

## 6. Our activities

This section of the summary provides an overview of the Council's Groups of Activities. It includes key achievements, service performance and financial performance for the year ended 30 June 2010.

The Waitomo District Council is responsible for providing the district with a wide range of services. These are organised into three groups according to their contribution to the sustainable development of the well-being areas which are Community and Cultural Sustainability, Environmental Sustainability and Economic Sustainability. The 11 significant activities under the three Group of Activities are as follows:

Community Well-being		
Community (Social) and Cultural Sustainability	Environmental Sustainability	Economic Sustainability
Leadership	Solid Waste Management	Water Supply
Community Facilities	Stormwater	Land Transport
Community Development	Resource Management	Investments
Regulation and Safety	Sewerage	

### 6.1 Community and Cultural Sustainability

#### Outcomes and Activities

The Community and Cultural Sustainability group of activities promotes outcomes that focus on building and developing cohesive and functional communities in the Waitomo District. Council provides a range of services and facilities to the various communities in the Waitomo District in order to achieve this.

#### Activities Comprised in this Group

- Leadership
- Community Facilities
- Community Development
- Regulation and Safety



Marokopa Falls

## 6.1.1 Leadership

### Description

The Leadership significant activity provides for:

- WDC's governance at a District level.
- Conduct of elections.
- WDC's advocacy on issues that impact on the Waitomo District's Community Outcomes.
- Planning and policy development.
- Monitoring and reporting.

This Activity includes the preparation of policies guiding strategic direction and strategic financial decisions for presentation to the Community for feedback.

### Activities

There are three activities under this significant activity:

- Representation
- Strategic Planning and Policy Development
- Monitoring and Reporting

#### Representation

This activity involves the provision of leadership and governance for the District through the Mayor's Office and the WDC/Committee structure. The Mayor is elected "at large" by the District as a whole, irrespective of the existence of wards, and chairs the meetings of full WDC.

In the interests of efficiency, and to provide separation between the WDC's regulatory and non-regulatory roles, the WDC may choose to establish committees. Representation on, and delegations to, committees is decided by the WDC, usually after each triennial election. A committee chairperson is responsible for presiding over meetings of a committee and ensuring that the committee acts within the powers delegated by WDC.

The Council has established two committees for the current triennium, being the Hearings Committee and the Inframax Construction Limited Relationship Committee.

A fundamental role of the WDC is to represent its electors. Representation encompasses being accessible to the community to receive and understand their views, and if appropriate explain WDC's reasoning behind a particular decision or policy, to those who might be interested. Representation also includes representation of WDC through membership on various WDC and community organisations.

#### Strategic Planning and Policy Development

This involves carrying out long term and annual planning for the District and producing plans which reflect WDC's role and level of involvement in helping to achieve the Community Outcomes. The Long Term Plan is produced on a three yearly cycle.

Communicating and consulting with the community is fundamental to the WDC's strategic planning role. Apart from the formal consultation required before certain decisions can be made, the trigger for the extent of consultation is determined by WDC based on the extent to which the WDC is already aware of the issues and interests of those affected by a particular proposal, having regard to the circumstances in which a decision is being made.

The activity also involves planning and strategy development around urban and district growth to ensure growth is sustainable and infrastructural planning for the future can be carried out with certainty within clearly defined boundaries. Reviews of the WDC's District Plan are included in this activity. Policy development arising from this activity provides the framework for the community's strategic direction.

#### Monitoring and Reporting

Monitoring of Community Outcomes takes place on a three yearly cycle. WDC first undertook a process to identify community outcomes in 2004. Considerable consultation with the community and stakeholders was undertaken which was then translated into a set of community outcome statements for the Waitomo District. Through a process of internal brainstorming and consultation with identified stakeholders, broad outcome areas were identified and refined. The objective being to measure overtime the impact of WDC's role and programmes on achieving the outcomes, and to report on the progress made.

After each financial year the WDC is also required to prepare an Annual Report setting out information on the level of achievement against the key financial and performance targets for the year ended 30 June. The Annual Plan identifies what the WDC plans to do over the next 12 months. The Annual Report explains what actually took place and the financial position at year end.

## Key Achievements for 2009/10

- The planning, consultation and adoption of the 2010/2011 Exceptions Annual Plan.
- Completion of the 2010 Resident Satisfaction Survey.

## Statements Service Performance

The following provides a summary of the six statements of service performance for the Leadership Activity. The statements report on WDC's achievement against key performance targets for various levels of service.

Level of Service	Key Performance Indicator	Performance to 30/06/10
<b>Strategic Goal 1:</b> To exercise good stewardship and leadership in ensuring that community and stakeholders' views on key issues are considered as part of decision making processes.		
Effective communication with the community.	Number of focus group surveys per year. Target = 10	Not Achieved – One Transfer Station Level of Service Survey undertaken in August 2009. (Refer to Summary for further detail).
	Customer satisfaction rating of effectiveness and usefulness of WDC communications "good or better". Target = > 45%	<b>Achieved</b> – 70% of respondents to the 2010 Resident Satisfaction Survey were "satisfied or very satisfied" with WDC's communications.
<b>Strategic Goal 2:</b> Policies and plans are integrated and promote the principles of sustainable development.		
Annual Plan published each year in accordance with the Local Government Act 2002.	Annual Plan adopted on or before 30 June each year.	<b>Achieved</b> - 2010/11 Annual Plan adopted on 29 June 2010.
Long Term Plan published every 3 years in accordance with the Local Government Act 2002.	Long Term Plan adopted on or before 30 June every 3 years. Target = 100%	<b>Achieved</b> - 2009-19 LTP adopted 30 June 2009.

## Summary of Service Performance

The following Summary is intended to provide an insight into those key performance targets that were not achieved for the year and the challenges WDC faced in its efforts to achieve its Strategic Goals.

Strategic Goal 1
One focus group survey was completed in August 2009 for the 2009/10 financial year. A Transfer Station Level of Service Survey was carried out for the communities of Piopio, Marokopa, Kinohaku, Benneydale and Awakino. The purpose of the survey was to obtain a balance between the level of service most desired by the rural community and what was deemed affordable by WDC. The survey was successful in obtaining feedback from the users of the Transfer Stations.
In the 2010/11 Financial Year, WDC will undertake focus group surveys to gauge community impression of the existing levels of service and to accurately measure the performance target relating to specific service scheme areas. By focusing on particular areas of the District for responses from the users of WDC services such as Stormwater, Sewerage and Water Supply, WDC will be able to measure performance against targets more effectively. The performance target for 10 focus group surveys was not achieved for the year. That work has not yet commenced due to constraints on available rates sourced funding. However work is ongoing and is likely to commence during the 2010/11 year.

## 6.1.2 Community Facilities

### Description

WDC provides recreation and community facilities with the aim of ensuring that recreational activities are available to meet the present and future needs of the Community, and that WDC meets its statutory obligations under such acts as the Reserves Act 1977 and Burials and Cremations Act 1964.

Public amenities are necessary to ensure that public health and safety is maintained.

### Activities

There are four activities comprising this significant activity as follows:

- Parks and Reserves
- Housing and Other Property
- Recreation and Culture
- Public Amenities

### Parks and Reserves

#### Active Reserves

The provision of areas for organised sporting activity and other recreational activity for residents and visitors to the District.

#### Passive Reserves

The provision of open space, including public gardens, to enhance the visual amenity of the locality and to provide informal and impromptu recreational activities.

#### Esplanade Reserves

Esplanade reserves control/reduce the risk from natural hazards, protect conservation values and promote/improve recreational opportunities along the District's principal waterways.

#### Leased Reserves

Land held by WDC but not currently used by WDC as reserves, but is land-banked for future recreational purposes should the need arise.

#### Playgrounds

Provision of playground equipment to provide opportunities for recreation and physical development of children.

### Housing and Other Property

#### Elderly Persons Housing

Provision of affordable housing for the elderly. There are currently 20 pensioner units owned by WDC, all located in Te Kuiti and on one site.

#### Community Halls

Provision and maintenance of rural halls through the support of Hall Committees throughout the District. It includes 11 rural halls owned by the WDC, plus the hall in Piopio township.

#### Other Land and Buildings

Maintenance and management of other miscellaneous WDC owned properties, including:

- Three formal camping grounds at Te Kuiti, Marokopa and Piopio (Note: The informal camping areas at Mangaokewa Reserve and Brook Park are included in the Parks and Reserves activity).
- 20 buildings and structures.
- 8 residential houses, located in Te Kuiti and Piopio.
- 4 commercial buildings, all located in Te Kuiti and Piopio.
- The dog pound.

## Recreation and Culture

### **District Libraries**

Provision of library services to support culture, education, economic and personal development in the District. The main library is located at Te Kuiti with assisted voluntary community libraries at Awakino, Mokau and Benneydale.

### **District Swimming Pool**

Provision and maintenance of aquatic facilities for leisure and competitive recreation opportunities for the community. Current swimming pool assets are limited to the public swimming pool in Te Kuiti.

### **Arts, Culture and Heritage**

Maintenance and management of Culture and Heritage Buildings in the District including the Cultural and Arts Centre in Te Kuiti.

### **Aerodrome**

Provision of an aerodrome facility in Te Kuiti to provide leisure and recreational opportunities for residents and visitors to the District. Provision of a base for commercial aerial activities.

## Public Amenities

### **Public Toilets**

Provision of public toilet facilities in the District to ensure visitors and residents have access to safe, clean and sanitary facilities. The WDC presently owns and maintains 18 public toilets located throughout the District.

### **Cemeteries**

Provision and maintenance of cemeteries in the District as required under the provisions of the Burials and Cremations Act 1964. The WDC is responsible for 7 cemeteries, located at Te Kuiti, Piopio, Aria, Mokau and Te Waitere as well as the closed cemeteries at Mapiu and Kiritehere.

### **Street Furniture**

Provision and maintenance of street furniture, bins and other structures to visually enhance the town environments and provide facilities for people to relax and enjoy the environment.

### **Public Carparks**

Provision and maintenance of carpark areas to ensure residents and visitors to the District can access conveniently located off street parking in our towns.

## **Key Achievements for 2009/10**

The results for the 2010 Residents Satisfaction Survey show an increase in most service measures for the Community Services Activity and many of the bench marked measures have met or exceeded the targets that are in place. Areas of service within the Community Service Activity that have surpassed the benchmarks include parks and sports grounds, cultural, art and recreation facilities, library services, public toilets, cemeteries and swimming pool.

### **Parks and Reserves**

High levels of resident satisfaction with the quality of the Parks and Reserves provided to the Community demonstrates our success in this area.

### **Housing and Other Property**

We aim to ensure the long term operation and maintenance of the housing and other property asset portfolio is sustainable. Achieving 100% compliance in the sign off of Building Warrant of Fitness for WDC owned Housing and Property, indicates our success in this performance target.

### **Recreation and Culture**

High levels of resident satisfaction with the quality of the pool facilities, library and Arts and Culture facilities, demonstrates our success in ensuring that adequate recreation and culture facilities are provided for the residents within the District.

### **Public Amenities**

WDC's achievement of the target for resident satisfaction with the quality of the public amenities, demonstrates our success in ensuring that WDC's public amenities are maintained to a high standard for the residents within and visitors to the District.

## Statements Service Performance

The following provides a selection of the 25 statements of service performance for the Community Facilities Activity. The statements report on WDC's achievement against key performance targets for various levels of service.

Level of Service	Key Performance Indicator	Performance to 30/06/10
<b>Strategic Goal 1:</b> To ensure that adequate parks and reserve facilities are provided (by either private or public means) for the residents within the District.		
High quality parks and reserves will be provided.	Percentage of community satisfied with the quality of parks and reserves in annual and research surveys. Target = > 70%	<b>Achieved</b> - 81% of respondents to the 2010 Resident Satisfaction Survey were "satisfied or very satisfied" with the quality of parks and reserves.
<b>Strategic Goal 2:</b> To provide community-agreed levels of service in the most cost effective way through the creation, operation, maintenance, renewal and disposal of assets to provide for existing and future users.		
Elderly Person's Housing affordable to the community.	Variance of actual rental income against median market rentals. Target = 20% below market rents	Not achieved (Refer to Summary for further detail).
<b>Strategic Goal 5:</b> To ensure that the long-term operation and maintenance of the housing and other property asset portfolio is sustainable.		
WDC property meets standards of fitness for use.	Achievement of Building Warrant of Fitness signoff. Target = 100% compliant	<b>Achieved</b> - 100%
<b>Strategic Goal 7:</b> To ensure that adequate recreation and culture facilities are provided for (by either private or public means) for the residents within the District.		
Provision of comprehensive library facilities for the community.	Percentage of community satisfied with the library facilities and service in the annual satisfaction survey and research survey results. Target =>70%	<b>Achieved</b> - 87% of respondents to the 2010 Resident Satisfaction Survey were "satisfied or very satisfied" with the library facilities and service.
<b>Strategic Goal 8:</b> To ensure that WDC's public amenities are maintained to a high standard for the residents within and visitors to the District.		
Compliance with the Burials and Cremations Act and Births, Deaths, Marriages Registration Act.	Compliance with legislative requirements. Target = 100%	<b>Achieved</b> - 100%

## Summary of Service Performance

<b>Housing and Other Property</b>
<b>Strategic Goal 2</b>
WDC aims to make Elderly Persons Housing affordable and accessible. However the cost to the District in supporting the delivery of this service must also be fair and affordable. The performance target to move rental income to a level 20% below market rents was not achieved. Legal constraints and real world affordability considerations limit WDC's ability to quickly move Elderly Persons Housing rentals to the desired level. A further rental increase will occur after November 2010. A program of rental increases has been fixed by the WDC and the performance targets will be worked towards over time. At present the rentals (for the various types of accommodation) are 29%, 35% and 40% below market medium.

## 6.1.3 Community Development

### Description

The Community Development Activity works to ensure that individuals living in the Waitomo District have access to a range of services and facilities to increase their quality of life, and promote community well-being.

### Activities

There are 4 activities under Community Development, namely:

#### Community Support

Community Support includes strategy development and grant funding to assist community groups and organisations that provide services benefitting local residents. Access to community information via WDC's website, providing local events (e.g. the annual Christmas Parade), monitoring, advocacy and facilitation of the community's health related issues, funding of "Get Active" recreation programmes for youth and other residents and liaison with NZ Police on community safety issues and projects, are all part of WDC's involvement in this activity.

#### Economic Development

Economic Development includes economic growth opportunities including Sister City relationships, urban infrastructure, business programmes, employment initiatives, and new business development are well documented catalysts for economic growth. Of these, continuation of WDC's current Sister City relationship with Tatsuno in the Nagano province of Japan and consultation with the business sector during the development of urban structure plans are the main areas of the WDC's current strategic focus.

#### Regional Tourism

Regional Tourism is facilitated through the WDC's visitor information centre in Te Kuiti, major event coordination (e.g. the Great NZ Muster), and strategy development. At a regional level, the strategy is to promote regional tourism growth at both domestic and international levels, using Waikato regional branding rather than individual district brands. Local tourism products and experiences are coordinated through the regional approach in partnership with Tourism NZ and other tourist organisations.

#### Agencies

This activity aims to facilitate community access to government services through a combination of monitoring, advocating and providing. With regard to the latter, the WDC currently acts as an agency for the Automobile Association (AA), including provision of driver licensing services.

### Key Achievements for 2009/10

We aim to support and foster a District that is caring and inclusive and provides a safe, healthy and friendly place to live, work or visit. Our achievement in enhancing community safety through quarterly routine maintenance checks of the CCTV system, demonstrates our success in this area.

Other Key Achievements for Community Development include:

- Revision of the Community Development Strategy which identifies WDC's opportunities and commitment to the community. This strategy was adopted by WDC on the 29 June 2010.
- Continued membership of Great New Zealand Touring Route.
- Participation in the Central Park Joint Venture Campaign in Australia with the Great New Zealand Touring Route Partners.
- Successfully hosting and supporting a major District event namely The Great New Zealand Muster and annual Waitomo Christmas Parades.
- In partnership with Hamilton City WDC, produced the Official Hamilton/Waitomo Visitor Guide.

## Statements Service Performance

The following provides a selection of the 13 statements of service performance for the Community Development Activity. The statements report on WDC's achievement against key performance targets for various levels of service.

Level of Service	Key Performance Indicator	Performance to 30/06/10
<b>Strategic Goal 1:</b> To support and foster a District that is caring and inclusive and provides a safe, healthy and friendly place to live, work or visit.		
Provide assistance for community support activities.	Availability of discretionary grant funding advertised quarterly. Target = 100% compliance	Not achieved (Refer to Summary for further detail).
Development of youth within the District.	Number of Youth forum established and held within the school year. Target = 3 (per annum)	Not achieved (Refer to Summary for further detail).
WDC will continue to foster and promote Sister City Relationships.	The Relationship Committee will meet not less than four times per annum to ensure the relationship remains strong and active. Target = 100% compliance	<b>Achieved</b> – 100% compliance. The Sister City Relationship Committee has met on the following dates: 27 August 2009, 29 October 2009, 28 January 2010, 18 March 2010 and 27 May 2010.
<b>Strategic Goal 2:</b> To support the growth of the economy through the effective promotion of District attractions to domestic and international markets.		
I-SITE will deliver effective and efficient services to visitors.	Accurate volume and statistical trends on visitor usage are recorded and reported at management level. Target = Monthly	<b>Achieved</b> – Visitor and usage statistics recorded and reported monthly.
WDC will ensure enhanced presence in the national and international markets for the District.	Number of District promotion opportunities taken in key publications. Target = >4	<b>Achieved</b> – 8 District promotion opportunities taken in key publications. Waitomo Visitor Guide 2009/10, NZ Today, Event finder website, Sunday Star Times, Weekend Escapes Feature, A-Z Business Directory, NZ Herald and Taranaki Daily News

## Summary of Service Performance

Strategic Goal 1
The performance target of advertising the availability of discretionary grant funding on a quarterly basis was not achieved for the year. While the availability of discretionary grant funding was only advertised three times for the 2009/10 financial year, the initial advertisement placed in August included dates for all funding rounds. In addition to this, WDC communicated the funding rounds with all previous applicants by mail. Discretionary Grant Funding distribution was actioned in August 2009, November 2009, February 2010 and June 2010.
WDC aims to support and foster the development of youth within the District. The performance target of three youth forum being established and held within the school year was not achieved. This project was put on hold pending the review of the Community Development Strategy in June 2010.

## 6.1.4 Regulation and Safety

### Description

The Regulation and Safety Activity works towards the goal of seeking to effectively and efficiently provide a safe and sustainable environment through the administration and enforcement of Central Government Legislation.

### Activities

The activities include:

- Regulation
- Safety

### Regulation

There are three functions making up the regulation activity, namely:

#### **Environmental Health**

Provision of environmental health services, including food premises licensing, liquor licensing and noise control. The WDC has specific statutory responsibilities under each of these functions.

#### **Animal Control**

Provision of an animal control service for the District, including wandering livestock, dog registration and control.

#### **Building Control Services**

Provision of building control services, including issuing and monitoring of building consents.

### Safety

The Safety activity comprises:

#### **Emergency Management**

Provision of emergency response capability, including public education and administration of the Civil Defence and Emergency Management Act 2002.

#### **Rural Fires**

Provision of rural fire fighting capability and support for the Tainui Rural Fire Party.

## Key Achievements for 2009/10

### **Environmental Health**

We aim to ensure a healthy and safe environment for the residents of the Waitomo District by effectively and efficiently administering statutes regulations and bylaws including environmental health, liquor control and noise control. Residents high rating of satisfaction with the provision of an Environmental Health service demonstrates our success in this performance target.

Other Key Achievements for Environmental Health are:

- Investigation of resourcing options for environmental health, sale of liquor and noise control functions.
- Completion of the review of all WDC bylaws as required by the Local Government Act 2002.

### **Building Control**

Our goal is to protect the health and safety of building users by effectively and efficiently administering the provisions of the Building Act 2004. Residents' high rating of satisfaction with the provision of an effective Building Control service demonstrates our success in this performance target. Other Key Achievements for Building Control are:

- Completion of phase 2 of the building accreditation process as required by the Building Act 2004. (Accreditation is necessary to allow the WDC to continue to process and issue building consents as a Building Consent Authority).
- WDC process 96% of building consent applications within the statutory time frames required by the Building Act 2004.
- 100% of consents for new dwellings have been inspected to show compliance.

### **Animal Control**

We aim to ensure that animals, particularly dogs are controlled so that people can enjoy the benefits of dog ownership without adversely affecting other members of the community. Residents high rating of satisfaction with the provision of

an Animal Control service results in 100% achievement of all performance targets and demonstrates our success in this strategic goal. Other Key Achievements for Animal Control are:

- Achievement in providing animal control services to the Waitomo District Community within the annual budget. Gross cost of service for dog and animal control was less than the budgeted for the 2009/10 financial year.

### Emergency Management

We aim to counteract the immediate effect of any emergency or natural disaster and manage the medium and long term recovery in the District to help residents live their lives as normally as possible after an emergency. Our achievement in ensuring staff are equipped and trained through undertaking one major training exercise with Civil Defence HQ staff, demonstrates our success in this performance target. Other Key Achievements for Emergency Management are:

- Achievement in carrying out 7 educational visits to schools and community groups to prepare the community for emergency events.

### Statements Service Performance

The following provides a selection of the 14 statements of service performance for the Regulation and Safety Activity. The statements report on WDC’s achievement against key performance targets for various levels of service.

Level of Service	Key Performance Indicator	Performance to 30/06/10
<b>Strategic Goal 1:</b> To ensure health and safety is protected by effectively and efficiently administering statutes regulations and bylaws including environmental health, liquor control and noise control.		
Provision of an effective environmental health service for the community.	Customer satisfaction survey rating on Environmental Health Service. Target = > 35%	<b>Achieved</b> – 70% of respondents to the 2010 Resident Satisfaction Survey were “satisfied or very satisfied” with WDC’s environmental, health services.
<b>Strategic Goal 2:</b> To protect the health and safety of building users by effectively and efficiently administering the provisions of the Building Act 2004.		
Building consents and project information memoranda issued within 15 working days.	Percentage of building consents and project information memoranda issued within 15 working days. Target = 90%	Not achieved - 60% of building consents processed in 15 working days. (Refer to Summary for further detail)
<b>Strategic Goal 3:</b> To ensure that animals, particularly dogs are controlled so that people can enjoy the benefits of dog ownership without adversely affecting other members of the community.		
Dog owners’ properties will be inspected to ensure compliance with the Dog Control Act 1996 and WDC’s bylaws.	Percentage of dog owners’ properties inspected per year. Target = Urban -100% Rural 10%	<b>Achieved</b> - 100% of urban dog owner’s properties inspected. 13% of rural dog owner’s properties inspected.
<b>Strategic Goal 4:</b> To ensure that WDC and the community is adequately prepared in the case of an emergency event or a rural fire.		
Tainui Rural Fire Party will be resourced and trained in accordance with the Rural Fire Management Code of Practice.	Training provided and fire equipment assessed once per year to ensure compliance with Rural Fire Management Code of Practice *. Target = 100% compliance with Code	<b>Achieved</b> – 100%. Assessment of pumps undertaken by independent assessor using National Rural Fire Authority (NRFA) standard. Weekly training is carried out by Tainui Rural Fire Party at Mokau.

### Summary of Service Performance

<b>Building Control Strategic Goal 2</b>
WDCs target of 90% of building consents processed within the set timeframe was not achieved. The percentage of building consent and project information memoranda issued within 15 working days was 60%. A reduction in resource capacity resulted in extended timeframes for processing some building consents.

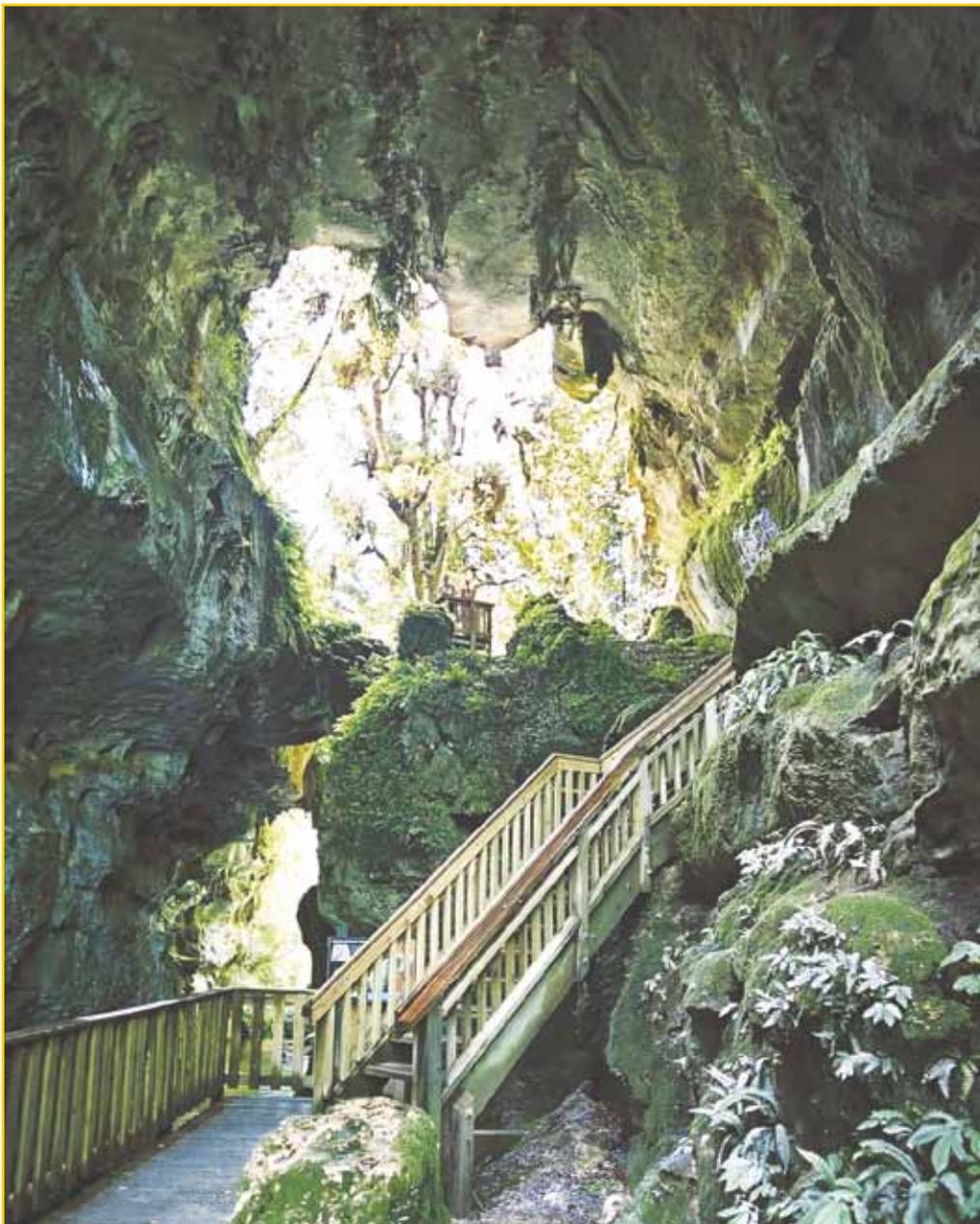
## 6.2 Environmental Sustainability

### Outcomes and Activities

The Environmental Sustainability group of activities promotes Community Outcomes that target environmental well-being. These activities aim to minimise the impact of community's lifestyles and growth on the natural environment. The broad issues relating to the environment are primarily managed by Regional Councils, however it is the responsibility of every local authority to carry out activities that promote sustainable management and protection of the environment.

### Activities Comprised in this Group

- Solid Waste Management
- Stormwater
- Resource Management
- Sewerage



*Mangapohue Natural Bridge*

## 6.2.1 Solid Waste Management

### Description

The Solid Waste Activity manages the refuse collection of residual wastes, disposal and recycling services for the Waitomo District. The solid waste network involves a series of recycling and transfer stations throughout the District. Residual waste is deposited at the Waitomo District Landfill in Te Kuiti.

The community generates non-recyclable waste each day and the current trend of increasing amounts of packaging and waste material results in an ongoing challenge for waste management. If waste is not managed in an appropriate manner it may result in serious public and environmental health concerns.

### Activities

The Solid Waste Activity comprises the following:

#### Collection

Collection includes a kerbside collection of residual waste for the residents of Te Kuiti, Piopio, Mokau and Waitomo Ward including the Village and the provision of a kerbside recycling service for the residents of Te Kuiti, Piopio, Mokau, Mahoenui and Waitomo Ward and Village.

Recycling stations are located at Marokopa, Waitomo Village, Benneydale, Piopio, Kinohaku and at the Waitomo District Landfill in Te Kuiti.

#### Management

Management by WDC includes management of the contracts for maintenance and management of the Waitomo District Landfill in Te Kuiti by a contractor, and transfer stations at urban settlements in the District by local contractors.

Management by WDC also includes waste minimisation activities to help preserve the environment and minimise potentially negative effects of solid waste disposal. It includes education programmes aimed at drawing attention to the benefits of waste minimisation and recovery.

### Key Achievements for 2009/10

We aim to ensure the environmentally safe reduction, diversion, collection and disposal of the District's waste through a range of waste management services. The positive result of the 2010 Waste Audit showing a 25% reduction of recyclables waste contained in WDC refuse bags, demonstrates our achievement in this performance target. WDC will continue to improve awareness of the benefits of waste reduction and promote the service available in support of this, through communication with the Waitomo District Community.

Other Key Achievements for the Solid Waste Management Activity are:

- 100% compliance with resource consent conditions at the Waitomo District Landfill and closed landfills.
- 100% of all residential premises in collection areas have access to Kerbside Collection Service.
- Rural Transfer Stations located at Marokopa, Kinohaku, Benneydale, Piopio and Awakino are now manned and open to the public for 16 hours over various days of the week.
- Completion of the construction of Cell 2 at the Waitomo District Landfill.

## Statements Service Performance

The following provides a selection of the 11 statements of service performance for the Solid Waste Management Activity. The statements report on WDC's achievement against key performance targets for various levels of service.

Level of Service	Key Performance Indicator	Performance to 30/06/10
<b>Strategic Goal 1:</b> Ensure environmentally safe disposal of waste.		
The kerbside collection of bagged refuse and recyclables is efficient and effective.	Number of service complaints in any one month regarding the quality of the kerbside refuse/recycling collection service. Target = <3	Not Achieved – This KPI was not achieved in August 09, September 09 & October 09 during the transition to a crate kerbside recycling service. The remaining 9 months were achieved. (Refer to Summary for further detail)
Kerbside collection available to all premises in Te Kuiti, Piopio, Mokau and Waitomo Village.	Percentage of residential premises in collection areas that have access to kerbside collection. Target = >90%	<b>Achieved</b> – 100% all residential properties have access to service.
The solid waste management facilities feel safe to the user.	Percentage of users rating the District's waste transfer stations and landfill safe to use. Target = 70%	<b>Achieved</b> – 74% of respondents to the 2010 Resident Satisfaction Survey were "satisfied or very satisfied" with WDC's waste transfer stations.
<b>Strategic Goal 2:</b> Minimise the creation of waste within the District.		
Waste minimisation education reduces household waste.	Reduction in quantity of recyclables contained in kerbside refuse bags. Target = 5%	<b>Achieved</b> – 25% reduction in recyclables contained in kerbside refuse bags.

## Summary of Service Performance

Strategic Goal 1
WDC aims to provide an efficient and effective collection of bagged refuse and recyclables. The adoption of WDC's 2009-19 Long Term Plan introduced significant changes to the Levels of Service provided by the Kerbside Refuse and Recycling Collection Service. These changes took effect in October/November 2009 and included the allocation of a recycling container to households currently receiving the collection service, discontinuance of a yearly supply of refuse bags and charging users the cost through the property rates system, and the upgrade of all existing Rural Waste Transfer Stations. This scale of change has influenced the behaviour of the user and as a result less refuse bags were sold than expected. The full effects of the changes to the level of service will be best measured in 2010/11.

## 6.2.2 Stormwater

### Description

Stormwater runoff occurs after rainfall. Rain that does not soak into the ground flows downhill until it reaches a water course or is collected by a pipe system. Where there is development, runoff from properties and roads flows into stormwater systems. The greater the level of development in a catchment, the greater the conversion of rainfall into runoff. If this runoff is not managed well, it can cause flooding. Generally stormwater is channelled into reticulation, onto roads or into open watercourses, then down streams and rivers to lakes and the sea.

The stormwater drainage system manages runoff by collecting and removing the runoff, eventually disposing of it into natural streams, lakes or the sea. The Stormwater Activity involves providing, maintaining and expanding the capacity of the existing drainage systems and advocating for the appropriate management of rivers and streams within the Waitomo District.

### Activities

#### Stormwater Reticulation and Disposal

This entails providing, maintaining and expanding WDC's urban stormwater disposal systems.

### Key Achievements for 2009/10

We aim to provide for the collection, diversion, treatment and disposal of urban surface water runoff following rainfall. Our achievement in providing a reliable service without failure of drainage systems through poor condition or lack of maintenance, demonstrates our success in this performance target.

Other Key Achievements include:

- Completion of a programme for the extension of the stormwater reticulation network in Te Kumi Road, to improve local stormwater disposal.
- Replacement and partial upgrade of a section of stormwater drain on the corner of Hill Street and King Street to address local flooding issues.
- Placement of grates over inlets and outlets of storm water pipes located along the Mangaokewa Stream bank and at the Waitomo District Landfill. This was undertaken as a Health and Safety precaution, to prevent the public from entering the stormwater system.
- Installation of storm water pipes on Waitete Road as part of a road upgrade.



*Japanese Gardens Te Kuiti*

## Statements Service Performance

The following provides a selection of the 15 statements of service performance for the Stormwater Activity. The statements report on WDC's achievement against key performance targets for various levels of service.

Level of Service	Key Performance Indicator	Performance to 30/06/10
<b>Strategic Goal 1:</b> To protect public health and property.		
The urban stormwater activity is managed to protect people and property from the impacts of flooding.	Annual incidence of inundation of habitable buildings in urban areas from a 10% or less Annual Exceedance Policy event. Target = 0	Not Achieved - One incident was reported. (Refer to Summary for further detail)
	Number of complaints per event per year regarding surface water flooding in urban areas. Target = <10	<b>Achieved</b> - 8 complaints received
Services do not cause a hazard to people.	Number of health nuisances associated with land drainage or stormwater assets (vermin, etc). Target = Nil	<b>Achieved</b> - Nil
	Response time for investigation of complaints relating to lack of maintenance of the urban stormwater system. Target = 5 working days	<b>Achieved</b> - All were achieved within 5 working days
<b>Strategic Goal 2:</b> To Protect the environment from the adverse effects of stormwater.		
Stormwater quality will be managed effectively.	Percentage compliance with stormwater discharge consents. Target = 100%	<b>Achieved</b> - 100%
<b>Strategic Goal 3:</b> To enable economic development		
Connection of stormwater drainage network available to all urban properties.	Percentage of customers within defined urban stormwater drainage areas can connect to the network. Target = 75%	<b>Achieved</b> - 100%. All urban properties can connect to the system via a piped system or kerb and channel. This KPI is measured through examination of geographical information system (GIS) maps which is carried out annually. Every household has the ability to connect to the stormwater drainage areas through kerb and channel, open drain, pipe, soak hole or road frontage

## Summary of Service Performance

Strategic Goal 1
<p>The performance target of no inundation of habitable buildings in urban areas as a result of a 10% or less Annual Exceedance Probability flood event, was not achieved. One incidence of inundation of a habitable building in an urban area was identified and involved a shed located on the corner of King and Hill Streets Te Kuiti.</p> <p>Storm water collection and disposal becomes an issue only at times of heavy rainfall. While most drainage systems are of reasonable condition but require general maintenance, in Te Kuiti there are sites where surface flooding is a known and historical problem.</p>

## 6.2.3 Resource Management

### Description

The Resource Management Activity works towards the goal of seeking to effectively and efficiently provide a safe and sustainable environment through the administration and enforcement of the Resource Management Act and District Plan.

### Activities

#### Resource Management

Administration and application of the District Plan, including the issue of resource consents for land use and subdivisional consents and monitoring consents for compliance with conditions.

### Key Achievements for 2009/10

We are required by the Resource Management Act to establish objectives, policies and plans which promote the sustainable development of the District's natural and physical resources in a manner which enables communities to provide for their social, economic, environmental and cultural well-being and for their safety and health. Our achievement in effectively and efficiently processing non-notified consents in a timely and customer friendly manner, demonstrates our commitment to achieving this goal.

Other Key Achievements for this activity are:

- Continued commitment to the "Shore Futures Project" - a collaborative planning approach between Environment Waikato, Otorohanga District Council, Waikato District Council and this Council for the integrated management of Kawhia Harbour.
- WDC processed 98% of resource consent applications within the statutory time frames required by the Resource Management Act 1991.

### Statements Service Performance

The following provides a summary of the two statements of service performance for the Resource Management Activity. The statements report on WDC's achievement against key performance targets for various levels of service.

Level of Service	Key Performance Indicator	Performance to 30/06/10
<b>Strategic Goal 1:</b> To provide a safe and sustainable environment by effectively and efficiently administering and enforcing the provisions of the Resource Management Act 1991 and the Waitomo District Plan.		
WDC will ensure that resource consents are processed in a timely and customer friendly manner so as to facilitate District wide development.	Percentage of notified consents processed within 80 working days of receipt. Target = 90%	Not measurable at this point in time. There were no notified consents processed during the year. (Refer to Summary for further detail.)
	Percentage of non-notified consents processed within 20 working days. Target = 90%	<b>Achieved</b> - 98% of non notified resource consents processed within the timeframe.

### Summary of Service Performance

Strategic Goal 1
The performance target of 90% for notified consent processed within 80 working days of receipt is not measurable at this time due to the fact that were not notified consents processed during the year. Five land use consents do not as yet comply, because they have not been given effect to. Progress will be monitored through the building consent process.

## 6.2.4 Sewerage

### Description

The purpose of the Sewerage (Waste Water) Activity is to collect and dispose of wastewater in an effective and environmentally acceptable manner. Effective and efficient wastewater collection and disposal is essential to protect the environment, maintain public health and to facilitate economic development.

### Activities

In order to ensure the effective disposal of sewage in an environmentally sustainable manner and to promote and protect public health, the WDC provides sewerage schemes at Te Kuiti, Te Waitere and Benneydale. A new scheme is also planned for Piopio.

### Key Achievements for 2009/10

We aim to provide for the environmentally safe collection, treatment and disposal of the District's sewage wastes. Our achievement in providing feed back within 1 working day, to customers in relation to a service request/complaint, demonstrates our success in this performance target.

Other Key achievements include:

#### Te Kuiti Sewerage

- Replacement work was completed on a failing sewer line in Waitete Road. This also allowed for the decommissioning of failing septic tanks in the area.
- William Street sewer line completed to prevent overflows at low gulley traps in the area.
- Completion of the new Matai Street sewer extension to allow decommissioning of septic tanks that were still in use.
- Waste Water Treatment Plant Upgrade design project is now complete, construction work can continue as soon as MoH funding is sorted.

#### Te Waitere Sewerage

- Installation of a new pressure sewer line completed along Te Waitere Road to resolve a long standing issue and allowing failing septic tanks to be serviced.

#### Benneydale Sewerage

- Resource consent for waste water discharge for the Benneydale community was obtained.
- Provisional funding for extending the waste water reticulation in Benneydale was obtained from Ministry of Health (MoH).



*Te Kuiti Pump Station*

## Statements Service Performance

The following provides a selection of the 17 statements of service performance for the Sewerage Activity. The statements report on WDC's achievement against key performance targets for various levels of service.

Level of Service	Key Performance Indicator	Performance to 30/06/10
<b>Strategic Goal 1:</b> To protect public health and property from sewage overflows.		
Service requests and failures are responded to as they come in.	Response time for feed back to customer on what is being done following receipt of service request/ complaint. Target = 1 working day	<b>Achieved</b> - 1 working day
	Response time for urgent requests for service. Target = 90% within 4 hours	<b>Achieved</b> - 100% within 4 hours
	Response time for non-urgent requests. Target = 90% within 10 working days	<b>Achieved</b> - 90% within 10 working days
Sewage is managed without risk to public health.	Number of sewage overflows into habitable buildings due to faults in the wastewater system. Target = Nil	<b>Achieved</b> - Nil
<b>Strategic Goal 2:</b> To Enable economic growth.		
Waste Water connections are available.	Percentage of ratepayers within each defined sewerage area who can connect to the network. Target = 100%	Not achieved - 90%. (Refer to Summary for further detail)
<b>Strategic Goal 3:</b> To Protect the environment from the adverse effects of wastewater.		
The quality of effluent leaving the treatment plant is of a standard required by consents.	Percentage of test results that meet consent conditions. Target = 100%	Not achieved - 0% tests complied with resource consent conditions. Te Kuiti, Waste Water Treatment Plant require complete upgrade of processes before it meet the discharge consent requirements (Refer to Section 5.2 for further detail)
Sewage treatment is managed without adversely affecting the quality of the receiving environment.	Number of complaints regarding receiving water quality as a result of effluent discharge. Target = Nil	<b>Achieved</b> - No complaints have been received.
	Percentage compliance with consent conditions. Target = 100%	<b>Achieved</b> - 100%

## Summary of Service Performance

Strategic Goal 2
The performance target of connecting 100% of ratepayers within each defined sewerage area who can connect to the network, was not achieved. This result reflects the practicalities involved in fixing service boundaries for reticulated schemes. The urbanisation, over time, of rural land at the margins of existing township communities, creates a demand for sewerage connections to reticulated networks. However property owners are often not prepared to pay the cost for connection to a scheme That process often requires the installation of additional network infrastructure such as pipes, manholes and pumping capacity. This consideration and WDC's commitment to a user pays funding policy limits the full achievement of this service performance target.

## 6.3 Economic Sustainability

### Outcomes and Activities

The Economic Sustainability group of activities promotes outcomes that focus on providing the necessary infrastructure that enables communities throughout the urban environment to prosper and to ensure that the District as a whole is able to transport their produce and necessities to and from the marketplace. The growth and maintenance of tourism, farming and other commerce and industry is dependent on the provision of a reliable transport network. The provision of WDC services throughout the District requires considerable financial resources and hence, in order to relieve the burden on the ratepayers, WDC undertakes various investment activities.

### Activities Comprised in this Group

- Water Supply
- Land Transport
- Investments



*The Cenotaph , Te Kuiti*

## 6.3.1 Water Supply

### Description

The purpose of the Water Supply Activity is to supply safe water to the communities in the Waitomo District. Water supply is essential for maintaining public health, provides fire fighting capacity in urban areas and facilitates economic growth. The WDC is committed to providing a water supply service that meets the diverse needs of the Waitomo Community.

### Activities

The activities involve extraction, treatment and supply of public water supplies at Te Kuiti, Benneydale, Mokau and Piopio.

### Key Achievements for 2009/10

We aim to provide for the environmentally friendly collection, treatment and reticulation of the District's public water supplies. Our achievement of providing reliable water supplies and minimising supply disruptions through improved maintenance and meeting peak water supply demands, demonstrates our commitment to this strategic goal.

Across the water supply schemes of Te Kuiti, Piopio Benneydale and Mokau, Public Health Risk Management Plans were undertaken, completed and approved. These plans are required to support funding applications to the MoH.

#### Te Kuiti Water Supply

- Installation of basic SCADA equipment at the treatment plant and reservoirs was done. This technology allows the automatic gathering of data in real time to meet the requirements of the Drinking Water Act and improve control of treatment plant equipment and operating conditions.

#### Mokau Water Supply

- Installation of SCADA equipment was finalised, this technology allows the automatic gathering of data in real time from the treatment facility in a remote location to meet the requirements of the Drinking Water Act. It also improves control of treatment plant equipment and operating conditions
- Final design and application for funding to MoH was submitted to raise the raw water storage dam to improve security of supply.

#### Benneydale Water Supply

- Installation of SCADA equipment was finalised, this technology allows the automatic gathering of data in real time from the treatment facility in a relative remote location. Thus meeting the requirements of the Drinking Water Act and improves control of treatment plant equipment and operating conditions.

#### Piopio Water Supply

- Preliminary designs done to replace filter and associated pipe work.



*Benneydale Water Supply*

## Statements Service Performance

The following provides a selection of the 22 statements of service performance for the Water Supply Activity. The statements report on WDC's achievement against key performance targets for various levels of service.

Level of Service	Key Performance Indicator	Performance to 30/06/10
<b>Strategic Goal 1:</b> Safe drinking water in accordance with NZ Drinking Water Standards.		
Pleasant tasting and looking drinking water is provided.	Percentage of customers who are satisfied with the quality of their drinking water. Target = 75%	Not Achieved – 49% of respondents to the 2010 Resident Satisfaction Survey were "satisfied or very satisfied" with the quality of their drinking water. (Refer to Summary for further detail)
	Minimum pressure at point of supply during normal operations. Target =>50 kpa	<b>Achieved</b> - >50 kpa
Water supply is adequate for public health and fire fighting purposes.	Public Health Risk Management Plans adopted and implemented. Target = 95%	<b>Achieved</b> – 95%. All plants have Public Health Risk Management Plans completed and adopted. An audit of Mokau by WDHB revealed two non conformances. (Refer to Section 5.2 for further detail)
<b>Strategic Goal 2:</b> Reliable water supplies, minimising supply disruptions through improved maintenance and meeting peak water supply demands.		
A reliable water supply is provided.	Availability of a 24x7 service for reporting problems. Target = 100%	<b>Achieved</b> – 100%
<b>Strategic Goal 3:</b> Cost effective operation, maintenance of and improvements to water supply systems including treatment facilities, pumping stations, reservoirs and piped reticulation.		
The services are managed at the lowest possible cost for the required level of service.	Percentage of customers who are satisfied that the water supply cost and service is fair and reasonable. Target = 75%	Not Achieved – 63% of respondents to the 2010 Resident Satisfaction Survey were "satisfied or very satisfied" with WDC's water supply cost. (Refer to Summary for further detail)

## Summary of Service Performance

Strategic Goal 1
<p>The performance target of 75% of customers who are satisfied with the quality of their drinking water, was not achieved. As part of the 2010 Resident Satisfaction Survey, 163 of the 291 residents who are connected to town water supply were asked to rate their satisfaction with the supply of quality drinking water. Overall, 31% (51 out of 163) were dissatisfied and 18% (29 out of 163) were very dissatisfied. The main reason given for the dissatisfaction as 'poor taste'. WDC received 29 'taste and odour' complaints during the year regarding water supply quality. WDC treats its water supplies for taste and odour and was unable to determine the cause of those complaints. The current 'taste and odour' treatment practices will continue with ongoing reviews of chemical dosage levels with the aim to provide pleasant tasting drinking water to the community.</p>
Strategic Goal 3
<p>As part of the 2010 Resident Satisfaction Survey, 174 residents who are connected to town water supply were asked to rate their satisfaction that the cost of the water supply service is fair and reasonable. Overall, 16% (27 out of 174) were dissatisfied and 10% (18 out of 174) were very dissatisfied and 11% (20 out of 174) residents didn't know which rating to give. The main reason given for the dissatisfaction was 'too expensive'. This highlights an economy of scale issue for the WDC – i.e. the cost of producing potable water is relatively constant irrespective of how much is produced – more users would therefore spread those costs and reduce the cost of water per rateable property accordingly.</p>

## 6.3.2 Land Transport

### Description

The Land Transport activity involves the maintenance and development of roads, kerbs and channels, bridges, street lighting, footpaths and street cleaning for all of the Waitomo District, with the exception of the State Highways. The latter are managed by New Zealand Transport Agency (NZTA) HNO. The WDC maintains its roads under contract to a standard that provides safe and comfortable driving within the limitations of available funding.

### Activities

#### Subsidised Roding

NZTA the national road funding authority, provides a subsidy for works that meet the criteria for subsidy. The Activities currently subsidised by NZTA are:

- Sealed Pavement Maintenance
- Unsealed Pavement Maintenance
- Routine Drainage Maintenance
- Structures Maintenance
- Environmental Maintenance
- Traffic Services Maintenance
- Level Crossing Warning Devices
- Emergency Reinstatement
- Network & Asset Management
- Professional Services
- Pavement Rehabilitation
- Sealed Surfacing
- Structures Replacements
- Drainage Renewals
- CFA (Community Focussed Activities)
- Associated Improvements
- Minor Improvements (formerly Minor Safety)
- Traffic Services Renewals
- Unsealed Road Metaling

#### Unsubsidised Roding

These are activities carried out to ensure safe and efficient travel within and through the district as necessary for road or pedestrian safety and convenience but are not subsidised by NZTA. The WDC has sole financial responsibility for this activity. The functions include:

- Footpath Maintenance
- Footpath Renewals
- Amenity Lights
- Unsubsidised Miscellaneous Work
- Street Cleaning
- Carpark Maintenance (other than kerbside parking)
- Unsubsidised Roding

### Key Achievements for 2009/10

We aim to fulfil the requirements of legislation and also to work towards the achievement of community outcomes. Residents high rating of satisfaction with the District's Roding Network demonstrates our commitment to achieving this goal. Other Key Achievements for this activity are:

- Installation of Ramaroa Bridge 214 (\$130,000) completed to ensure route security between Aria and State Highway 4.
- Installation of several areas of guard rail across the district (\$200,000) completed through Minor and Associated Improvements.
- Installation of new street lights to replace existing lights that were in an unsafe condition completed.
- Reseal 50km of road throughout the District completed, this is made up of 35km of programmed reseal works, 5km of texturing ( safety and skid resistance sealing ), 5km of Pavement Rehabilitation second coat sealing and 5km of catch up reseal from previous seasons. The market rates allowed this work to be completed within our allocated budget. All reseal work programmed for 2009/2010 was completed.
- Pavement Rehabilitations carried out on Te Anga Road, Hangatiki East Road, Anzac Street, Totoro Road (3 sites) and Taharoa Road completed.
- Minor Safety Improvements were carried out on all pavement rehabilitation sites as well as Mangaokewa and Hauturu Roads completed.
- A network deficiency database was developed highlighting all perceived safety or risk locations on the district roads. Items identified included additional signage, guard rails, site rails, site benches and corner cutting. \$50,000 of the minor improvement budget was spent on additional safety signage district wide to start addressing the deficiency database.
- Community Focussed Activities is a joint venture between WDC and Otorohanga District Council where \$88,000 is spent of road safety education within the two districts. The joint venture allows one Road Safety Co-ordinator to be employed and educate the community through activities such as fatigue stops, child restraint stops, driver licensing, speed and alcohol awareness.
- Restoration works carried out on notorious district slumps – Oparure 2.8, Taharoa Road ( The Staircase ) and Te Anga Road (Clayton–Greenes) completed.

- Re-scoping of the Roads Maintenance Contract to allow WDC to better manage the asset and budget by way of programming all physical works completed and negotiated for the final term with the Roads Maintenance Contractor (Inframax Construction Ltd). The re-scoping of the Roads Maintenance Contract was a necessity to ensure the Rooding Affordability Review was sustainable.

### Statements Service Performance

The following provides a selection of the 11 statements of service performance for the Land Transport Activity. The statements report on WDC’s achievement against key performance targets for various levels of service.

Level of Service	Key Performance Indicator	Performance to 30/06/10
<b>Strategic Goal 1:</b> The transport network supports the economic and lifestyle needs of the District through provision of access to properties, passage of through traffic, and effective transportation of goods and services.		
The rideability of the roading network is maintained in good condition and is 'fit for purpose'.	The number service complaints in any one month regarding the condition of the roading surface. Target = < 8	Not achieved – 8 complaints were recorded. This target was not achieved in August 09, February 2010 and June 2010. (Refer to Section 5.2 for further detail)
	Sealed road lane kilometres exceeding a NAASRA roughness count rating of 150. Target = <8%	<b>Achieved</b> – Survey finished in August 2010, indicated 1.6% of road lane kilometres with NAASRA > 150
The network’s traffic marking and signage facilities are up to date, in good condition and 'fit for purpose'.	The number of service complaints per month regarding missing, damaged or inaccurate road signage. Target = <3	Not Achieved (Refer to Summary for further detail)
Traffic services (street lighting, roadside vegetation, road signs, road markings) are visible and accurate.	Percentage of road users satisfied that road signage and markings on the network is accurate and visible in the Customer satisfaction survey. Target = 70%	<b>Achieved</b> – 89% of respondents to the 2010 Resident Satisfaction Survey were "satisfied or very satisfied" with road markings. 88% of respondents to the 2010 Resident Satisfaction Survey were "satisfied or very satisfied" with road signage.
Road Corridor users (pedestrians, joggers, disabled persons etc) are able to use the road corridors in a safe and convenient manner.	The number of users who agree the standard of footpaths is good or excellent in the Customer satisfaction survey. Target = 60%	<b>Achieved</b> – 73% of respondents to the 2010 Resident Satisfaction Survey were "satisfied or very satisfied" with standard of footpaths
The roading corridor feels safe to the user.	The number of complaints per month regarding damaged footpaths. Target = <3	<b>Achieved</b> – <3 complaints per month regarding damaged footpaths from July 2009 to June 2010.
	Time of response to reported defects and faults. Target = Within 24 hours	Not Achieved (Refer to Summary for further detail)

### Summary of Service Performance

Strategic Goal 1
The number of service complaints per month regarding missing, damaged or inaccurate road signage, exceeded the target of less than three (<3) for eights months of the year. WDC currently receives a high number of complaints regarding missing and damaged road signage as a result of vandalism. WDC is continually looking at different fastenings to try and secure these signs and make it more difficult for those inclined to steal or damage the signs. In addition to this WDC works with the Police for enforcement and the WDC Road Safety Co-ordinator for education.
WDC was unable to provide a measurement for the time taken by WDC to respond to reported defects and faults. This is due to the current Service Request System not being set up to capture this information for reporting purposes. Changes were made to the Service Request System in August 2010 that will enable WDC to better measure response times.

### 6.3.3 Investments

#### Description

WDC has investments in land and other entities that it manages for the benefit of the community and to generate income.

#### Activities

- Council Controlled Organisations
- Investment in Local Authority Shared Services (LASS)

The Council has an equal share with each of the 13 local authorities situated within the boundaries of the Waikato region, in LASS Ltd. The principal objective is for the Company to provide the most effective access to regional information of mutual value to the regional community using modern technology and processes.

#### Investment in Inframax Construction Ltd (ICL)

Inframax Construction Ltd is a roading construction and maintenance company wholly owned by the Council as a Council Controlled Trading Organisation.

As in previous years, the Council will continue to evaluate it's investment in ICL having regard to the impact of its decisions on the social and economic well-being of the District community, in accordance with the Local Government Act 2002.

#### Investment Properties

##### Council Owned Quarries

Maintenance and management of Council owned quarries. The Council owns 24 quarries throughout the District of which seven are currently operational. The quarries are a major source of aggregate in support of the Council's substantial road maintenance/construction activities.

##### Forestry located at Rangitoto Landfill

Maintenance and management of forestry located at Rangitoto Landfill. The forestry was predominantly planted in 1994 and comprises some 15.7 hectares of pine trees.

### Key Achievements for 2009/10

WDC has monitored the performance of its investment shareholding in the Company on an ongoing basis. WDC's Shareholder Representative Committee has met with the Company Board or its representatives on a regular basis to monitor financial performance and financial forecasts for the Company. The Committee in turn has provided regular verbal reports back to the full Council.

### Statements Service Performance

The following provides a selection of the two statements of service performance for the Investment Activity. The statements report on WDC's achievement against key performance targets for various levels of service.

Level of Service	Key Performance Indicator	Performance to 30/06/10
<b>Strategic Goal 1:</b> WDC investments contribute to the economic and environmental well-being of the District community.		
Investments contribute to economic and social well-being.	Viability and rationale of investment property regularly reviewed. Target = Review undertaken on ongoing basis	<b>Achieved</b> – no action required in relation to forestry investment. During the financial year, WDC twice reviewed actions in relation to the main investment land holding.
	Company performance and future investment in Inframax Construction Limited reviewed on an annual basis. Target = Review undertaken on ongoing basis	<b>Achieved</b> - Review of company performance and future investment is undertaken on an ongoing basis