



Council Performance Monitoring Report

2016/17 Months 1-6 (July to December)



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Financial overview and performance snapshots

This is the performance monitoring report for the first six months of the 2016/17 financial year (July to December 2016). Information includes:

- Monthly snapshot and variance graphs tracking overall financial performance against revised budget
- Financial summaries – at Group of Activity and Class level
- Summary of progress against the 44 external Key Performance Indicators (KPIs)

Forecasts have been prepared to provide the best current estimate of the end of year financial position.

Financial variance overview

	Months 1-6 \$000				2016/17 Full Year \$000			
	Annual Plan	Revised Budget	Actual	Variance Revised Budget v Actual	Annual Plan	Revised Budget	Forecast	Variance Revised Budget v Forecast
Operating revenue	39,987	39,987	39,012	975 lower	76,008	76,148	73,339	2,809 lower
Operating expenditure	51,813	51,813	47,468	(4,345) underspent	108,766	109,348	109,326	(22) underspend
Net operating (surplus)/deficit	11,826	11,826	8,457	(3,369)	32,759	33,201	35,987	2,786
Capital expenditure	8,164	9,574	5,572	(4,002) underspent	23,546	29,149	20,311	(8,838) underspend

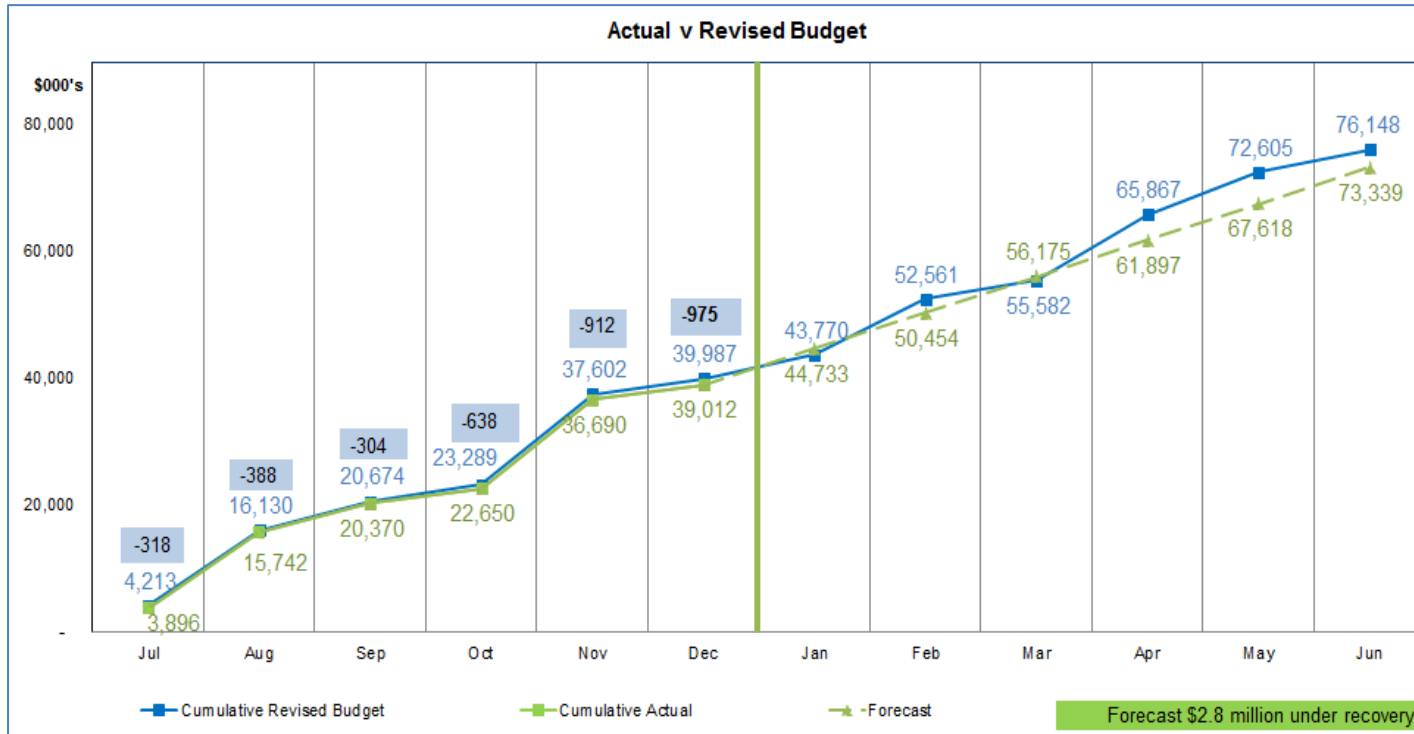
Council approved additional capital expenditure

Activity	Description	Amount \$000	Meeting Date
Rivers & Drainage Schemes	Kopeopeo Canal Remediation project	2,740	25 August 2016
Rotorua Lakes	Nutrient Assessment Benchmarking Database	64	29 September 2016
Kaituna Catchment	Kaituna River Re-diversion and Ongatoro	724	29 September 2016
Rivers & Drainage Schemes	Rangitāiki Drainage Schemes Renewals	123	29 September 2016
ICT	Accelerate Project	464	29 September 2016
Regional Parks	Onekawa Te Mawhai Regional Park	295	29 September 2016
Regional Parks	Pāpāmoa Hills Regional Park	1,193	07 December 2016
Total additional		5,603	
Annual Plan Budget		23,546	
Revised Budget		29,149	

Council approved additional operational expenditure & revenue

Activity	Description	Amount \$000	Meeting Date
Regional Parks	Log harvesting (revenue)	60	07 December 2016
Biosecurity	Catfish & marine pest control (expenditure)	280	15 December 2016
Biosecurity	Grant for marine pest control (revenue)	80	15 December 2016
Tauranga Harbour	Opureroa Channel dredging (expenditure)	302	15 December 2016
Total net additional		442	
Annual Plan Net operating surplus/deficit		32,759	
Revised Budget		33,201	

Operating revenue



Key operating revenue headlines

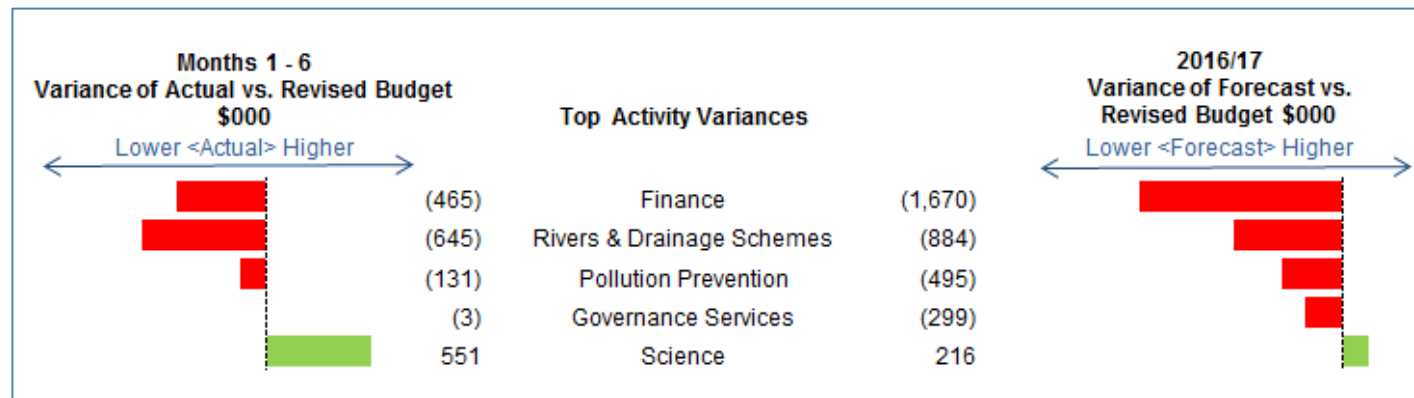
- **Months 1–6:** **\$975,000 lower**
- **Forecast 2016/17:** **\$2,809,000 lower**

Finance – Internal interest is tracking below budget as a result of capital expenditure for the 2015/16 financial year being under budget. There is a corresponding underspend in finance costs. As a result this has a zero net impact on Council budget for 2016/17. External interest is also tracking below budget due to decreased returns on investments and bank deposits.

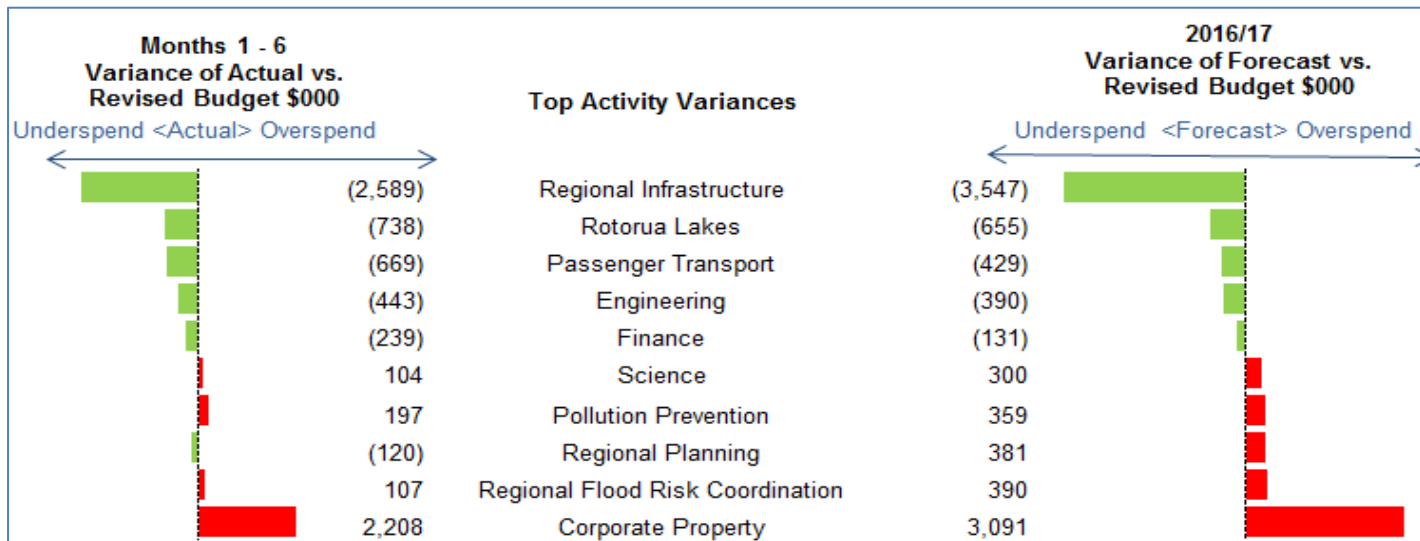
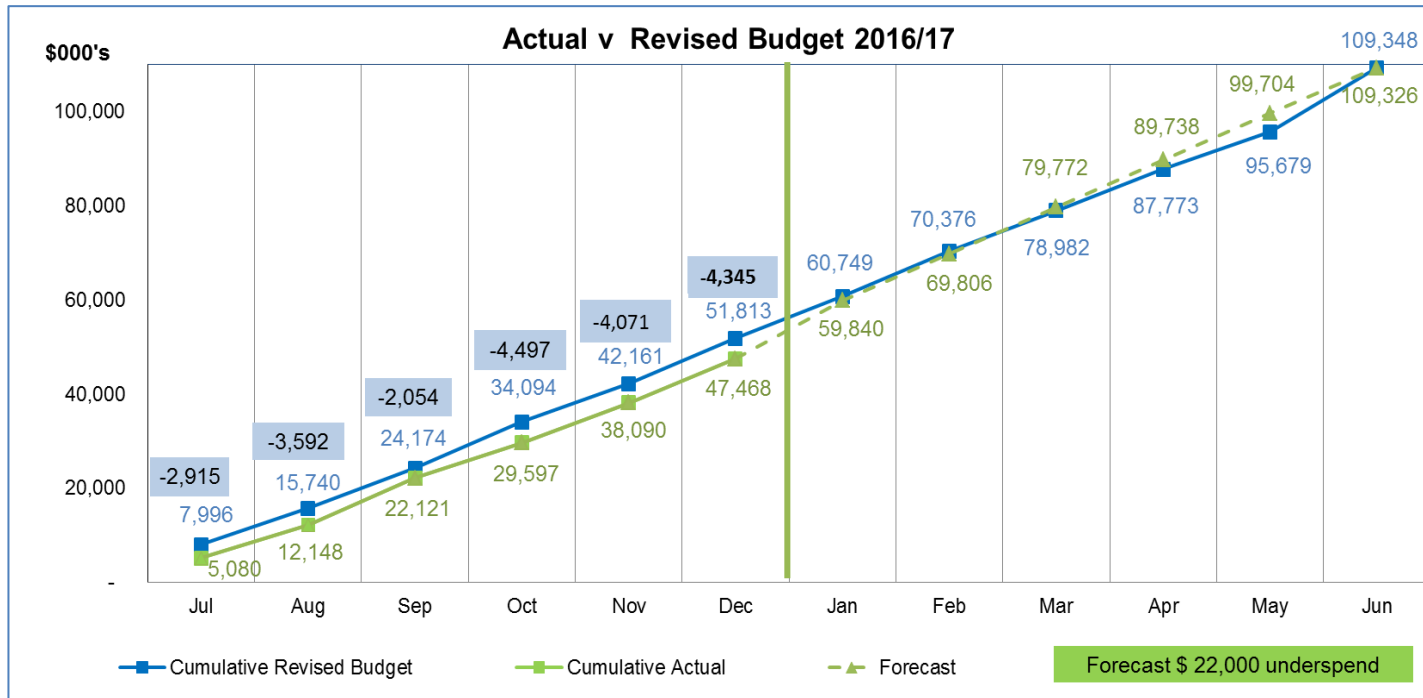
Rivers & Drainage Schemes - Delays in finalising the remediation contract for the Kopeopeo Canal project will also delay project milestones being achieved and therefore funding from Ministry for the Environment (MfE) is now expected to be received in 2017/18.

Pollution Prevention and Science – The annual S36 charges were processed in September. The chargeable work led to higher revenue for monitoring (Science) and lower revenue for compliance (Pollution Prevention). In addition, an increased number of complaints led to Pollution Prevention completing less chargeable work. Ongoing compliance work will be prioritised based on risk and chargeable time. These two activities are expected to show a net under recovery of revenue of \$279,000 for the year.

Governance – Budgeted revenue of \$300,000 for co-governance work will not be received until new co-governance entities are established. This is now expected to occur in 2017/18.



Operating expenditure



Key operating expenditure headlines

- Months 1–6: \$4,345,000 underspent
- Forecast 2016/17: \$22,000 underspent

Regional Infrastructure – Forecast \$3.5 million underspend includes; \$2 million for the Marine Precinct travel lift to be deferred to 2017/18, \$1.25 million for Scion, to be deferred to 2018/19 and \$300,000 funding for Matakerepu intersection which is now likely to be released in 2017/18. This expenditure is funded from reserves.

Rotorua Lakes – Ohau Wall works cannot start until the consent (lodged in December) and the hearings process have been completed. Overall this project is forecasting \$237,000 underspend for the year. Other cost reductions relate to contractor savings for the Land Use Advice & Support and Gorse projects.

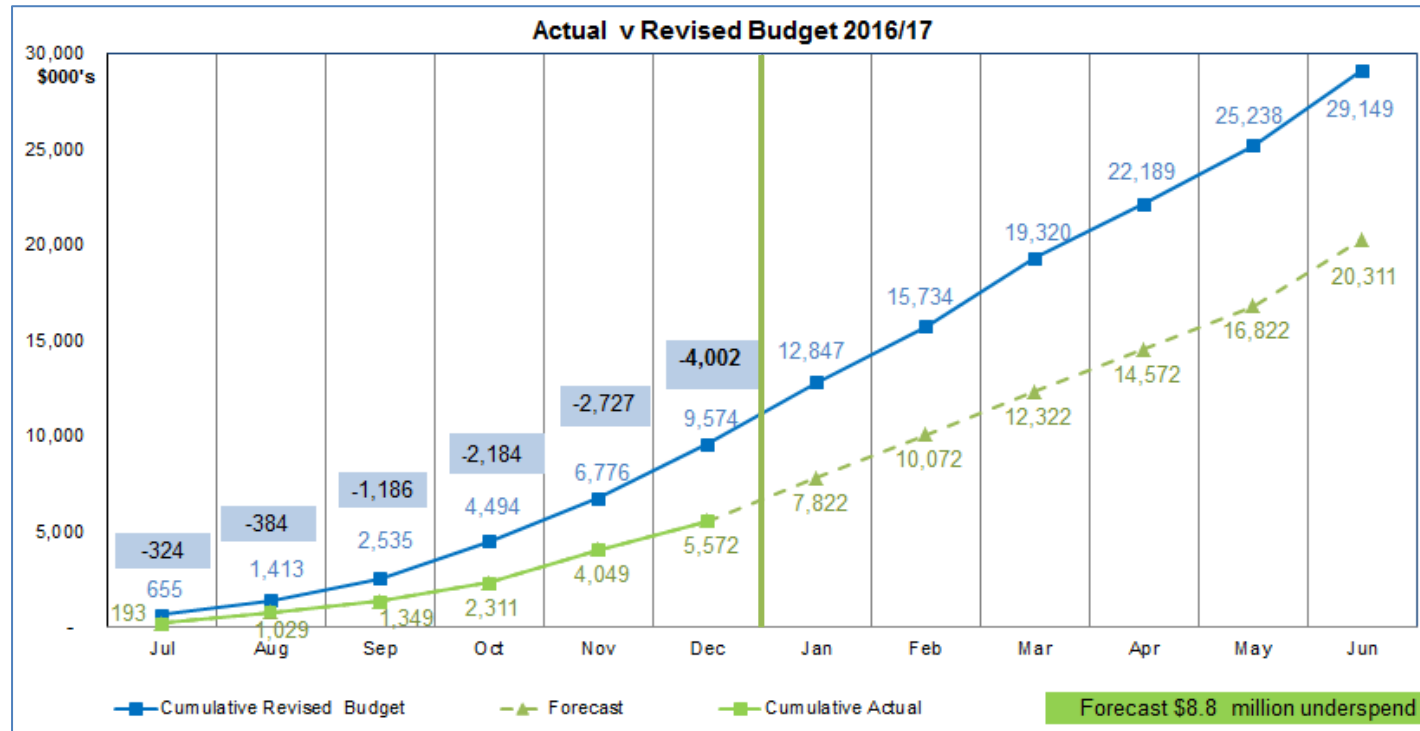
Engineering/Regional Flood Risk Coordination – the under/overspend for these two activities is the result of a transfer and has no net impact on activity delivered or budget.

Science – Additional work to support water planning in catchment modelling, data analysis and ecological science is being undertaken as reported on 25 August to Council.

Regional Planning – Legal fees for the Environment Court hearings for the Regional Coastal Environment Plan are higher than expected. Court hearings are scheduled through to April 2017.

Corporate Property – The refit of Regional House required a restating of asset values in 2016/17 and a consequential accelerated depreciation rate to be applied in 2017/18. This non cash transaction, that does not require funding, is forecast as a \$3 million overspend and was confirmed in late 2016.

Capital expenditure



Key capital expenditure headlines

- **Months 1–6:** \$4,002,000 underspent
- **Forecast 2016/17:** \$8,838,000 underspent

Corporate Property – The timing of the design and construction for the refit of Regional House has changed. This will result in capital expenditure being carried forward to 2017/18. This forecast will continue to be revised during 2016/17. Formal approval has been sought to carry forward funding as part of Annual Plan 2017/18.

Kaituna Catchment – The timing of physical works is being delayed to allow a funding application to be made to MfE. Formal approval has been sought to carry forward approximately \$2.9 million as part of Annual Plan 2017/18.

Rivers & Drainage – Delays in finalising the remediation contract for the Kopeopeo Canal project shows a \$1 million underspend to date with a forecast \$1.9 million full year underspend. The Rangitāiki floodway project has been reviewed with an \$800,000 underspend expected in 2016/17. As part of the Annual Plan 2017/18 process, formal approval was sought to realign the work on this project over future years.

Passenger Transport – The regional consortium is currently procuring an interim ticketing solution and at this time the Regional Council's contribution is expected to be \$250,000. A paper is being presented to the March 2017 Council meeting.

Council Summary by Group of Activities

	July-December					2016/17				
	Budget	Revised Budget	Actual	Variance		Budget	Revised Budget	Forecast	Variance	
	\$000	\$000	\$000	\$000		\$000	\$000	\$000	\$000	
Operating revenue by group of activities										
Integrated Catchment Management	7,985	7,985	8,006	(21)	Higher	16,005	16,005	16,114	(109)	Higher
Flood Protection and Control	6,400	6,400	5,755	645	Lower	14,075	14,075	13,190	884	Lower
Resource Regulation & Monitoring	5,294	5,294	5,157	137	Lower	10,388	10,468	10,074	394	Lower
Transportation	9,654	9,654	9,117	538	Lower	18,652	18,652	18,494	158	Lower
Regional Development	575	575	636	(61)	Higher	1,201	1,261	1,421	(160)	Higher
Regional Planning and Engagement	4,321	4,321	4,321	1	Lower	8,943	8,943	8,644	299	Lower
Emergency Management	698	698	724	(27)	Higher	2,175	2,175	2,175	0	-
Technical Services	2,293	2,293	2,884	(590)	Higher	4,621	4,621	4,877	(256)	Higher
Corporate Services	2,766	2,766	2,414	353	Lower	(51)	(51)	(1,650)	1,599	Lower
Total operating revenue by group of activities	39,987	39,987	39,012	975	Lower	76,008	76,148	73,339	2,809	Lower
Expenditure by group of activities										
Integrated Catchment Management	9,452	9,452	8,269	(1,183)	Underspend	20,687	20,989	20,375	(614)	Underspend
Flood Protection and Control	4,073	4,073	3,442	(631)	Underspend	7,961	7,961	8,584	623	Overspend
Resource Regulation & Monitoring	4,541	4,541	4,567	26	Overspend	9,149	9,429	9,857	428	Overspend
Transportation	9,704	9,704	9,047	(657)	Underspend	19,570	19,570	19,141	(429)	Underspend
Regional Development	3,101	3,101	446	(2,654)	Underspend	8,647	8,647	5,262	(3,386)	Underspend
Regional Planning and Engagement	5,708	5,708	5,245	(464)	Underspend	11,518	11,518	11,925	407	Overspend
Emergency Management	1,043	1,043	1,012	(30)	Underspend	2,086	2,086	2,086	0	-
Technical Services	3,161	3,161	2,749	(411)	Underspend	6,961	6,961	6,790	(172)	Underspend
Corporate Services	11,485	11,485	13,301	1,816	Overspend	23,095	23,095	26,323	3,228	Overspend
Expenditure (before charges and recoveries)	52,267	52,267	48,079	(4,188)	Underspend	109,675	110,257	110,342	85	Overspend
Overhead charges and recoveries										
Net overhead charges and recoveries	(454)	(454)	(611)	(156)	Lower	(909)	(909)	(1,017)	(108)	Lower
Total operating expenditure	51,813	51,813	47,468	(4,345)	Underspend	108,766	109,348	109,326	(23)	Underspend
Net (surplus) deficit	11,826	11,826	8,457	(3,369)		32,759	33,201	35,987	2,786	

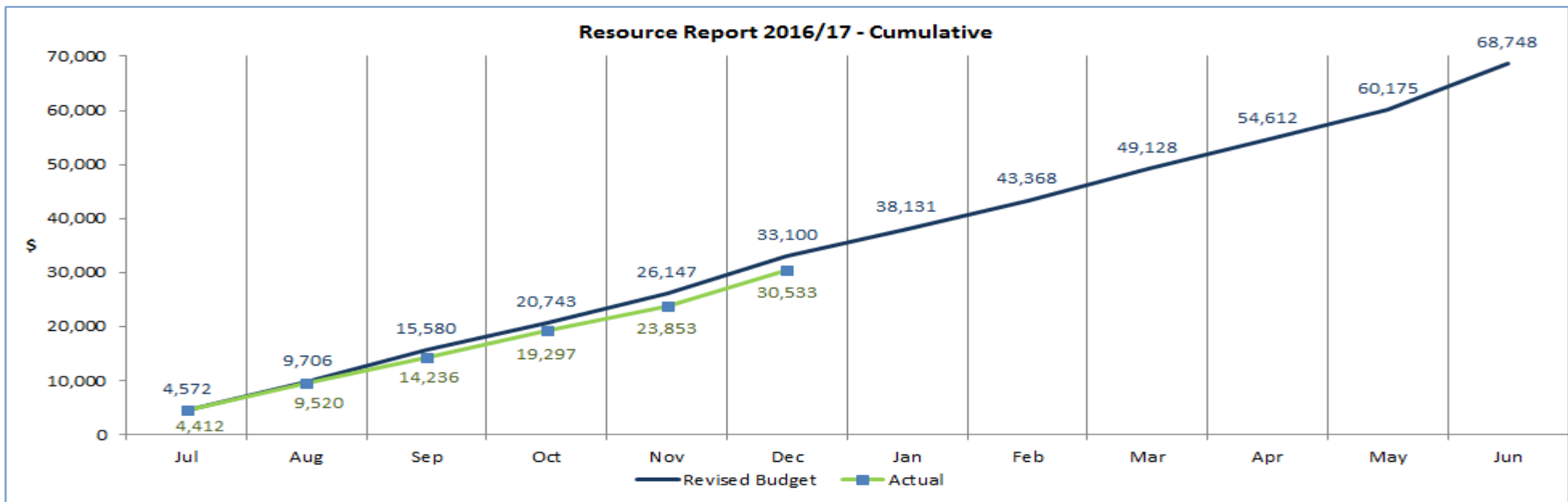
	July-December					2016/17				
	Budget	Revised Budget	Actual	Variance		Budget	Revised Budget	Forecast	Variance	
	\$000	\$000	\$000	\$000		\$000	\$000	\$000	\$000	
Capital expenditure by activity										
Integrated Catchment Management	122	122	828	707	Overspend	3,668	4,456	1,483	(2,972)	Underspend
Flood Protection and Control	3,764	5,074	1,696	(3,378)	Underspend	8,954	11,817	9,124	(2,693)	Underspend
Resource Regulation & Monitoring	97	97	32	(65)	Underspend	255	255	200	(55)	Underspend
Transportation	0	0	0	0	-	0	0	250	250	Overspend
Regional Development	80	180	105	(75)	Underspend	160	1,648	1,645	(3)	Underspend
Emergency Management	5	5	0	(5)	Underspend	11	11	11	0	-
Technical Services	341	341	385	44	Overspend	956	956	889	(67)	Underspend
Corporate Services	3,755	3,755	2,525	(1,230)	Underspend	9,543	10,007	6,710	(3,297)	Underspend
Total capital expenditure	8,164	9,574	5,572	(4,002)	Underspend	23,546	29,149	20,311	(8,838)	Underspend

Council Summary by Class

	July-December					2016/17				
	Budget	Revised Budget	Actual	Variance		Budget	Revised Budget	Forecast	Variance	
	\$000	\$000	\$000	\$000		\$000	\$000	\$000	\$000	
Operating revenue by class										
Targeted rates	8,513	8,513	8,513	0	Lower	15,866	15,866	15,866	0	-
Dividends	13,000	13,000	13,004	(4)	Higher	20,900	20,900	20,904	(4)	Higher
External interest income	4,467	4,467	4,231	236	Lower	9,664	9,664	8,690	974	Lower
Internal interest income	1,389	1,389	731	658	Lower	2,778	2,778	1,678	1,100	Lower
Operating grants and subsidies	7,110	7,110	5,974	1,137	Lower	15,664	15,744	14,394	1,350	Lower
Other revenue	1,073	1,073	1,629	(556)	Higher	2,188	2,248	2,937	(688)	Higher
Fees and charges	4,434	4,434	4,899	(465)	Higher	8,948	8,948	8,832	116	Lower
Revaluation and asset disposal gains	0	0	31	(31)	Higher	0	0	39	(39)	Higher
Total operating revenue by class	39,987	39,987	39,012	975	Lower	76,008	76,148	73,339	2,809	Lower
Expenditure by class										
Administration expenses	3,901	3,901	3,531	(370)	Underspend	7,746	7,746	7,725	(22)	Underspend
Grants and subsidies	3,892	3,892	1,297	(2,595)	Underspend	10,745	10,745	7,277	(3,468)	Underspend
Other Expenses	7,247	7,247	6,911	(336)	Underspend	14,424	14,424	14,463	39	Overspend
Employee expenses	16,628	16,628	16,835	208	Overspend	33,083	33,083	33,314	231	Overspend
Consultancy fees	2,736	2,736	1,159	(1,577)	Underspend	5,737	5,737	6,071	333	Overspend
Contract work	13,737	13,737	12,539	(1,198)	Underspend	29,345	29,927	30,772	845	Overspend
Finance Costs	1,389	1,389	731	(658)	Underspend	2,778	2,778	1,678	(1,100)	Underspend
Depreciation and Asset Disposal	2,739	2,739	5,076	2,338	Overspend	5,816	5,816	9,042	3,227	Overspend
Expenditure (before charges and recoveries)	52,267	52,267	48,079	(4,188)	Underspend	109,675	110,257	110,342	85	Overspend
Overhead charges and recoveries										
Net overhead charges and recoveries	(454)	(454)	(611)	(156)	Lower	(909)	(909)	(1,017)	(108)	Lower
Total operating expenditure	51,813	51,813	47,468	(4,345)	Underspend	108,766	109,348	109,326	(23)	Underspend
Net (surplus) deficit	11,826	11,826	8,457	(3,369)		32,759	33,201	35,987	2,786	
Total capital expenditure	8,164	9,574	5,572	(4,002)	Underspend	23,546	29,149	20,311	(8,838)	Underspend

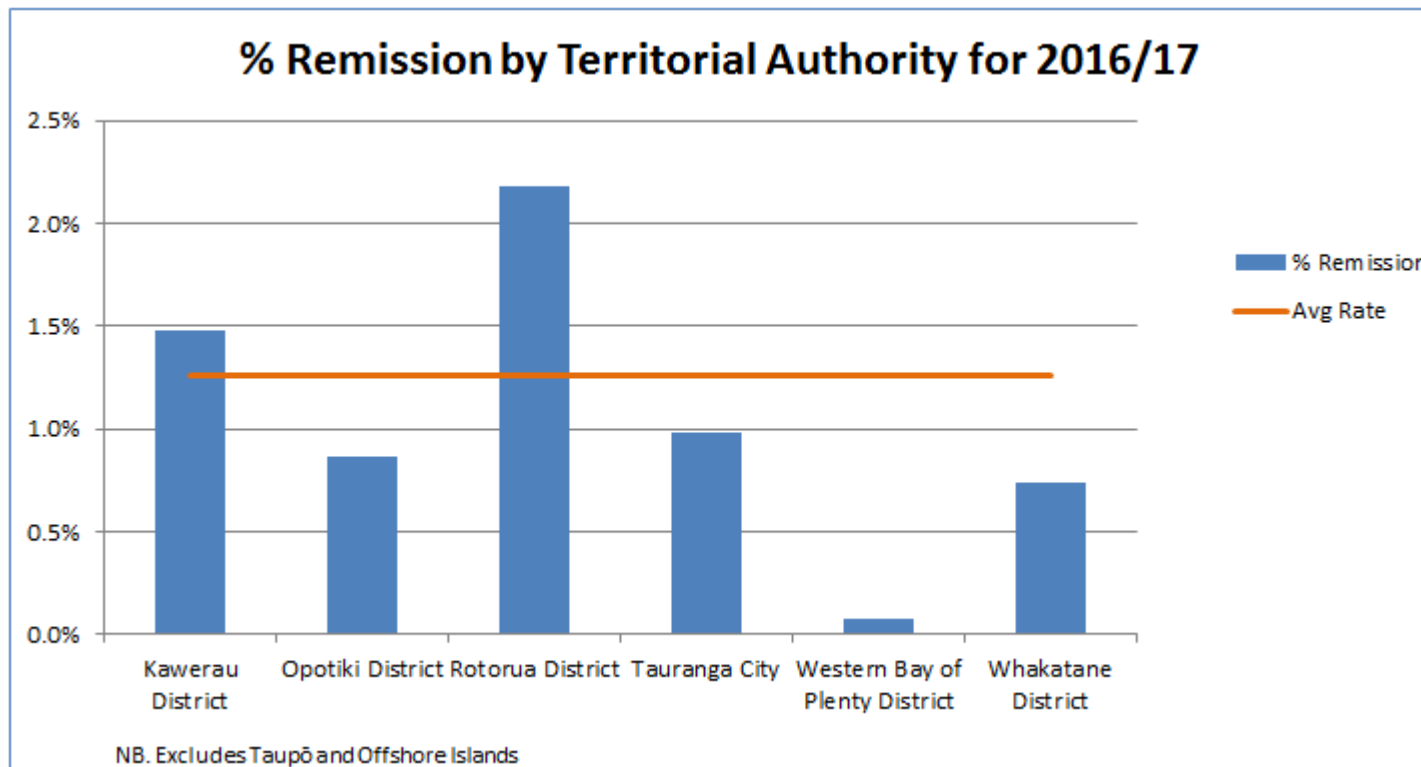
Resource Report 2016/17 Cumulative

	Jul \$000	Aug \$000	Sep \$000	Oct \$000	Nov \$000	Dec \$000	Jan \$000	Feb \$000	Mar \$000	Apr \$000	May \$000	Jun \$000
Revised Budget												
Employee Expenses	2,566	5,098	7,768	10,299	12,831	16,628	19,159	21,691	24,223	26,755	29,287	33,083
Consultants	256	823	1,329	1,743	2,377	2,736	3,076	3,479	4,108	4,455	4,803	5,737
Contractors	1,750	3,785	6,484	8,701	10,939	13,737	15,895	18,198	20,796	23,401	26,085	29,927
Revised Budget Totals	4,572	9,706	15,580	20,743	26,147	33,100	38,131	43,368	49,128	54,612	60,175	68,748
Actual												
Employee Expenses	2,594	5,086	7,664	10,333	12,863	16,835						
Consultants	97	325	531	748	949	1,159						
Contractors	1,721	4,108	6,041	8,215	10,041	12,539						
Actuals Totals	4,412	9,520	14,236	19,297	23,853	30,533						
Variance (under) over spend												
Employee Expenses	28	(12)	(104)	34	32	208						
Consultants	(159)	(497)	(798)	(994)	(1,428)	(1,577)						
Contractors	(28)	323	(443)	(486)	(898)	(1,198)						
Variance Actual vs Budget	(160)	(186)	(1,344)	(1,446)	(2,293)	(2,567)						



2016/17 Total Rates Remissions Compared to Total rates

Territorial Authority	Total Rates excl Hot Swap	Total Remissions	% Remission
Kawerau District	\$ 472,861	\$ 6,998	1.5%
Opotiki District	\$ 1,832,554	\$ 15,890	0.9%
Rotorua District	\$ 8,572,341	\$ 187,063	2.2%
Tauranga City	\$ 12,289,667	\$ 120,277	1.0%
Western Bay of Plenty District	\$ 5,105,561	\$ 3,926	0.1%
Whakatane District	\$ 7,720,290	\$ 56,988	0.7%
Total	\$ 35,993,274	\$ 391,141	1.1%



Key Performance Indicators

KPI summary - Months 1- 6 (July – December 2016)

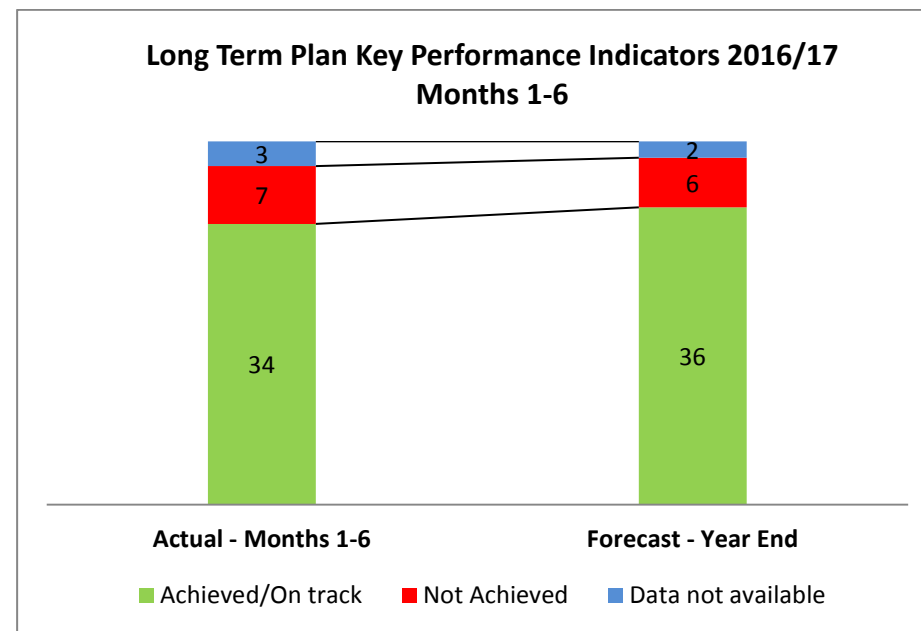
The table of KPI results shows progress for the first six months of 2016/17 as well as forecasts for year-end for the 44 external KPIs being reported on this year.

Currently, seven KPIs are showing as off-track and six of these are not expected to meet their target by the end of 2016/17. This is an increase of one from the previous report with *KPI: 3 - Number of additional kilometres of waterway margin in the Tauranga Harbour catchment protected*, now no longer expected to meet its target for the year.





Further detail on KPI progress is provided in the tables below.







Summary of all 44 KPIs for 2016/17 – Months 1-6 actuals and 2016/17 end of year forecasts





Group Of Activities	Achieved		Not Achieved		No Data	
	Current	Forecast	Current	Forecast	Current	Forecast
Integrated Catchment Management	13	14	3	2		
Flood Protection and Control	3	3				
Resource Regulation and Monitoring	6	6	2	2	1	1
Transportation			1	1		
Regional Development	2	2			1	1
Regional Planning and Engagement	6	7	1	1	1	
Emergency Management	3	3				
Technical Services	1	1				
TOTAL	34	36	7	6	3	2






KPIs not on track

Number	Level of service	Key Performance Indicator	Target	Result	Current status		End of year forecast	
3	The Council works with iwi, landowners and the community groups to improve Tauranga Harbour's indigenous biodiversity, including coastal margins.	Number of additional kilometres of waterway margin in the Tauranga Harbour catchment protected to reduce sediment, nutrient and/or bacterial contamination of water. Includes streams, drains, wetlands, lakes, estuaries and the open coast.	50.0	9.0		Progress has been slower than expected. This is primarily due to: 1 - Implementing the riparian planting phase for projects signed up at the end of 2015/16. 2 - Increased focus on completing sediment mitigation projects signed up at the end of 2015/16.		It is unlikely that the current year's target will be achieved. In 2015/16, the target was exceeded by almost 20kms. The Tauranga Harbour activity will deliver the combined three year target (150kms waterway margin in the Tauranga catchment protected) over the course of the LTP.
4	Water quality in the Rotorua lakes makes long-term progress towards each lake's Trophic Level Index (TLI) in the Regional Water and Land Plan.	Percentage reduction in exports of nitrogen from the Lake Rotorua catchment in accordance with the Integrated Framework and engineering solutions target.	12%	6.7%		The targeted reduction in nitrogen discharges requires both Incentive Scheme agreements and other interventions (e.g. conversion from gorse, weed harvesting) to be achieved. The bulk of the target is based on Incentive Scheme agreements. As fewer than expected Incentive Scheme agreements were progressed in 2015/16, progress towards this KPI is off track.		Based on Incentives Scheme forecast achievements for this financial year, it is unlikely that sufficient deals will be signed by the end of the year to achieve 12% of the total nitrogen reduction target for Lake Rotorua, when combined with other interventions in the programme. The Incentives Scheme is the main planned contributor to making progress towards this target for the next 2-3 years, along with a relatively minor contribution from the Lake Rotorua Gorse Scheme.







Number	Level of service	Key Performance Indicator	Target	Result	Current status	End of year forecast
9	The Council works with iwi, landowners and community groups to maintain and improve water quality, indigenous biodiversity and coastal margins in the Kaituna, Waihi Estuary and Waitahanui catchments.	Number of additional kilometres of waterway margin in the Kaituna, Waihi Estuary and Waitahanui catchments protected to reduce sediment, nutrient and/or bacterial contamination of water. Includes streams, drains, wetlands, lakes, estuaries and the open coast.	31.0	6.3	 The comparatively slow progress to date is due to a focus on other projects during the first 6 months, including; water quality survey work and signing up new agreements. Based on agreements signed to date, or pending signature, the target is expected to be achieved by the end of the financial year.	 The target for the year is expected to be achieved.
21	Air quality in the Rotorua Local Air Management Area (LAMA) meets the National Environmental Standard for Air Quality.	Number of exceedances of PM10 in the Rotorua LAMA (exceedances of the NESAQ standard).	3	7	 7 exceedances experienced in July 2016 (winter).	 The 2016 to 2020 target of 3 exceedances will not be met for the relevant Council financial years or NESAQ years (01 September to 30 August). The programme is focussed on the 2020 timeframe and targets. The last NESAQ year total was 11 exceedances (measured and modelled).
22	Decisions on resource consent applications are made in a timely manner following a robust process.	Percentage of applications processed within statutory timeframes.	99%	74%	 145 of 198 consents processed during the reporting period were processed within timeframes. Applications continue to be prioritised to minimise impacts on consent applicants. For example, applications with section 124 rights (applicants can continue to operate under previous consents) will be a lower priority.	 To minimise the risk for future periods, two additional positions are being recruited and efficiency improvements are being identified to speed up processing of consents. However, the annual target for this KPI is no longer able to be achieved for 2016/17.







Number	Level of service	Key Performance Indicator	Target	Result	Current status		End of year forecast	
29	The Council provides a quality public transport system where fares cover a reasonable proportion of operating costs.	Fare Recovery Ratio.	35%	33.4% (months 1-2)		Result for period 1-6 unavailable. Previous result reported (months 1-2) was below the target (33.4%) and it is not expected that the result for period 6 will meet the target as there has been a reduction in SchoolHopper and Rotorua patronage and a minor reduction in BayHopper patronage.		Steps are being taken to try and improve the current result, by promoting bus services more over the next few months. In January a region-wide 5% fare increase will be implemented.
40	Council promotes good governance and democratic decision-making by being accessible to the regional community and by meeting its legislative responsibilities.	Percentage of draft Council and Committee minutes that are published on the council website within five working days after the meeting.	95%	56%		15 of 27 draft Council and Committee minutes were published on the council website within five working days of the meeting. Performance has improved compared to the same period last year; however the target will not be able to be met this year.		Performance has improved year on year, however this KPI is not able to be recovered this year.







Key					
	On Track/achieved		Not on track/Not achieved		Data not available









Full KPI Results







Integrated Catchment Management

Number	Level of service	Key Performance Indicator	Target	Result	Current status		End of year forecast	
1	The Council works with iwi, landowners and the community groups to improve Tauranga Harbour's indigenous biodiversity, including coastal margins.	Number of coastal, wetland, forest or geothermal High Value Ecological sites (HVES) where biodiversity is actively managed within the Tauranga Harbour catchment.	15	16		The target for the year has been exceeded.		16 High Value Ecological sites (HVES) are actively managed within the catchment.
2	The Council works with iwi, landowners and the community groups to improve Tauranga Harbour's indigenous biodiversity, including coastal margins.	Number of coastal, wetland, forest or geothermal non-High Value Ecological sites (non-HVES) where biodiversity is actively managed within the Tauranga Harbour catchment.	39	45		The target for the year has been exceeded.		45 non-High Value Ecological sites (non-HVES) are actively managed within the catchment.
3	The Council works with iwi, landowners and the community groups to improve Tauranga Harbour's indigenous biodiversity, including coastal margins.	Number of additional kilometres of waterway margin in the Tauranga Harbour catchment protected to reduce sediment, nutrient and/or bacterial contamination of water. Includes streams, drains, wetlands, lakes, estuaries and the open coast.	50	9.0		Progress has been slower than expected. This is primarily due to: 1 - Implementing the riparian planting phase for projects signed up at the end of 2015/16. 2 - Increased focus on completing sediment mitigation projects signed up at the end of 2015/16.		It is unlikely that the current years target will be achieved. In 2015/16, the target was exceeded by almost 20kms. The Tauranga Harbour activity will deliver the combined three year target (150kms waterway margin in the Tauranga catchment protected) over the course of the LTP.







Number	Level of service	Key Performance Indicator	Target	Result	Current status		End of year forecast	
4	Water quality in the Rotorua lakes makes long-term progress towards each lakes Trophic Level Index (TLI) in the Regional Water and Land Plan.	Percentage reduction in exports of nitrogen from the Lake Rotorua catchment in accordance with the Integrated Framework and engineering solutions target.	12%	6.7%		<p>The targeted reduction in nitrogen discharges requires both Incentives Scheme agreements and other interventions (e.g. conversion from gorse, weed harvesting) to be achieved.</p> <p>The bulk of the target is based on Incentive Scheme agreements. As fewer than expected Incentive Scheme agreements were progressed in 2015/16, progress towards this KPI is off track.</p>		Based on Incentives Scheme forecast achievements for this financial year, it is unlikely that sufficient deals will be signed by the end of the year to achieve 12% of the total nitrogen reduction target for Lake Rotorua, when combined with other interventions in the programme. The Incentives Scheme is the main planned contributor to making progress towards this target for the next 2-3 years, along with a relatively minor contribution from the Lake Rotorua Gorse Scheme.
5	The Council works with iwi, landowners and the community groups to improve Rotorua Lakes indigenous biodiversity.	Number of coastal, wetland, forest or geothermal High Value Ecological sites (HVES) where biodiversity is actively managed within the Rotorua Lakes catchment.	16	16		The target for the year has been achieved.		16 High Value Ecological sites (HVES) are actively managed within the catchment. A monitoring programme is in place, with all sites monitored once every few years.
6	The Council works with iwi, landowners and the community groups to improve Rotorua Lakes indigenous biodiversity.	Number of coastal, wetland, forest or geothermal non-High Value Ecological sites (non-HVES) where biodiversity is actively managed within the Rotorua Lakes catchment.	15	15		The target for the year has been achieved.		15 non-High Value Ecological sites (non-HVES) are actively managed within the catchment. A monitoring programme is in place, with all sites monitored once every few years.

Number	Level of service	Key Performance Indicator	Target	Result	Current status		End of year forecast	
7	The Council works with iwi, landowners and community groups to maintain and improve water quality, indigenous biodiversity and coastal margins in the Kaituna, Waihi Estuary and Waitahanui catchments.	Number of coastal, wetland, forest or geothermal High Value Ecological sites (HVES) where biodiversity is actively managed within the Kaituna, Waihi Estuary and Waitahanui catchments.	5	7		The target for the year has been exceeded.		7 High Value Ecological sites (HVES) are actively managed within the catchment.
8	The Council works with iwi, landowners and community groups to maintain and improve water quality, indigenous biodiversity and coastal margins in the Kaituna, Waihi Estuary and Waitahanui catchments.	Number of coastal, wetland, forest or geothermal non-High Value Ecological sites (non-HVES) where biodiversity is actively managed within the Kaituna, Waihi Estuary and Waitahanui catchments.	12	15		The target for the year has been exceeded.		15 non-High Value Ecological sites (non-HVES) are actively managed within the catchment.
9	The Council works with iwi, landowners and community groups to maintain and improve water quality, indigenous biodiversity and coastal margins in the Kaituna, Waihi Estuary and Waitahanui catchments.	Number of additional kilometres of waterway margin in the Kaituna, Waihi Estuary and Waitahanui catchments protected to reduce sediment, nutrient and/or bacterial contamination of water. Includes; streams, drains, wetlands, lakes, estuaries and the open coast.	31	6		The comparatively slow progress to date is due to a focus on other projects during the first 6 months, including; water quality survey work and signing up new agreements. Based on agreements signed to date, or pending signature, the target is expected to be achieved by the end of the financial year.		The target for the year is expected to be achieved.







Number	Level of service	Key Performance Indicator	Target	Result	Current status		End of year forecast	
10	The Council works with iwi, landowners and community groups to maintain and improve water quality, indigenous biodiversity and coastal margins in the Rangitāiki catchment.	Number of coastal, wetland, forest or geothermal High Value Ecological sites (HVES) where biodiversity is actively managed within the Rangitāiki catchment.	4	4		The target for the year has been met.		
11	The Council works with iwi, landowners and community groups to maintain and improve water quality, indigenous biodiversity and coastal margins in the Rangitāiki catchment.	Number of coastal, wetland, forest or geothermal non-High Value Ecological sites (non-HVES) where biodiversity is actively managed within the Rangitāiki catchment.	5	5		The target for the year has been met.		
12	The Council works with iwi, landowners and community groups to maintain and improve water quality, indigenous biodiversity and coastal margins in the Rangitāiki catchment.	Number of additional kilometres of waterway margin in the Rangitāiki catchment protected to reduce sediment, nutrient and/or bacterial contamination of water. Includes streams, drains, wetlands, lakes, estuaries and the open coast.	10	4		The target is forecast to be exceeded with over 50 km's of waterway margin expected to be protected this year.		
13	The Council works with iwi, landowners and community groups to maintain and improve water quality, indigenous biodiversity and coastal margins in eastern Bay of Plenty catchments other than Rangitāiki.	Number of coastal, wetland, forest or geothermal High Value Ecological sites (HVES) where biodiversity is actively managed within the eastern Bay of Plenty catchments.	28	26		The target is expected to be achieved by the end of the year.		











Number	Level of service	Key Performance Indicator	Target	Result	Current status		End of year forecast	
14	The Council works with iwi, landowners and community groups to maintain and improve water quality, indigenous biodiversity and coastal margins in eastern Bay of Plenty catchments other than Rangitāiki.	Number of coastal, wetland, forest or geothermal non-High Value Ecological sites (non-HVES) where biodiversity is actively managed within the eastern Bay of Plenty catchments.	14	21		The target for the year has been exceeded.		
15	The Council works with iwi, landowners and community groups to maintain and improve water quality, indigenous biodiversity and coastal margins in eastern Bay of Plenty catchments other than Rangitāiki.	Number of additional kilometres of waterway margin in the eastern catchments protected to reduce sediment, nutrient and/or bacterial contamination of water. Includes; streams, drains, wetlands, lakes, estuaries and the open coast.	10	4		The target is expected to be achieved by the end of the year.		
16	The Council maintains and improves the water quality of our harbours, estuaries, lakes, rivers and streams to be fit for natural, cultural, social and productive uses.	Number of notified plan changes which are actively being progressed (or completed) with community for Freshwater Quality / Quantity limits.	2	2		The objectives for the Rangitāiki and Kaituna/Maketū and Pongakawa Water Management Areas continue to be defined based on feedback from the community group.		



Flood Protection and Control

Number	Level of service	Key Performance Indicator	Target	Result	Current status		End of year forecast	
17	Provide flood protection and drainage in scheme areas to mitigate the effect of flooding.	Number of failures of flood protection system below specified design standards.	0	0		No reports from stakeholders or observations by staff of flood system failures.		
18	Flood protection and control works are renewed and maintained.	Percentage of maintenance, flood repairs and renewals completed in accordance with the Rivers and Drainage Asset Management Plan.	90%	34%		Maintenance expenditure on track. Flood damage repairs are progressing. We are currently assessing and costing the flood damage as a result of the June 2016 flood. Additional expenditure will be required to complete these repairs. Capital works planning and works progressing as expected.		A paper is going to Council for approval of the additional flood damage expenditure in February 2017.
19	Community receives timely warning of potential flooding, allowing them to take actions to avoid the hazard.	Percentage of flood warnings at pre-determined levels are given in accordance with the flood warning manual.	90%	100%		No warning levels exceeded, no warnings issued.		



Resource and Regulation Monitoring

Number	Level of service	Key Performance Indicator	Target	Result	Current status		End of year forecast	
20	High-risk pests newly established in the Bay of Plenty, but present elsewhere in New Zealand, are actively controlled to prevent their expansion into new areas in the Bay of Plenty.	Percentage of new high-risk pests detected in the Bay of Plenty, that are already present elsewhere in New Zealand, that have management plans put in place within 3 months outlining how the pests will be contained and controlled.	100%	100%		No new incursions of high risk pests have been identified in 2016/17 to date.		
21	Air quality in the Rotorua Local Air Management Area (LAMA) meets the National Environmental Standard for Air Quality.	Number of exceedances of PM10 in the Rotorua LAMA (exceedances of the NESAQ standard).	3	7		7 exceedances experienced in July 2016 (winter).		The 2016 to 2020 target of 3 exceedances will not be met for the relevant Council financial years or NESAQ years (01 September to 30 August). The programme is focussed on the 2020 timeframe and targets. The last NESAQ year total was 11 exceedances (measured and modelled).
22	Decisions on resource consent applications are made in a timely manner following a robust process.	Percentage of applications processed within statutory timeframes.	99%	74%		145 of 198 consents processed during the reporting period were processed within timeframes. Applications continue to be prioritised to minimise impacts on consent applicants. For example, applications with section 124 rights (applicants can continue to operate under previous consents) will be a lower priority.		To minimise the risk for future periods, two additional positions are being recruited and efficiency improvements are being identified to speed up processing of consents. However, the annual target for this KPI is no longer able to be achieved for 2016/17.







Number	Level of service	Key Performance Indicator	Target	Result	Current status		End of year forecast	
23	Decisions on resource consent applications are made in a timely manner following a robust process.	Percentage of customers who are satisfied overall with the service provided during the consents process.	70%	N/A		The satisfaction survey is underway; the results from the survey will be reported when they are available.		
24	All environmental incident complaints are responded to within specified timeframes.	Percentage of urgent complaints made to the pollution hotline that are responded to within 12 hours.	98%	100%		A total of 1122 complaints were registered over months 1-6. Six of the complaints received were urgent and all of these were actioned within 12 hours from the time of the initial complaint.		The KPI is currently meeting the target and is on track for the year.
25	All environmental incident complaints are responded to within specified timeframes.	Percentage of customers satisfied with staff response to substantiated complaints about Resource Management Act non-compliance.	65%	86%		86% of customers surveyed during months 1-6 replied that they were satisfied with the staff response.		The KPI is currently meeting the target and is on track for the year.
26	High-risk contaminated land is identified and appropriately managed to avoid risk to human health and the environment.	Percentage of sites identified through the risk screening system as "High Risk" have a detailed risk assessment initiated by BOPRC within 3 months of identification.	85%	100%		No sites identified as high risk so far this year.		
27	Resource Management Act Measuring and Reporting of Water Takes Regulations 2010 (WTR).	Percentage of water take consents >5 l/sec that comply with the Water Take Regulations (WTR) water metering installation and verification.	75%	99%		586 consent holders out of 593 have installed water meters and have had them verified, or have scheduled to have them verified, as being accurate.		

Number	Level of service	Key Performance Indicator	Target	Result	Current status		End of year forecast	
28	Navigation hazards and risks in the aquatic environment are minimised.	Percentage of time a 24/7 response to navigational incidents and maritime oil spills is in place.	99%	100%		24/7 response to navigational incidents and maritime oil spills has been maintained.		









Transportation









Number	Level of service	Key Performance Indicator	Target	Result	Current status		End of year forecast	
29	The Council provides a quality public transport system where fares cover a reasonable proportion of operating costs.	Fare Recovery Ratio	35%	33.4% (months 1-2)		Result for period 1-6 unavailable. Previous result reported (months 1-2) was below the target (33.4%) and it is not expected that the result for period 6 will meet the target as there has been a reduction in SchoolHopper and Rotorua patronage and a minor reduction in BayHopper patronage.		Steps are being taken to try and improve the current result, by promoting bus services more over the next few months. In January a region-wide 5% fare increase will be implemented.

Regional Development







Number	Level of service	Key Performance Indicator	Target	Result	Current status		End of year forecast	
30	Administer Regional Infrastructure and direct funding grants.	Percentage of disbursed funds that meet funding conditions.	100%	100%		No RIF funds distributed to date. Tauranga Marine Precinct has met all conditions and the first invoice has been received for grant payment in February 2017.		
31	The Council provides the framework and management for regional economic development.	Number of sector strategies that have been reviewed and updated.	1	0		Rugby Sevens Strategy due for update early 2017.		
32	Pāpāmoa Hills Cultural Heritage Regional Park, and the Onekawa Te Māwhai property are managed for the enjoyment of the community and to protect their heritage values.	Percentage of Regional Park users who rate their experience as satisfactory or higher (Biennial Survey).	85%	N/A		Survey to be carried out following park closure in autumn.		

Regional Planning and Engagement



Number	Level of service	Key Performance Indicator	Target	Result	Current status		End of year forecast	
33	Planning and Policy for the Bay of Plenty is robust and legislatively compliant.	Percentage of RMA planning document processes that meet RMA legislative compliance requirements.	100%	100%		All RMA planning documents meet RMA legislative compliance requirements.		The target is forecast to be met for the year.
34	Planning and Policy for the Bay of Plenty is robust and legislatively compliant.	Percentage of planning and policy advice that is rated satisfactory or higher via an independent assessment process.	90%	N/A		Measurement is conducted in June 2017 when a representative sample will be given to the independent assessor (NZIER) and benchmarked against other participating councils.		The target is forecast to be met for the year.
35	The Council receives well informed and researched advice and support on Treaty of Waitangi settlements.	Number of updates given to the Council on Treaty settlements and implications.	2	8		The target has been achieved. Updates provided since previous report; 22 November 2016 - Rangitāiki River Forum 29 November 2016 – Te Maru o Kaituna 20 December 2016 – Rotorua Te Arawa Lakes Strategy Group.		The target has been achieved. Next Komiti Māori hui on 22 February 2017.
36	Geothermal planning for the Bay of Plenty is robust and legislatively compliant.	Percentage of RMA planning document processes that meet RMA legislative compliance requirements.	100%	100%		All RMA planning documents meet legislative compliance requirement.		

Number	Level of service	Key Performance Indicator	Target	Result	Current status		End of year forecast	
37	Council supports Environmental Enhancement Fund groups to undertake projects which help to improve our environment.	Percentage of approved applications that meet Environmental Enhancement Fund Policy and Operational guidelines.	95%	100%		14 applications have been approved and all have met the EEF Policy and Operational Guidelines.		The KPI is currently meeting the target and is on track for the year.
38	Council supports Environmental Enhancement Fund groups to undertake projects which help to improve our environment.	Percentage of completed projects that have achieved their measured goals.	70%	100%		Completed projects have met their achieved goals this month.		The KPI is currently meeting the target and is on track for the year.
39	Council promotes good governance and democratic decision-making by being accessible to the regional community and by meeting its legislative responsibilities.	Percentage of Council and Committee meeting agenda that are published on the Council website at least two working days before meetings.	95%	96%		27 out of 28 Agendas were published at least two working days before meetings.		
40	Council promotes good governance and democratic decision-making by being accessible to the regional community and by meeting its legislative responsibilities.	Percentage of draft Council and Committee minutes that are published on the council website within five working days after the meeting.	95%	56%		15 of 27 draft Council and Committee minutes were published on the council website within five working days of the meeting. Performance has improved compared to the same period last year; however the target will not be able to be met this year.		Performance has improved year on year, however this KPI is not able to be recovered this year.

Emergency Management

Number	Level of service	Key Performance Indicator	Target	Result	Current status		End of year forecast	
41	The Council is ready to respond to a civil defence emergency and is able to function for as long as required during an emergency.	Percentage of roles that have been identified and staffed for 24 hour operation of the Emergency Coordination Centre.	65%	93%		This target has been exceeded.		
42	The Council is ready to respond to a civil defence emergency and is able to function for as long as required during an emergency.	Percentage of staff identified for roles in the Emergency Coordination Centre that are trained to an appropriate level agreed by the Group.	70%	63%		Training is planned during the next six months to achieve this target.		
43	The Council actively engages with the wider community to increase the level of awareness, preparedness and resilience.	Number of Council-delivered initiatives to promote community resilience and safety.	8	5		Staff have completed community engagement activities at: - U Learn Conference: 5 October - Public alerting systems test: 5 November - NZ business network: 11 November - Business Café: 11 October - Get Ready Week: 10 to 14 October (various activities)		Multi-Cultural Show is planned for March. A second public alerting systems test is planned for April and one other initiative is to be aligned with other community engagement activities through partner BOPRC teams.

Technical Services

Number	Level of service	Key Performance Indicator	Target	Result	Current status		End of year forecast	
44	The community has ready access to State of the Environment (SOE) information.	Number of environmental indicators with online scorecards.	5	4		Four scorecards have been completed and are loaded on the council website - www.boprc.govt.nz/knowledge-centre/our-library/environmental-publications/		The target is expected to be met.