



Council Performance Monitoring Report

2016/17 Months 1-8 (July to February)



Table of Contents

Financial overview and performance snapshots 1

Council Summary by Group of Activities..... 5

Council Summary by Class..... 7

Resource Report 2016/17 Cumulative 8

2016/17 Total Rates Remissions Compared to Total rates..... 9

Key Performance Indicators 10

Financial overview and performance snapshots

This is the performance monitoring report for the first eight months of the 2016/17 financial year (July 2016 to February 2017) 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 1-8 \$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	52,501	52,561	48,972	3,589 lower	76,008	76,148	72,024	4,124 lower
Operating expenditure	70,283	70,376	60,818	(9,559) underspend	108,766	113,587	108,597	(4,990) underspend
Net operating (surplus)/deficit	17,782	17,816	11,846	(5,970)	32,759	37,439	36,574	(866)
Capital expenditure	12,470	15,734	8,456	(7,278) underspend	23,546	29,149	18,715	(10,434) underspend

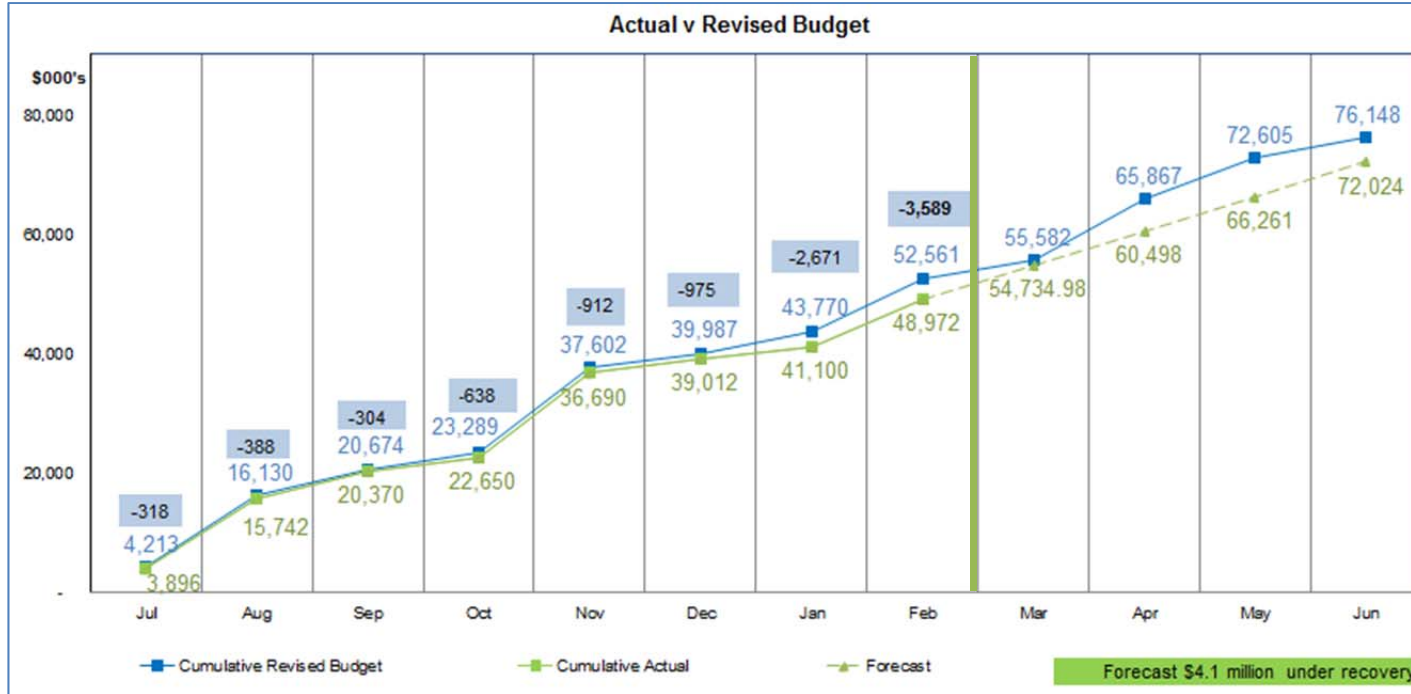
Council approved additional capital expenditure

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	Capital expenditure	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
Rivers & Drainage	Flood damage repairs (expenditure)	1,024	14 February 2017
Corporate Property	Additional depreciation Regional House (expenditure)	3,000	14 February 2017
Regional Planning	Legal costs Plan Change 10 (expenditure)	214	14 February 2017
Total net additional		4,680	
Annual Plan Net operating surplus/deficit		32,759	
Revised Budget		37,439	

Operating revenue



Key operating revenue headlines

- **Months 1–8:** **\$3,589,000 lower**
- **Forecast 2016/17:** **\$4,124,000 lower**

Finance: Lower revenue forecast is due to lower external interest (decreased returns on investments and bank deposits); and lower internal interest revenue as a result of capital expenditure underspend in 2015/16. There is a corresponding underspend in finance costs and therefore a zero net impact on Council budget in 2016/17.

Rivers & Drainage Schemes: Lower revenue forecast for Ministry for the Environment (MfE) funding for the Kopepepe Canal Remediation Project is due to a forecasted underspend on contract works resulting from delays in procuring the main physical works contractor.

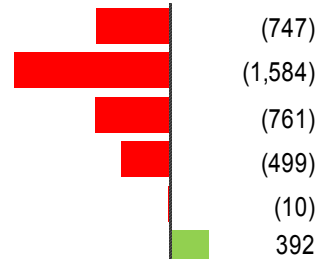
Rotorua Lakes – Lower revenue forecast for MfE funding is due to a forecasted underspend against land management change activities and MfE reserve funds being available.

Pollution Prevention / Science: As previously reported, these two activities are expected to show a net under recovery of revenue.

Governance: Lower revenue forecast for co-governance work as revenue will not be received until new co-governance entities have been established.

Months 1 - 8 Variance of Actual vs. Revised Budget \$000

← Lower <Actual> Higher →



Top Activity Variances

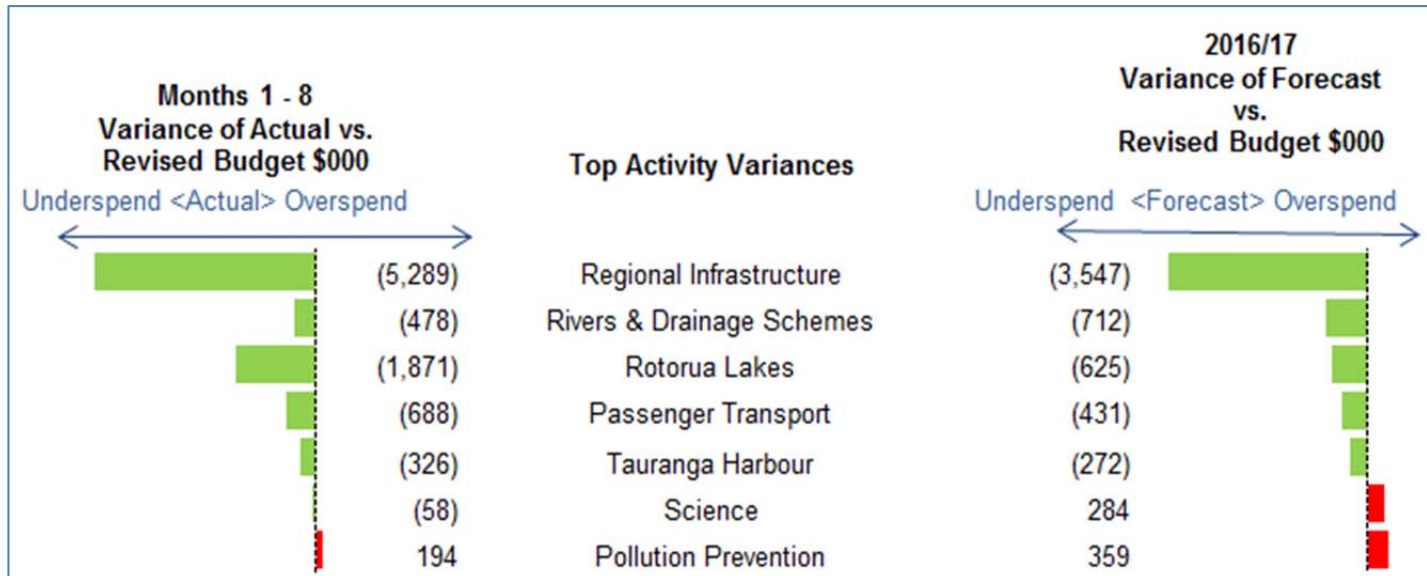
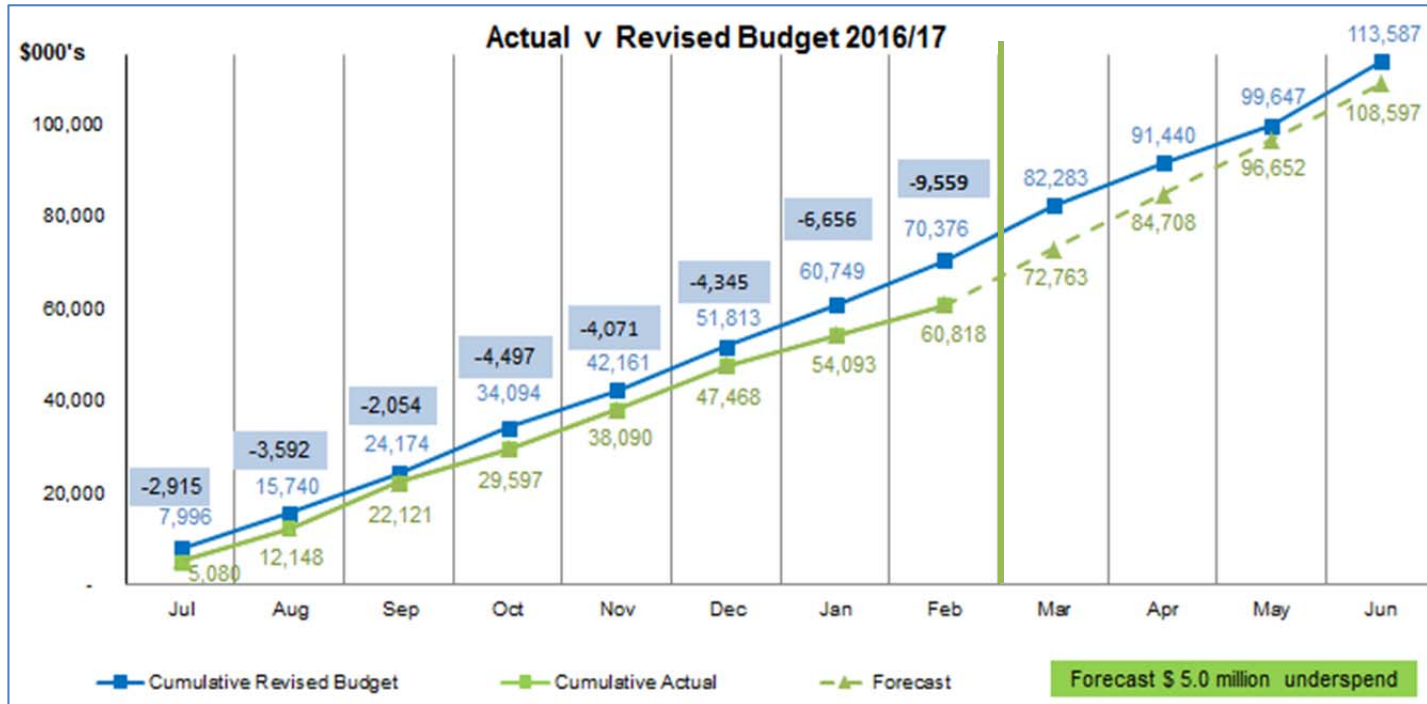
Finance	(1,670)
Rivers & Drainage Schemes	(1,496)
Rotorua Lakes	(675)
Pollution Prevention	(495)
Governance Services	(287)
Science	216

2016/17 Variance of Forecast vs. Revised Budget \$000

← Lower <Forecast> Higher →



Operating expenditure



Key operating expenditure headlines

- Months 1–8: \$9,559,000 underspent
- Forecast 2016/17: \$4,990,000 underspent

Regional Infrastructure – Forecast underspend of \$3.5 million 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.

Rivers & Drainage Schemes: Forecast underspend on internal loan interest rates is due to the forecasted capital underspend.

Rotorua Lakes: Forecast underspend on Ohau Wall due to delays to the re-consenting and hearing process. It is not anticipated that any works will be undertaken in 2016/17. Forecast underspend on gorse, low nitrogen land use and incentive agreements as these are pending finalisation with land owners to meet agreement conditions in full before releasing funding.

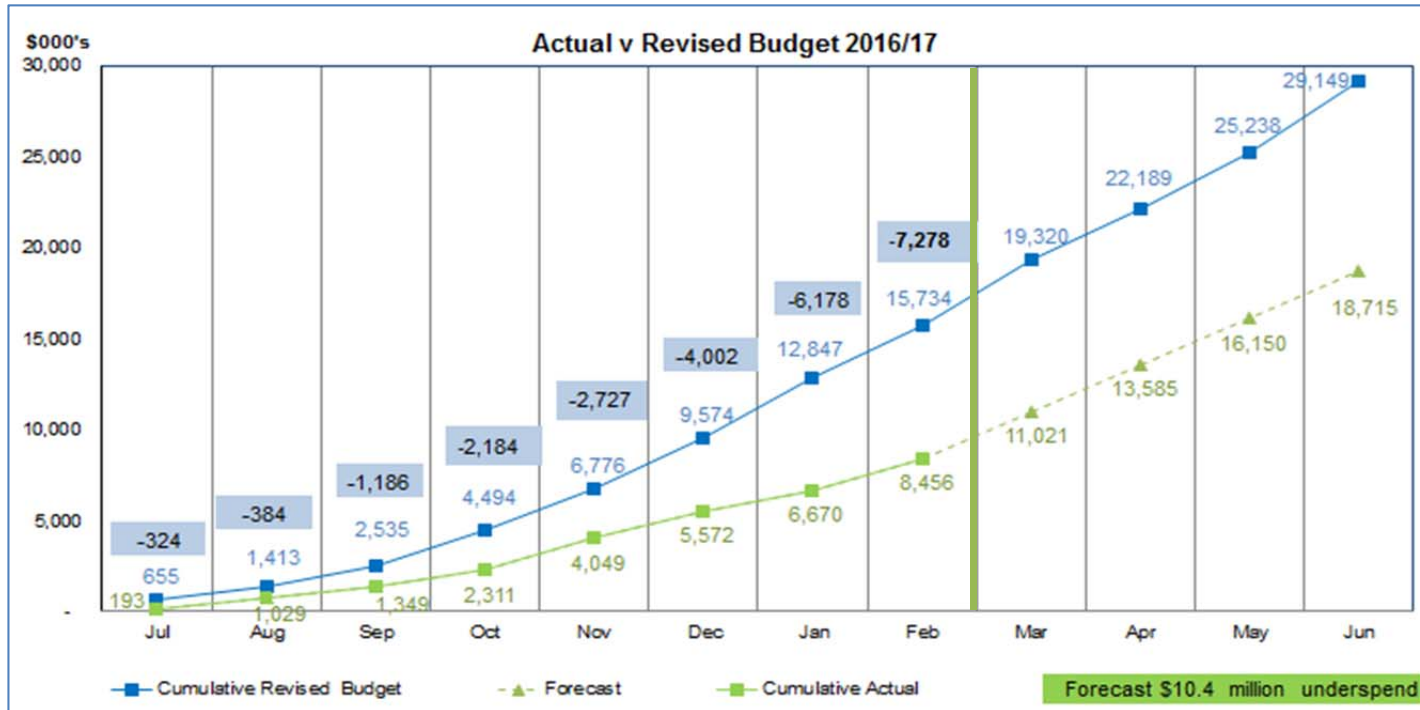
Passenger Transport: Forecast underspend on contract inflation adjustment payments to providers due to lower inflation rates.

Tauranga Harbour: Forecast underspend on biodiversity management plans due to lower up-take from landowners.

Science: Forecast overspend due to additional work on water planning in catchment modelling, data analysis and ecological science (reported to Council 25 August).

Pollution Prevention: Forecast overspend due to an increase in complaints resulting in additional prosecution legal costs and staff costs.

Capital expenditure



Key capital expenditure headlines

- Months 1-8: \$7,278,000 underspent
- Forecast 2016/17: \$10,434,000 underspent

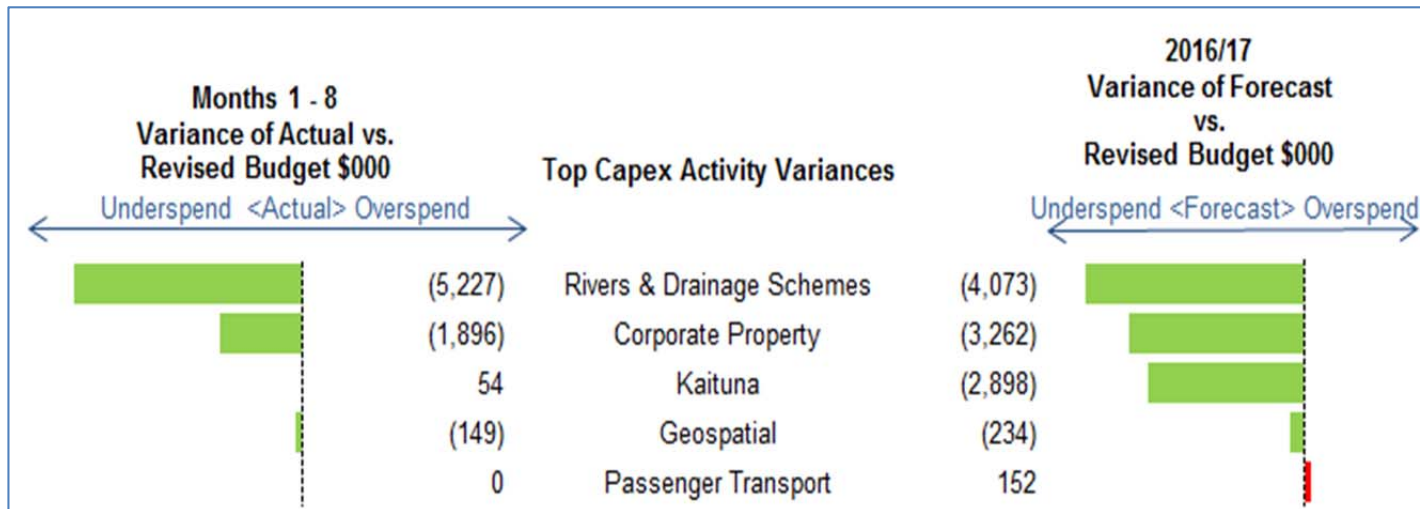
Rivers & Drainage: Forecast underspend includes \$3.1 million carry forward for Kopeopeo Canal Remediation Project (\$1.2 million carry forward in addition to \$1.9 million previously reported). This is a result of delays in procuring the main physical works contractor and subsequent changes to project milestones. The Rangitāiki Floodway Project is forecasting an underspend of \$800,000. As part of the Annual Plan 2017/18 process, formal approval was received to realign the work on this project over future years.

Corporate Property: Forecast underspend on Regional House refit to be carried forward. Additional time provided during 2016/17 for design/consultation phase.

Kaituna Catchment: Forecast underspend on Kaituna River Rediversion project. Formal approval to carry forward \$2.9 million has been sought as part of Annual Plan 2017/18. Additional time provided during 2016/17 to finalise the detailed designs and to undertake the procurement of a main construction contractor.

Geospatial: Forecast underspend on Regional Spatial Data programme. The programme is almost complete and will come in under budget.

Passenger Transport: Forecast overspend \$152,000 being Council's indicative share of the interim ticketing solution procured by the regional consortium.



Council Summary by Group of Activities

	July-February					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	12,190	12,190	11,460	730	Lower	16,005	16,005	15,366	638	Lower
Flood Protection and Control	10,179	10,179	8,594	1,584	Lower	14,075	14,075	12,578	1,496	Lower
Resource Regulation & Monitoring	7,384	7,384	6,831	553	Lower	10,388	10,468	9,977	491	Lower
Transportation	13,104	13,104	12,619	485	Lower	18,652	18,652	18,510	142	Lower
Regional Development	817	877	937	(60)	Higher	1,201	1,261	1,421	(160)	Higher
Regional Planning and Engagement	5,762	5,762	5,754	7	Lower	8,943	8,943	8,656	287	Lower
Emergency Management	704	704	722	(17)	Higher	2,175	2,175	2,175	0	-
Technical Services	3,074	3,074	3,477	(404)	Higher	4,621	4,621	4,877	(256)	Higher
Corporate Services	(712)	(712)	(1,422)	710	Lower	(51)	(51)	(1,536)	1,485	Lower
Total operating revenue by group of activities	52,501	52,561	48,972	3,589	Lower	76,008	76,148	72,024	4,124	Lower
Expenditure by group of activities										
Integrated Catchment Management	12,793	12,793	9,945	(2,848)	Underspend	20,687	20,989	19,976	(1,014)	Underspend
Flood Protection and Control	5,096	5,096	4,702	(394)	Underspend	7,961	8,985	8,663	(322)	Underspend
Resource Regulation & Monitoring	6,121	6,214	6,061	(153)	Underspend	9,149	9,429	9,874	445	Overspend
Transportation	12,722	12,722	12,063	(659)	Underspend	19,570	19,570	19,139	(431)	Underspend
Regional Development	5,939	5,939	546	(5,394)	Underspend	8,647	8,647	5,262	(3,386)	Underspend
Regional Planning and Engagement	7,476	7,476	6,819	(657)	Underspend	11,518	11,733	11,859	126	Overspend
Emergency Management	1,339	1,339	1,305	(34)	Underspend	2,086	2,086	2,086	0	-
Technical Services	4,296	4,296	3,564	(732)	Underspend	6,961	6,961	6,543	(418)	Underspend
Corporate Services	15,096	15,096	16,635	1,538	Overspend	23,095	26,095	26,355	260	Overspend
Expenditure (before charges and recoveries)	70,877	70,971	61,639	(9,331)	Underspend	109,675	114,496	109,755	(4,740)	Underspend
Overhead charges and recoveries										
Net overhead charges and recoveries	(594)	(594)	(822)	(228)	Lower	(909)	(909)	(1,158)	(249)	Lower
Total operating expenditure	70,283	70,376	60,818	(9,559)	Underspend	108,766	113,587	108,597	(4,990)	Underspend
Net (surplus) deficit	17,782	17,816	11,846	(5,970)		32,759	37,439	36,574	(866)	

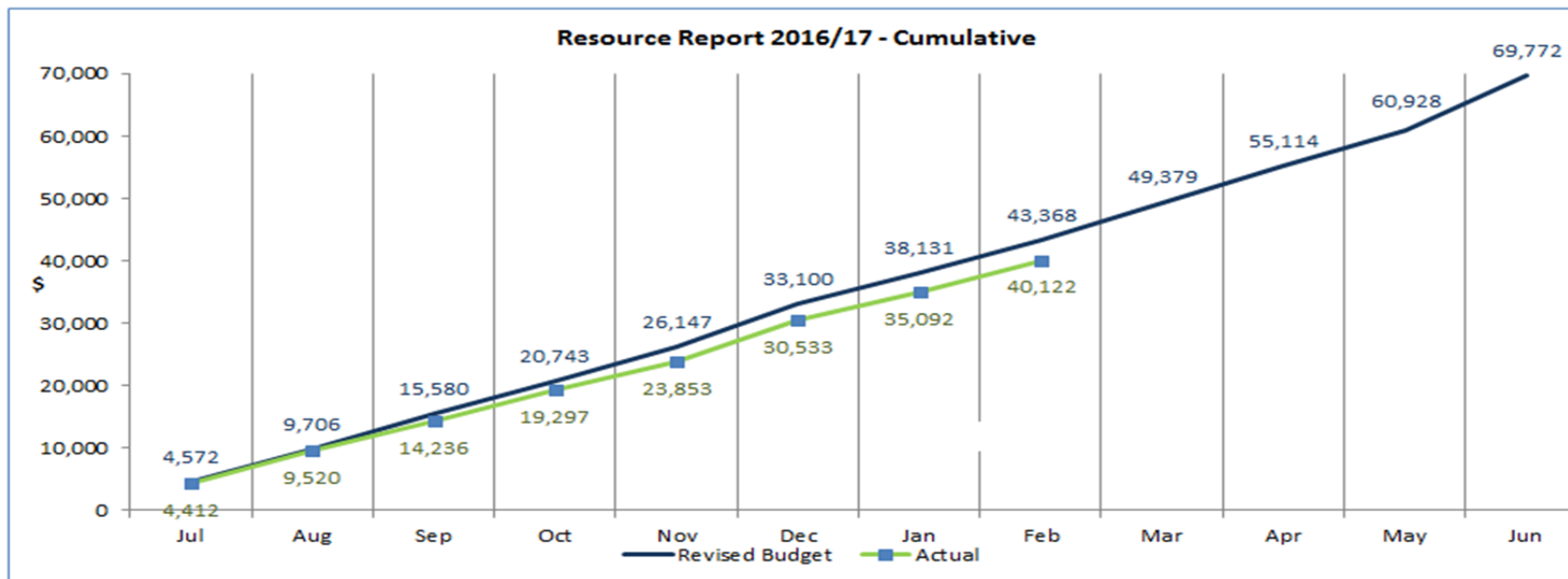
	July-February					2016/17				
	Budget	Revised Budget	Actual	Variance		Budget	Revised Budget	Forecast	Variance	
	\$000	\$000	\$000	\$000		\$000	\$000	\$000	\$000	
Capital expenditure by activity										
Integrated Catchment Management	183	907	951	44	Overspend	3,668	4,456	1,633	(2,822)	Underspend
Flood Protection and Control	6,310	7,557	2,330	(5,227)	Underspend	8,954	11,817	7,744	(4,073)	Underspend
Resource Regulation & Monitoring	209	209	32	(177)	Underspend	255	255	200	(55)	Underspend
Transportation	0	0	0	0	-	0	0	152	152	Overspend
Regional Development	107	1,400	1,335	(65)	Underspend	160	1,648	1,645	(3)	Underspend
Emergency Management	7	7	0	(7)	Underspend	11	11	11	0	-
Technical Services	455	455	406	(50)	Underspend	956	956	620	(336)	Underspend
Corporate Services	5,199	5,199	3,403	(1,797)	Underspend	9,543	10,007	6,710	(3,297)	Underspend
Total capital expenditure	12,470	15,734	8,456	(7,278)	Underspend	23,546	29,149	18,715	(10,434)	Underspend

Council Summary by Class

	July-February					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	13,004	13,004	13,003	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	5,956	5,956	5,612	345	Lower	9,664	9,664	8,690	974	Lower
Internal interest income	1,852	1,852	1,004	848	Lower	2,778	2,778	1,678	1,100	Lower
Operating grants and subsidies	11,185	11,185	8,413	2,772	Lower	15,664	15,744	12,985	2,759	Lower
Other revenue	1,455	1,515	1,957	(442)	Higher	2,188	2,248	3,088	(840)	Higher
Fees and charges	6,048	6,048	5,971	77	Lower	8,948	8,948	8,774	174	Lower
Revaluation and asset disposal gains	0	0	8	(8)	Higher	0	0	39	(39)	Higher
Investment Income	(0)	(0)	0	(0)	Higher	(0)	(0)	(0)	(0)	Higher
Total operating revenue by class	52,501	52,561	48,972	3,589	Lower	76,008	76,148	72,024	4,124	Lower
Expenditure by class										
Administration expenses	5,198	5,198	4,593	(605)	Underspend	7,746	7,776	7,574	(203)	Underspend
Grants and subsidies	7,031	7,031	1,532	(5,499)	Underspend	10,745	10,745	7,183	(3,562)	Underspend
Other Expenses	9,757	9,757	8,247	(1,510)	Underspend	14,424	14,609	14,611	2	Overspend
Employee expenses	21,691	21,691	21,915	224	Overspend	33,083	33,083	33,419	335	Overspend
Consultancy fees	3,479	3,479	1,336	(2,143)	Underspend	5,737	5,737	5,491	(246)	Underspend
Contract work	18,104	18,198	16,870	(1,327)	Underspend	29,345	30,951	30,818	(134)	Underspend
Finance Costs	1,852	1,852	1,004	(848)	Underspend	2,778	2,778	1,678	(1,100)	Underspend
Depreciation and Asset Disposal	3,764	3,764	6,142	2,377	Overspend	5,816	8,816	8,982	167	Overspend
Expenditure (before charges and recoveries)	70,877	70,971	61,639	(9,331)	Underspend	109,675	114,496	109,755	(4,740)	Underspend
Overhead charges and recoveries										
Net overhead charges and recoveries	(594)	(594)	(822)	(228)	Lower	(909)	(909)	(1,158)	(249)	Lower
Total operating expenditure	70,283	70,376	60,818	(9,559)	Underspend	108,766	113,587	108,597	(4,990)	Underspend
Net (surplus) deficit	17,782	17,816	11,846	(5,970)		32,759	37,439	36,574	(866)	
Total capital expenditure	12,470	15,734	8,456	(7,278)	Underspend	23,546	29,149	18,715	(10,434)	Underspend

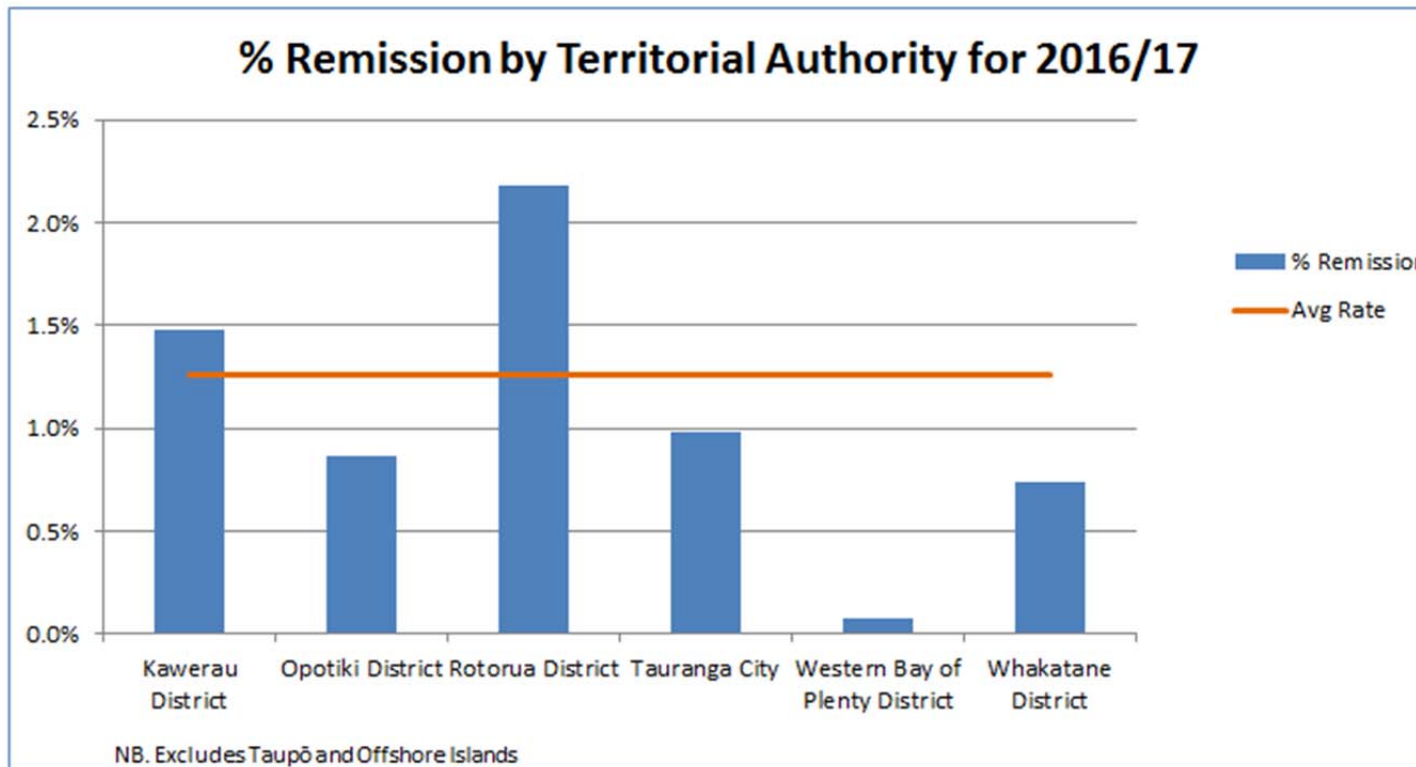
Resource Report 2016/17 Cumulative

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$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	21,047	23,903	26,838	30,951
Revised Budget Totals	4,572	9,706	15,580	20,743	26,147	33,100	38,131	43,368	49,379	55,114	60,928	69,772
Actual												
Employee Expenses	2,594	5,086	7,664	10,333	12,863	16,835	19,241	21,915				
Consultants	97	325	531	748	949	1,159	1,261	1,336				
Contractors	1,721	4,108	6,041	8,215	10,041	12,539	14,591	16,870				
Actuals Totals	4,412	9,520	14,236	19,297	23,853	30,533	35,092	40,122				
Variance (under) over spend												
Employee Expenses	28	(12)	(104)	34	32	208	81	224				
Consultants	(159)	(497)	(798)	(994)	(1,428)	(1,577)	(1,816)	(2,143)				
Contractors	(28)	323	(443)	(486)	(898)	(1,198)	(1,304)	(1,327)				
Variance Actual vs Budget	(160)	(186)	(1,344)	(1,446)	(2,293)	(2,567)	(3,038)	(3,246)				



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- 8 (July 2016 – February 2017)

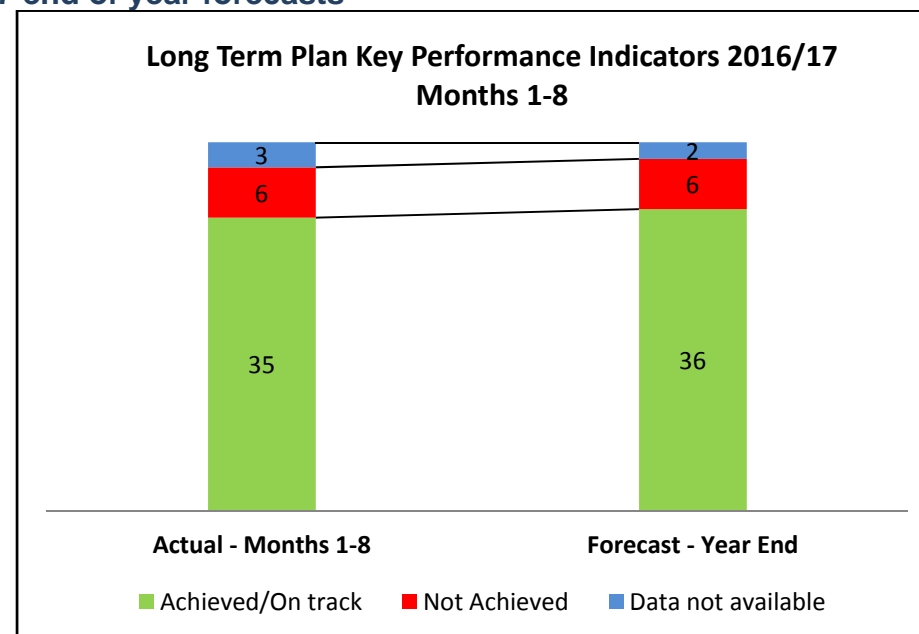
The table of KPI results shows progress for the first eight months of 2016/17 as well as forecasts for year-end for the 44 external KPIs being reported on this year.




Currently, six KPIs are showing as off-track; none of these are expected to meet their target by the end of 2016/17. This is a reduction of one from the previous report with; 'KPI: 9 - Number of additional kilometres of waterway margin in the Kaituna, Waihi Estuary and Waitahanui catchments protected' now reported as on track. There is still some risk around the achievement of this KPI and extra attention will be applied during the remainder of the year.

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





Summary of all 44 KPIs for 2016/17 – Months 1- 8 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	14	14	2	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	35	36	6	6	3	2



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







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	10.5		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, and 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, we exceeded the target by almost 20kms and a number of these projects are currently in their riparian planting phase, which require significant staff time. We are confident that the Tauranga Harbour activity will deliver the combined LTP three year target (150kms waterway margin in the Tauranga catchment protected).
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%	7.9%		The targeted reduction in nitrogen discharges requires both Incentives Scheme agreements and other interventions (e.g. conversion from gorse, weed harvesting) to be achieved. The reduction in nitrogen discharges has increased from 6.73% to 7.90% since the last report. This is primarily as a result of gorse management and a small incentives agreement. However the KPI remains off track for the year.	 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. A number of Incentive Scheme agreements are in the pipeline, if these agreements are signed and conditions met by the end of the financial year, we are likely to achieve the target of 12% of the total 320 nitrogen reduction target for Lake Rotorua, however it is unlikely that these conditions for sufficient number of agreements will be satisfied by the end of the year.







Number	Level of service	Key Performance Indicator	Target	Result	Current status		End of year forecast	
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).	3.0	7.0		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%	70%		181 of 258 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.		The KPI is no longer achievable however two new consent officers have been recruited during the reporting period with a current fixed term vacancy to be filled. As these new FTE's get up to speed we would expect to see an improvement on timeframe compliance based on the current workload.
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 1-8 unavailable. Previous result reported (months 1-2) was below the target (33.4%) and it is not expected that the result for period 8 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 was implemented, which likely will have further suppressed patronage, but increased fare returns.
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%	55.0%		Performance has improved compared to the previous 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.









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 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	48		The target for the year has been exceeded.		48 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	11		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, and 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, we exceeded the target by almost 20kms and a number of these projects are currently in their riparian planting phase, which requires significant staff time. We are confident that 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%	7.9%		<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 reduction in nitrogen discharges has increased from 6.73% to 7.90% since the last report. This is primarily as a result of gorse management and a small incentives agreement. However the KPI remains off track for the year.</p>		<p>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.</p> <p>A number of Incentive Scheme agreements are in the pipeline, if these agreements are signed and conditions met by the end of the financial year, we are likely to achieve the target of 12% of the total 320 nitrogen reduction target for Lake Rotorua, however it is unlikely that these conditions for sufficient number of agreements will be satisfied by the end of the year.</p>
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		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		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	13		Completed 43% of this financial year's target.		Staff expect to achieve this KPI; however some risk remains that it will not 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	27		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	10		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%	48%		Maintenance expenditure on track. Flood damage repairs are progressing. Flood damage repair costs as a result of the June 2016 flood have been assessed and prioritised with additional expenditure approved by Council on 14th Feb 2017. Floodway project capital works planning and works progressing as expected. One capital project (Section 109 culvert renewal, \$180k) in Rangitāiki Drainage Scheme has been deferred until 2017/18 financial year.		Council approved additional expenditure for additional flood damage repairs. Additional expenditure now included in revised budgets for each scheme.
19	Community receives timely warning of potential flooding, allowing them to take actions to avoid the hazard.	Percentages of flood warnings at pre-determined levels are given in accordance with the flood warning manual.	90%	100%		One warning level exceeded, one warning 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%		One potential new incursion is under investigation. A potential incursion of Clover dodder is being investigated. Firstly we need to confirm it is this species then we need to research its potential impact. If it is deemed serious we will manage it as a new incursion and develop a site management plan.		
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%	70%		181 of 258 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.		The KPI is no longer achievable however two new consent officers have been recruited during the reporting period with a current fixed term vacancy to be filled. As these new FTE's get up to speed we would expect to see an improvement on timeframe compliance based on the current workload.
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%			The satisfaction survey is underway; the results from the survey will be reported when they are available.		



Number	Level of service	Key Performance Indicator	Target	Result	Current status		End of year forecast	
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%		Six of the 1727 complaints received were urgent. All of these were actioned within 12 hours from the time of the initial complaint.		Calendar appointments and deadlines have been placed in each staff member's calendars who contribute to achieving this KPI. This will allow for greater personal accountability and ease of reporting.
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%	89%		87 customers contacted in relation to substantiated complaints (total months 1 to 8). 77 satisfied with staff response. 10 customers not satisfied with staff response.		Constructive feedback is being passed onto staff members where appropriate to ensure our customer service continues to improve.
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.		
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 1-8 unavailable. Previous result reported (months 1-2) was below the target (33.4%) and it is not expected that the result for period 8 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 was implemented, which likely will have further suppressed patronage, but increased fare returns.









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.		
31	The Council provides the framework and management for regional economic development.	Number of sector strategies that have been reviewed and updated.	1	0		The Rugby Sevens Strategy will be updated this year and is on track to be completed by June 2017.		

Number	Level of service	Key Performance Indicator	Target	Result	Current status		End of year forecast	
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.

Number	Level of service	Key Performance Indicator	Target	Result	Current status		End of year forecast	
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	9		The target has been achieved. Updates provided since previous report: - Komiti Māori hui on 22 February 2017.		The target has been exceeded.
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.		
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%		15 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 achieved their goals this month.		The KPI is currently meeting the target and is on track for the year.



Number	Level of service	Key Performance Indicator	Target	Result	Current status		End of year forecast	
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%	97%		34 out of 36 Agendas were published at least two working days before meetings.		The KPI is currently meeting the target and is on track for the year.
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%		Performance has improved compared to the previous 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%	92%		This KPI is tracking well ahead of target.		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%	65%		Training is planned during the next two months to achieve this target.		This target is forecast to be achieved.

Number	Level of service	Key Performance Indicator	Target	Result	Current status	End of year forecast
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	8	 <p>Eight initiatives have been completed.</p> <ul style="list-style-type: none"> • The Multicultural Festival • The Whakaari White Island Exercise • Get Ready Week (initiatives across BOPRC offices) • ASB Business Expo • U-Learn Conference • World Tsunami Day • Social Media (delivery of agreed programme of postings for the region) • Publications, writing articles for a number of Bay wide publications 	 <p>This target has been achieved.</p>

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	 <p>Four scorecards have been completed and are loaded on the council website - www.boprc.govt.nz/knowledge-centre/our-library/environmental-publications/</p>	 <p>The target is expected to be met.</p>