



# CONTENTS

Mayor and Chief Executive Officer’s Report.....	4
Statement of Compliance.....	5
Report of the Auditor General.....	6
Our Long Term District Strategy .....	10
Annual report disclosure statement for year ended 30 June 2017 .....	13
The Taupō District.....	18
Counting the assets .....	19
New projects this year – not included in the Long-term Plan 2015-25 .....	20
Submissions, appeals and other advocacy .....	20
Surveys .....	22
Service performance reporting.....	23
Groups of Activities.....	24
Community Services.....	25
Water.....	33
Transport.....	44
Community Facilities.....	49
Wastewater .....	59
Solid Waste .....	65
Stormwater.....	69
Democracy and Planning.....	73
Investments .....	80
Economic Development.....	83
Finances.....	89
Council Controlled Organisations.....	150
Elected members as at 30 June 2017 .....	170
Turangi Tongariro Community Board members as at 30 June 2017.....	171
Council Directory.....	172

# MAYOR AND CHIEF EXECUTIVE OFFICER'S REPORT

**Welcome to our Annual Report for the 2016/17 financial year.**

**This report outlines the key projects and initiatives we undertook on behalf of the community over the past 12 months and shows how we performed as an organisation, analyses our expenditure and celebrates our achievements.**

Council's long-term district strategy looks to guide us to achieve our goals around promoting economic development, protecting our water resources, maintaining our infrastructure assets and keeping rates and debt affordable. Essentially, our role is to ensure the Taupō District remains a great place to live, something we take great pride in doing.

We have remained focused throughout the 2016/17 year on undertaking a range of projects that allow us to achieve these goals.

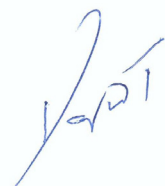
We continued our upgrade of intersections in Taupō's CBD, as well as improving shared paths to ensure everyone can easily make the most of our district's natural features. To help protect our most important natural asset we continued with our installation of stormwater filtering devices to reduce the amount of sediment, oil and litter entering Lake Taupō.

We saw strong building growth across the year with over 200 more Certificates of Compliance issued on the previous year. A lot of this growth was in lakeside settlements that have been traditionally popular for visitor populations in summer months. In order to ensure our infrastructure supports growing permanent populations such as Kinloch and Acacia Bay we have commenced investigatory work and installed new water infrastructure for a more reliable source of drinking water in these areas.

Fiscally, we performed well during the year and were on track with the financial strategy set out in our 2015-25 Long-term Plan. This allowed us to finish the 2016/17 year with \$8 million less debt than had been projected in the 2015-25 Long-term Plan and helped us to limit the rate increase slightly less than was forecast in the long-term plan. Our prudent financial management also led us to retain our AA credit rating from Standard and Poor's, the highest rating that can be attained by councils.

Council staff around the district should be commended for their efforts in implementing projects and work on Council's behalf. They are fantastic ambassadors for our district and work hard to look after the place we love.

Looking ahead we will continue to work towards delivering the projects and strategies signalled in our 2015-25 Long-term Plan, as well as ensuring our \$1.1 billion of assets are maintained for our residents and visitors. We will represent our community's interests both regionally and nationally, while working as efficiently as possible to ensure rates are as affordable as possible. All that we do will be to ensure the Taupō District remains 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 2017 fairly reflect the financial position and operations of Taupō District Council.



**R Harvey**

Deputy Mayor  
26 September 2017



**Gareth Green**

Chief Executive  
26 September 2017



**A J Menhennet**

Group Manager Finance & Strategy  
26 September 2017



**Brian Fox**

Group Manager Corporate & Community  
26 September 2017

## Independent Auditor's Report

### To the readers of Taupo District Council and Group's annual report for the year ended 30 June 2017

The Auditor-General is the auditor of Taupo District Council (the District Council) and its subsidiaries and controlled entities (the Group). The Auditor-General has appointed me, Clarence Susan, using the staff and resources of Audit New Zealand, to report on the information in the District Council and Group's annual report that we are required to audit under the Local Government Act 2002 (the Act). We refer to this information as "the audited information" in our report.

We are also required to report on:

- whether the District Council has complied with the requirements of Schedule 10 of the Act that apply to the annual report; and
- the completeness and accuracy of the District Council's disclosures about its performance against benchmarks that are required by the Local Government (Financial Reporting and Prudence) Regulations 2014.

We refer to this information as "the disclosure requirements" in our report.

We completed our work on 26 September 2017. This is the date on which we give our report.

### Opinion on the audited information

In our opinion:

- the financial statements on pages 90 to 149:
  - present fairly, in all material respects:
    - the District Council and Group's financial position as at 30 June 2017;
    - the results of the operations and cash flows for the year ended on that date; and
  - comply with generally accepted accounting practice in New Zealand in accordance with Public Benefit Entity Standards;
- the funding impact statement on page 88, 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's annual plan;
- the Service performance reporting on pages 23 to 87:
  - presents fairly, in all material respects, the levels of service for each group of activities for the year ended 30 June 2017, 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; and
- the statement about capital expenditure for each group of activities on pages 32 to 87, presents fairly, in all material respects, actual capital expenditure as compared to the budgeted capital expenditure included in the District Council’s annual plan; and
- the funding impact statement for each group of activities on pages 31 to 87, 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’s Long-term plan.

### **Report on the disclosure requirements**

We report that the District Council has:

- complied with the requirements of Schedule 10 of the Act that apply to the annual report; and
- made the disclosures about its performance against benchmarks that are required by the Local Government (Financial Reporting and Prudence Regulations 2014) on pages 13 to 17, which represent a complete list of required disclosures and accurately reflects the information drawn from the District Council and Group’s audited information and, where applicable, the District Council’s long-term plan and annual plans.

### **Basis for opinion on the audited information**

We carried out our audit in accordance with the Auditor-General’s Auditing Standards, which incorporate the Professional and Ethical Standards and the International Standards on Auditing (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board. We describe our responsibilities under those standards further in the “Responsibilities of the auditor for the audited information” section of this report.

We have fulfilled our responsibilities in accordance with the Auditor-General’s Auditing Standards.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion on the audited information.

### **Responsibilities of the Council for the audited information**

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 enable it to prepare the information we audit that is free from material misstatement, whether due to fraud or error.

In preparing the information we audit the Council is responsible for assessing its ability to continue as a going concern. The Council is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting, unless there is an intention to amalgamate or cease all of the functions of the District Council and the Group or there is no realistic alternative but to do so.

## **Responsibilities of the auditor for the audited information**

Our objectives are to obtain reasonable assurance about whether the audited information, as a whole, is free from material misstatement, whether due to fraud or error, and to issue an audit report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit carried out in accordance with the Auditor General's Auditing Standards will always detect a material misstatement when it exists. Misstatements are differences or omissions of amounts or disclosures, and can arise from fraud or error. Misstatements are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of readers taken on the basis of this audited information.

For the budget information reported in the audited information, our procedures were limited to checking that the budget information agreed to the District Council's annual plan.

We did not evaluate the security and controls over the electronic publication of the audited information.

As part of an audit in accordance with the Auditor-General's Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. Also:

- We identify and assess the risks of material misstatement of the audited information, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- We obtain an understanding of internal control relevant to the audit in order to design audit 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.
- We evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Council.
- We determine the appropriateness of the reported intended levels of service in the Service performance reporting, as a reasonable basis for assessing the levels of service achieved and reported by the District Council.
- We conclude on the appropriateness of the use of the going concern basis of accounting by the Council and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast a significant doubt on the District Council and Group's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our



audit report to the related disclosures in the audited information or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our audit report. However, future events or conditions may cause the District Council and the Group to cease to continue as a going concern.

- We evaluate the overall presentation, structure and content of the audited information, including the disclosures, and whether the audited information represents, where applicable, the underlying transactions and events in a manner that achieves fair presentation.
- We obtain sufficient appropriate audit evidence regarding the entities or business activities within the Group to express an opinion on the consolidated audited information.

We communicate with the Council regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

### Other Information

The Council is responsible for the other information included in the annual report. The other information comprises the information included on pages 1 to 5, 10 to 12, 18 to 22, 89 and 150 to 173 but does not include the audited information and the disclosure requirements.

Our opinion on the audited information and our report on the disclosure requirements do not cover the other information.

Our responsibility is to read the other information. In doing so, we consider whether the other information is materially inconsistent with the audited information and the disclosure requirements, or our knowledge obtained during our work, or otherwise appears to be materially misstated. If, based on our work, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

### Independence

We are independent of the District Council and Group in accordance with the independence requirements of the Auditor-General's Auditing Standards, which incorporate the independence requirements of Professional and Ethical Standard 1 (Revised): Code of Ethics for Assurance Practitioners issued by the New Zealand Auditing and Assurance Standards Board.

In addition to our audit and our report on the disclosure requirements, we have reported on the summary annual report and carried out an assurance review of the District Council's Debenture Trust Deed which are compatible with those independence requirements. Other than these engagements we have no relationship with or interests in the District Council or its subsidiaries and controlled entities.



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 2015-25 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.

Maintaining vibrancy in our urban areas is an important aspect in ensuring the district is a great place to live. During the year we have continued our upgrade of intersections throughout the Taupō CBD and have revitalised gardens along the busy stretch of Tongariro Street. This work has not only improved the aesthetics of our main shopping centre, but has also improved safety for pedestrians and motorists travelling around the CBD.

Further afield, the shared path between Wharewaka and Five Mile Bay was officially opened during the year, allowing pedestrians, cyclists, wheelchairs and buggies to share the popular route along the lake front.

Work to ensure our district remains a great place to live is certainly paying off, with our building sector having a significantly busier year compared to previous years. Over 200 more Certificates of Compliance were issued on the previous year, with Council's GoBuild app helping not only inspectors, but also builders and property owners to book and complete inspections quicker.

## Relationship with Mana whenua

Council is particularly mindful of its growing relationships with iwi and hapū within the district. Council engages with respective iwi and hapū on key projects recognising their kaitiakitanga role as mana whenua and highlighted by the various treaty settlements with the Crown, including:

- Ngāti Tūrangitukua Settlement 1998,
- Pouākani Settlement 1999,
- Tūwharetoa, Te Arawa and Raukawa involvement in the Central North Island Forests (Kaingaroa) settlement in 2009,
- Waikato River Settlement with other Waikato River iwi in 2010
- Raukawa Comprehensive Settlement in 2011, and
- Ngāti Tūwharetoa Comprehensive Settlement (signed in July 2017).

These treaty settlements see varying degrees of participation by Council such as joint management agreements, as highlighted further in the report.

## 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.

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 continued providing funding to Go Tongariro and Towncentre Taupō to assist with promoting and growing vibrant central business districts.

We continued to provide leadership and support by promoting our district as a holiday and visitor destination through the activities of our council-controlled organisation Destination Great Lake Taupō. (DGLT.) We also supported efforts by Ruapehu Alpine Lifts to market our district as New Zealand's premier ski destination and continued to welcome a wide range of sporting and cultural events, bringing thousands of visitors with them.

### 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.

The protection of water resources such as Lake Taupō and the Waikato River was an important focus and we continued our relationship with central government, Waikato Regional Council (WRC) and Tūwharetoa in this area. We continued to be involved in managing the way land is used to protect the

values of the district's lake and river systems and recognise we will continue to have an important part to play into the future.

The lakeside settlements of Acacia Bay and Kinloch are both growing in size, meaning a need to ensure the water infrastructure can accommodate growing populations of residents and visitors. Various investigative work has been undertaken to ensure a reliable supply of fresh water into the future. This year an additional water main was installed between Kinloch reservoir and Boojum Dell and various sites have been evaluated for a potential water treatment plant in Acacia Bay.

We continued with the installation of stormwater filtering devices that prevent sediment, oil and litter from entering Lake Taupō.

### Maintaining our quality infrastructure

We have \$1.1 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.

Ensuring the safety of pedestrians has been a focus this year, with refuge islands installed at two Lake Terrace intersections and a footpath realigned to

make it safer for pedestrians. Taupō's single set of traffic lights was also upgraded to improve pedestrian safety and more efficiently manage traffic flows.

### 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. We do this by rating for depreciation and holding this as cash reserves to fund for future renewals programmes.

### 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 second year of the 2015-25 Long-term Plan where rates increases had originally been forecast at 2.42 per cent. However, the actual rates increase for 2016/17 was just 1.1 per cent.

In preparing the 2017/18 Annual Plan, rates increases were set at 2.40 per cent, lower than that forecast in the 2015-25 Long-term Plan of 2.54 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 reasonably stable last 12 months where interest rates have remained low.

The book value of the fund has increased from \$54.6 million in 2015/16 to \$56.3 million in 2016/17. This is after the payment of \$887,120 to subsidise rates and \$500,000 to assist with building relocation costs.

It is anticipated that the TEL Fund will cease subsidising rates in 2019.

### Debt

Closing debt position at 30 June 2017 was \$146 million. The 2015-25 Long-term Plan projected that at the end of this year debt would be \$154 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 \$146m. The 2017/18 Annual Plan forecasts debt to be at \$144m by 30 June 2018.

### 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 2016/17. These were:

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

# DISCLOSURE STATEMENT

## FOR YEAR ENDED 30 JUNE 2017

### What is the purpose of this statement?

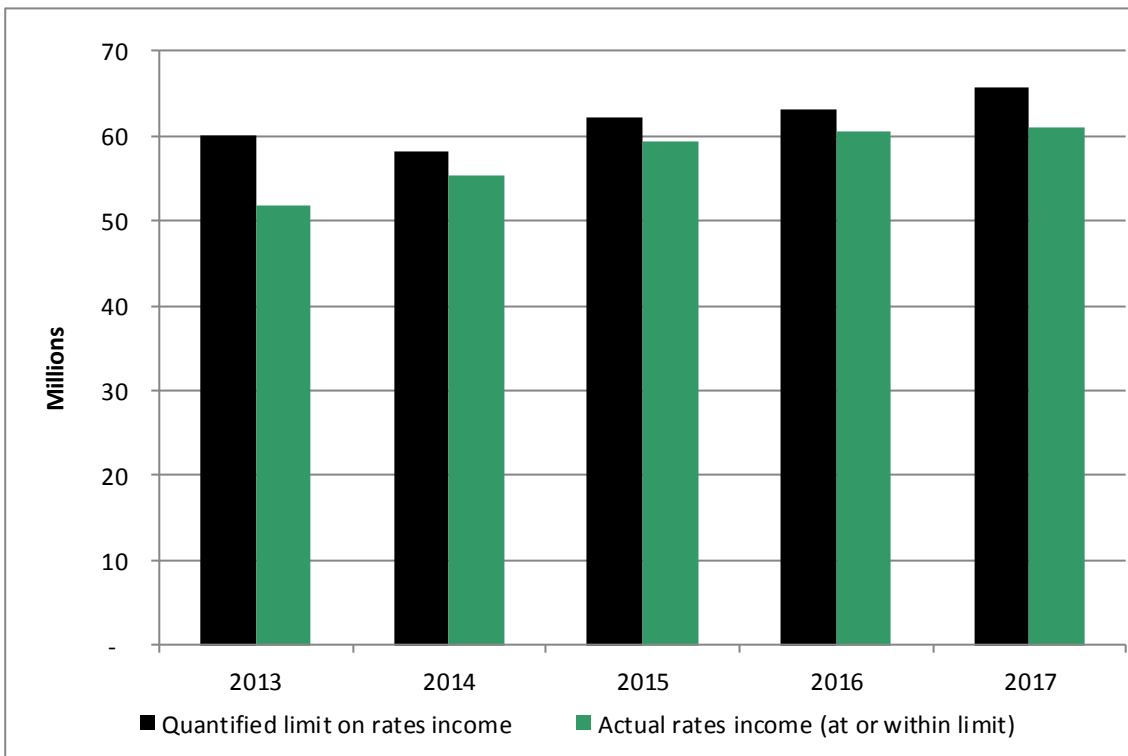
The purpose of this statement is to disclose the council’s financial performance in relation to various benchmarks to enable the assessment of whether the council is prudently managing its revenues, expenses, assets, liabilities, and general financial dealings. The council is required to include this 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 rates increases.

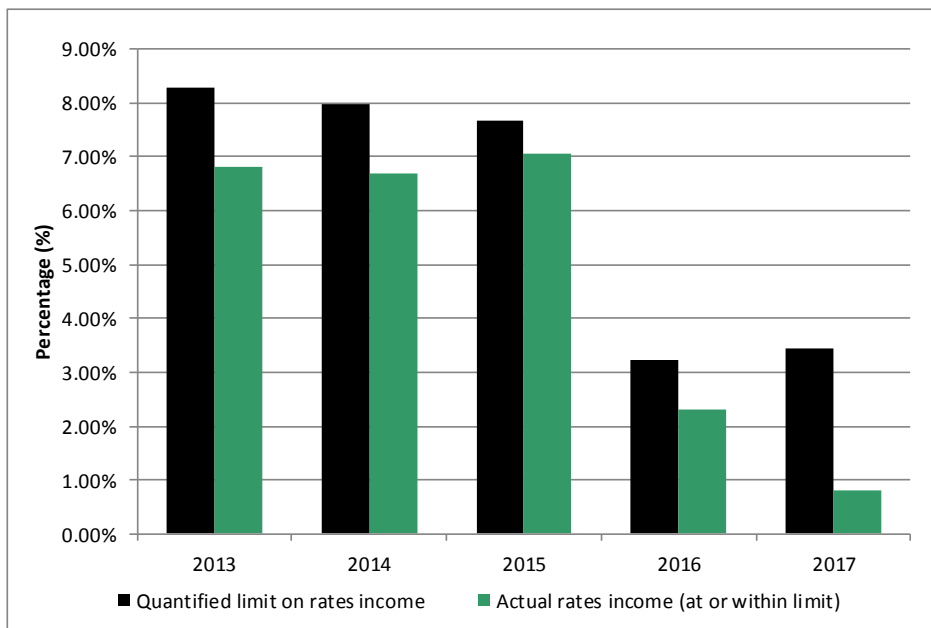
The following graph compares the council’s actual rates income with a quantified limit on rates contained in the financial strategy included in the council’s long-term plan. The quantified limit is that total rates revenue must not exceed 80% of operating revenues.





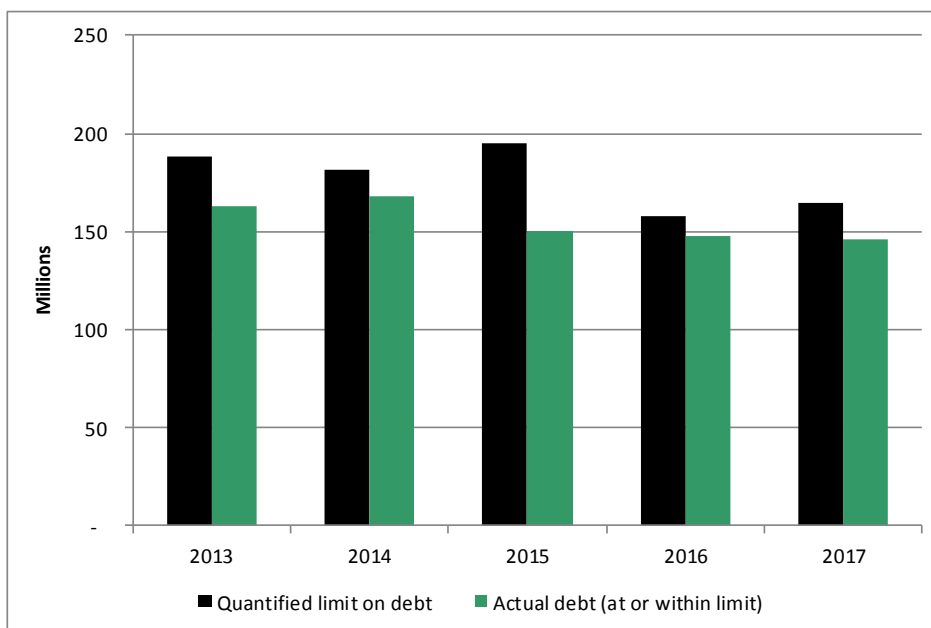
### Rates (increases) affordability

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 LTP is that rates increases may not exceed LGCI + 4.5% in 2013-2015. The quantified limit in the 2015-25 LTP is that rates increases may not exceed LGCI + 1%.



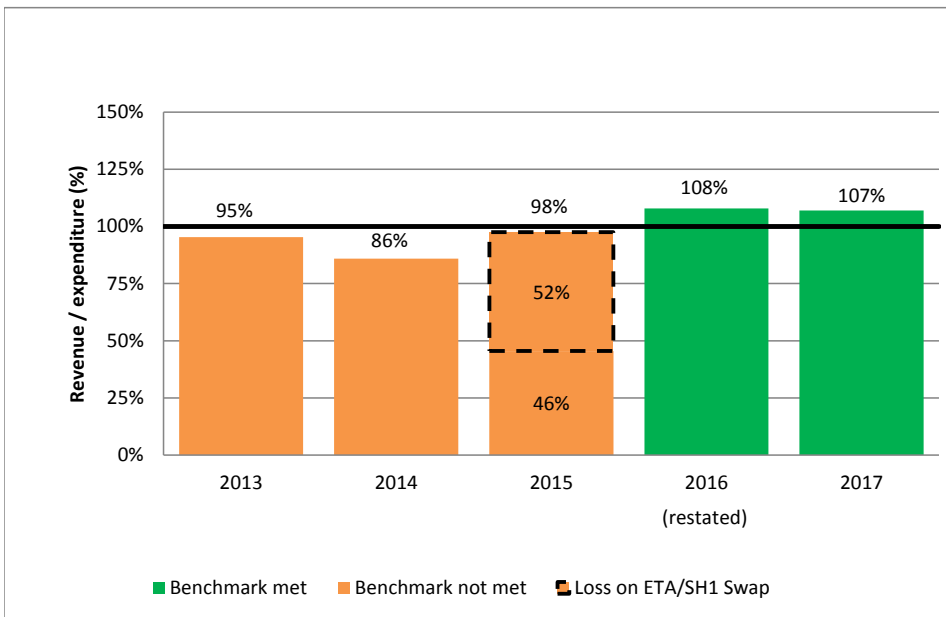
### Debt affordability benchmark

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 LTP was that gross external borrowing may not be more than 250% of annual operating income. The quantified limit in the 2015-25 LTP was that gross external borrowing may not be more than 200% of annual operating income.



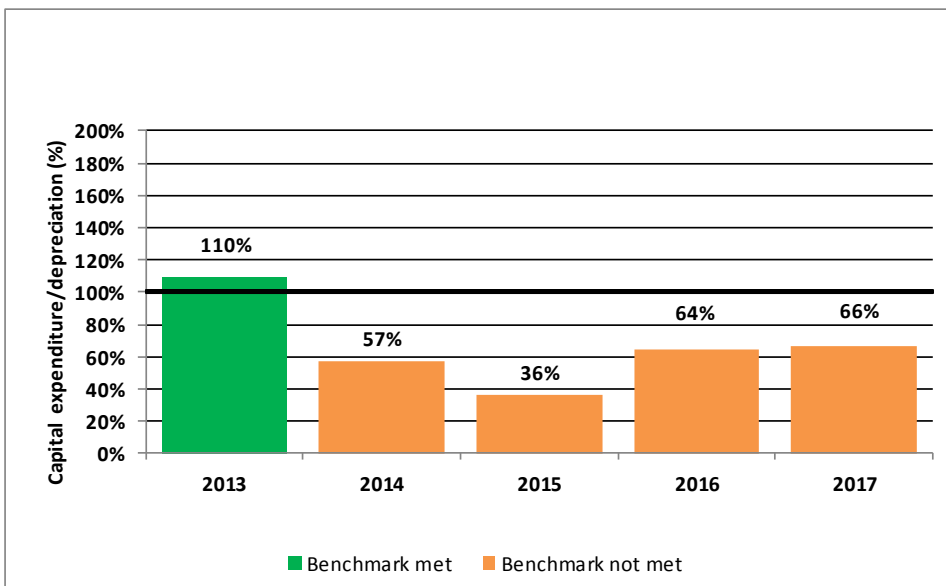
### Balanced budget benchmark

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.



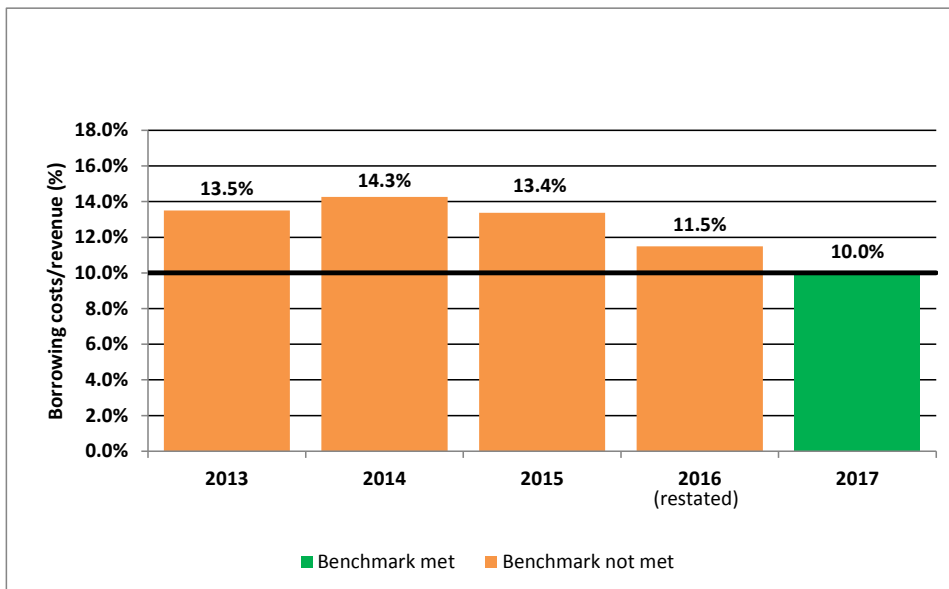
### Essential services benchmark

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.



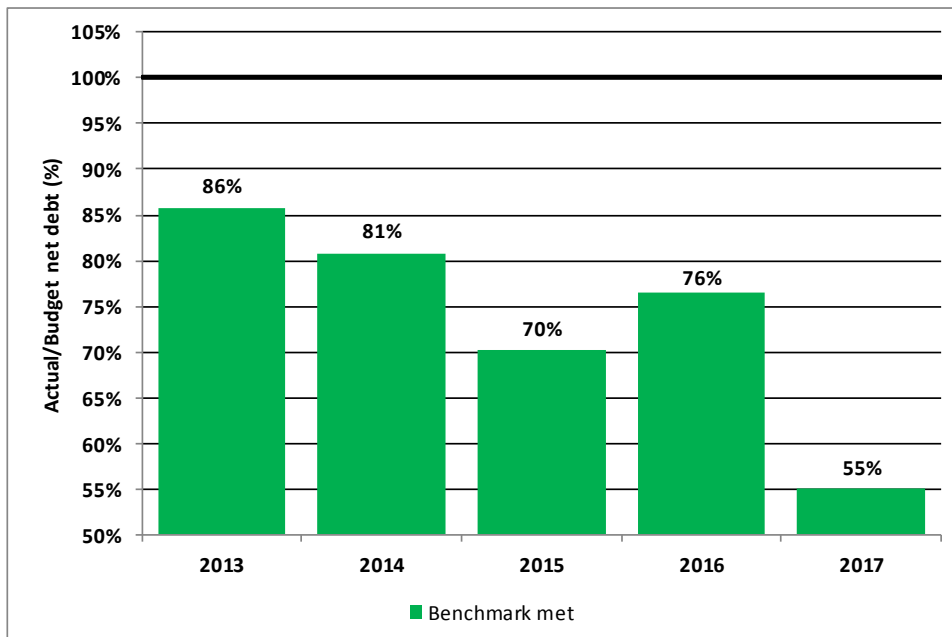
### Debt servicing benchmark

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% of its revenue.



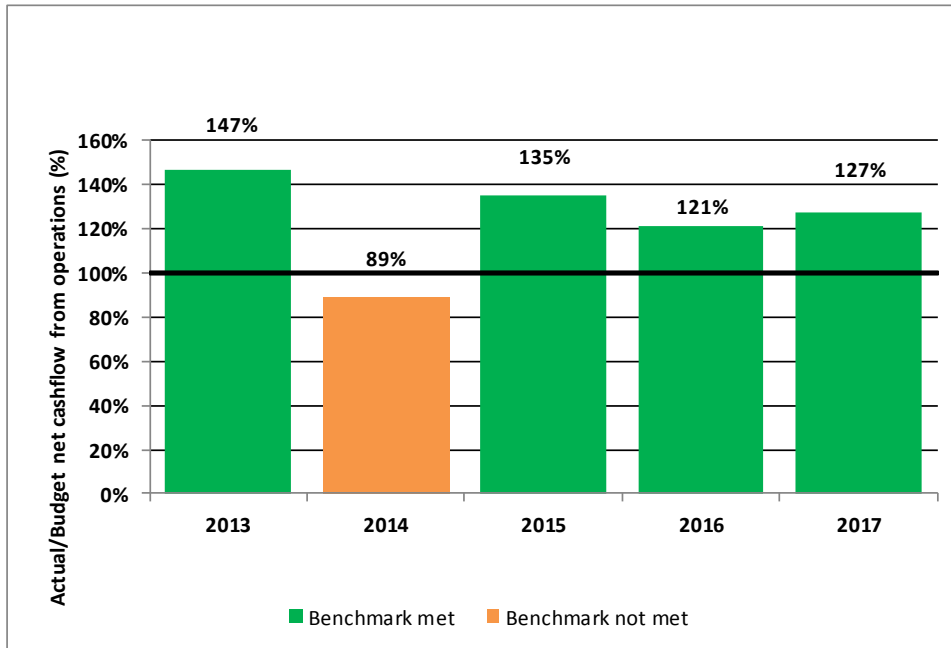
### Debt control benchmark

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**

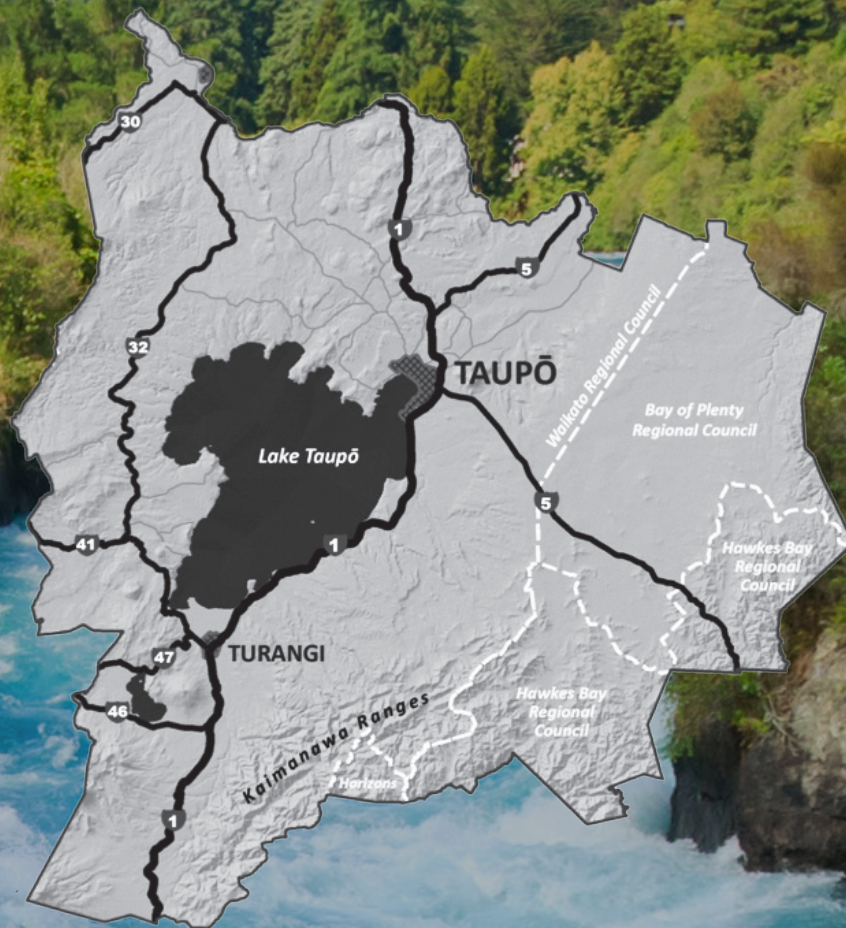
This graph displays the council’s actual net cash flow from operations as a proportion of its planned net cash flow from operations. The council meets the operations control benchmark if its actual net cash flow from operations equals or is greater than its planned net cash flow from operations.





# TAUPŌ DISTRICT

The Taupō District sits in the centre of the North Island, with Tongariro National Park at its peak, Lake Taupō at its heart, and a network of many beautiful rivers weaving through the district's landscape. 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 around 36,200 people, with 42 per cent of the district's ratepayers living outside the district, many of whom have holiday homes here. Residents live mainly in the towns of Taupō (population estimated 25,270), Turangi (population estimated 3,260) and Mangakino (population estimated 780), with around 6,890 residents living in surrounding rural areas and lakeside settlements. The district is also a popular holiday destination for thousands of visitors each year.



# COUNTING THE ASSETS

Council has \$1.1 billion in assets including land, infrastructure and buildings as at 30 June 2017.

These include:





# NEW PROJECTS THIS YEAR

## NOT INCLUDED IN THE LONG-TERM PLAN 2015-25

### Water

- Motuoapa watermain extension
- Waitahanui water treatment plant upgrade to meet DWSNZ

### Solid Waste

- Additional recycling bins – Taupō township

# 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:**

### Submission on the draft Whirinaki Te Pua-a-Tāne Conservation Park Management Plan

A submission to the Department of Conservation was lodged on the draft Whirinaki Te Pua-a-Tāne Conservation Park Management Plan. (August 2016)

### Submission on the Proposed Waikato Civil Defence Emergency Management (CDEM) Group Plan 2016/17 – 2021/22

A submission to the Waikato CDEM Group was lodged on the Proposed Waikato CDEM Group Plan 2016/17 – 2021/22. (August 2016)

### Submission on the Proposed National Policy Statement on Urban Development Capacity

A submission to the Ministry for the Environment was lodged on the Proposed National Policy Statement on Urban Development Capacity. (August 2016)

### Submission on the Vehicle Dimension and Mass Rule

A submission was lodged to the New Zealand Transport Agency (NZTA) on the Yellow draft Vehicle Dimension and Mass Rule. (August 2016)

### Submission on the Local Government Act 2002 Amendment Bill (No 2) (Better Local Services Bill)

A submission to the Local Government and Environment Select Committee was lodged on the Local Government Act 2002 Amendment Bill (No 2) (Better Local Services Bill). (August 2016)

### Submission on the Land Transport Plan Rule Omnibus

A submission was lodged by officers to the NZTA on the Land Transport Plan Rule Omnibus. (August 2016)

### Submission on the Investment Assessment Framework (IAF)

A submission was lodged to NZTA on the Investment Assessment Framework (IAF).

### **Better Local Authority Bylaw Stewardship**

Officers have been actively participating with the Department of Internal Affairs and other councils around the country on the Better Local Authority Bylaw Stewardship, an initiative that aims to develop a more collaborative approach to legislation development for bylaws.

### **Waikato Plan**

Council has partnered with councils in the Waikato region to develop the Waikato Plan. The plan is intended to provide a single voice on issues that affect the region, including:

- Planning for population change
- Connecting communities through targeted investment
- Partnering with iwi/Maori
- Addressing water allocation and quality issues
- Promoting regional economic development.

### **Submission on the Proposed Waikato Regional Plan Change 1 – Waikato and Waipa River Catchments**

A submission to Waikato Regional Council was lodged on the Proposed Waikato Regional Plan Change 1 – Waikato and Waipa River Catchments. (February 2017)

### **Triennial Agreements**

Council adopted its 2016-19 Triennial Agreements with the Waikato, Bay of Plenty, Horizons and Hawkes Bay regions. (February and March 2017)

### **Appointment of a Taupō District Council Representative to the Rangitāiki River Forum**

Councillor Tangonui Kingi was appointed by Council as its representative on the Rangitāiki River Forum as a result of Ngāti Hineuru being included in the membership of the forum through the Ngāti Hineuru Claims Settlement Act 2016. Councillor Rosie Harvey was also appointed as an alternate. (April 2017)

### **Submission on the Government Policy Statement**

A submission was lodged to NZTA on the Government Policy Statement. (April 2017)



# SURVEYS

Council undertakes a Residents and Ratepayers Satisfaction Survey every three years. The last survey was undertaken in April 2017.

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

## **RESIDENTS AND RATEPAYERS SATISFACTION SURVEY**

The Residents and Ratepayers Satisfaction Survey is Council's most comprehensive survey. 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 Council can also compare satisfaction in the district with the satisfaction levels for comparable services in comparable districts, and nationally. Satisfaction results in this annual report are the results from April 2017, when 451 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 Destination Great Lake Taupō and the visitor industry can better understand visitor behaviour, preferences, and expectations.