORT ON LONG TERM FINANCIAL STRATEGY AND POLICIES

## Introduction

Each local authority is required to prepare and adopt a long-term financial strategy, funding policy, investment policy, and borrowing management policy.

Section 122V of the Local Government Act 1974 specifies that every local authority must provide in its annual report sufficient information about each of the documents listed above to enable an informed assessment of the extent to which the objectives and provisions of the strategy and policies have been met during that year.

## Long-term Financial Strategy

The Long-term Financial Strategy (LTFS) as outlined in the Annual Plan identifies significant activities of the Council and provides for associated estimated future expenses, revenues, cash flows and other movements in the Statement of Financial Position. The general aim of the LTFS is to ensure that the Council has adequately considered and accounted for its future operations in accordance with the following six principles:

- ▶ Prudent management of Council activities in the interest of the district and its inhabitants
- ▶ Adequate provision for expenditure needs of the Council
- ▶ Adequate consideration and assessment of benefits and costs of different options
- ▶ Lawful funding mechanisms that on reasonable grounds can be considered as appropriate
- ▶ Maintaining prudent levels of debt in accordance with borrowing management policy
- ▶ Operating revenue to cover all projected operating expenses.

In 2002/03 the Council was in Year two of the LTFS adopted in 2001 in respect of the ten year period beginning 1 July 2001.

## Overall Performance

A comparison of the Council's achievements in respect of some key targets established in the LTFS and the annual plan is shown in the following table. There are no significant variations from the LTFS, and the actual performance shown is in line with that forecast in the Annual Plan and LTFS except as detailed below.

Key Targets	Actual 2003 (\$000)	Annual Plan 2003 (\$000)	LTFS 2003 (\$000)	Note
Statement of Financial Performance	(2,232)	1,116	1,113	1.
Total Equity/Net Assets	508,924	376,304	376,304	2.
Investments	54,864	102,864	102,864	3.
Public Debt	19,883	27,416	27,416	3.
Capital Projects	13,746	17,801	17,801	

1. The recognition of unrealised losses on equities \$1.7m in the statement of financial performance and additional provisions of \$0.3m for rates refundable to forestry owners as a result of objections has resulted in a deficit for the year.
2. Revaluation of infrastructural assets in 2001/02 increased the value of the revaluation reserves and fixed assets by \$130.3m.

3. During the financial year \$10m from the TEL Fund was used to retire Public Debt. Cumulative unrealised losses of \$11m have also reduced budgeted investments. The Annual Plan and LTFS also overstated investments for 2002/03.
4. As demonstrated in the service performance statements the Council has substantially achieved the level of non-financial performance in the Annual Plan.

## **Specific Long Term Targets**

Specific long-term targets as reflected in the Strategic Plan and LTFS have been reported against in the individual service performance statements.



## FUNDING POLICY

### Background

The Funding Policy, as outlined in the Annual Plan, is designed to ensure that the allocation of costs by function is met by the people or groups benefiting from the function.

### Overall Performance

The Council has yet to achieve the planned mix of funding. The actual allocation of the costs of the Councils' functions is not significantly changed from the Annual Plan, with the exception of Roading and Civil Defence. These are detailed in the note below the following table.

The table gives the target (as per the Annual Plan) and actual percentages achieved for each significant activity in terms of source of revenue. There are activities where the proposed funding split from the annual plan does not achieve the modified funding of the new policy. In these cases, Council will introduce a new series of charges designed to meet funding policy requirements.

Significant activity		General Rates		Separate Rates		User Charges		Subsidy		Other Revenue		Notes
		Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	
<b>Governance</b>	Democratic Function	100%	100%									
	Integrated Planning and Policy Development	100%	100%									
<b>Environmental Management</b>	Environmental Planning and Policy Development	100%	99%				1%					
	Building/Development Services	20%	14%			80%	86%					
	Planning Guidance	25%	73%			75%	27%					
	Civil Defence and Rural Fire	100%	83%					17%				1
	Animal Control	46%	49%			54%	51%					
	Inspection Services	80%	93%			20%	7%					
	Liquor Licensing		25%			100%	75%					2
	Parking Control	100%	100%									
	Housing for the Elderly	45%	31%			55%	69%					
<b>Community Development and Support</b>	Community Support	100%	100%									
	Community Health	100%	100%									
	Arts & Culture	100%	100%									
	Heritage	100%	100%									
	Safety and Crime Prevention	100%	100%									
<b>Recreation and Community Facilities</b>	Community Venture Centre	33%	61%			67%	39%					
	Swimming Pools		38%			100%	62%					3
	Events Centre	50%	87%			50%	13%					4
	Libraries	95%	93%			5%	7%					
	Public Conveniences	100%	100%									
	Super Loo	50%	64%			50%	36%					
	Great Lake Centre	67%	76%			33%	24%					
	Parks and Reserves	90%	93%			10%	7%					
	Sports grounds	90%	99%			10%	1%					
	Amenity Plantings	100%	100%									
<b>Economic Development and Marketing</b>	Community Halls	85%	84%			15%	16%					
	District Economic Development	55%	59%	41%	41%							
	Destination Marketing	43%	33%	57%	45%							22%
<b>Solid Waste Management</b>	Visitor Centres	39%	16%			61%	84%					
	Waste Minimisation and Litter Control	100%	96%									4%
	Solid Waste Collection			100%	17%		83%					
<b>Water Supply</b>	Solid Waste Disposal			100%	67%		33%					5%
	Water Supply			100%	100%							
<b>Wastewater</b>	Wastewater		2%	100%	85%							13%
	Roading and Traffic Services	100%	72%					28%				1
<b>Stormwater</b>	Project Pounamu		1%	100%	99%							
	Stormwater and Land Drainage	100%	100%									
	Lake & River Control	100%	100%									

- Notes:**
- 1 Subsidies are excluded from the Annual Plan funding percentages.
  - 2 Income was overstated in the budget.
  - 3 AC baths were closed for part of the year due to upgrade.
  - 4 Budgeted income not achieved, funding policy under review.

## INVESTMENT POLICY

### Background:

The Treasury Management policy document provides the policy framework for all of Council's treasury functions and the volume of investments that the Council will be involved with. The mix of investments between current and non-current is determined according to the Council's working capital needs.

### Overall Performance:

There are no significant variations or material departures from the Council's investment policy as reported in the Annual Plan.

### Specific Objectives and Targets

2002/2003 target	Performance	Significant Variations/Comments
1. Adherence to policy.	Achieved.	
2. Ensure all investment and interest rate risk management activity is undertaken with institutions that are of high quality credit.	Achieved, Investment and Interest Rate Risk management activity has been undertaken with institutions of high quality credit.	
3. Actual investment returns not to be less than budgeted investment returns of \$4,609,000 and a yield of 6.5%.	Not achieved. Actual returns \$2,956,000. Yield of 4.68%	Returns were less than budget due to: <ul style="list-style-type: none"> <li>• Council resolved to use \$10,000,000 of the TEL fund to repay Taupo/Kaingaroa Mangakino/Pouakani general rate debt during the year. As a result the amount available to invest and the subsequent return was reduced.</li> <li>• The decline in the equities market resulting in significantly reduced dividends.</li> </ul>

## BORROWING MANAGEMENT POLICY

### Background:

The main function of the Borrowing Management Policy is to ensure that the Council's debt and its associated risks are maintained at prudent levels. Refer to the Annual Plan for a detailed outline of the policy.

### Overall Performance:

There are no significant variations or material departures from the Council's Borrowing Management Policy as reported in the Annual Plan.

### Specific Objectives and Targets

2002/2003 target	Performance	Significant Variations/Comments
1. Adherence to policy	Achieved	
2. Total debt servicing costs on external debt will not exceed 15% of total operating income	This borrowing limit was removed from the Treasury Management Policy by Council in August 2002. The borrowing limit was replaced with: Total interest expense on external debt not to exceed 10% of total operating income – achieved 2.5%.	
3. The ratio of net external debt to equity will not exceed 10%.	Achieved, ratio of net external debt to equity is 3.9%	
4. Borrowing during the year will be drawn down at an interest rate not greater than 7.4%	Achieved, weighted average borrowing costs 6.93%	
5. Actual borrowing costs/levels not to exceed the budget of: - External interest costs below \$1,970,000 - External borrowing level below \$27,416,000	Achieved , interest costs \$914,937 Achieved, borrowing \$19,883,000	Interest costs and borrowing level were less than budget due to: • Council resolved to use \$10,000,000 of the TEL fund to repay Taupo/Kaingaroa Mangakino/Pouakani general rate debt during the year. As a result the level of debt and the subsequent interest costs were reduced.