



Report To: Regional Council

Meeting Date: 29 March 2018

Report From: Mat Taylor, General Manager, Corporate Performance

Council Performance Monitoring Report 2017/18 - July to February

Executive Summary

This report provides Council with information to review financial and non-financial performance for all Council activities for the first eight months of the 2017/18 financial year. The Council Performance Monitoring Report is included in Appendix 1 and provides a more detailed overview of operating revenue and expenditure, capital and non-financial performance measures.

The forecast end of year decrease in the net operating deficit is \$1.5 million based on forecast lower revenue of \$1.3 million, and a \$2.8 million forecast operating expenditure underspend. The capital year end forecast underspend is \$9.8 million. Full details explaining these variances are included in the Council Performance Monitoring Report.

The confidential Appendices 2 and 3 provide Council with detailed investment analysis and forecasts for the remainder of the financial year.

There are 46 Long Term Plan KPI's being measured this year. Currently 40 KPIs are on-track, and 6 KPIs are tracking off-target.

Recommendations

That the Regional Council:

- 1** Receives the report, Council Performance Monitoring Report 2017/18 - July to February ;
- 2** Notes the financial and non-financial performance monitoring information provided, including variations from the budget.
- 3** Approves a 2017/18 operating expenditure budget revision in the Regional Infrastructure Activity of \$919,000 (net) relating to higher than budgeted expenditure for the Tauranga Marine Precinct Project \$4 million, Tauranga Tertiary Campus Project \$1.2 million, and Te Puna West Sewerage \$150,000, and offset by lower than budgeted expenditure in relation to other approved Regional Infrastructure Fund projects \$4.43 million. This expenditure is funded from the infrastructure reserve. The increases and decreases in expenditure in the current

financial year will be recognised through adjustments to the Long Term Plan estimates at Council deliberations in May 2018.

1 Introduction

This report provides Council with the first eight months of 2017/18 financial and non-financial performance information for all Council activities.

It provides an overview of Council performance as set out in year three of the Long Term Plan 2015-2025, and updated in the adopted Annual Plan 2017/18.

Financial information includes both operating and capital revenue and expenditure. Non-financial information is the monitoring of key performance indicators.

2 Monitoring Report and Appendices

2.1 Monitoring Report

The Council Performance Monitoring Report 2017/18 Months 1 - 8 (July to February) for the first eight months of the financial year is provided with this report in Appendix 1.

2.2 Confidential Appendix 2 and 3

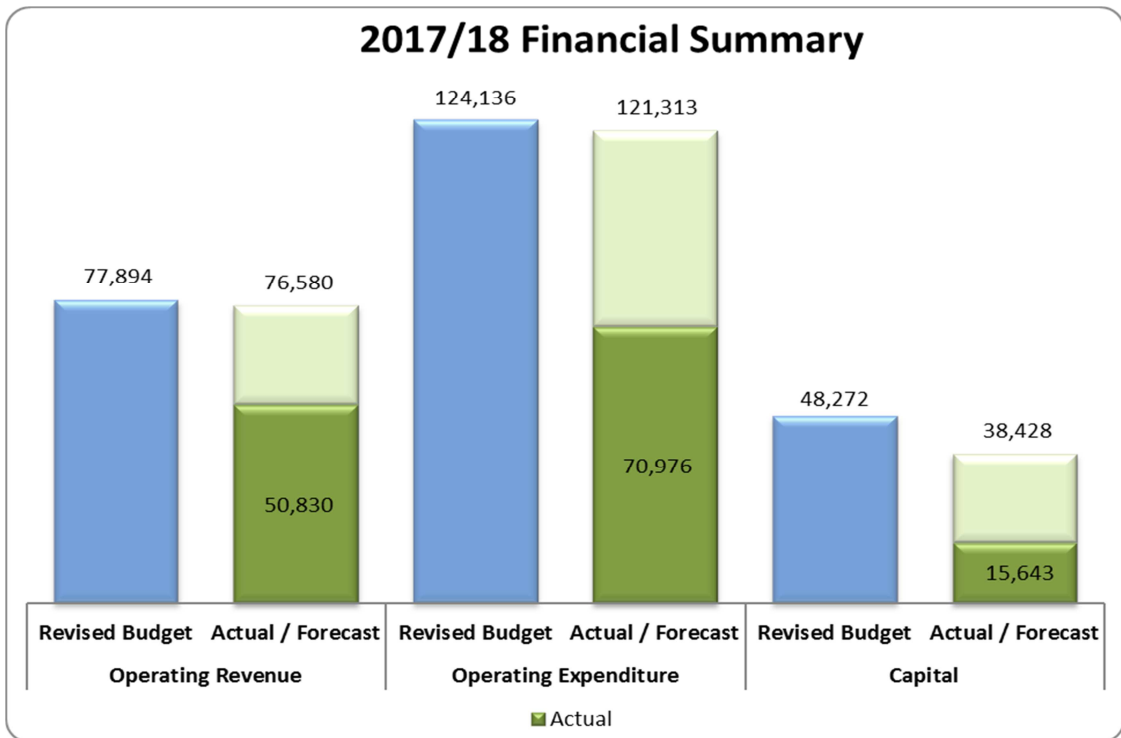
Appendix 2 (Investments Performance Report) for the first eight months of the financial year is provided under the confidential part of the agenda.

Appendix 3 (Investment Fund Valuation Report for February 2018) provided by our treasury advisors, Bancorp, is also provided under the confidential part of the agenda.

3 Financial Information

3.1 Financial Summary

The overall financial variances for all Council activities are shown in detail in the attached report. The financial report provides an end of year forecast and variation for revenue and expenditure based on current information.



The report highlights:

- A forecast end of year decrease in the net *operating* deficit of \$1.5 million is based on:
 - \$1.3 million forecast lower revenue mainly due to
 - MfE funding for Rotorua Lakes land use incentives (\$0.9 million);
 - Fees and charges (\$0.4 million);
 - Net external interest revenue (\$0.6 million); and
 - higher MfE Kopeopeo Canal Remediation Project grant \$0.4 million
 - \$2.8 million forecast underspend mainly due to
 - Rotorua Lakes land use incentives agreements (\$2.0 million).
- A forecast end of year net *capital* underspend of \$9.8 million is mainly due to:
 - Kopeopeo Canal Remediation Project (\$3.0 million),
 - Kaituna River Re-diversion Project (\$2.8 million), and
 - Accommodation Upgrade Project (\$5.7million);

3.2 Regional Infrastructure Funding (RIF)

Operating expenditure in the Regional Infrastructure Activity is forecast \$919,000 (net) higher than budget.

The Tauranga Tertiary Campus is progressing ahead of schedule, resulting in a current 2017/18 forecast higher than expected expenditure by \$4 million.

The Tauranga Marine Precinct is expected to be completed late this financial year with the installation and testing of the travel lift. This increased forecast is within the total \$5 million approved budget for the project. The higher than budgeted expenditure in the

current financial year is partially offset within the Regional Infrastructure Activity by the delayed direct funding for other approved RIF projects.

The following table provides a financial overview for the current year's Regional Infrastructure Fund projects.

Project	Annual Plan 2017/18 \$'000	Forecast 2017/18 \$'000	Variance \$'000
Lake Rotomā / Rotoiti Sewerage	3,711	0	(3,711)
Te Puna West Sewerage	900	1,050	150
Ongare Point Sewerage	720	0	(720)
Tauranga Tertiary Campus	5,000	9,000	4,000
Tauranga Marine Precinct	1,500	2,700	1,200
TOTAL	11,831	12,750	919

This expenditure is funded from infrastructure reserves. The increases and decreases in expenditure in specific years will be recognised through adjustments to Long Term Plan estimates at Council deliberations in May 2018.

A more detailed update on the Regional Infrastructure Activity is provided in a separate paper.

3.3 Council Investments

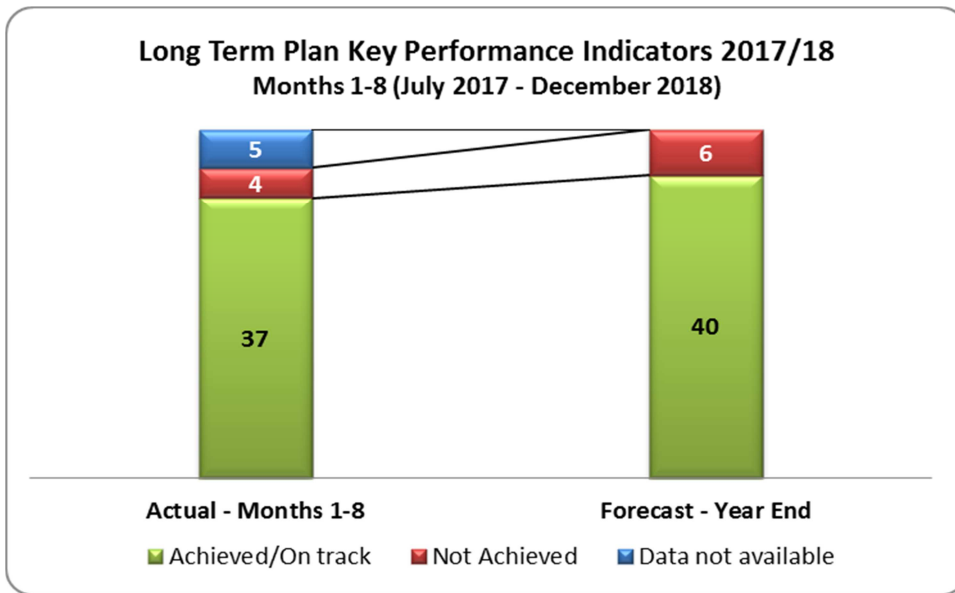
The Council's months 1 to 8 investment performance for 2017/18 is provided in a confidential appendix included with the council agenda.

Cash-flow forecasts are regularly updated based on the Long Term Plan and Annual Plans, and in-year financial monitoring reports.

4 Non-Financial Performance – Key Performance Indicators (KPI's)

There are 46 Long Term Plan KPIs being measured this year. The KPIs performance for the first six months, and the year-end forecast is in the attached report.

The current and forecast KPI performance overview is shown in the graph below.



5 Council’s Accountability Framework

5.1 Community Outcomes

This project/proposal directly contributes to the Regional Collaboration and Leadership Community Outcome in the council’s Long Term Plan 2015-2025.

5.2 Long Term Plan Alignment

This work is planned under the Finance Activity in the Long Term Plan 2015-2025 and Annual Plan 2017/18.

Current Budget Implications

This work is being undertaken within the current budget for the Finance Activity in the Annual Plan 2017/18.

Future Budget Implications

Future work on council monitoring is provided for in Council’s Long Term Plan 2015-2025.

Debbie Hyland
Finance and Corporate Planning Manager

for General Manager, Corporate Performance

26 March 2018



Council Performance Monitoring Report

2017/18 Months 1- 8 (July to February)



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Financial overview and performance snapshots

This is the performance monitoring report for the first eight months of the 2017/18 financial year (July 2017 to February 2018)

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 46 external Key Performance Indicators (KPIs)

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

Variance key

(Revenue)	Higher revenue
(Expenditure)	Underspend
(Deficit)	Lower deficit

Financial variance overview

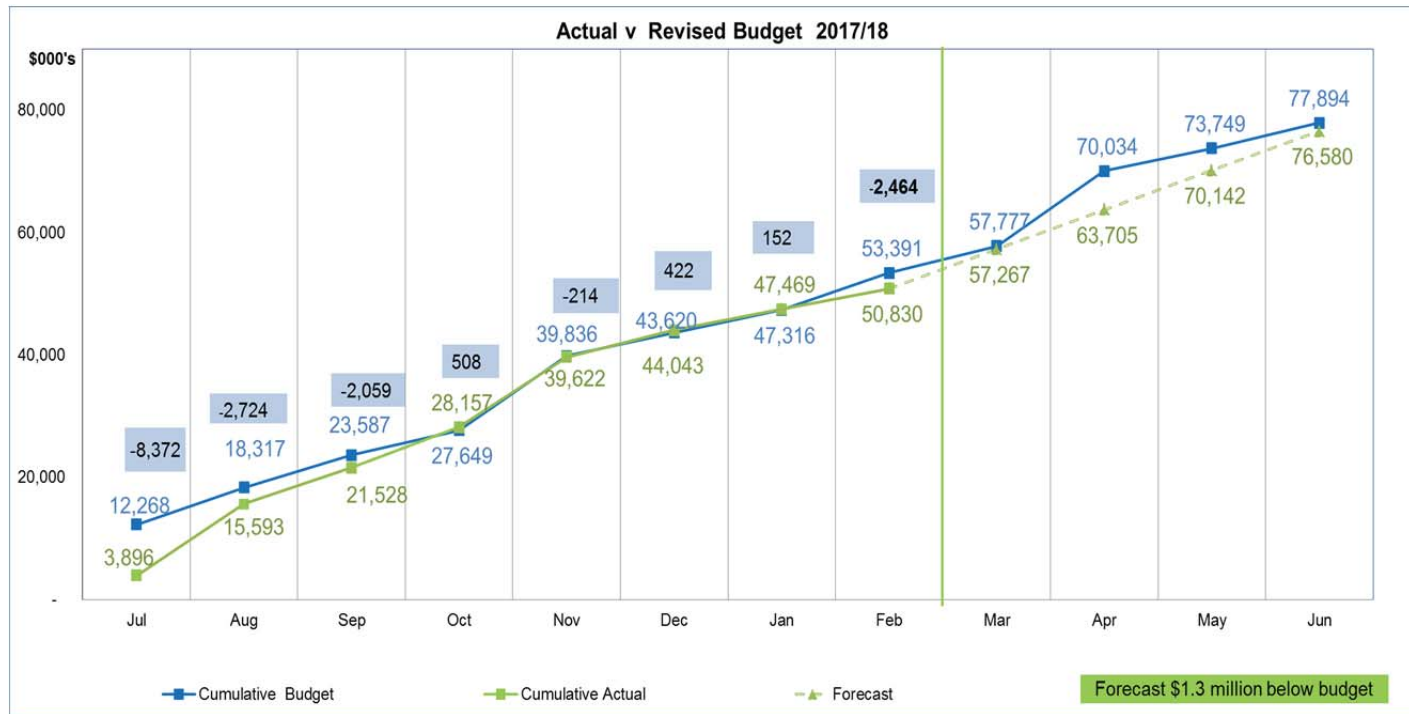
Months 1 – 8 \$000					
	Annual Plan	Revised Budget	Actual	Variance	Revised Budget v Actual
Operating Revenue	53,294	53,294	50,830	2,464	lower
Operating Expenditure	75,108	73,792	70,976	(2,816)	underspend
Net operating (surplus)/deficit	21,814	20,498	20,147	(352)	lower
Capital Expenditure	25,935	27,911	15,643	(12,268)	underspend

Full Year 2017/18 \$000				
Annual Plan	Revised Budget	Forecast	Variance	Revised Budget v Forecast
77,894	77,894	76,580	1,314	lower
127,836	124,136	121,313	(2,823)	underspend
49,941	46,241	44,733	(1,508)	lower
43,405	48,272	38,428	(9,845)	underspend

Council approved amendments to Annual Plan Budget 2017/18

Activity	Description	Operational \$000	Capital \$000	Meeting Date
Rivers & Drainage Schemes	Kopeopeo Canal Remediation project (carried forward FY 2016/17)		400	26 September 2017
Rivers & Drainage Schemes	Kaituna stopbank works (carried forward FY 2016/17)		267	26 September 2017
Information and Communication Technology	Accellarate project (carried forward FY 2016/17)		500	26 September 2017
Rivers & Drainage Schemes	Reclassification of flood damage repair works	(3,700)	3,700	15 February 2018
	Total additional	(3,700)	4,867	
	Annual Plan Budget	127,836	43,405	
	Revised Budget	124,136	48,272	

Operating revenue



Key operating revenue headlines

- Months 1–8: \$2,464,000 lower revenue
- Forecast 2017/18: \$1,314,000 lower revenue

Rivers & Drainage – Kopeopeo Canal Remediation Project milestone claim has been made to MfE and is \$370,000 more than budget.

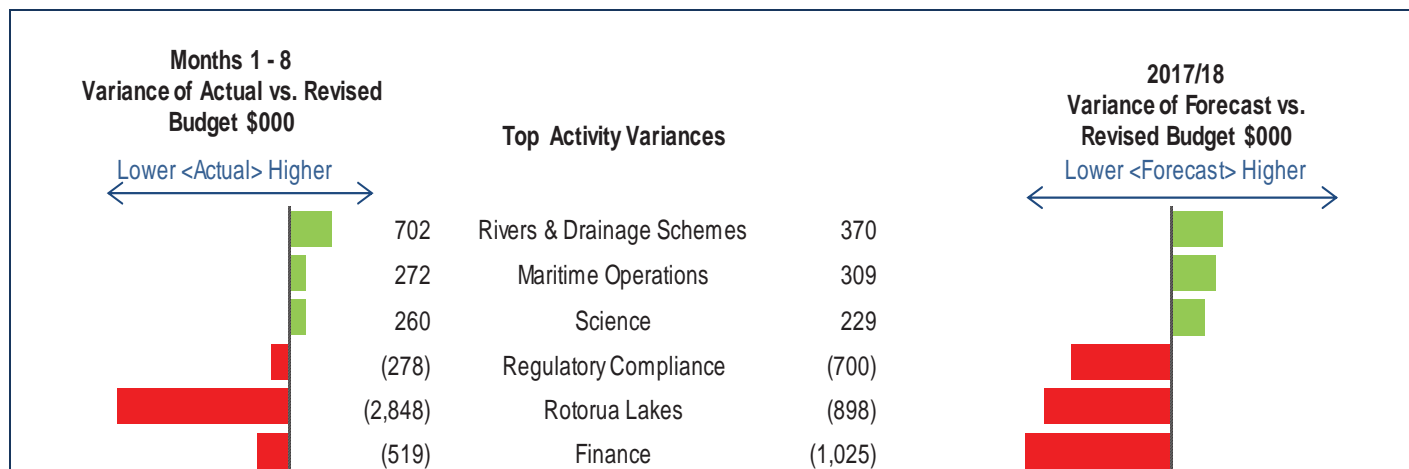
Maritime – Additional port charges have been received due to increased activity through the port.

Science – Annual S36 RMA charges have been processed and overall the revenue stream is expected to be \$229,000 more than budget.

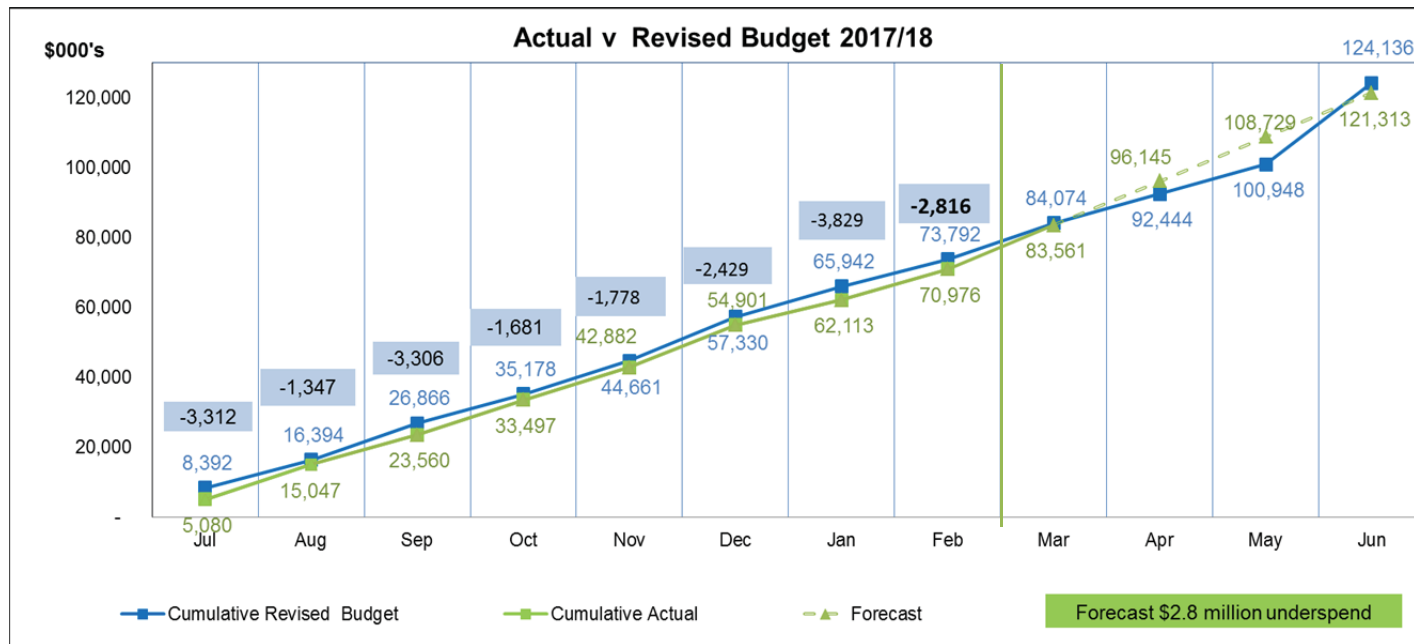
Regulatory Compliance – Annual S36 RMA charges have been processed and revenue is forecast to be \$700,000 below budget. The S36 charges methodology is the subject of a detailed review as part of LTP.

Rotorua Lakes – Reduced MfE grant income of \$898,000 is forecast. This is due to a forecasted underspend on land use change incentives.

Finance – Unbudgeted Solid Energy revenue received of \$800,000. Internal interest revenue is forecast \$1.4 million below budget due to current interest rates and delays in capital expenditure. This is offset by forecast reductions in internal interest costs. External interest is forecast \$0.4 million lower than budget.



Operating expenditure



Key operating expenditure headlines

- **Months 1–8:** \$2,816,000 underspend
- **Forecast 2017/18:** \$2,823,000 underspend

Rotorua Lakes – Six land incentive agreements are in negotiation valued at \$4 million (7.8 TN). Overall the activity is forecasting a \$3 million underspend.

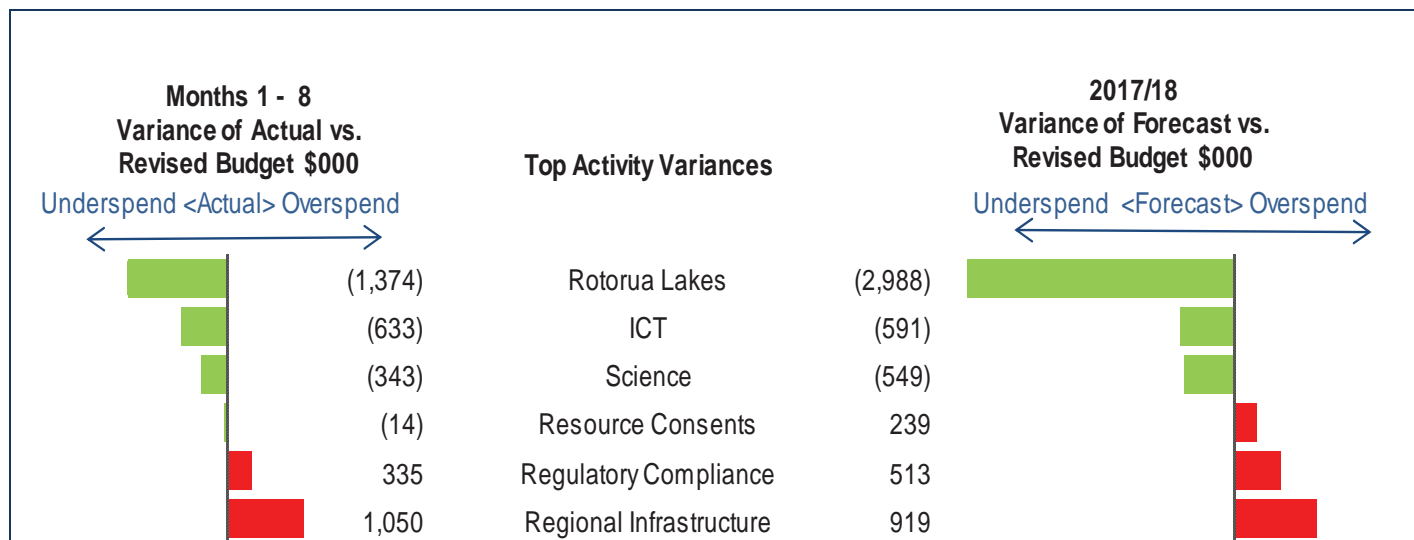
ICT – \$591,000 forecast underspend is mainly due to efficiencies through software consolidation and switching to internet based landline telephone usage services.

Science – \$549,000 forecast underspend mainly due to project milestones for air quality monitoring in the Mount Maunganui area. A preferred supplier has been identified and negotiations are continuing. Monitoring is expected to commence this financial year.

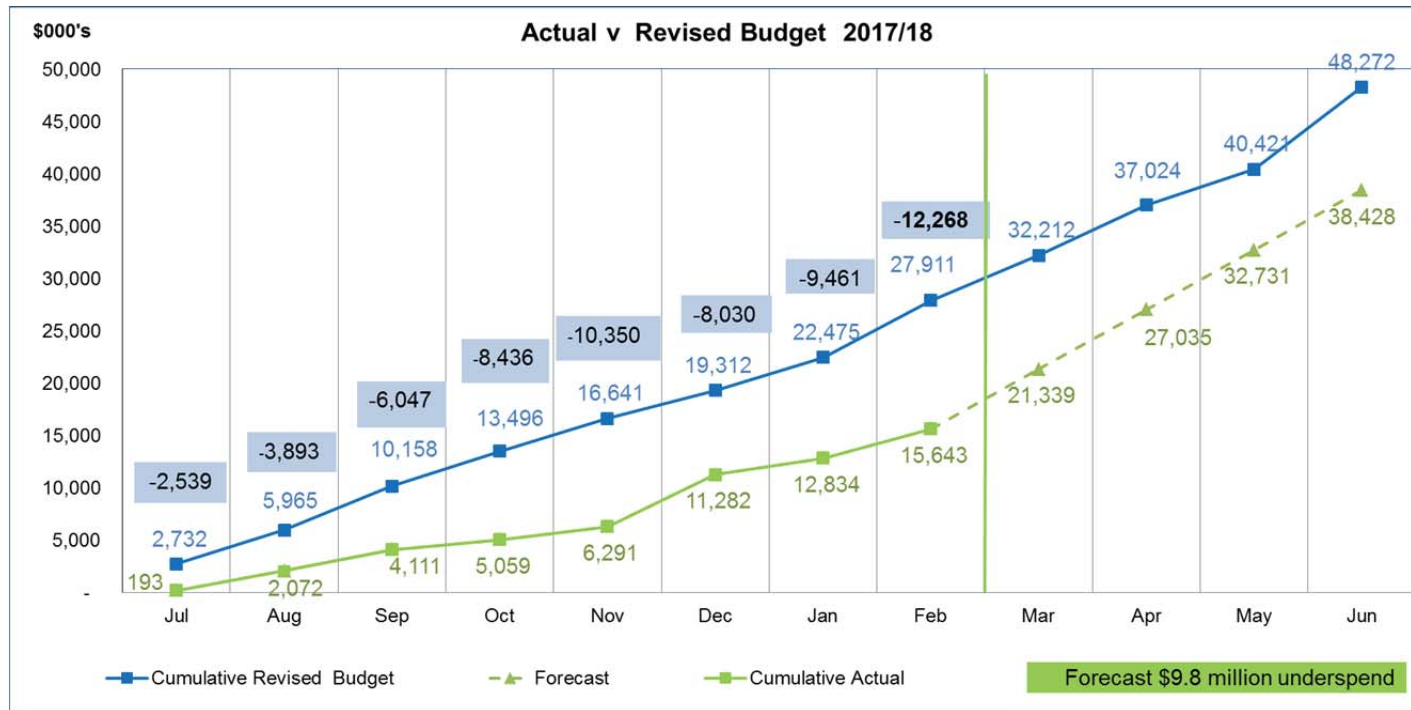
Resource Consents – \$239,000 forecast net overspend. External contractors have been engaged to assist staff with clearing the backlog of consents resulting in a \$406,000 overspend.

Regulatory Compliance – \$513,000 forecast overspend is mainly on legal fees for current prosecutions.

Regional Infrastructure – Good progress is being made on the Tauranga Marine Precinct and Tauranga Tertiary campus. Due to the progress made across all RIF projects, a formal budget request is being made for \$919,000 net additional spend.



Capital expenditure



Key capital expenditure headlines

- Months 1-8: \$12,268,000 underspend
- Forecast 2017/18: \$9,845,000 underspend

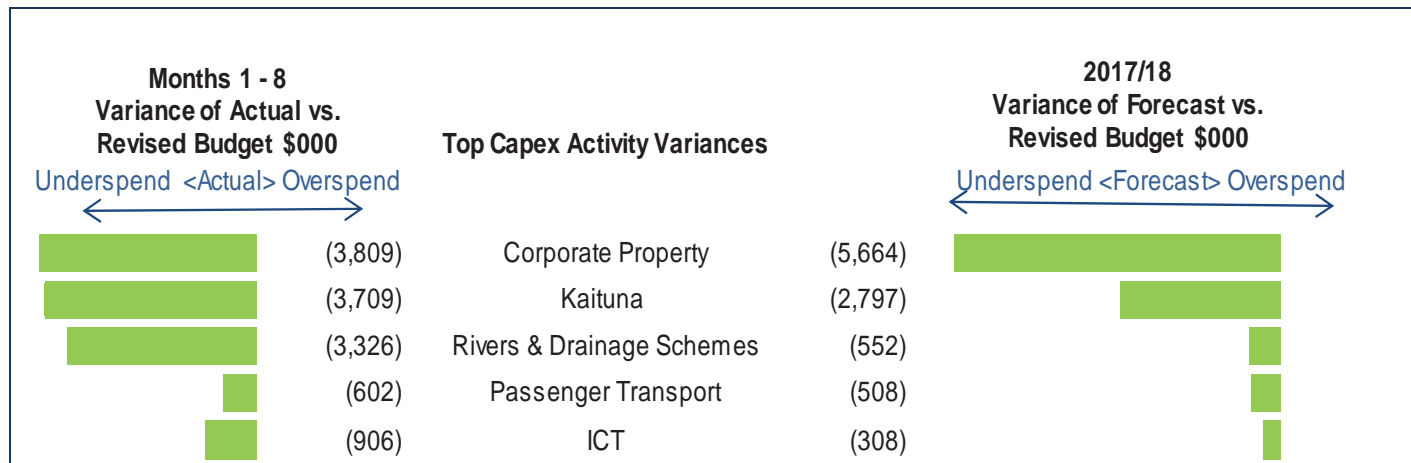
Corporate Property: Construction for the Accommodation Upgrade Project commenced later than planned. This has resulted in a forecast underspend of \$5.6 million with expenditure falling into future years. The additional forecast underspend will be included in the LTP.

Kaituna Catchment: \$2.8 million forecasted underspend for the Kaituna River Re-diversion project. The tender process is complete and a contract award decision is pending.

Rivers & Drainage: The Kopeopeo Canal Remediation Project has forecast a \$3 million underspend with expenditure falling into 2018/19. The Flood Recovery Project has forecast a \$2.4 million overspend as works are being completed earlier than anticipated.

Passenger Transport: \$508,000 forecasted underspend as a long term solution for the Real Time Passenger Information System is now expected to be purchased in future years.

ICT – The Data/Business Intelligence Project and Lakes Nutrients Database (NDMS) are only expected to deliver the initial project phases in the current financial year. This has resulted in a \$308,000 forecast net underspend.



Council summary by group of activities

	July-February					2017/18				
	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	12,698	12,698	9,757	2,942	Lower	16,711	16,711	15,940	771	Lower
Flood Protection and Control	7,504	7,504	8,206	(702)	Higher	11,582	11,582	11,952	(370)	Higher
Resource Regulation & Monitoring	7,889	7,889	7,953	(64)	Higher	11,836	11,836	11,525	311	Lower
Transportation	12,701	12,701	12,451	251	Lower	19,339	19,339	19,315	24	Lower
Regional Development	865	865	925	(60)	Higher	1,297	1,297	1,355	(58)	Higher
Regional Planning and Engagement	6,528	6,528	6,645	(116)	Higher	9,793	9,793	9,928	(136)	Higher
Emergency Management	1,325	1,325	1,360	(36)	Higher	2,312	2,312	2,348	(36)	Higher
Technical Services	3,462	3,462	3,758	(296)	Higher	4,820	4,820	5,097	(276)	Higher
Corporate Services	322	322	(224)	546	Lower	204	204	(879)	1,083	Lower
Total operating revenue by group of activities	53,294	53,294	50,830	2,464	Lower	77,894	77,894	76,580	1,314	Lower
Expenditure by group of activities										
Integrated Catchment Management	11,389	11,389	9,409	(1,980)	Underspend	23,030	23,030	19,964	(3,066)	Underspend
Flood Protection and Control	7,125	5,810	6,199	389	Overspend	13,041	9,341	9,322	(19)	Underspend
Resource Regulation & Monitoring	7,046	7,046	7,230	185	Overspend	10,846	10,846	11,633	787	Overspend
Transportation	12,924	12,924	12,875	(49)	Underspend	20,629	20,629	20,775	146	Overspend
Regional Development	6,098	6,098	7,347	1,250	Overspend	12,870	12,870	13,817	947	Overspend
Regional Planning and Engagement	7,995	7,995	7,000	(995)	Underspend	12,267	12,267	12,148	(119)	Underspend
Emergency Management	1,381	1,381	1,228	(153)	Underspend	2,101	2,101	1,936	(165)	Underspend
Technical Services	5,200	5,200	4,918	(282)	Underspend	8,384	8,384	7,874	(510)	Underspend
Corporate Services	16,375	16,375	15,207	(1,168)	Underspend	25,180	25,180	24,226	(953)	Underspend
Expenditure (before charges and recoveries)	75,533	74,218	71,414	(2,804)	Underspend	128,348	124,648	121,696	(2,952)	Underspend
Overhead charges and recoveries										
Net overhead charges and recoveries	(425)	(425)	(425)	1	Higher	(512)	(512)	(383)	129	Higher
Total operating expenditure	75,108	73,792	70,989	(2,803)	Underspend	127,836	124,136	121,313	(2,823)	Underspend
Net (surplus) deficit	21,814	20,498	20,159	(339)		49,941	46,241	44,733	(1,508)	

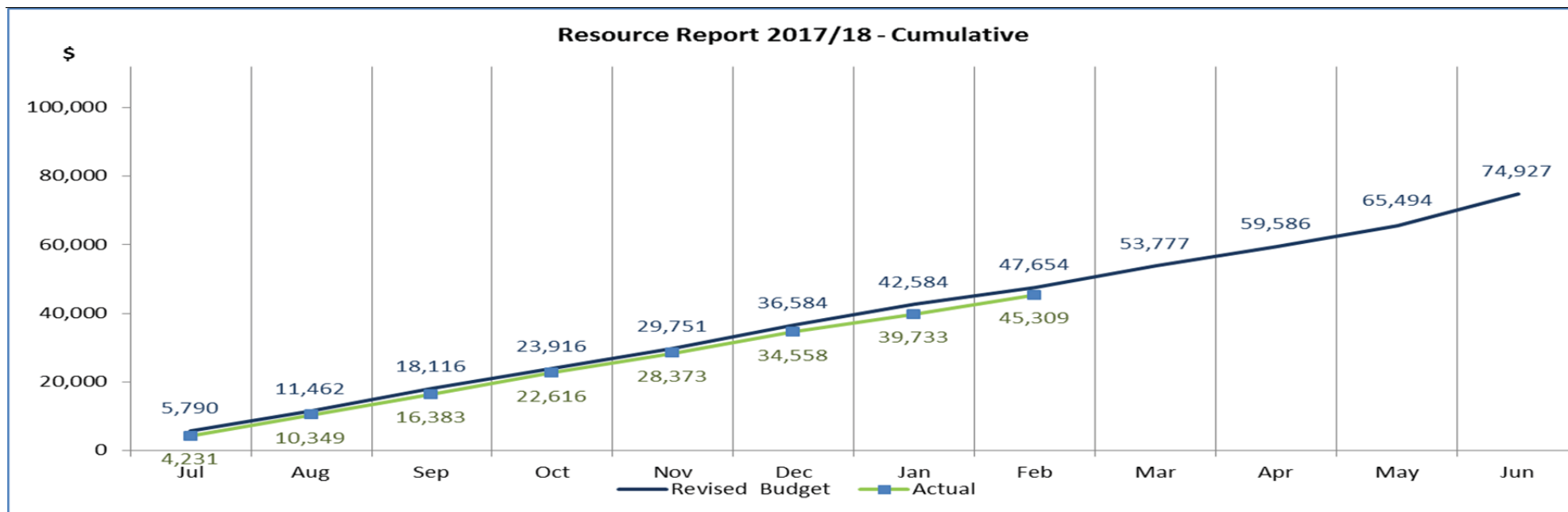
	July-February					2017/18				
	Budget	Revised Budget	Actual	Variance		Budget	Revised Budget	Forecast	Variance	
	\$000	\$000	\$000	\$000		\$000	\$000	\$000	\$000	
Capital expenditure by group of activities										
Integrated Catchment Management	4,206	4,206	765	(3,441)	Underspend	6,309	6,309	3,612	(2,697)	Underspend
Flood Protection and Control	11,993	13,968	10,642	(3,326)	Underspend	20,053	24,420	23,868	(552)	Underspend
Resource Regulation & Monitoring	77	77	53	(23)	Underspend	104	104	104	0	-
Transportation	998	998	396	(602)	Underspend	1,508	1,508	1,000	(508)	Underspend
Regional Development	0	0	0	0	-	0	0	0	0	-
Emergency Management	0	0	0	0	-	36	36	36	0	-
Technical Services	418	418	266	(152)	Underspend	865	865	750	(115)	Underspend
Corporate Services	8,243	8,243	3,521	(4,722)	Underspend	14,530	15,030	9,058	(5,972)	Underspend
Total capital expenditure	25,935	27,911	15,643	(12,268)	Underspend	43,405	48,272	38,428	(9,845)	Underspend

Forecast funding sources 2017/18



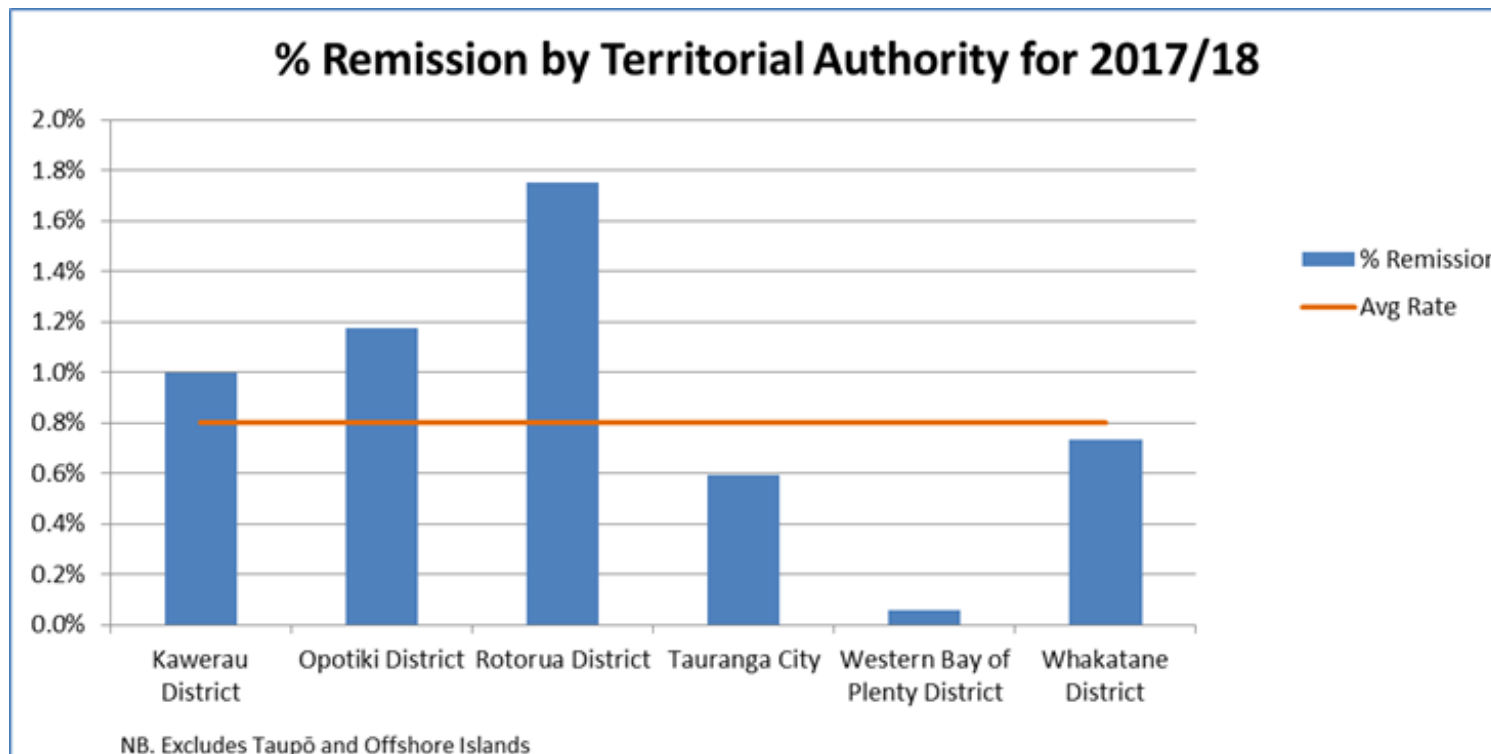
Resource report 2017/18 cumulative

	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	2,825	5,733	8,528	11,323	14,118	18,221	21,002	23,760	26,517	29,275	32,033	36,112
Consultants	419	845	1,339	1,777	2,267	2,484	2,944	3,386	3,894	4,354	4,804	5,484
Contractors	2,547	4,884	8,250	10,816	13,366	15,880	18,637	20,508	23,366	25,957	28,657	33,330
Revised Budget Totals	5,790	11,462	18,116	23,916	29,751	36,584	42,584	47,654	53,777	59,586	65,494	74,927
Actual												
Employee Expenses	2,502	5,418	8,150	10,827	13,730	17,907	20,660	23,400				
Consultants	62	472	814	1,117	1,352	1,917	2,079	2,346				
Contractors	1,667	4,458	7,419	10,671	13,291	14,734	16,994	19,564				
Actuals Totals	4,231	10,349	16,383	22,616	28,373	34,558	39,733	45,309				
Variance (under) over spend												
Employee Expenses	(322)	(314)	(378)	(496)	(388)	(314)	(343)	(360)				
Consultants	(357)	(373)	(525)	(659)	(915)	(567)	(865)	(1,040)				
Contractors	(879)	(426)	(830)	(145)	(75)	(1,145)	(1,643)	(944)				
Variance Actual vs Revised Budget	(1,558)	(1,113)	(1,733)	(1,300)	(1,378)	(2,026)	(2,851)	(2,345)				



2017/18 Total Rates Remissions Compared to Total rates

Territorial Authority	Total Rates excl Hot Swap	Total Remissions	% Remission
Kawerau District	\$ 702,679	\$ 6,998	1.0%
Opotiki District	\$ 1,939,955	\$ 22,815	1.2%
Rotorua District	\$ 10,724,837	\$ 187,604	1.7%
Tauranga City	\$ 20,265,648	\$ 120,161	0.6%
Western Bay of Plenty District	\$ 6,925,095	\$ 3,836	0.1%
Whakatane District	\$ 9,128,209	\$ 66,724	0.7%
Total	\$ 49,686,423	\$ 408,138	0.8%



Key performance indicators

KPI summary - Months 1 - 8 (July 2017 – February 2018)

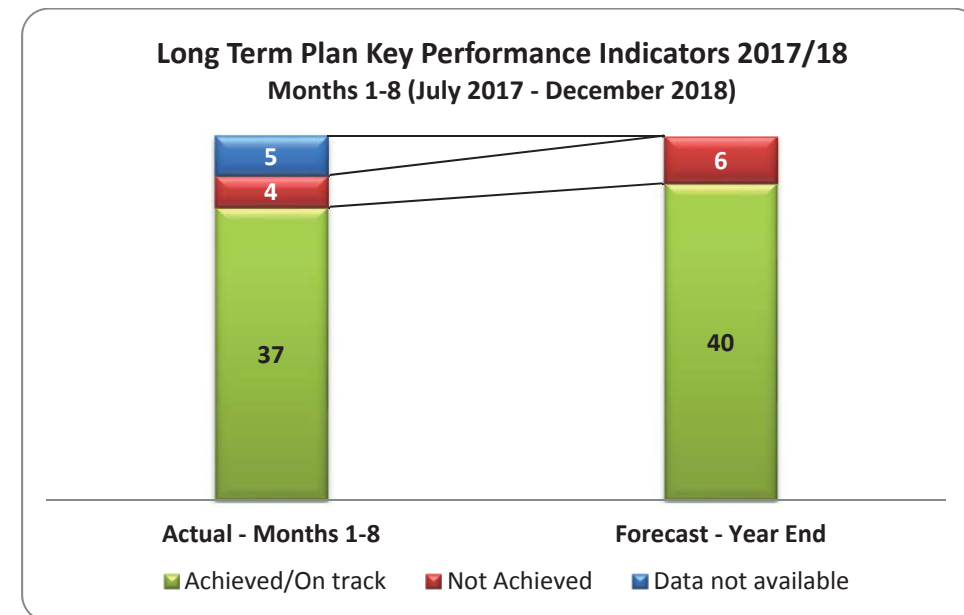
The table of KPI results shows progress for months 1 - 8 of 2017/18 as well as the year-end forecast for the 46 external KPIs being reported on this year.






At present, four KPIs are off-track and five KPIs do not currently have data available; two of these, KPIs 29 & 30 (Passenger Transport) are forecast to not be achieved at the end of the year based on the previous result and an increase in targets for 2017/18).

All KPIs will be closely monitored through the year and further detail is provided in the tables and graph below.







Summary of all 46 KPIs for 2017/18 – Months 1 - 8 actuals and 2017/18 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	0	0
Flood Protection and Control	3	3	0	0	0	0
Resource Regulation and Monitoring	6	6	2	2	0	0
Transportation	1	1	0	2	2	0
Regional Development	2	4	0	0	2	0
Regional Planning and Engagement	7	8	0	0	1	0
Emergency Management	3	3	0	0	0	0
Technical Services	1	1	0	0	0	0
TOTAL	37	40	4	6	5	0



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	
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.	13%	7.3%		This target is cumulative over the years, so slow progress with incentives agreements in previous years means that the expected total progress for this financial year will not be met.		Incentives agreements were scheduled to provide the main contribution to the target this year. Slow progress with incentives agreements in previous years means that the expected total progress for this financial year will not be met.
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	12.4		The wet winter/spring, and the extended absence of a staff member following a vehicle accident injury, has meant this KPI is behind schedule.		Staff are aiming to sign up new landowners and achieve the 31km target, but there is a risk of not achieving this KPI. Current forecast is for 24km at year end rather than the target of 31km.
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	8		5 exceedances experienced in July and August (winter 2017), 3 exceedances related to summer dust conditions (January, February).		The target will not be met for the year. The trend for PM10 concentrations reducing over time is positive, and the Rotorua Air Activity remains focussed on working towards the National Environmental Standard for Air Quality timeframe and targets for 2020.









22	Decisions on resource consent applications are made in a timely manner following a robust process.	Percentage of applications processed within statutory timeframes	99%	52%		148 of 284 applications have been processed within timeframes. 101 of the 172 applications received within the reporting period were processed within timeframes. Applications are prioritised to minimise impacts on consent applicants. For example, applicants who can continue to operate under their previous consents will be a lower priority.		Additional staff have been recruited and the application backlog is being addressed. However, the annual target for this KPI is no longer able to be achieved.
29	The Council provides a quality public transport system where fares cover a reasonable proportion of operating costs.	Fare Recovery Ratio	36%	N/A		Fare Recovery results for months 1-8 are not available. Patronage for February 2018 was lower than February 2017.		Based on the target not being achieved in the previous year and the target for 2017/18 having increased, it is unlikely that the target will be met. Staff are preparing and implementing a programme of promotions aimed at boosting patronage.
30	The Council provides a quality public transport system where fares cover a reasonable proportion of operating costs.	Percentage of Tauranga and Rotorua bus users whose overall satisfaction with the bus service is rated as satisfactory or higher (Triennial survey).	77%	N/A		Survey is conducted in the second half of the year.		Survey is conducted in the second half of the year. Based on the previous result the expectation is that the KPI won't be achieved.









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.	17	18		The target for the year has been exceeded.		The target for the year has been exceeded.
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.	43	56		The target for the year has been exceeded.		The target for the year has been exceeded.
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	25		The target is on track for the year with the majority of works scheduled for the last quarter.		The target is forecast to be met for the year.







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.	13%	7.3%		This target is cumulative over the years, so slow progress with incentives agreements in previous years means that the expected total progress for this financial year will not be met.		Incentives agreements were scheduled to provide the main contribution to the target this year. Slow progress with incentives agreements in previous years means that the expected total progress for this financial year will not be met.
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		Monitoring Programme in place for all sites.		The target for the year will be achieved.
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	16		Monitoring Programme in place for all sites.		The target for the year will be achieved.
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.	6	8		The target for the year has been exceeded.		The target for the year has been exceeded. 8 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.	14	19		The target for the year has been exceeded.		The target for the year has been exceeded. 19 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	12.4		The wet winter/spring, and the extended absence of a staff member following a vehicle accident injury, has meant this KPI is behind schedule.		Staff are aiming to sign up new landowners and achieve the 31km target, but there is a risk of not achieving this KPI. Current forecast is for 24km at year end rather than the target of 31km.
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.	5	7		The target has been met.		The target 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.	6	6		The target has been met.		The target 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	7		Work is on track to achieve the target.		The target is forecast to be met for the 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.	29	27		This target is on track for the year.		The target is forecast to be met for the year.
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.	15	18		The target has been exceeded.		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	13		The target has been met.		The target for the year has been met.









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		Actively working in Rangitāiki and Kaituna WMA's. Council also approved work to progress on Rotorua and Tauranga WMA's		The target is already met for 2017/18
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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.		The target is forecast to be met for the year.
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%	TBA Roger or Loris to complete once forecasts are included.		Maintenance expenditure is on track for this part of the year following a particularly wet year. Flood damage repairs have gained momentum during the summer construction season.		The target is forecast to be met for the year. The major flood recovery projects are forecast to be meeting targets at year end. Tenders have been let for the Edgecumbe township stopbank renewal.
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%		All warnings given in accordance with the flood warning manual.		The target is forecast to be met for the year.

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%		Two adult Asian paddle crabs were caught in the Tauranga Harbour during MPIs Port surveillance work. Council are working with MPI to determine the response to this finding. A Caprellid species of shrimp was identified on a vessel hull at Ōmokoroa. At this stage it is unclear if this species is native or introduced therefore no action is planned unless MPI advise this is an invasive species that requires management.	 A management plan outlining the response to the discovery of Asian paddle crabs will be developed within the timeframes set out.
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	8		5 exceedances experienced in July and August (winter 2017), 3 exceedances related to summer dust conditions (January, February).	 The target will not be met for the year. The trend for PM10 concentrations reducing over time is positive, and the Rotorua Air Activity remains focussed on working towards the National Environmental Standard for Air Quality timeframe and targets for 2020.
22	Decisions on resource consent applications are made in a timely manner following a robust process.	Percentage of applications processed within statutory timeframes	99%	52%		148 of 284 applications have been processed within timeframes. 101 of the 172 applications received within the reporting period were processed within timeframes. Applications are prioritised to minimise impacts on consent applicants. For example, applicants who can continue to operate under their previous consents will be a lower priority.	 Additional staff have been recruited and the application backlog is being addressed. However, the annual target for this KPI is no longer able to be achieved.
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%		8 urgent complaints received during months 1-8 and all were responded to within 12 hours of the initial call being received. 98.3% of non-urgent complaints actioned within 3 working days.	 The target is forecast to be met 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.	70%	90%		90% of customers satisfied with staff response over month of February and overall between months 1-8. 1931 complaints received in months 1-8. This is the highest number of complaints ever received over the first 8 reporting months (11.7% higher than 2016/2017).		The target is forecast to be met 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.	90%	100%		No sites identified as high risk for this period.		The target is forecast to be met for the 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.	95%	99%		99% of consent holders have installed water meters and have had them verified, or have scheduled to have them verified as being accurate.		The target is forecast to be met for the year.
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%	99%		24/7 response to navigational incidents and maritime oil spills has been maintained.		The target is forecast to be met for the year.











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	36%	N/A		Fare Recovery results for months 1-8 are not available. Patronage for February 2018 was lower than February 2017.		Based on the target not being achieved in the previous year and the target for 2017/18 having increased, it is unlikely that the target will be met. Staff are preparing and implementing a programme of promotions aimed at boosting patronage.
30	The Council provides a quality public transport system where fares cover a reasonable proportion of operating costs.	Percentage of Tauranga and Rotorua bus users whose overall satisfaction with the bus service is rated as satisfactory or higher (Triennial survey).	77%	N/A		Survey is conducted in the second half of the year.		Survey is conducted in the second half of the year. Based on the previous result the expectation is that the KPI won't be achieved.
31	The Council's land transport planning enables continuing Central Government investment in the region's transport network.	Percentage of LTMA planning document processes that meet legislative compliance requirements Land Transport Management Act (LTMA) documents are not updated every year.	100%	100%		New RLTP currently being prepared and new RPTP proposed to be prepared this year.		The target is forecast to be met for the year.

Regional Development







Number	Level of service	Key Performance Indicator	Target	Result	Current status		End of year forecast
32	Administer Regional Infrastructure and direct funding grants.	Percentage of disbursed funds that meet funding conditions.	100%	100%		All payments 100% compliant and expected to meet annual target.	 <p>Last payment for Tauranga Marine Precinct expected this Financial Year following installation and testing of the travel lift. Tauranga Tertiary Campus payments continuing. Opotiki Harbour Transformation being assessed by the Provincial Growth Fund. Te Puna West Sewerage Scheme grant paid. Business case for Ongare Point sewerage submitted to 19 Mar Council meeting and recommended for approval, payments expected to be in 2018/19.</p>
33	The Council provides the framework and management for regional economic development	Percentage of industry stakeholders who are satisfied with Bay of Connections biennial survey	80%	N/A		Stakeholder survey due to be completed in early 2018.	 <p>The target is forecast to be met for the year.</p>
34	The Council provides the framework and management for regional economic development	Number of sector strategies that have been reviewed and updated.	1	0		Bay of Connections Strategy due to be reviewed in 2018.	 <p>The target is forecast to be met for the year.</p>
35	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)	N/A 85% (survey deferred from yr 2)	N/A		Regional Park User survey results are expected to be available in April 2018.	 <p>The target is forecast to be met for the year.</p>

Regional Planning and Engagement


Number	Level of service	Key Performance Indicator	Target	Result	Current status		End of year forecast	
36	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 legislative compliance requirements.		The target is forecast to be met for the year.
37	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		Results of the assessment will be available in the 4th quarter.		The target is forecast to be met for the year.
38	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	14		The target for the year has been exceeded.		The target for the year has been exceeded.
39	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 requirements.		The target is forecast to be met for the year.
40	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.	98%	100%		All approved applications meet EEF Policy and Operational guidelines.		The target is forecast to be met for the year.

41	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 measured goals.		The target is forecast to be met for the year.
42	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%	98%		41 out of 42 meeting agendas have been published within the timeframe		The target is forecast to be met for the year.
43	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 ten working days after the meeting.	95%	97%		36 out of 37 minutes have been published within the timeframe.		The target is forecast to be met for the year.

Emergency Management

Number	Level of service	Key Performance Indicator	Target	Result	Current status		End of year forecast	
44	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.	70%	94%		The current result is well in excess of the target for the year.		The target is forecast to be met for the year.
45	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.	75%	63%		This does not include participation in the February 28 exercise which will boost these numbers		14 people are required to either attend an exercise or complete online training before the end of this year to meet the target
46	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	6		Six initiatives have been completed with three more events planned or underway.		The target is forecast to be met for the year.

Technical Services

Number	Level of service	Key Performance Indicator	Target	Result	Current status	End of year forecast	Number	Level of service
47	The community has ready access to State of the Environment (SOE) information.	Number of environmental indicators with online scorecards.	5	6		Six scorecards have been completed and are loaded on the council website.	47	The target for the year has been exceeded.