

Arotake Tuatahi 2019/20

Performance Monitoring Report

July to September 2019


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Executive summary

Arotake Tuatahi 2019/20 report is Council's performance monitoring report for the first quarter, July to September, of 2019/20. The report provides highlights of work that was delivered through the quarter, and an update on financial and non-financial performance compared to what was agreed through Council's Long Term Plan 2018-2028, and Annual Plan 2019/20.

COMMUNITY OUTCOMES IN ACTION

Our work is focused on delivering our Community Outcomes and the wellbeing of our community. The Community Outcomes in Action section of this report (page 5), provides information on some key projects and areas of work that directly contribute to our Community Outcomes.

Some of key issues across the region include:

- **Freshwater Futures:** the 'Action for Healthy Waterways' discussion document was released by Central Government in September. This discussion document has a number of proposals that will impact on the work we deliver in coming years, and requires us to actively engage with Government as this work progresses.
- **Rotorua Te Arawa Lakes Programme:** An interim Environment Court decision on Plan Change 10 – Lake Rotorua Nutrient Management stage one appeals was released in August 2019. Progress is being made to resolve stage two appeal matters. Timing for a stage two hearing has not yet been set. Forecast expenditure on land use change incentives agreement will need to be considered by Council to carry forward into future years through Annual Plan 2020/21.
- **Engagement with Iwi:** During this quarter we held three regional hui at marae across the region (Tauranga, Rotorua and Whakatāne) to engage with Māori and hear about their issues, concerns and ideas. This information will help us develop a Māori Engagement and Relationship Strategy (an action from the Long Term Plan).

PERFORMANCE SUMMARY - QUARTER ONE

During 2019/20, we are due to monitor and report on 33 performance measures. At the end of quarter one (July – September 2019):

- 20 measures are on track. (61%)
- 3 measures are not on track, 2 of these are forecast to be achieved by the end of the year, one is 'at risk' of not being achieved. (9%)
- 9 measures are reported on annually or biannually and results will be reported on when data is available. (27%)
- 1 measure not applicable (refer to page 18 for further detail). (3%)

SUMMARY FINANCIAL PERFORMANCE

	YEAR TO DATE \$000			ANNUAL \$000		
	BUDGET	ACTUAL	VARIANCE	BUDGET	FORECAST	VARIANCE
Operating revenue by class	46,068	45,491	(577)	134,111	133,173	(939)
Operating expenditure by class	29,750	29,373	(377)	140,487	137,016	(3,471)
Total operating surplus (deficit)	16,318	16,118	(200)	(6,376)	(3,843)	2,532
Capital revenue	1,367	3,127	1,760	6,872	7,616	743
Capital expenditure	12,757	8,417	4,340	59,719	57,523	2,196

SERVICE DELIVERY PERFORMANCE

Highlights include, the number of people (patronage) travelling on our public transport services and customer satisfaction with the resource consents service we provide, both of these areas are tracking ahead of the same period last year.

In the Emergency Management activity, the level of staff training for roles in the Emergency Coordination Centre is behind our target, however, we have seen significant improvement in this area over the past 12 months and are focused on achieving our target by the end of the year. The number of replacement non-compliant burners in Rotorua Airshed attributed to the Rotorua Air Quality programme continues to be a challenge.

Detail on all measures is provided on page 15.

FINANCIAL PERFORMANCE

Currently, Council is forecasting a year end operating deficit of \$3.8 million which is \$2.5 million lower than the budgeted deficit of \$6.4 million. \$3.5 million of forecast underspend in the Rotorua Lakes land use change incentives agreements will need to be considered by Council to carry forward into future years through Annual Plan 2020/21.

We are continuing our work to be more efficient to help ensure we deliver value for money to our communities. We achieved \$1.2 million worth of savings through reviewing the way we work last year, and this year we have a target to achieve \$0.8 million worth of savings. We expect our cumulative resources being employee, contractor, and consultant costs, to come within budget.

PEOPLE AND CULTURE

Work is continuing on a People Plan to ensure our people can deliver great outcomes for our community. Key focus areas will include Leadership, the Employee Experience, Te Ao Māori and being future ready. Collective bargaining between the two representative unions and the employer commenced on 13 November 2018, and is progressing.

HEALTH AND SAFETY

There was no lost time due to work related injuries or illness in Quarter 1 and no notifiable events. Local Government elections were held in October and with the new Council in place, we are focused on delivering the work set out in our Annual Plan 2019/20 and rising to the challenges and opportunities that occur as we plan for the future.



Community Outcomes in Action

Ngā putanga-a-hapori

A healthy environment – He taiao ora

We will maintain and enhance our air, land, freshwater, geothermal, coastal resources and biodiversity for all those who live, work and play within our region. We support others to do the same.

PLANNING TO SUPPORT A HEALTHY ENVIRONMENT

We develop strategies, policies and plans to help us manage the natural and physical resources in the region.

We have begun a review of the Rotorua Geothermal Regional Plan. The review focuses on identifying issues and options to ensure a balance between the current use and future development of geothermal resources. The intention is that the review will provide for the long-term sustainability of the resource while realising its benefits for the community. Public information sessions and stakeholder workshops and meetings (hui) were held in September to allow the public to have their say on the development of the plan.

OTHER HIGHLIGHTS INCLUDE:

- Staff worked with Te Arawa, volunteers, school children and contractors to put 54,000 native salt marsh plants into Te Pā Ika wetland area as part of the Kaituna river re-diversion and enhancement project.
- Accepted 2,028 samples and undertook a total of 17,251 tests in our labs.
- Our compliance officers carried out 1104 compliance inspections, and responded to 840 service requests via our Pollution Hotline.
- Conducted 1,192 site inspections for consented activities.
- Processed 123 resource consents and of these, 90% were processed within statutory timeframes.

MANAGING RESOURCE CONSENTS AND REGULATORY COMPLIANCE

We received a decision from the Courts in the Council's favour in relation to BOPRC v. Ruki and Johnston resulting in fines totalling \$24,700 being applied. This prosecution was in relation to a dairy effluent discharge in the Ōpōtiki area which occurred in 2016. The matter was heard by Judge Kirkpatrick, who found the defendants guilty following a week-long trial. This decision has subsequently been appealed by the defendants to the High Court – due to be heard late October. In addition, we currently have 17 enforcement matters before the courts.

MANAGING PEST PLANTS AND PEST ANIMALS ACROSS THE REGION

Marine pests are an issue for the region. They originate from overseas and have aggressive growth or feeding habits that pose a threat to our underwater environments, seafood stocks or aquaculture potential. Mediterranean fanworm is one marine pest. More than 700 Mediterranean fanworm plants were recently discovered in Tauranga Harbour. However as of August 2019, the majority of this infestation has been eradicated and work continues to monitor and fully remove it.

KOPEOPEO CANAL REMEDIATION PROJECT

The Kopeopeo Canal Remediation Project safely removed, stored, and began bioremediation of elevated levels of dioxin-contaminated sediment from 5.1 kilometres of the Kopeopeo Canal at its eastern extremity. This is one of the largest decontamination projects in New Zealand and a celebration was held at the final Community Liaison Group meeting in August to recognise the end of the dredging phase of the project. Work has started on the bioremediation phase.

Freshwater for life – He wai māori, he wai oranga

Our water and land management practices maintain and improve the quality and quantity of the region's freshwater resources.

FRESHWATER FUTURES PROGRAMME

Government released its 'Action for Healthy Waterways' discussion document on 5 September which proposes a number of new requirements to improve the state of our freshwater resources. Three public information sharing sessions were held to discuss the Freshwater package and staff have worked across Council with the Regional Water Sector Group and with the region's Territorial Authorities to prepare submissions, including a joint submission with the Territorial Authorities. An independent advisory panel will now provide Ministers with a report on the consultation and submissions and a set of recommendations.

We invest more than \$30 million each year on improving the health of our waterways. If the requirements in the discussion document are adopted this level of investment is likely to increase.

ROTORUA TE ARAWA LAKES PROGRAMME

An interim Environment Court decision on Plan Change 10 – Lake Rotorua Nutrient Management stage one appeals was released in August 2019. Progress is being made to resolve stage two appeal matters. Timing for a stage two hearing has not yet been set. Plan Change 10 rules are one method in a broad suite of lake clean-up tools and are expected to contribute 140 tonne nitrogen reduction from the rural area. Other tools being used to achieve a shared 320 tonne nitrogen reduction target for Lake Rotorua include funding grants, restoration work, gorse conversions, the use of Mātauranga Māori, sewerage system upgrades and engineering innovations.

Alum dosing remains a key action in achieving water quality improvements to the Rotorua lakes. For Lake Rotorua this is achieved through individually dosing plants on the Utuhina and Puarenga Streams. Resource consents associated with this recently expired and renewals are now being processed, subject to cultural impact assessments. The alum dosing on Lake Rotoehu has not been as successful as that in Lake Rotorua and staff are working with the community on a new resource consent application that is expected to allow the dosing to occur in a better location which is expected to improve the efficacy of alum. Further alum dosing in Lake Ōkaro continues to provide a good short term solution to reduce phosphorus in the lake and is conducted by a 'shock dose' method which is applied annually by boat.

GROUNDWATER SCIENCE

Drilling and installation of a suite of groundwater monitoring bores began in the Whakatāne Graben which lies beneath the Rangitāiki Plains, near Te Teko. Information from the monitoring site will inform groundwater allocation decisions in the area.

We expect the first exploration hole will penetrate to a depth of over 500 metres – one of the deepest investigation bores that Council has initiated.

A report was received from ESR on the 'National Survey of Pesticides and Emerging Organic Contaminants (EOCs) in Groundwater'. Council took part in the study and provided water samples from 25 groundwater bores. No pesticides were found in Council bores and this included analysis for glyphosate, commonly known as Roundup. EOCs were found in most wells at very low levels (ng/L or parts per trillion), including compounds such as caffeine and sucralose (artificial sweetener) which are likely to be from human effluent, and most likely from septic tanks. There is no known health or environmental risks associated with the low levels of EOCs detected, including for drinking water supplies.

FOCUS CATCHMENTS PROGRAMME UNDERWAY

Following Council's approval of a targeted Environmental Grants policy in June, this programme is now underway in 12 catchments. Land Management Officers have been working with colleagues in the Science and Data Services teams to prepare catchment action and monitoring plans. These will prioritise our work with catchment communities. One example is in the upper Rangitāiki catchment where land use intensification has led to an increasing nitrate concentration, posing a potential risk to Rangitāiki water quality and in-stream values. Staff recently met with all of the major landowners, and there is a collective willingness to find a solution together.

OTHER HIGHLIGHTS INCLUDE:

- Prior to 2010, algal blooms were a regular summer occurrence on Lake Rotorua resulting in associated health warnings from Toi te Ora (Public Health). Since 2010 there have been no algal blooms recorded on Lake Rotorua largely as a result of the alum dosing programme managed by Council
- As part of the Rotorua Te Arawa Lakes programme, the first stage of stream protection works on the Waitangi Stream are now complete. These works will ensure better management of Lake Ōkāreka levels and enable us to safely discharge up to 500 L/s – that's more than double the previous consent allowance
- Two of the 12 culverts to restore freshwater flows into Te Awa o Ngatoroirangi/ Maketū Estuary have now been opened
- Issued eight Resource Consents for properties over 40ha under the Lake Rotorua Nutrient Rules

Safe and resilient communities

Kia haumaru, kia pakari te hāpori

Our planning and infrastructure supports resilience to natural hazards so that our communities' safety is maintained and improved.

RANGITĀIKI FLOODWAY UPGRADE PROJECT

Work continued to progress on the Rangitāiki Floodway project. The Thornton Hall Road bridge construction is due to be completed by Christmas and the bridge beams are now in place. Powerlines have been upgraded and a new wetland has been created upstream of the bridge. The right bank section of the stopbank, alongside Thornton Hall Road, has been raised. Stage 7 floodway works will commence in the New Year.

RIVERS AND DRAINAGE - FLOODWAY AND DRAINAGE BYLAW REVIEW

The review of Council's Rivers and Drainage Floodway and Drainage Bylaw has begun. Public open days will be held across the region from early 2020.

EMERGENCY MANAGEMENT

The International Association of Emergency Managers (IAEM) announced that the Bay of Plenty Civil Defence Youth Ambassador Programme, a product of a collaborative partnership between the Emergency Management Bay of Plenty, the Bay of Plenty Regional Council and Bay of Plenty schools, won the 2019 IAEM-Oceania Partners in Preparedness Award and the IAEM-Global Partners in Preparedness Award.

CLIMATE CHANGE ACTION PLAN

Work on the Climate Change Action Plan (CCAP) continues to progress with the key priorities identified. Additionally, internal working groups tasked with the delivery of actions and pathways included in the CCAP are currently being established to take this work forward.

OTHER HIGHLIGHTS INCLUDE:

- Completed 51% of repairs from the April 2017 Flood Event
- Delivered one initiative to promote community resilience and safety

A vibrant region

Toitū te rohe

We work with our partners and communities to achieve integrated planning and good decision making. We support economic development, understanding the Bay of Plenty region and how we can best add value.

PUBLIC TRANSPORT ACROSS THE REGION

We have continued to provide bus services for Tauranga, Rotorua and rural areas. Patronage numbers on the Bayhopper Tauranga urban bus network continues to rise and the bike racks installed on the front of the buses were used 1,327 times between 10 June and 31 August. Super Gold card holders were provided with extended free travel from 19 August and we recently included five new electric buses into the Tauranga fleet.

URBAN FORM AND TRANSPORT INITIATIVE

The Urban Form and Transport Initiative (UFTI) is focussed on supporting liveable community outcomes in the western Bay of Plenty – finding answers for how we provide capacity for urban growth, and the future transport system. In August, a key milestone was achieved with the finalisation of the Draft Foundation Report with a final report expected by December 2019. Additionally, a constraints and considerations mapping output was presented to the Land Use Integration Team and the Tauranga City Council led Transport System Network Plan is to be developed, to understand, design and test solutions to some of the city's key road network problems.

OTHER HIGHLIGHTS INCLUDE:

- 716,793 passenger trips were taken on our buses throughout the region – this is an increase of 2.1% compared to the same quarter last year
- Held a Komiti Māori hui
- Hosted two Resource Management Plan training sessions for tangata whenua

Financial Performance

Ngā whakatutukitanga ahumoni

To achieve our Long Term Plan 2018-28 Community Outcomes we need to deliver our work programmes efficiently and effectively. We regularly monitor, evaluate and forecast our financials and key performance indicators to enable timely, accurate and targeted performance information for key decision making processes. The following provides an update on our financial performance for the three months ending 30 September 2019.

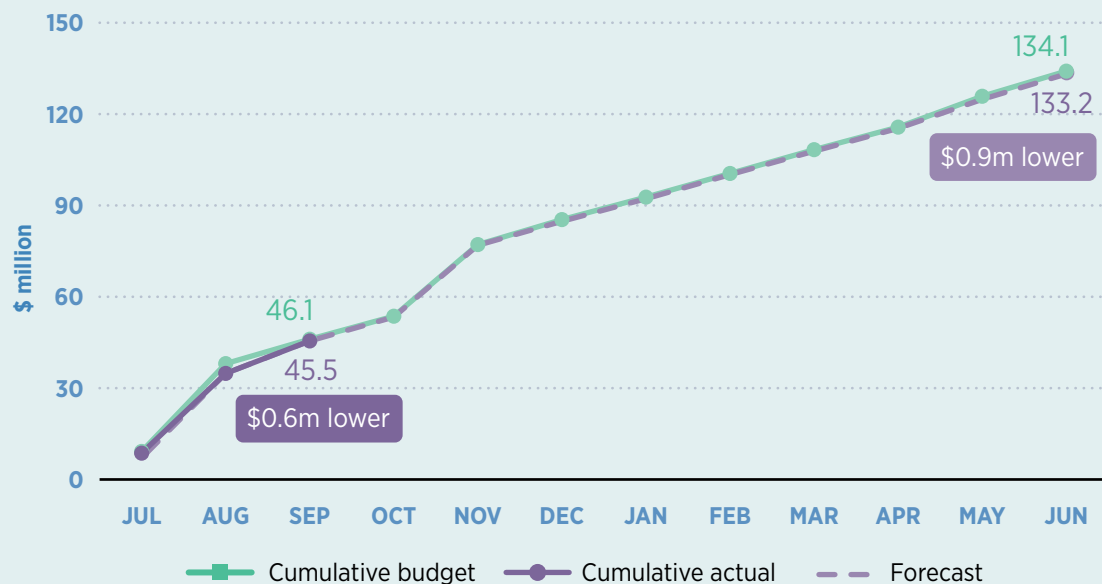
STATEMENT OF REVENUE AND EXPENSE BY CLASS – OPERATING AND CAPITAL

The statement provides year to date financials for the three months ending 30 September 2019, and annual (full year) forecast

	YEAR TO DATE \$000				ANNUAL \$000			
	BUDGET	ACTUAL	VARIANCE \$		BUDGET	FORECAST	VARIANCE \$	
OPERATING REVENUE								
Rates	14,385	14,440	54	Higher	56,913	56,919	6	Higher
Dividends	16,150	16,136	(14)	Lower	32,200	32,200	0	-
Finance revenue	3,240	3,352	112	Higher	12,964	13,785	821	Higher
Fees and charges	5,174	4,791	(383)	Lower	11,566	10,920	(646)	Lower
Other revenue	7,118	6,772	(346)	Lower	20,469	19,349	(1,120)	Lower
Total operating revenue	46,068	45,491	(577)	Lower	134,111	133,173	(939)	Lower
OPERATING EXPENDITURE BY CLASS								
Employee expenses	9,249	8,218	(1,031)	Lower	40,327	38,379	(1,948)	Lower
Contractors and consultants	10,938	10,038	(900)	Lower	46,146	47,473	1,327	Higher
Finance Costs	2,493	2,191	(303)	Lower	9,983	9,797	(186)	Lower
Other expenditure	7,070	8,927	1,857	Higher	44,032	41,368	(2,664)	Lower
Total operating expenditure	29,750	29,373	(377)	Lower	140,487	137,016	(3,471)	Lower
Total operating surplus (deficit)	16,318	16,118	(200)	Unfavourable	(6,376)	(3,843)	2,532	Favourable
Total capital revenue	1,367	3,127	1,760	Higher	6,872	7,616	743	Higher
Total capital expenditure	12,757	8,417	(4,340)	Lower	59,719	57,523	(2,196)	Lower

Operating Revenue

The graph shows annual full year budget against actuals (months one to three) and financial forecast (months four to twelve).



TOP 5 VARIANCES	YEAR TO DATE \$000				YEAR END \$000			
	BUDGET	FORECAST	VARIANCE		BUDGET	FORECAST	VARIANCE	
Rotorua Lakes	2,520	1,418	(1,102)	Lower	5,040	2,835	(2,205)	Lower
Biosecurity	53	122	68	Higher	214	742	528	Higher
Passenger Transport	4,951	5,228	277	Higher	16,750	16,488	(262)	Lower
Corporate Property	0	193	193	Higher	161	354	193	Higher
Finance and Corporate Planning	19,381	19,430	49	Higher	45,128	45,901	773	Higher

FULL YEAR FORECAST VARIANCE EXPLANATIONS - OPERATING REVENUE

Rotorua Lakes: \$2,205k lower

Grants and subsidies is lower than budget for Rotorua Lakes due to forecast lower expenditure for land use change.

Biosecurity: \$528k higher

Council is the controlled agent for the National Biocontrol Collective and receives funds from other members and controls the contract work on behalf of these members, this variance is due to receiving more funds than budgeted for grants and subsidies.

Passenger Transport: \$262k lower

During quarter one additional back of bus revenue has been received, and the actual SGC subsidy was higher than budget

Forecast revenue expected to be lower than budget. Current forecast has been based on historical data and increases in patronage being experienced during the year.

Corporate Property: \$193k higher

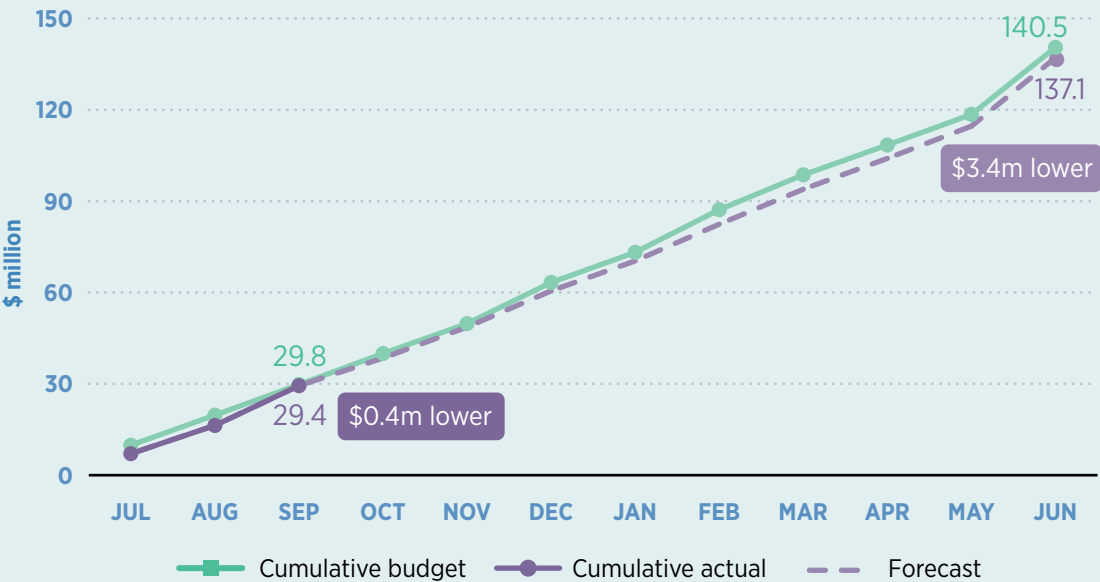
There was a higher than anticipated gain on vehicle disposals.

Finance and Corporate Planning: \$773k higher

Some capital works have been delayed resulting in lower interest costs than budgeted, it is forecast to be close to budget for the Year end forecast. Interest revenue is higher than anticipated.

Operating Expenditure

The graph shows annual full year budget against actuals (months one to three) and financial forecast (months four to twelve).



OPERATING EXPENDITURE VARIANCE EXPLANATIONS

- Rotorua Lakes:** \$3,637k lower

The \$3.5 million budget for the land use incentives has been carried forward to 2020/21.
- Rivers and Drainage:** \$1,456k higher

Due to the July weather event additional flood repair work is being forecasted during the year.
- Biosecurity:** \$383k higher

Additional work relating to the National Biocontrol Collective has been determined, this work is carried out by Council.
- Corporate Property:** \$380k higher

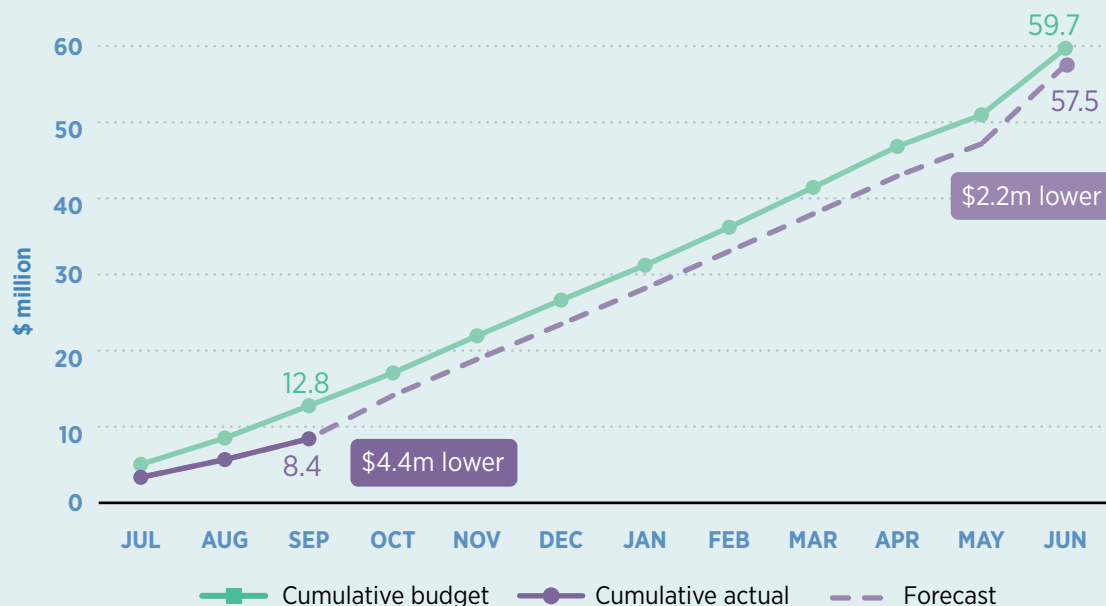
Insurance costs and rental costs are higher than budget due to the delays in the Project Upgrade work and increased insurance levies.
- Finance and Corporate Planning:** \$488k lower

Actual interest rates being paid on borrowings is lower than budgeted, therefore year end forecast is lower. This activity include the organisational forecast efficiency saving.

TOP 5 VARIANCES					YEAR TO DATE \$000			YEAR END \$000		
ACTIVITY					BUDGET	FORECAST	VARIANCE	BUDGET	FORECAST	VARIANCE
Rotorua Lakes					1,650	1,437	213 Lower	14,528	10,891	3,637 Lower
Rivers and Drainage					2,350	2,975	(625) Higher	12,464	13,920	(1,456) Higher
Biosecurity					558	688	(130) Higher	3,330	3,714	(383) Higher
Corporate Property					1,585	1,805	(220) Higher	6,849	7,230	(380) Higher
Finance and Corporate Planning					1,846	1,531	315 Lower	7,484	6,997	488 Lower

Capital Expenditure

The graph shows annual full year budget against actuals (months one to three) and financial forecast (months four to twelve).



CAPITAL EXPENDITURE VARIANCE EXPLANATIONS

Rivers and Drainage: \$919k lower

Waioeka-Otara Catchment are undergoing some preliminary investigation as to work required on the Duke St pump station. Early indication is that some of the work might be delayed, or no longer required.

Passenger Transport: \$107 higher

The new ticketing system is experiencing delays resulting in additional project management costs are expected. We are seeking additional Central Government funding to partially offset the additional costs.

Corporate Property: \$111k higher

A slightly higher year end expenditure is being forecast due to delays with the Project Upgrade, and earlier than expected plant replacements.

Information and Communication Technology: \$170k lower

Priorities for this activity are being set and will be reviewed during the year.

Kaituna: \$1,330k lower

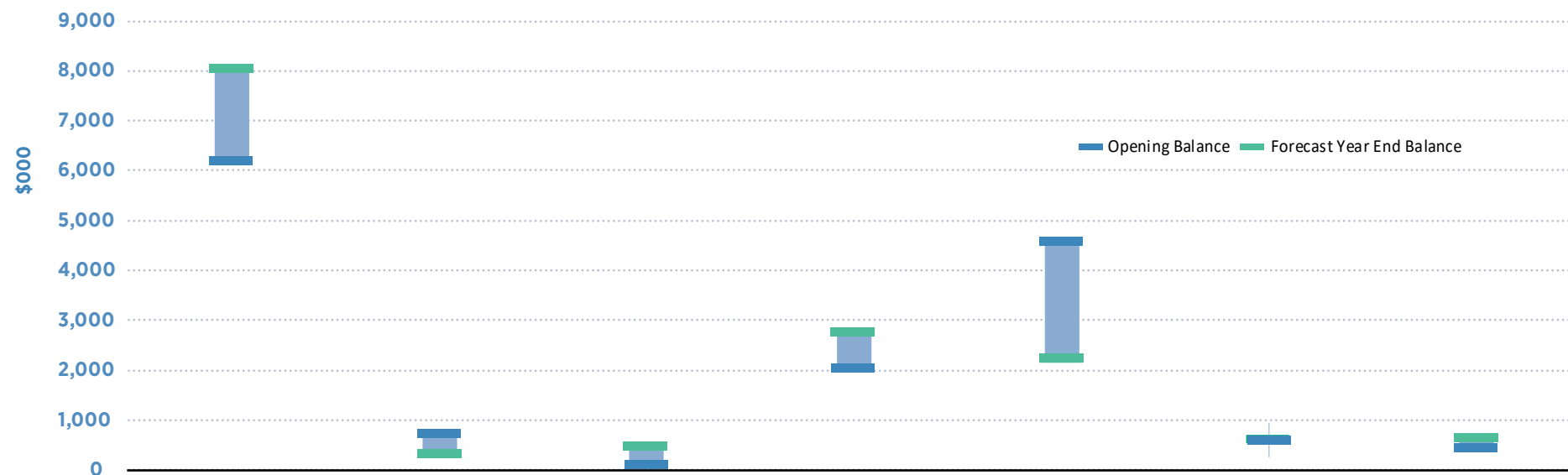
The Kaituna River Rediversion works were not all carried out in quarter one, however, a recent review of the work programme demonstrates that the full year budget is expected to be utilised.

TOP 5 VARIANCES		YEAR TO DATE \$000				YEAR END \$000			
ACTIVITY		BUDGET	FORECAST	VARIANCE		BUDGET	FORECAST	VARIANCE	
Rivers and Drainage		5,297	4,326	972	Lower	27,486	26,567	919	Lower
Passenger Transport		583	112	472	Lower	1,905	2,011	(107)	Higher
Corporate Property		3,795	2,407	1,388	Lower	19,175	19,287	(111)	Higher
Information and Communication Technology		557	377	180	Lower	3,697	3,527	170	Lower
Kaituna		2,005	673	1,332	Lower	3,983	2,653	1,330	Lower

Forecast Funding Sources 2019/20

We regularly monitor, evaluate and forecast our funding sources. We hold a number of reserves where monies are held for specific purposes. The graph below demonstrates what we expect the movement in those reserves to be by year end, as at 30 September 2019.

RESERVE BALANCE



\$'000's	Equalisation	Passenger Transport	Rotorua Lakes	Rotorua Lakes Deed Funding	Rivers & drainage disaster and works reserve	Rotorua Air Quality	CDEM
Opening Balance 1 July 2019	6,193	730	95	2,040	4,595	588	439
Forecast Movement	1,837	(424)	359	715	(2,382)	12	183
Forecast Year End Balance 30 June 2020	8,030	305	454	2,755	2,214	600	621

Treasury Performance Update

INVESTMENTS

Our total investment portfolio is \$222.3 million plus \$50 million on-lent to Quayside Holdings Limited (Quayside), with the allocation by cash reserve shown in the graph. The \$45 million Toi Moana Fund was transferred to Quayside on 1 July 2019.

The average bond yield is 6.50%, which along with the average term deposit yield of 3.11% gives the portfolio an average yield of 3.51%. The average margin being achieved on the current 90 day bank bill is around 1.65%. Council has on-lent \$50 million to Quayside with a margin of 0.2%. This is significantly less than the cost of Quayside's previous bank funding and is beneficial to the Group.

Forecast interest revenue is \$7.03 million compared to the annual budget \$6.5 million.

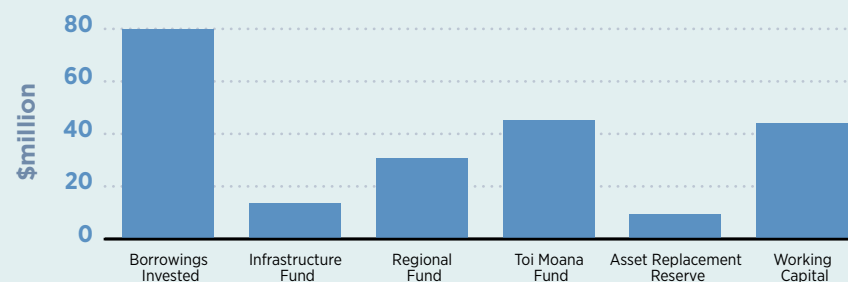
BORROWINGS

Council has borrowed \$191 million from the LGFA, with \$50 million on-lent to Quayside. The remaining \$141 million has been borrowed to fund capital expenditure, at 30 September 2019 \$61 million of this is core debt and \$80 million is invested in term deposits in line with forecast cash requirements.

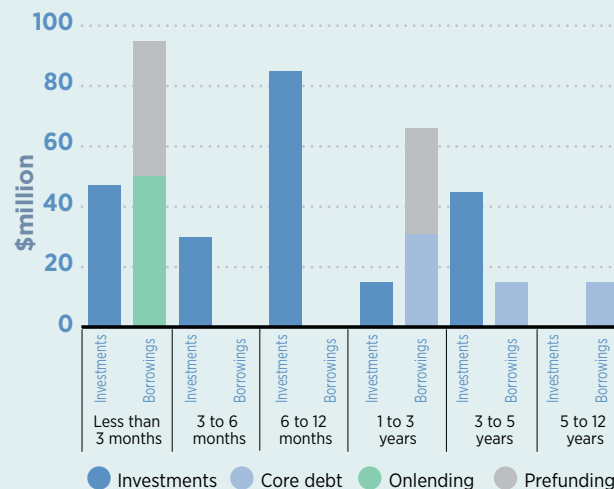
Total interest expense to date is \$0.85 million, with a forecast year end total of \$3.0 million on the \$191 million currently borrowed compared to the annual budget of \$3.5 million on \$161 million borrowing. The average interest rate on borrowing at 30 September 2019 is 1.86%.

Current
Credit Rating
AA

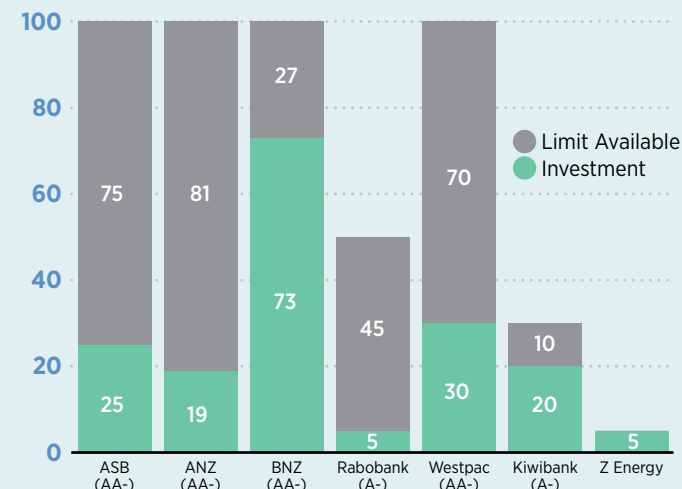
CASH FUND BY RESERVES



MATURITY PROFILE - BORROWINGS AND INVESTMENTS



INVESTMENT EXPOSURE BY COUNTERPARTY



Ratio	Policy Limit	Actual to date	Forecast year end	Compliant with Treasury Policy
% of net interest expense of total revenue	<20%	2%	2%	✓
% of net external debt of total revenue	<250%	-45%	26%	✓
% of net interest of rates and levies	<30%	8%	-6%	✓
% of available financial accommodation of external debt	>110%	213%	183%	✓

Service Delivery Performance

Ngā whakatutukitanga-a-ratonga

Our work is carried out across 33 activities which are organised into nine groups of activities. These nine groups deliver the services and infrastructure, and perform the functions that enable us to deliver on the Community Outcomes outlined in our Strategic Framework.

Each of the nine Group of Activities state the levels of service that will be delivered by that Group, and have performance measures and targets set through our Long Term Plan 2018-2028 that indicate how well we are delivering our services to the community.

HIGHLIGHTS

It is pleasing to see the majority of measures on track at this early stage of the year, including improvements in quarter one results for some measures compared to last year.

Highlights include:



The number of visitors to our regional parks has increased by 2.6% compared to the same period in 2018/19



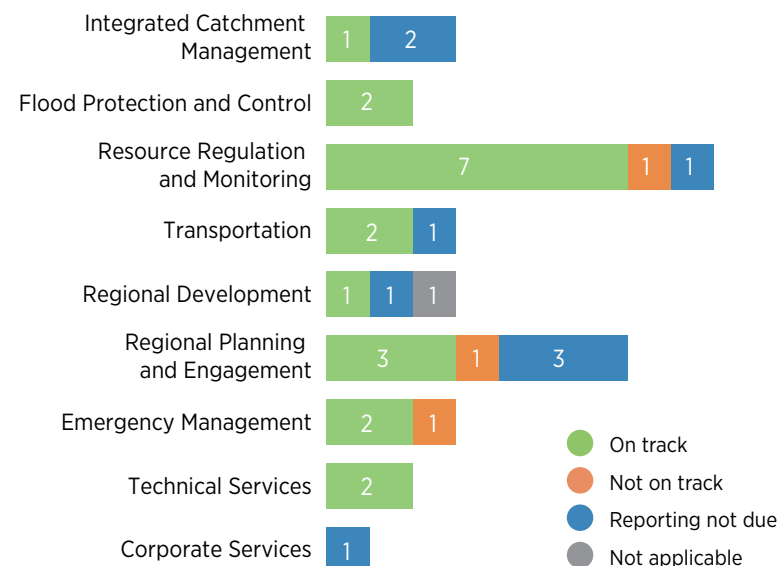
We have a higher percentage of customers who were satisfied with the service provided during the consents processes.

PERFORMANCE SUMMARY - QUARTER ONE

During 2019/20, we are due to monitor and report on 33 performance measures. At the end of quarter one (July – September 2019), the graph to the right shows that;

- 20** measures are on track. (61%)
- 3** measures are not on track, 2 of these are forecast to be achieved by the end of the year, one is 'at risk' of not being achieved. (9%)
- 9** measures are reported on annually or biannually and results will be reported on when data is available. (27%)
- 1** measure not applicable (refer to page 18 for further detail). (3%)

QUARTER ONE PERFORMANCE RESULTS BY GROUP OF ACTIVITY



Further details regarding all of the measures current, prior year and end of year forecast status, plus commentary on selected measures is provided on the following pages.

PERFORMANCE MEASURES 2019/20 - SUMMARY OF RESULTS - QUARTER ONE

Group of Activities	Performance Measure	Full Year 2018/19	Target 2019/20	Quarter 1 2019/20	End of year forecast
Integrated Catchment Management	Number of new Priority Biodiversity Sites actively managed	7	4	1	●
	Monitored river and stream sites that meet the 'Swimmability' requirements (%)	75%	75%	●	●
	Number of Rotorua Lakes that have reached their Trophic Level Index (TLI)	1	2	●	●
Flood Protection and Control	Maintenance, repairs and renewals completed in accordance with the R&D Asset Management Plan (%)	91%	90%	16%	●
	Flood warnings that are given in accordance with the flood warning manual (%)	100%	90%	100%	●
Resource Regulation and Monitoring	Regional Pest Management Plan is maintained, plans for new pest incursions developed and annual reports prepared	100%	100%	100%	●
	Replacement of non-compliant burners in Rotorua Airshed attributed to the Rotorua Air Quality programme	145	200	60	●
	Consent applications issued discounts due to Council exceeding statutory processing timeframes (lower is better)	3.7%	5%	4.2%	●
	Customers who are satisfied overall with the service provided during the consents process (%)	77%	80%	83%	●
	Urgent complaints made to the pollution hotline that are responded to within 12 hours (%)	100%	95%	100%	●
	Customers satisfied with response to substantiated complaints about RMA non-compliance (%)	94%	80%	81%	●
	Monitoring inspections that occur as per the frequency specified by the RMA and BA Charges Policy (%)	77%	85%	●	●
	Navigation aids rated as 'good' quality or higher (%)	100%	90%	100%	●
Transportation	Oil spills in Tauranga are responded to within 30 minutes and all others are responded to within two hours (%)	100%	95%	100%	●
	Number of passenger transport trips taken in the region	2,712,930	2,877,000	716,793	●
	New Zealand Transport Authority Audit recommendations implemented	100%	100%	100%	●
Regional Development	Planning and policy reports that are rated satisfactory or higher (%)	100%	80%	●	●
	Number of visitors to our Regional Parks	106,383	105,000	21,770	●
	Industry stakeholders who are satisfied with Bay of Connections (Biennial) (%)	BIENNIAL	80%	●	●
Regional Planning and Engagement	Sector strategies are reviewed and updated every three years	1	1	●	●
	Completed Environmental Enhancement Fund projects that have achieved their goals (%)	100%	80%	100%	●
	Council and Committee meeting agendas that are available at least two working days before scheduled meetings (%)	100%	95%	100%	●
	Draft Council and Committee meeting minutes that are published within 10 working days (%)	97%	95%	93%	●
	Regional Planning - Planning and policy reports that are rated satisfactory or higher (%)	100%	80%	●	●
	Level of satisfaction of Komiti Māori that the information provided meets their terms of reference	100%	80%	●	●
	Kaupapa Māori that are raised at Komiti Māori are actioned, resolved & reported (%)	100%	80%	100%	●
Emergency Management	Geothermal - Planning and policy reports that are rated satisfactory or higher (%)	100%	80%	●	●
	Roles that have been identified and staffed for 24 hour operation of the Emergency Coordination Centre (%)	89%	85%	88%	●
	Staff identified for roles in the Emergency Coordination Centre that are trained to an appropriate level (%)	64%	85%	67%	●
Technical Services	Number of Council delivered initiatives to promote community resilience and safety	8	8	1	●
	Availability of real-time deliverable environmental data through website (%)	98%	95%	96.3%	●
	Number of environmental indicators with online scorecards	7	9	7	●
Corporate Services	Reduction of carbon emissions from building energy use at the Tauranga and Whakatāne sites	NOT ACHIEVED	60%	●	●

*Please refer to the Long Term Plan 2018-2028 for the full title and definition of the performance measures listed in the table above.

● Achieved ● Not on track ● Data due later in the year ● Not applicable

PERFORMANCE COMMENTARY

The exception based reporting below provides commentary regarding measures that are currently not on track, or forecasted to be 'at risk' of not being achieved. Council monitors the measures throughout the year to enable proactive action to improve performance.

<i>Group of Activity</i>	<i>Performance Measure</i>	<i>Q1 Result</i>	<i>Target</i>	<i>EOY Forecast</i>	<i>Comment</i>
Resource Regulation and Monitoring	Replacement of non-compliant burners in Rotorua Airshed attributed to the Rotorua Air Quality programme	60	200	●	<p>The number of replacements is slightly lower than at the same period last year, which increases the risk that the target won't be fulfilled. The number of replacements attributed to the programme is not under direct control of the Council, but is monitored closely.</p> <p>The target was not achieved in 2018/19 with 145 replacements recorded.</p>
Regional Planning and Engagement	Draft Council and Committee meeting minutes that are published within 10 working days (%)	93%	95%	●	<p>14 out of 15 meeting minutes were published within the stipulated timeframe (93%). The target (95%) is forecasted to be achieved for the full year.</p> <p>The target was achieved in 2018/19 with 97% achieved.</p>
Regional Development	Sector strategies are reviewed and updated every three years	Data not available	1	●	<p>Following a review of the Bay of Connections in the previous financial year, a new regional economic development framework has been developed and is in the process of being implemented – Bay of Connections 2.0. The new framework moves away from a sector strategy approach, and as such the measure will not be reported on going forward. It is anticipated new measures will be introduced for 2020/21.</p> <p>The target was achieved in 2018/19.</p>
Emergency Management	Staff identified for roles in the Emergency Coordination Centre that are trained to an appropriate level (%)	67%	85%	●	<p>A programme is in place to offer training to all Emergency Coordination Centre staff and significant improvements have been seen with the level of trained staff increasing from 18% at the start of 2018/19 to the current level of 67%.</p> <p>Council will continue to focus on building the percentage of staff trained to an appropriate level and meeting the target in 2019/20.</p> <p>The target was not achieved in 2018/19 with 64% of the staff trained.</p>

● Achieved ● Not on track ● Data due later in the year ● Not applicable

Health and safety

Te Hauora me Te Haumaru

Elected Members, as “Officers” under the Health and Safety at Work Act 2015 (the Act) are responsible for ensuring that Council complies with the statutory requirements of the Act and its associated regulations. Officers meet this requirement by satisfying themselves that due diligence elements are being met. This report is provided to help inform Elected Members in fulfilling that duty.

Current and Future work

PEOPLE AND PROPERTY SAFETY ALERTS PROJECT

Developed to protect our people when visiting properties, this new procedure encourages the reporting of safety events encountered with members of the public. The information is updated to a central register which can then be checked for any safety alerts before a worker(s) visits a person or property. Training on the new procedure starts in November.

MENTAL HEALTH AWARENESS WEEK

As part of the Wellbeing Programme, the organisation participated in Mental Health Awareness Week held from 23 September. Daily activities were held following the Te Whare Tapa Whā framework as set out by the Mental Health Foundation. Psychosocial hazards are an important health risk for workers and raising awareness and promoting mental health plays an important part in minimising harm.

HEALTH & SAFETY AWARD

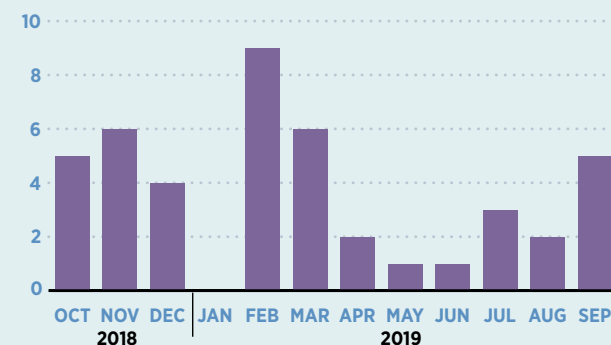
For the first time, we will be presenting a Health & Safety Award at our annual staff Kekewai Awards. Nominations have been received through the Health & Safety Committee.

Notifiable Events

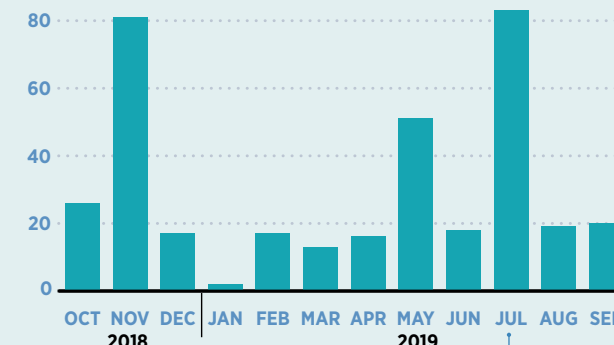
There were no notifiable events during Quarter One.

Lead Health & Safety Indicators

NEAR MISSES REPORTED PER MONTH, LAST 12 MONTHS



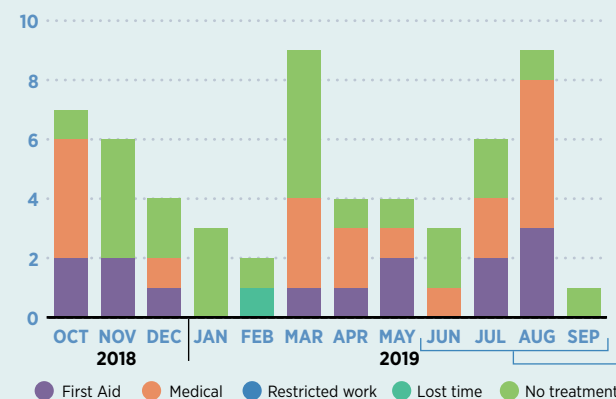
NUMBER OF STAFF THAT HAVE COMPLETED H&S TRAINING PER MONTH, LAST 12 MONTHS



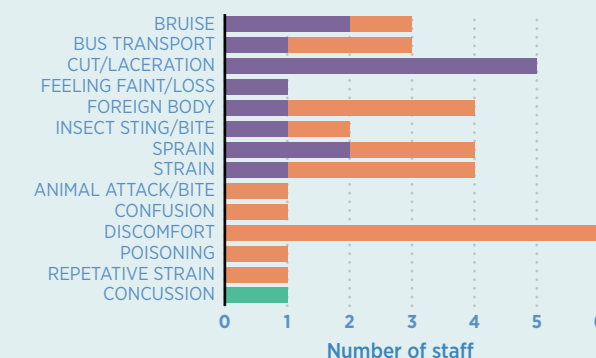
Commentary The July spike was due to hazard to risk training being conducted for staff internally along with the external courses offered (e.g. first aid, dog awareness, trailer training etc)

Health & Safety Lag Indicators

INJURIES LAST 12 MONTHS



INJURIES BY CATEGORY LAST 12 MONTHS



Commentary It is pleasing to see that there was no lost time due to work related injuries or illness in Quarter 1.

People and culture

Pūmanawa Tangata

Our people work to deliver the services, infrastructure and functions for our communities as agreed through the Long Term Plan 2018-2028

Strategy and Key Projects

Projects

Current and Future work

People Plan (Toi Tangata)

Work is continuing on a People Plan to ensure our people can deliver great outcomes for our community. Key focus areas will include Leadership, the Employee Experience, Te Ao Māori and being future ready.

Collective Bargaining

Collective bargaining between the two representative unions and the employer commenced on 13 November 2018, and is progressing.

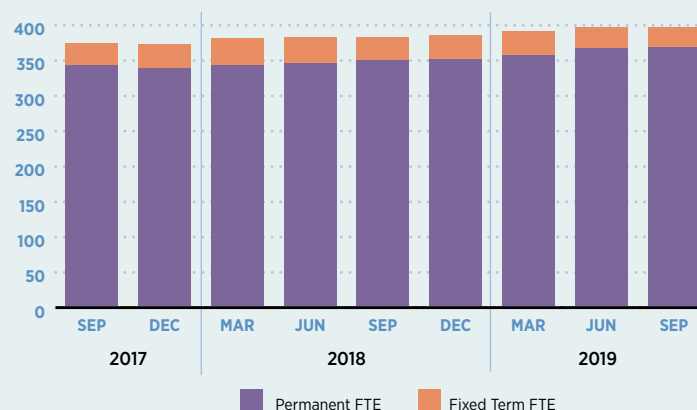
People and Turnover Key Performance Indicators

HIGHLIGHTS

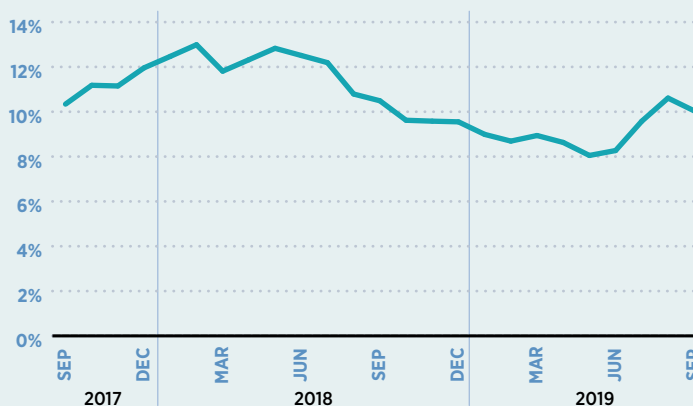
- Employee levels as at 30 September 2019 comprised of a headcount of 421 which equated to 397.92 FTE.
- The total headcount includes permanent and fixed term employees. The permanent FTE numbers increased marginally from 367.31 to 368.66 during the quarter.
- Rolling turnover percentage increased during the quarter from 8.27% to 10.04%.

Several key metrics are presented below.

PERMANENT & FIXED TERM FULL TIME EMPLOYEES, previous two years

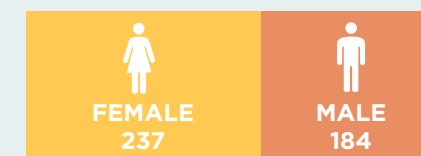


ROLLING STAFF TURNOVER, previous two years

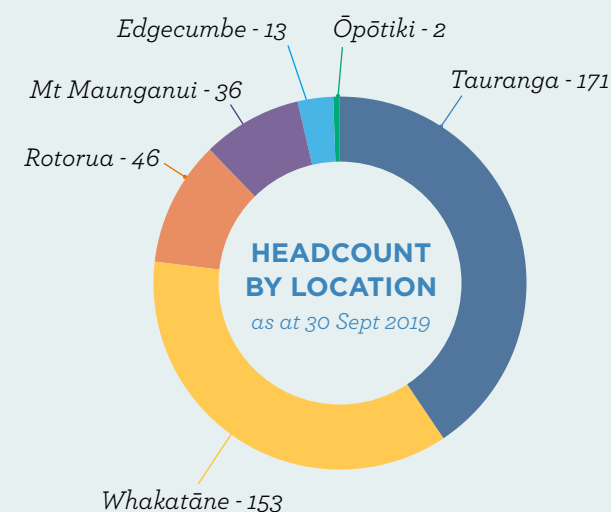


HEADCOUNT BY GENDER

as at 31 September 2019



During the last 12 months the female headcount has increased by 0.87%.





*For more information visit our website
www.boprc.govt.nz, call 0800 884 880
or email info@boprc.govt.nz*