

SIGNIFICANT ACTIVITIES

COMBINED COST OF SERVICE STATEMENT

For the Year ended 30 June 2008

2007 Actual \$		2008 Estimate \$	2008 Actual \$
	EXPENDITURE		
5,731,918	District Roding	5,753,485	5,895,422
1,898,957	Drainage & Utility Services	1,935,094	1,957,308
1,275,668	Community Services	1,300,140	1,368,855
1,339,436	Environmental Services	1,098,179	1,633,989
1,021,222	Democratic Process	995,728	1,097,687
1,448,131	Other Activities	1,418,507	1,327,815
1,917,488	Support Services	1,975,086	2,035,732
667,237	Professional Engineering Services Business Unit	684,344	654,689
15,300,057	TOTAL ACTIVITY EXPENDITURE	15,160,563	15,971,497
(3,405,188)	Less Internal Charges	(3,445,303)	(3,610,963)
50,834	Other Expenditure	-	123,512
11,945,703	TOTAL EXPENDITURE	11,715,260	12,484,046
	INCOME		
	User Fees and Charges, Funding Assistance		
2,844,569	District Roding	3,342,909	3,412,174
728,396	Drainage & Utility Services	712,610	714,790
128,470	Community Services	124,919	159,411
607,469	Environmental Services	439,743	773,925
-	Democratic Process	2,000	190
259,162	Other Activities	352,910	431,088
18,711	Support Services	24,100	22,311
9,889	Professional Engineering Services Business Unit	12,000	1,877
4,596,667		5,011,191	5,515,767
	Internal Recoveries		
87,879	Environmental Services	67,500	183,362
265,651	Democratic Process	250,650	283,845
476,356	Other Activities	491,167	509,450
1,898,777	Support Services	1,950,986	2,013,421
676,525	Professional Engineering Services Business Unit	685,000	620,886
3,405,188		3,445,303	3,610,963
8,001,854	TOTAL ACTIVITY INCOME	8,456,494	9,126,730
(3,405,188)	Less Internal Recoveries	(3,445,303)	(3,610,963)
7,806,385	Rates	8,120,950	8,260,195
565,181	Other income	-	990,518
12,968,232	TOTAL INCOME	13,132,141	14,766,480
1,022,530	NET SURPLUS	1,416,881	2,282,434

Internal Expenditure and Income

Each significant activity is stated gross of internal costs and revenues. In order to fairly reflect the total external operations for the Council in the statement of Financial Performance, these transactions are eliminated as shown above.

DISTRICT ROADING

Goal

To develop and maintain a roading network that provides for the safe and efficient operation of district roading.

This is the largest single activity of Council, both in scope and expenditure. The activity provides for the undertaking of road improvement and reconstruction projects, together with other roading works such as general maintenance, pavement reseals, bridge repairs, emergency restoration, signposting and pavement marking (traffic services), street lighting, street cleaning, minor safety projects and footpath work. 779 kilometres of rural road and 28 kilometres of urban road are maintained in accordance with Council and Transfund standards.

Performance Targets

- Implement and maintain regular inspections, routine and intervention maintenance in accordance with contract specifications.

Ongoing routine inspections carried out in accordance with specifications by the contractor and Council staff.

- Review and implement safety improvements where appropriate to achieve a reducing crash trend on roads managed by the District.

MSP funding maximised, forward program of safety projects maintained and prioritised. Significant positive feedback from public on completed MSP works.

- Aim to provide a footpath on one side of each urban street and both sides in high traffic and business areas.

New footpaths built on Kakamutu Road, Alex Telfer Drive and Pouewe Street. Forward programme maintained and reviewed.

- Provide annual construction and improvements programme in accordance with budget allocations.

Planned improvements completed as per programme. Completed projects include Lurman Road seal extension, Tauraroa Valley, Owawanga and Kihi Road seal widening and some carryover work from the previous years Kihi Road unsealed smoothing

◆ SERVICE CATEGORY	◆ SERVICE CRITERIA	◆ TARGET LEVEL & MEASUREMENT METHOD	◆ PERFORMANCE
◆ Routine general pavement and bridge Maintenance	◆ Various technical standards, as per requirements of ODC Contract 863 – Road Maintenance.	◆ 95% compliance from random inspections.	<ul style="list-style-type: none"> ◆ <i>Not achieved</i> ◆ 90.24% compliance overall for contract 863 performance review.

<ul style="list-style-type: none"> ◆ Response to hazardous or other identified defects requiring urgent action 	<ul style="list-style-type: none"> ◆ Immediate signposting, temporary repairs within 48 hours, permanent repairs within one month. 	<ul style="list-style-type: none"> ◆ 100% compliance from service requester records. 	<ul style="list-style-type: none"> ◆ <i>Not achieved</i> ◆ Exact timeframe not measured. All hazards signposted immediately after identification. Temporary and permanent repairs undertaken within acceptable timeframe.
<ul style="list-style-type: none"> ◆ Delineator Devices 	<ul style="list-style-type: none"> ◆ As per requirements of ODC Contract 863 – Road Maintenance. 	<ul style="list-style-type: none"> ◆ 95% compliance from random inspections. Contractor records also to support standards being achieved. 	<ul style="list-style-type: none"> ◆ <i>Achieved</i> ◆ Regular cyclic inspections by Council staff and contractors. Regular programme of cleaning and replacing delineators as required.
<ul style="list-style-type: none"> ◆ Pavement Marking 	<ul style="list-style-type: none"> ◆ Markings renewed once or twice per annum, depending on location. 	<ul style="list-style-type: none"> ◆ 95% compliance, based on marking contract schedules. 	<ul style="list-style-type: none"> ◆ <i>Achieved</i> ◆ 100% of marking contract schedule completed as required.
<ul style="list-style-type: none"> ◆ Maintenance Chip Reseals 	<ul style="list-style-type: none"> ◆ Significant continuous pavement lengths remain waterproof and with adequate skid resistance. 	<ul style="list-style-type: none"> ◆ 100% compliance, based on assessment using Roding Asset Management Maintenance data & visual inspections. 	<ul style="list-style-type: none"> ◆ <i>Partially achieved</i> ◆ Visual inspections completed, but no formal skid testing completed during the year.
<ul style="list-style-type: none"> ◆ Pavement Rehabilitation – Sealed Roads 	<ul style="list-style-type: none"> ◆ Average National Association of Australian State Roading Authorities (NAASRA) Roughness < 150. 	<ul style="list-style-type: none"> ◆ 95% of lane km. Assessed by bi-annual roughness survey. 	<ul style="list-style-type: none"> ◆ <i>Achieved</i> ◆ 98.37% of lane km are <150 NAASRA Roughness.
<ul style="list-style-type: none"> ◆ Pavement Rehabilitation – Unsealed Roads 	<ul style="list-style-type: none"> ◆ Prioritised improvement program based on objective criteria. 	<ul style="list-style-type: none"> ◆ 80% of annual programmed works completed by 30 June. 	<ul style="list-style-type: none"> ◆ <i>Achieved</i> ◆ 100% of programmed works completed by 30 June 2008.

<ul style="list-style-type: none"> ◆ 'Functional' (Customer Service) Aspects 	<ul style="list-style-type: none"> ◆ Respond to all enquiries, requests or complaints ◆ Written responses provided to written enquiries, requests or complaints. 	<ul style="list-style-type: none"> ◆ 100% compliance, based on Service Requestor records ◆ 100% within 3 weeks of receipt, from Service Requester records. 	<ul style="list-style-type: none"> ◆ <i>Not achieved</i> ◆ Requests, enquiries and complaints responded to but cannot confirm time frames from service request records. ◆ ◆
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**Statement of Cost of Service – District Roading
For the Year ended 30 June 2008**

2007 Actual \$		2008 Estimate \$	2008 Actual \$
	EXPENDITURE		
	Otorohanga District		
	<i>Funding Assisted Works</i>		
	<i>Structural Maintenance</i>		
-	Sealed Pavement Maintenance	-	403,993
-	Unsealed Pavement Maintenance	-	321,709
1,595,643	General Pavement Maintenance	1,651,860	-
151,682	Emergency Reinstatements	66,690	50,838
51,580	Structures Maintenance	112,860	111,914
-	Routine Drainage Maintenance	-	336,652
-	Environmental Maintenance	-	637,007
228,601	Amenity/ Safety Maintenance	251,370	-
15,844	Street Cleaning	11,799	-
1,467	Level Crossing Maintenance	2,770	2,932
112,318	Traffic Services Maintenance	133,380	216,642
64,072	Carriageway Lighting	76,950	-
-	Operations Maintenance	-	574
159,316	Network and Asset Management	128,250	340,920
	<i>Renewals</i>		
-	Routine Drainage Maintenance	-	84,744
2,089,798	Depreciation	2,177,363	2,098,152
	<i>Other Works</i>		
1,261,597	General Expenses	1,140,193	1,289,345
5,731,918	TOTAL EXPENDITURE	5,753,485	5,895,422
	INCOME		
	Otorohanga District		
2,738,092	Transfund Assistance	3,201,971	3,292,976
96,675	Petrol Tax	102,600	98,555
9,802	User Fees and Charges	13,338	20,643
-	Development Contributions	25,000	-
2,844,569	TOTAL INCOME	3,342,909	3,412,174
2,887,349	NET COST OF SERVICE	2,410,576	2,483,248
2,782,856	Capital Expenditure	3,495,100	3,605,610

The lack of comparatives for some figures above relates to a change in the LTNZ categories for the 2007/08 year. Where possible figures for similar categories have been applied against these new categories.

Significant Capital Projects

<u>Subsidised</u>	<u>2008 Estimate</u>	<u>2008 Actual</u>
Waiharakeke Bridge	160,000	565,657
Sealed Road Resurfacing	1,211,700	979,358
Pavement Rehabilitation	675,000	686,004
Drainage Renewals	155,459	161,858
Unsealed Road Metalling	420,000	375,559
<u>Non- Subsidised</u>		
Bus Park Upgrade Covered Walkway	61,600	-
Miscellaneous Improvements (USS)	20,000	73,260

DRAINAGE AND UTILITY SERVICES

1. Solid Waste

Goal

To provide an adequate, environmentally sustainable and cost effective solid waste collection and recycling service.

Council provides a weekly collection of recyclable and non-recyclable refuse from properties at Otorohanga, Kawhia and Aotea.

The operation of recycling, solid waste collection and disposal has been contracted out.

Council is committed to the principles of the Zero Waste New Zealand philosophy aimed at sustainable management of solid waste and reduction of waste to landfill.

Performance Targets

- Services delivery contracts remain efficient and cost effective.
Relatively high overall annual performance ratings (91%, 87.5% and 80.75%) for the relevant contracts. Cost of services believed to remain low relative to other comparable councils.
- Quantities of waste taken from the district for landfill disposal are progressively reduced.
No exact figures but quantity appeared uniform throughout year.
- Achievement of compliance with Resource Consent conditions for closed solid waste facilities.
Partial compliance with Otorohanga consent due to late submission of data. Partial compliance with Kawhia consent.
- Awareness and attitudes of residents towards 'zero waste' principles are progressively improved.
A survey of Otorohanga residents on refuse removal and recycling has been conducted. There has been an assistance with the Ngutunui School Recycling Centre, and council has applied to RIPPI for recycling bins.
- The extent of illegal dumping is reduced.
Little apparent changes in extent of dumping, only an infrequent problem.
- A review of Council's Solid Waste Management Strategy and Zero Waste Implementation Plan is undertaken.
Delayed until final form of proposed 'Waste Minimisation – Solids' Bill is known (currently before parliament).

2. Water Supplies

Goal

To provide potable water within Council's defined water supply areas which meet agreed standards for quality and reasonable expectations of consumers for volume and pressure.

Council's water assets consist of six separate water supplies, established to meet the needs of the communities of our district. These are;

Otorohanga Community
 Kawhia Community
 Waipa Rural Water Supply Scheme
 Tihiroa Rural Water Supply Scheme
 Arohena Rural Water Supply Scheme
 Ranginui Rural Water Supply Scheme

Community supplies are a fully reticulated pressure supply with fire protection. The Rural Water Supply Schemes cover large areas and are generally by means of a trickle feed into 24 hour storage facilities on each property.

Performance Targets

- Monitoring compliance of water testing results within relevant standards.

Monitoring conducted as required, 7 confirmed instances of non-compliance. Compliance is with the 1984 Drinking Water Standards as currently there is not yet any obligation to comply with the 2005 Drinking Water Standards. Work is however being conducted towards determining monitoring required under DWS 2005.

- Monitoring compliance with resource consent conditions.

Arohena Rural Water Supply consent for Huirimu currently in process of consent renewal. Continuing non-compliance at Kawhia in respect of excessive water take, requiring urgent action. A consent change to rectify this problem is currently being processed.

- Analysis of service records and contractor performance audits.

Contractor performance for year satisfactory (70.2% average).

◆ SERVICE CATEGORY	◆ SERVICE CRITERIA	◆ TARGET LEVEL & MEASUREMENT METHOD	◆ PERFORMANCE
◆ Water Quality	◆ Compliance with NZ Drinking water standard (1984).	◆ 100% compliance, based on water testing results.	◆ Monitoring conducted as required, 7 confirmed instances of non-compliance. ◆

<ul style="list-style-type: none"> ◆ Quantity of Water Taken 	<ul style="list-style-type: none"> ◆ Compliance with resource consent conditions. 	<ul style="list-style-type: none"> ◆ 100% compliance, based on consent reports. 	<ul style="list-style-type: none"> ◆ <i>Partially achieved</i> ◆ Continuing non-compliance at Kawhia in respect of excessive water take, requiring urgent action. ◆
<ul style="list-style-type: none"> ◆ Flow and Pressure Adequacy – Urban Supplies 	<ul style="list-style-type: none"> ◆ >15 l/min flow, > 200 kPa pressure (residential connections). 	<ul style="list-style-type: none"> ◆ 100% compliance from random testing. 	<ul style="list-style-type: none"> ◆ <i>Partially achieved</i> ◆ No sub-standard results from random tests, though 7 complaints of low water pressure.
<ul style="list-style-type: none"> ◆ Flow and Pressure Adequacy – Urban Supplies 	<ul style="list-style-type: none"> ◆ Flow > 80% of peak property daily demand, >100 kPa pressure (rural supplies). 	<ul style="list-style-type: none"> ◆ 100% compliance from random testing. 	<ul style="list-style-type: none"> ◆ <i>Achieved</i> ◆ No sub-standard results from random tests.
<ul style="list-style-type: none"> ◆ Fire Fighting Capacity (Urban supplies only) 	<ul style="list-style-type: none"> ◆ Compliance with NZ Fire Service Code of Practice. 	<ul style="list-style-type: none"> ◆ >90% compliance, based on random hydrant tests. 	<ul style="list-style-type: none"> ◆ <i>Not achieved</i> ◆ Nil testing of fire hydrants was carried out in 2007/08, however testing planned for 2008/09
<ul style="list-style-type: none"> ◆ Frequency of Reticulation Failure 	<ul style="list-style-type: none"> ◆ Pipe bursts annually per 10km of reticulation. 	<ul style="list-style-type: none"> ◆ <3, based on analysis of service records and contract reports. 	<ul style="list-style-type: none"> ◆ <i>Achieved</i> ◆ 22 failures during the year on 175km of reticulation. This equals 1.25 bursts per 10km.

◆ Contractor Work Quality	◆ Average annual contractor performance rating.	◆ >80%, based on average of monthly performance assessments.	◆ <i>Not achieved</i> ◆ Contractor performance for year satisfactory (70.2% average). ◆
◆ Supply Reliability	◆ Number of high priority (urgent) service requests issued annually.	◆ <100, based on ODC and contractor service request records.	◆ <i>Achieved</i> ◆ Total of 18 emergency service requests received for the year for the 'three waters' (Water Supply, Wastewater and Storm water)
◆ Timeliness of Contractor Response	◆ Proportion of service requests completed within specified timeframes.	◆ >90%, based on ODC and contractor service request records.	◆ <i>Not achieved</i> ◆ 80% of service requests completed within specified timeframes.
◆ Responses to Public Enquiries	◆ Respond to enquiries about water pressure or flow within 5 days. ◆ Respond to enquiries about water pressure or flow within 10 days.	◆ 100% compliance, from Service Requester records. ◆ 100% within 3 weeks of receipt, from Service Requester records.	◆ <i>Not achieved</i> ◆ 84.5% responded to within 3 weeks.

3. Waste Water

Goal

To provide for the collection, treatment and disposal of waste water to provide protection to the communities' health with minimal effects on the environment.

Council provides a waste water service in Otorohanga to prevent nuisance and health risk, and to meet the community expectation that it do so. This system consists of 11 pump stations, 25km of reticulation and oxidation pond treatment facilities.

Performance Targets

- Analysis of service records and contractor performance audits.

Contractor performance for year satisfactory (70.2% average).

- Monitoring of compliance with Trade Waste consent conditions.

High level of compliance now being achieved in respect of conditional and controlled consents.

- Monitoring of compliance with resource consent conditions.

High level of compliance achieved, and full compliance with consent conditions targeted for next review.

◆ SERVICE CATEGORY	◆ SERVICE CRITERIA	◆ TARGET LEVEL & MEASUREMENT METHOD	◆ PERFORMANCE
◆ Availability	◆ Proportion of allotments for which gravity sewer connections are available.	◆ >99%, based on service records.	◆ <i>Not achieved</i> ◆ 97% of properties connected.
◆ Odours or other adverse aesthetic effects	◆ Annual incidents of adverse odour.	◆ <2, based on Service Requester records.	◆ <i>Not Achieved</i> ◆ 3 complaints of adverse odour received during the year related to the Te Kawa Pump Station
◆ Environmental effects – effluent disposal & sludge management	◆ Compliance with Resource Consent Conditions.	◆ 100% compliance based on Resource Consent reports.	◆ <i>Partially achieved</i> ◆ High level of compliance achieved, and full compliance with consent conditions targeted for next review.
◆ Planned Service Disruption	◆ Duration less than 8 hours.	◆ >100% compliance, based on observed performance and contractor reports.	◆ <i>Achieved</i> ◆ 100% compliance – no non-compliant instances noted.
◆ Frequency of System Failure	◆ Frequencies of system failures affecting private properties, pump stations and other public property.	◆ < once per 200 properties per year, < once per 5 years and < once per 10km of main per year respectively – from Service Requester records .	◆ <i>Achieved</i> ◆ No significant system failures recorded that affected properties or the pump station.
◆ Contractor Work Quality	◆ Average annual contractor performance rating.	◆ >80%, based on average of monthly performance assessments.	◆ <i>Not achieved</i> ◆ Contractor performance for year satisfactory (70.2% average).

<ul style="list-style-type: none"> ◆ System Reliability 	<ul style="list-style-type: none"> ◆ Number of high priority (urgent) service requests issued annually 	<ul style="list-style-type: none"> ◆ <100, based on ODC and contractor service request records 	<ul style="list-style-type: none"> ◆ <i>Achieved</i> ◆ Total of 18 emergency service requests received for the year for the 'three waters' (Water Supply, Wastewater and Storm water)
<ul style="list-style-type: none"> ◆ Timeliness of Contractor Response 	<ul style="list-style-type: none"> ◆ Proportion of service requests completed within specified timeframes 	<ul style="list-style-type: none"> ◆ >90%, based on ODC and contractor service request records 	<ul style="list-style-type: none"> ◆ <i>Not achieved</i> ◆ 77% of service requests completed within specified timeframes.
<ul style="list-style-type: none"> ◆ Responses to Public Enquiries 	<ul style="list-style-type: none"> ◆ Respond to enquiries within 5 days 	<ul style="list-style-type: none"> ◆ 100% compliance, from Service Requester records 	<ul style="list-style-type: none"> ◆ <i>Not achieved</i> ◆ 42.4% of general requests through service requester responded to within 5 days for Storm water and Waste Water ◆ 100% of phone enquiries not recorded through the service requester were dealt with within 5 days.

4. Flood Protection/Stormwater

Goal

To minimise surface flooding in the Otorohanga and Kawhia communities, ensuring protection of public health, property and infrastructure.

Flood Protection - Council's primary focus of this activity is the maintenance of the river channels, stopbanks and associated pumping equipment.

Stormwater - Drainage systems are operated in Otorohanga and Kawhia. Ongoing maintenance of the reticulation and public drains is carried out as required.

Performance Targets

- Analysis of service records and contractor performance audits.

Satisfactory, cost effective service generally provided, though monitoring of floodwater pump stations on occasion inadequate

- Monitoring compliance of infrastructural development with stormwater management plan criteria.

Compliance achieved for all recent subdivisions and other developments.

- Monitoring compliance with stormwater discharge consent conditions.

Previous issues in respect of Otorohanga stormwater management plan are now largely addressed. No recent report in respect of consent compliance has been received from Environment Waikato, but the overall level of compliance is considered satisfactory.

- Recording and analysis of flooding events.

No reports of flooding within the district.

- Observation of water quality in relevant bodies of water for recreational purposes.

No instances of significant poor quality observed.

◆ SERVICE CATEGORY	◆ SERVICE CRITERIA	◆ TARGET LEVEL & MEASUREMENT METHOD	◆ PERFORMANCE
◆ Availability	◆ Proportion of allotments for which gravity stormwater connections are available	◆ >99%, based on service records	◆ <i>Not available</i> ◆ This measure is difficult to quantify, as there is no information available.

<ul style="list-style-type: none"> ◆ Environmental effects – stormwater discharge 	<ul style="list-style-type: none"> ◆ Compliance with Resource Consent Conditions 	<ul style="list-style-type: none"> ◆ 100% compliance based on Resource Consent reports 	<ul style="list-style-type: none"> ◆ <i>Partially achieved</i> ◆ Previous issues in respect of Otorohanga stormwater management plan are now largely addressed. No recent report in respect of consent compliance has been received from Environment Waikato, but the overall level of compliance is considered satisfactory. ◆
<ul style="list-style-type: none"> ◆ Planned Service Disruption 	<ul style="list-style-type: none"> ◆ Duration less than 8 hours 	<ul style="list-style-type: none"> ◆ >100% compliance, based on observed performance and contractor reports. 	<ul style="list-style-type: none"> ◆ <i>Achieved</i> ◆ 100% compliance – no non-compliant instances noted.
<ul style="list-style-type: none"> ◆ Flooding due to Public Drainage Fault 	<ul style="list-style-type: none"> ◆ Frequencies of system failures affecting private properties, pump stations and stopbanks 	<ul style="list-style-type: none"> ◆ < once per 200 properties per year, < once per year and < once per 100 years respectively – from service records 	<ul style="list-style-type: none"> ◆ <i>Achieved</i> ◆ No instances of flooding noted during the year.
<ul style="list-style-type: none"> ◆ Contractor Work Quality 	<ul style="list-style-type: none"> ◆ Average annual contractor performance rating 	<ul style="list-style-type: none"> ◆ >80%, based on average of monthly performance assessments 	<ul style="list-style-type: none"> ◆ <i>Not achieved</i> ◆ Contractor performance for year satisfactory (70.2% average).
<ul style="list-style-type: none"> ◆ System Reliability 	<ul style="list-style-type: none"> ◆ Number of high priority (urgent) service requests issued annually 	<ul style="list-style-type: none"> ◆ <100, based on ODC and contractor service request records 	<ul style="list-style-type: none"> ◆ <i>Achieved</i> ◆ Total of 18 emergency service requests received for the year for the 'Three Waters' (Water Supply, Wastewater and Storm water)

<ul style="list-style-type: none"> ◆ Timeliness of Contractor Response 	<ul style="list-style-type: none"> ◆ Proportion of service requests completed within specified timeframes 	<ul style="list-style-type: none"> ◆ >90%, based on ODC and contractor service request records 	<ul style="list-style-type: none"> ◆ <i>Not achieved</i> ◆ 64% of service requests completed within specified timeframes.
<ul style="list-style-type: none"> ◆ Responses to Public Enquiries 	<ul style="list-style-type: none"> ◆ Respond to enquiries within 5 days 	<ul style="list-style-type: none"> ◆ 100% compliance, from Service Requester records 	<ul style="list-style-type: none"> ◆ <i>Not achieved</i> ◆ 42.4% of general requests through service requester responded to within 5 days for Storm water and Waste Water ◆ 100% of phone enquiries not recorded through the service requester were dealt with within 5 days.

**Statement of Cost of Service - Drainage and Utility Services
For the Year ended 30 June 2008**

2007 Actual \$		2008 Estimate \$	2008 Actual \$
	EXPENDITURE		
	Otorohanga Rural		
30,760	Aotea Refuse Collection	22,250	17,789
414,193	Water Supplies	402,171	444,079
8,726	Drainage Districts	10,000	5,232
453,679		434,421	467,100
	Otorohanga Community		
127,881	Refuse Collection and Disposal	133,654	136,627
491,584	Water Supply	504,235	504,678
408,218	Sewerage Treatment and Reticulation	437,868	430,845
70,743	Stormwater Drainage	74,677	63,843
96,580	Flood Protection	89,395	81,806
1,195,006		1,239,829	1,217,799
	Kawhia Community		
96,741	Refuse Collection and Disposal	100,541	102,654
123,796	Water Supply	126,997	135,189
29,735	Stormwater Drainage	33,306	34,566
250,272		260,844	272,409
1,898,957	TOTAL EXPENDITURE	1,935,094	1,957,308
	INCOME		
	Otorohanga Rural		
457,798	User Fees and Charges	426,145	437,068
457,798		426,145	437,068
	Otorohanga Community		
-	Development Contributions	37,000	-
261,136	User Fees and Charges	234,395	269,981
261,136		271,395	269,981
	Kawhia Community		
-	Development Contributions	3,700	-
9,462	User Fees and Charges	11,370	7,741
9,462		15,070	7,741
728,396	TOTAL INCOME	712,610	714,790
1,170,561	NET COST OF SERVICE	1,222,484	1,242,518
297,156	Capital Expenditure	288,999	277,683

Significant Capital Projects

	<u>2008 Estimate</u>	<u>2008 Actual</u>
Renewal Expenditure – Concrete Mains	95,000	83,557
St Johns Ambulance – Stormwater Pipe Renewal	-	62,128
Te Kawa Street Stormwater Extension	78,000	64,429

COMMUNITY SERVICES

The amenities of our district include Parks and Reserves, Libraries, Swimming Pools, Community Halls, Wharf, Public Conveniences and Cemeteries.

1. Parks & Reserves

Goal

To provide and promote services, facilities and an environment in which the people of our district can enjoy education, recreation and good health.

Performance Targets

- Maintenance of all amenities to standards appropriate for their intended uses.
All amenities have been maintained to an appropriate standard. Recent survey of parks and reserves showed a high level of satisfaction, there was one request for improved playground facilities.
- No more than two public complaints per month regarding presentation of Council administered reserves and toilets.
Achieved, but some significant complaints regarding mowing at the Kawhia Cemetery, which has been satisfactorily resolved.
- Progressive development of reserves in Otorohanga and Kawhia in accordance with landscape plan documents.
Works completed included projects from the Otorohanga Landscape Plan, including tree planting within Westridge sub-division, planting along Huiputea Bypass, works on northern entrance to Otorohanga, planting on Island Reserve, planting on Mair St, concept plan for Otorohanga Walkway completed, planting around the public toilets and the trees removed in the Railway beds.

2. Library

Goal

To provide high quality library services available to all people in the District.

A wide range of library and information services are provided from the District Library situated at the Otorohanga Reserve, Otorohanga. Other library service points include volunteer libraries at Kawhia, Hauturu, Ngutunui, Arohena, Maihihi and Ngaroma.

Performance Targets

- Comparison with Standards for New Zealand Public Libraries (2004)
Not undertaken owing to work commitments with implementing SirsiDynix's Unicorn library management system at Otorohanga and Kawhia Libraries.
- Library to provide holiday programmes for children.

A performance by The Puppet Man was held during the July school holidays. A springtime handicraft activity for 35 children was held in the October holidays.

The E.C. Read'N programme "Rocket into Reading" was held during the December/January holidays. A finale function, featuring a performance by StarFish Magic,. Was held on 30 January to mark successful completion of the programme by 40 children.

"Winter Warmers" reading programme offered throughout June for 30 participants.

- Library to produce quarterly newsletter.

Not undertaken due to changes in staff.

- Library to promote use of the libraries through at least four activities such as class visits, displays, visiting speakers and special events.

Regular class visits from St Mary's senior and junior classes.

Throughout the year, Library orientation visits by classes from Otorohanga South School, Otorohanga Kindergarten, Maihihi School, Waitomo Caves School and Te kura Kaupapa Maori o Oparure.

Montana Poetry day on 27 July marked with a lunchtime performance poetry session.

Library Week 2007 marked on 17 October by participation in the NZ-wide reading of "The Grumble Rumble Mumbler", attended by children from Annie's Child Care Centre, Hopscotch Early Childhood Learning Centre and Otorhanga Kindergarten.

Father Christmas in residence in the Library during December 2007.

A Fakily Planning display held during March 2008.

Children's creative writing competition held during April 2008 as part of the NZ Post Book Awards for Children & Young Adults – 75 entries received.

3. Swimming Pools

Goal

To provide a high quality pool complex for recreational and sporting activities that is available for use by the general public and organised groups.

The complex in Otorohanga comprises of the outdoor Memorial Pool for summertime use and the heated Indoor Centennial pool for other times of the year.

Performance Targets

- Contractor reports on pool water usage and monitoring of key quality indicators.

Contractor reports on water quality, building WOF, safety training records are assessed quarterly. No non-compliance noted.

- Positive feedback from users through annual surveys to public.

Surveys show customers satisfied, a number of minor operational complaints received.

4. Cemeteries

Goal

To provide appropriate Cemetery facilities for people of the District.

Performance Targets

- Compliance of cemetery management and maintenance with the requirements of the Burial and Cremation Act 1964, and associated Regulations and Bylaws.

No known non-compliance.

- Maintaining facilities to standards in accordance with operational contracts, with less than 10 justified complaints per annum.

A total of 4 complaints were received during the year, 3 of which related to releveling graves and 1 for a dead tree. All these complaints were satisfactorily rectified.

5. Security Patrol

Consists of provision of a nightly security patrol service, for eight hours per night, by a registered officer. The Security Patrol activity is carried out in the central business area of Otorohanga.

Performance Targets

- To ensure that the terms of the contract are fulfilled.

Nightly patrols being carried out for at least 8 hours per night. Relatively low crime rate in District.

6. District Sports Co-ordinator Scheme

Goal

For the promotion of better communication for sport throughout the whole district, run educational seminars and co-ordinate a holiday sports programme for the children.

Council's role in this scheme satisfies part of its' Mission Statement to "serve its people by operating progressive and caring policies which meet social needs", and community expectation.

Performance Targets

To serve its people by operating progressive and caring policies which meet social needs and community expectation.

- By ensuring that the District Sports Co-ordinator reports to Council on activities undertaken.
Increase and physical activity by all ages and individuals of various programmes.

7. Kawhia Wharf

Situated at Kawhia, it provides a service that enables boat operators access to the Kawhia area for commercial activities and to enable leisure activities in the District.

8. Public Halls

Council owned halls include Kawhia (Kawhia Community Centre), KioKio and Honikiwi. KioKio and Honikiwi halls, although owned by Council, are operated through hall committees, and therefore have not been considered for the purpose of this document.

**Statement of Cost of Service - Community Services
For the Year ended 30 June 2008**

2007 Actual \$		2008 Estimate \$	2008 Actual \$
	EXPENDITURE		
	Otorohanga Rural		
478,644	Sundry District Reserves	478,159	502,805
27,399	Halls	31,461	30,878
62,217	District Co-ordinator Scheme	62,250	62,080
568,260		571,870	595,763
	Otorohanga Community		
268,368	Pools	300,724	291,270
36,619	Cemetery	37,897	46,023
246,089	Library	234,936	276,385
90,435	Security Patrol	98,000	91,586
641,511		671,557	705,265
	Kawhia Community		
37,547	Wharf	27,700	40,706
13,075	Cemetery	12,700	12,098
15,275	Community Centre	16,313	15,023
65,897		56,713	67,827
1,275,668	TOTAL EXPENDITURE	1,300,140	1,368,855
	INCOME		
	Otorohanga Rural		
55,948	User Fees and Charges	9,417	89,474
-	Development Contributions	50,000	-
55,948		59,417	89,474
	Otorohanga Community		
59,645	User Fees and Charges	54,047	56,909
59,645		54,047	56,909
	Kawhia Community		
12,877	User Fees and Charges	11,455	13,028
12,877		11,455	13,028
128,470	TOTAL INCOME	124,919	159,411
1,147,198	NET COST OF SERVICE	1,175,221	1,209,444
117,182	Capital Expenditure	687,500	122,817

Significant Capital Projects

	<u>2008 Estimate</u>	<u>2008 Actual</u>
Sundry District Reserves	608,000	58,927
Library Books and Videos	42,000	46,635

ENVIRONMENTAL SERVICES

1. Planning & Development

Goal

To ensure that land use, development, protection and subdivision does not adversely affect the physical and cultural environment.

Planning is a statutory function of the Council under the Resource Management Act 1991. The Act deals with the use, development, subdivision and protection of the land in the District. The primary emphasis is on dealing with the effects of activities in the District.

Planning staff ensure that buildings, subdivisions and land uses meet the effects levels agreed by the community in the District Plan. Staff also provide planning advice to the public and professional advice to Council on policy matters at a local, regional and national level.

Performance Targets

Resource Consents & District Plan Administration

Resource Consents and District Plan Administration.

- Issue 95% of non-notified land use and subdivision consents within 15 working days from the date that advice is received from all agencies external to the planning division.

72 consents out of a total of 92 consents were issued within 20 working days – 79% within time.

Council has not been able to employ a fulltime planner. The service is provided by two consultants. There was considerable disruption in January and February 2008 when the offices were being renovated. More administration staff have been employed and the service levels have improved.

2. Building Control

Goal

To protect and promote the health and well being of the present and future population of the District.

It is the responsibility of Council and staff to safeguard people and property by monitoring, inspecting and controlling all new building construction, modifications and additions to existing buildings in accordance with the Building Act 2004 and other legislative controls and codes.

Performance Targets

- To process 95% of the estimated 300 building consents applications received by the council within 15 working days.

Not achieved. 91.5% of 434 consents issued within 20 days. The reasons for not achieving this measure include:

- *Large increase in consent applications from estimate – 30% increase*
- *Major upwards spike in applications received in December 2007 due to proposed fee increase*
- *Disruptions to working conditions caused by office renovations*

- All premises are inspected at appropriate times during their construction.
During the year the building team carried out 1454 inspections. All buildings under construction were inspected in accordance with Council procedure.

3. Civil Defence

Goal

Maintain an Otorohanga District Civil Defence organization ready to respond to any natural or manmade emergency and to improve public awareness and preparedness.

The Council provides this activity to fulfil its legal obligation under the Civil Defence Emergency Management Act 2002, and to fulfil the Community's expectations that this service will be provided within the District. This activity is about the maintenance of a state of readiness for civil emergencies and natural disasters so as to be better prepared for the impact of, and the response to, civil emergencies and disasters.

Performance Targets

- Staff to have undertaken NZ Co-ordinated incident Management System level 2 training.

Emergency Operations Centre activated for Exercise Ruamoko in March 2008.

- The Council has appropriate documentation in place to ensure correct procedures are followed in an emergency.

Local Civil Defence Plans are up to date and regularly amended as revised documents are received from National and Regional Emergency Management Headquarters

- Civil Defence is ready to respond to any natural or manmade emergency.

Achieved- Local Emergency Operations Centre can be operational within a short time.

4. Dog Control

Goal

To implement and carry out the functions of the Dog Control Act 1996.

Council's animal control services include the registration of dogs, the provision of a dog impounding service, the investigation of dog complaints, the education of dog owners and the general public, and the performance of enforcement activities. These services are provided by contract to meet the Community's expectation for health, order and safety, and to meet the Council's statutory obligations under the Dog Control Act 1996.

Performance Targets

- Promote the control of dogs in public places and prevent them from menacing people or wildlife

Achieved

- Registration of 100% of known and locatable dogs.

Achieved – All dogs are registered. Enforcement action is taken on unregistered dogs until dogs are registered or surrendered to Council

5. Stock Ranging & Impounding

Goal

To implement and carry out the functions of the Impounding Act 1955.

The law relating to the establishment and management of public pounds, trespassing and wandering stock, and the impounding of stock is provided under the provisions of the Impounding Act 1955. Council's policy in administering the Act is to respond to complaints received.

Performance Targets

- To ensure wandering stock do not endanger traffic

During the year a total of 90 callouts to stock incidents were recorded. No traffic incidents reported in relation to these callouts.

- Respond to complaints within 24 hours.

Achieved - All complaints are actioned and the response to all complaints is recorded

6. Environmental Health

Goal

To protect and promote the health and well being of the present and future population of the District.

Environmental Health is concerned with the maintenance of appropriate standards in those aspects of the environment that affect health and well being. Advice and assistance is given, together with the use of appropriate legislation, to discharge Councils statutory responsibilities and enable the achievement of suitable standards in many aspects including :

To meet the requirements of the Health Act 1956, Local Government Act 2002 and Resource Management Act 1991.

- the water we drink or use for recreation
- the food we consume
- the air we breath, including indoor air quality
- the sale of liquor and the reduction of liquor abuse
- the sound levels we experience
- housing conditions
- drainage and the disposal of sewage
- reduction and suitable disposal of solid waste
- prevention of pollution
- management of hazardous substances

Performance Targets

Environmental , public health and safety standards are complied with.

To limit the spread of infectious disease.

- All cases of communicable disease notified, within 24 hours and reporting the results of the investigation together with action taken, to the Medical Officer of Health with 7 working days.

Not achieved. New systems are now in place to ensure this target will be achieved in the current year.

To test the quality of Council's public water supplies.

- Council's drinking water supplies are monitored for microbiological determinants, in compliance with the criteria of the 1984 NZ Drinking Water Standards.

Achieved , regular monitoring of Councils water supplies is undertaken.

To control the effects of new on-site sewage systems.

- All new on-site disposal systems meet the criteria of the Regional Council's Rules, resulting in no degradation of the environment or risk to public health.

All applications for new on-site disposal systems are approved in accordance with Regional Rule 3.5 Discharges. All new systems are inspected during construction to ensure compliance with approved design.

To provide a safe environment for the consumption of liquor:

- a) A liquor licence is held in respect of all premises at which liquor is sold or supplied.

All premises currently licenced

- b) By ensuring that every premises licensed for the sale or supply of liquor is managed by an appropriately qualified person.

Register of licenced premises/ application of licence kept which is checked annually and updated when new licence applications recieved .

- All premises in which food is sold or processed before sale complies with relevant food safety standards.

All premises hold current food licences, and have had random inspections performed during the year.

To monitor the safe disposal of waste water.

- Trade Waste Bylaw requirements are implemented and monitored.

All known premises and businesses generating Trade Waste have been registered. Staff and waste collection contractors are checking records to ensure all relevant properties are captured by provisions of this Bylaw

**Statement of Cost of Service - Environmental Services
For the Year ended 30 June 2008**

2007 Actual \$		2008 Estimate \$	2008 Actual \$
	EXPENDITURE		
-	Environmental Services Manager	-	202,363
649,703	Planning & Development	437,398	480,273
-	Policy Manager	-	199,689
396,894	Building Control	374,131	449,839
36,780	Civil Defence	40,400	39,003
147,207	Environmental Health	145,125	150,879
101,294	Dog Control	94,500	105,888
7,559	Ranging & Impounding	6,625	6,055
1,339,437	TOTAL EXPENDITURE	1,098,179	1,633,989
	INCOME & INTERNAL RECOVERIES		
1,460	Funding Assistance	1,400	50
606,009	User Fees and Charges	438,343	773,875
87,879	Internal Recoveries	67,500	183,362
695,348	TOTAL INCOME & INTERNAL RECOVERIES	507,243	957,287
644,089	NET COST OF SERVICE	590,936	676,702
-	Capital Expenditure	-	-

DEMOCRATIC PROCESS

Goal

To facilitate the democratic process through providing support to the Mayor, Councillors and Community Board members.

This activity provides for the costs of the democratic or decision-making process. This includes meetings, public consultations, communication, elected members remuneration and civic functions.

Council currently operates with a Mayor, seven Councillors and two Community Boards.

Performance Targets

Ensure all democratic procedures meet all statutory requirements.

- Ensure all democratic procedures meet all statutory requirements.
Achieved.

- All meetings held in accordance with the provisions of the Local Government Official Information and Meetings Act 1987.
Achieved.

**Statement of Cost of Service - Democratic Process
For the Year ended 30 June 2008**

2007 Actual \$		2008 Estimate \$	2008 Actual \$
	EXPENDITURE		
	Otorohanga District		
153,091	Members Remuneration & Allowances	142,600	158,207
11,354	Members Expenses	17,100	10,856
365,627	Support Costs	362,528	392,883
72,028	General Expenses	59,500	63,318
265,651	General Managers Expenses	250,650	283,845
867,751		832,378	909,109
	Otorohanga Community		
47,979	Members Remuneration	47,200	48,266
16,580	General Expenses	31,250	33,720
45,825	Support Costs	49,500	51,423
110,384		127,950	133,409
	Kawhia Community		
12,170	Members Remuneration	10,700	11,983
2,730	General Expenses	2,700	12,544
28,188	Support Costs	22,000	30,643
43,088		35,400	55,169
1,021,223	TOTAL EXPENDITURE	995,728	1,097,687
	INCOME & INTERNAL RECOVERIES		
-	User Fees and Charges	2,000	190
265,651	Internal Recoveries	250,650	283,845
265,651	TOTAL INCOME & INTERNAL RECOVERIES	252,650	284,035
755,572	NET COST OF SERVICE	743,078	813,652
-	Capital Expenditure	-	-

OTHER ACTIVITIES

1. Property Development

Council owns various types of property, which are managed in the interest of the residents and ratepayers of the District.

These properties are classified as commercial or community investments.

Performance Targets

Provide and maintain property for the benefit of our community members.

- That all sections, both residential and industrial, are sold within the set timeframe as indicated by the Financial Forecast.

Council sold 10 residential sections at the Westridge during the 2007/08 financial year.

As at 30th June 2008 there was 1 section unsold at Westridge and 3 at Progress Park.

2. Pensioner Housing

Goal

To provide suitable accommodation for the elderly and other qualifying persons that is affordable, and to ensure the activity is self supporting.

Council owns and operates elderly persons housing, comprising 28 units; 22 in Otorohanga and 6 at Kawhia. Council has provided this service for many years in response to the community's expectation that it do so. Council accepts responsibility for the social well being of elderly residents by ensuring there is a good standard of affordable rental accommodation available to them.

Goal

To maintain Council owned property and maximise overall benefits to the District.

These properties have been obtained and retained by Council because there was a Community need. Some properties have constraints as to what Council can do with it. Council has a range of properties, some of which could be considered as surplus.

Performance Targets

Provide and maintain property for the benefit of our community members.

- For housing units to have an occupancy rate of at least 95%.
Occupancy rate from 1 July 2007 to 30 June 2008 is 97.4% for Otorohanga Pensioner Units and 95.2% for Kawhia Pensioner Units.
- Units to be maintained to reasonable standards.
All flats inspected annually and a maintenance programme defined and implemented.
- Rentals to be maintained at affordable levels.
Rentals have been maintained at affordable levels.
- Respond to enquiries, complaints and requests for maintenance within 24 hours.
Requests for maintenance are responded to as they are received.

3. Other Property

Other property comprises of Kawhia Museum and Fire Station, Pits and Quarry Reserves, Otorohanga & Kawhia Depots, Truck Wash, Stopped Roads, Otorohanga Support House, Otorohanga Information Centre, Local Purpose Reserves, Vacant Land, Otorohanga Bus Park, Service Lanes, Car Parks, former Water Works Reserve and Kawhia Medical Centre.

Performance Targets

- Development completed.

4. Litter Control

Goal

To provide a clean and litter free environment.

This activity evolved as an employment scheme, and progressed to a separate Council function, as Council and the public could see the immediate and long term benefits of a clean and litter free District. This service is outside the scope of the refuse collection contract and the main focus is one of picking up litter on the roadside and in Parks and Reserves.

The current staff resource is seen as a critical component in the provision of this activity. If the current staff member was unable to continue with this activity, a process of recruitment and training of a replacement would be required as the service has created a high public profile.

Income is received from the State highway operators for the work done on those roads.

Performance Targets

Provide litter collection from the roadside verges, parks and reserves within the district.

- No justifiable adverse comment received from Transfield regarding litter on our districts' sections of SH3, SH31 and SH39.

All feedback received from Transfield regarding litter on SH3, SH31 and SH39 has been positive.

- No justifiable adverse written comments regarding litter on roadside verges, parks and reserves within the district.

No adverse written comments regarding litter within the district have been received, though there have at times been localised litter problems within the Otorohanga Community.

5. Rural Fire

Goal

To provide a rural fire fighting capability, administer fire control, promote fire prevention and maintain fire fighting equipment.

Council is involved in the Rural Fire service to fulfill its obligations under the Forest and Rural Fires Act 1977 and the Fire Service Amendment Act. The public's expectation is that Council will provide rural fire protection and rural prevention services.

The provision of physical fire fighting response services is contracted to the New Zealand Fire Service in terms of Section 15 of the Forest and Rural Fires Act 1977.

Performance Targets

Provide a rural fire fighting capability, in conjunction with the New Zealand Fire Service.

- Issue permits for controlled burns of a minor nature, during restricted fire seasons within 3 working days.

Permits successfully issued during a restricted fire season, from January to April. 1 significant rural fire occurred during the restricted fire season, which all costs were recovered from the property owner.

6. District Promotion & Development

Goal

To provide for future growth and the overall development of the District.

Council supports this activity by providing funding to the Otorohanga District Development Board, whose main role is to promote tourism and business development within the district.

Performance Targets

Provide financial assistance to and monitor the performance of the Otorohanga District Development Board.

- Provide allocated budget of not less than \$150,000.
Achieved.
- Otorohanga District Development Board to provide 6 monthly reports to Council, of services provided to justify existing levels of funding.
Achieved.

7. Council Grants

Goal

To meet the Councils Mission of “operating caring policies which meet social needs”

Councils' policy is to grant funds to various organisations based on factors presented to Council at the time. Organisations include Tourism Waikato, Civic Ceremonies, Otorohanga Support House, Kawhia Beach Warden, Anzac Day and rate remissions to community organisations.

Performance Targets

- By reviewing the yearly budget in order to maintain or improve the value of the Grants allocation where possible.

Current grants are approved on a case by case basis

8. Corporate Planning

Goal

To effectively manage the affairs of Council and meet statutory requirements for planning and reporting.

This activity includes Council's Annual Plan and Annual report, Budget Reporting, Long Term Financial Strategy and Asset Management Plans.

Performance Targets

Prepare Annual Plan and Annual Report for the consideration of Council.

- Draft Long Term Council Community Plan or Annual Plan adopted by 30 June in each year.
Achieved.

- Annual Report adopted by 31 October in each year.
Achieved.

**Statement of Cost of Service - Other Activities
For the Year ended 30 June 2008**

2007 Actual \$		2008 Estimate \$	2008 Actual \$
	EXPENDITURE		
	Otorohanga Rural		
124,765	District Promotion and Development	146,400	145,855
114,141	Council Grants	85,500	80,725
251,189	Corporate Planning	214,500	234,336
158,277	Building Operation	189,064	177,323
110,603	Furniture and Fittings	110,950	114,732
46,194	Litter Control	46,900	45,909
31,520	Rural Fire Control	36,000	37,033
6,088	Rural Housing	3,750	6,393
144,057	Administration Plant	149,700	159,568
15,325	Aotea Erosion Protection	13,050	5,144
11,849	Aotea Erosion Protection Loan	11,733	11,912
98,036	Rural Property	81,064	85,971
1,112,044		1,088,611	1,104,901
	Otorohanga Community		
182,041	Property	99,803	98,321
69,252	Housing for the Elderly	91,580	77,805
42,350	Industrial/Community Park	-	7,181
293,643		191,383	183,307
	Kawhia Community		
11,111	Property	7,545	12,918
-	Waiwera Street Subdivision	99,513	-
24,424	Housing for the Elderly	20,907	18,024
6,909	Medical Centre	10,549	8,665
42,444		138,514	39,607
1,448,131	TOTAL EXPENDITURE	1,418,508	1,327,815
	INCOME & INTERNAL RECOVERIES		
	Otorohanga Rural		
7,440	Funding Assistance	10,500	7,440
105,917	User Fees and Charges	123,968	268,828
476,356	Internal Recoveries	491,167	509,450
589,713		625,635	785,718
	Otorohanga Community		
114,949	User Fees and Charges	115,300	122,267
	Kawhia Community		
30,857	User Fees and Charges	32,942	32,553
735,519	TOTAL INCOME & INTERNAL RECOVERIES	773,877	940,538
712,612	NET COST OF SERVICE	644,631	387,277
583,758	Capital Expenditure	1,829,000	605,098

Significant Capital Projects

	<u>2008 Estimate</u>	<u>2008 Actual</u>
Building Operation – Office Upgrade	71,000	102,945
Furniture and Fittings	210,000	151,354
Housing for the Elderly Housing NZ Upgrade	136,500	181,818

SUPPORT SERVICES

Finance
Administration
Management Information Systems
Personnel
Engineering Administration
Engineering Services

This activity effectively manages Council's affairs and provides administration and information services to Council and Council divisions.

The main functions of the Finance Section are financial accounts and estimates preparation, funds management and cash flow, audit and internal system control, revenue collection and expenditure operation.

Management Information Systems ensure that the computer and record systems are effective for storage, retrieval and distribution of information.

Secretarial and Office Services are the main functions of the Administration section, whereas the Personnel section is involved in developing policies that will encourage staff to carry out their duties in a responsible and effective manner.

Engineering Services administers programme preparation and implementation for works and services delivery.

Performance Targets

- Financial accounts and estimates preparation, funds management and cash flow, audit and internal system control, revenue collection and expenditure operation are prepared on time.
Achieved.
- Management Information Systems ensure that the computer and record systems are effectively storing, retrieving and distributing information as requested.
Achieved.
- Development of policies that will encourage staff to carry out their duties in a responsible and effective manner, by periodical reviews and recommendations as required.
Achieved.
- Engineering Services administers programme preparation and implementation for works and services within set time frames.
All works and services were completed within set timeframes except for some capital projects amounting to \$163,586 that were carried forward into the 2008/09 financial year. This work was deferred due to a variety of reasons.

**Statement of Cost of Service - Support Services
For the Year ended 30 June 2008**

2007 Actual \$		2008 Estimate \$	2008 Actual \$
	EXPENDITURE		
1,171,361	Finance & Administration	1,175,365	1,253,264
746,127	Engineering & Administration	799,721	782,467
1,917,488	TOTAL EXPENDITURE	1,975,086	2,035,732
	INCOME & INTERNAL RECOVERIES		
18,711	User Fees and Charges	24,100	22,311
1,898,777	Internal Recoveries	1,950,986	2,013,421
1,917,488	TOTAL INCOME & INTERNAL RECOVERIES	1,975,086	2,035,732
-	NET COST OF SERVICE	-	-
-	Capital Expenditure	-	-

PROFESSIONAL ENGINEERING BUSINESS UNIT

Goal

Councils' general aim is for the Unit to provide a Civil Engineering service that is efficient, technically competent and achieves effective results.

This unit is a separate group within Councils Engineering division and provides professional and technical consultancy services for carrying out works and utility service operations planned by Council (over 90% of programme currently).

This unit is responsible for investigation, design, contracting and supervision of works and service operations, in line with the Transit New Zealand Amendment Act 1995. This is considered to be economically more efficient than contracting the service out.

Pursuant to Section 31 of the Transit New Zealand Amendment Act 1995 (where Transfund NZ funding is involved), Council is required to disclose separately a financial statement for the operation of the Professional Service Business Unit. This statement is reported below.

Performance Targets

- The total consultancy cost for all completed roading projects amounts to not more than 10% of the total physical work costs of all of those projects.

Achieved.

- That the financial returns be managed to ensure that the accumulated surplus or shortfall does not exceed \$30,000.

Not achieved. Due to staffing issues the shortfall for the year was \$31,926, just outside the target measure.

Statement of Cost of Service-Professional Engineering Services Business Unit
For the Year ended 30 June 2008

2007 Actual \$		2008 Estimate \$	2008 Actual \$
667,237	EXPENDITURE Engineering Technical Services	684,344	654,689
9,889	INCOME & INTERNAL RECOVERIES User Fees and Charges	12,000	1,877
676,525	Internal Recoveries	685,000	620,886
686,414		697,000	622,763
(19,177)	NET COST (SURPLUS) OF SERVICE	(12,656)	31,926
-	Capital Expenditure	-	-

