

Arotake Tuarua 2020/21

Performance Monitoring Report

July 2020 to December 2020



Thriving together - mō te taiao, mō ngā tāngata

The way we work

We provide great customer service

We honour our obligations to Māori

We deliver value to our ratepayers and our customers

We continually seek opportunities to innovate and improve

We look to partnerships for best outcomes

We use robust information, science and technology

Strategic challenges

Different priorities and issues across the region

The implications of changing climate

Limitations of our natural resources

Sustaining development across the region

An increasingly complex operating environment

Ensuring Māori participation in council decision making

Balancing the expectations of both national and local partners

COMMUNITY OUTCOMES

OBJECTIVES

A healthy environment

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.

1. We develop and implement regional plans and policy to protect our natural environment.
2. We manage our natural resources effectively through regulation, education and action.
3. We work cohesively with volunteers and others, to sustainably manage and improve our natural resources.
4. Our environmental monitoring is transparently communicated to our communities.

Freshwater for life

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

1. Good decision making is supported through improving knowledge of our water resources.
2. We listen to our communities and consider their values and priorities in our regional plans.
3. We collaborate with others to maintain and improve our water resource for future generations.
4. We deliver solutions to local problems to improve water quality and manage quantity.
5. We recognise and provide for Te Mana o Te Wai (intrinsic value of water).

Safe and resilient communities

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

1. We provide systems and information to increase understanding of natural hazard risks and climate change impacts.
2. We support community safety through flood protection and navigation safety.
3. We work with our partners to develop plans and policies, and we lead and enable our communities to respond and recover from an emergency.
4. We work with communities and others to consider long term views of natural hazard risks through our regional plans and policies.

A vibrant region

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.

1. We lead regional transport strategy and system planning, working with others to deliver a safe and reliable public transport system.
2. We contribute to delivering integrated planning and growth management strategies especially for sustainable urban management.
3. We work with and connect the right people to create a prosperous region and economy.
4. We invest appropriately in infrastructure to support sustainable development.

Our values

Trust

Integrity

Courage

Manaakitanga

Kotahitanga

Whanaungatanga

A close-up photograph of a branch with several yellow and red flowers. The flowers have bright yellow petals and prominent red stamens. The background is a soft, out-of-focus green, suggesting a natural outdoor setting.

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Executive summary

Arotake Tuarua 2020/21 report is Council's performance monitoring report for the second quarter, October to December, of 2020/21.

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 2020/21.



COMMUNITY OUTCOMES IN ACTION

Our work is focused on delivering our Community Outcomes and the wellbeing of our community. Significant progress was made across a number of projects and service delivery areas. Highlights from the past quarter include:

- Representatives from across the Bay of Plenty gathered in Te Puke on 19 October to start work on developing a plan for **climate change adaptation** and building **climate resilience** in our Bay of Plenty communities. Hosted by Toi Moana Bay of Plenty Regional Council, the workshop was attended by councillors, iwi representatives and Bay of Plenty climate change experts and was regarded as a vital first step in getting the interested agencies together in the same room to figure out a collaborative way forward. The workshop resulted in the creation of a Regional Technical working group that will be tasked with designing a Climate Change Risk Assessment process for the region.
- On the 5th of December, Councillors and staff attended **Ngāti Rangitihī's Treaty of Waitangi Deed of Settlement** signing at Rangitihī Marae, Matatā. This was a hugely significant event for Ngāti Rangitihī and the ceremony included an acknowledgement by the Crown of past Treaty breaches, a formal apology, and the presentation of a Ngāti Rangitihī flag that honours a request made to the Government in 1919.

The Settlement contains provisions for a co-governance forum for the Tarawera Awa to be established (Tarawera Awa Restoration Strategy Group) and for this Strategy Group to develop a Tarawera River Strategy Document. Council has the role of supporting the administration of the Strategy Group for the first three years. The Crown is making a contribution to Council towards the preparation of the strategy document.
- On 17 December Council voted to adopt the **Flood Protection and Drainage Bylaws 2020**, bringing to fruition an 18-month-long process of consultation, review, submissions and hearings. The new Bylaws come into force on 1 February 2021 and until then the Floodway and Drainage Bylaws 2008 remain in effect. The Bylaws only apply to assets managed by Bay of Plenty Regional Council as part of the region's flood protection and land drainage schemes.

The Local Government Act 2002 requires all bylaws to be reviewed every ten years to ensure they are fit-for-purpose, informed by the latest science and data, and in this case, the learnings from flood events in the intervening years. The review also took into account climate change projections, land use changes and increased pressure from land development.

- In late October a new agreement confirmed a decade of action against the **wild kiwifruit** as part of efforts to control the spread of this pest plant in the Bay of Plenty. Bay of Plenty Regional Council and Kiwifruit Vine Health (KVH) will continue to work together to jointly manage the pest plant, which can rapidly form a dense, heavy blanket of growth, smothering and eventually killing or toppling trees and shrubs beneath. It is a significant threat to native bush and forestry.

The kiwifruit industry, represented by KVH, has partnered with the Regional Council in helping manage wild kiwifruit since 1998 and this agreement will ensure the work continues over the next 10 years. Kiwifruit Vine Health and New Zealand Kiwifruit Growers Incorporated had asked that wild kiwifruit be declared a 'progressive control pest' in the Council's new Regional Pest Management Plan. The Plan is expected to be adopted later this year.
- This quarter Council received decisions on two **environmental enforcement** matters:
 - **Ziwi Ltd** – a prosecution in relation to discharges of offensive odour from Ziwi's petfood factory in Mount Maunganui. Ziwi pleaded guilty to the charges and were convicted and fined \$66,000. This is an encouraging result given the amount of complaints we have received from the community in relation to the facility, which also remains subject to an enforcement order for Ziwi to implement steps that will reduce the risk of ongoing breaches.
 - **Kaimai Dairy Farm Limited, the farm owner, and Glen John Ashford** – a prosecution in relation to failures to properly manage dairy effluent discharges have led to a combined total of \$58,100 in fines.
- A final decision to has been received for **Proposed Plan Change 10** Lake Rotorua Nutrient Management to the Regional Natural Resources Plan. This a huge achievement and signals and the end to an 8 year piece of work and is a key part of protecting and enhancing the water quality of lake Rotorua. The Environment Court considered appeals in two stages. A decision on Stage 1 was made on 9 August 2019. The Environment Court stage 2 hearing and Final Decision considered the issue of allocation to Settlement Land in forestry and the Final Decision report was received on 22 December 2020. Subject to a final set of provisions being provided by the Regional Council to implement the decision, and these subsequently being approved by the Environment Court, this will make PPC10 an operative part of the Regional Natural Resources Plan. This should occur in Q3.

SERVICE DELIVERY PERFORMANCE

During 2020/21, we are due to monitor and report on 33 performance measures. At the end of quarter two:

- 21 measures are on track.
- 2 measures are not on track, and are forecast to be at risk of not achieving the target by the end of the year.
- 9 measures are reported on annually or are not due for reporting yet and results will be reported on when data is available.
- 1 measure has no data available due to changes to the activity (Regional Economic Development) that the measure relates to.

FINANCIAL PERFORMANCE

Council is forecasting a year end operating deficit of \$14.5 million, which is \$1.6 million higher than the revised budgeted deficit of \$12.9 million. This is due to forecast operating expenditure being \$1.5 million higher than plan.

Council is forecasting capital expenditure of \$49.3 million; this is \$4.8 million lower than budget.

<i>Summary financial performance</i>	YEAR TO DATE \$'000				ANNUAL \$'000			
	ORIGINAL BUDGET	BUDGET	ACTUAL	VARIANCE	ORIGINAL BUDGET	BUDGET	FORECAST	VARIANCE
Operating revenue by class	85,931	86,340	91,218	4,878	134,022	138,941	138,901	(40)
Operating expenditure by class	70,986	71,395	70,867	528	146,758	151,827	153,359	(1,532)
Total operating surplus (deficit)	14,945	14,945	20,351	5,406	(12,737)	(12,887)	(14,458)	(1,571)
Capital revenue	3,082	3,380	3,527	147	7,144	18,466	19,559	1,093
Total surplus (deficit)	18,027	18,325	23,878	5,553	(5,593)	5,579	5,101	(478)
Capital expenditure	18,875	18,602	12,732	5,870	51,505	54,121	49,343	4,777

PEOPLE AND CULTURE

Work on the Council's People Plan (Toi Tangata) is well underway to ensure that our organisation and people are able to deliver for the community.

HEALTH AND SAFETY

Council has had an increased focus on mental health awareness during the quarter, as well as promoting sun awareness for staff and contractors. For details regarding the actions taken, please see the Health and Safety section. There was one notifiable event during the quarter.



Financial Performance

Ngā whakatutukitanga ahumoni

*To achieve our Annual Plan 2020/21
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 six months ending 31 December 2020.

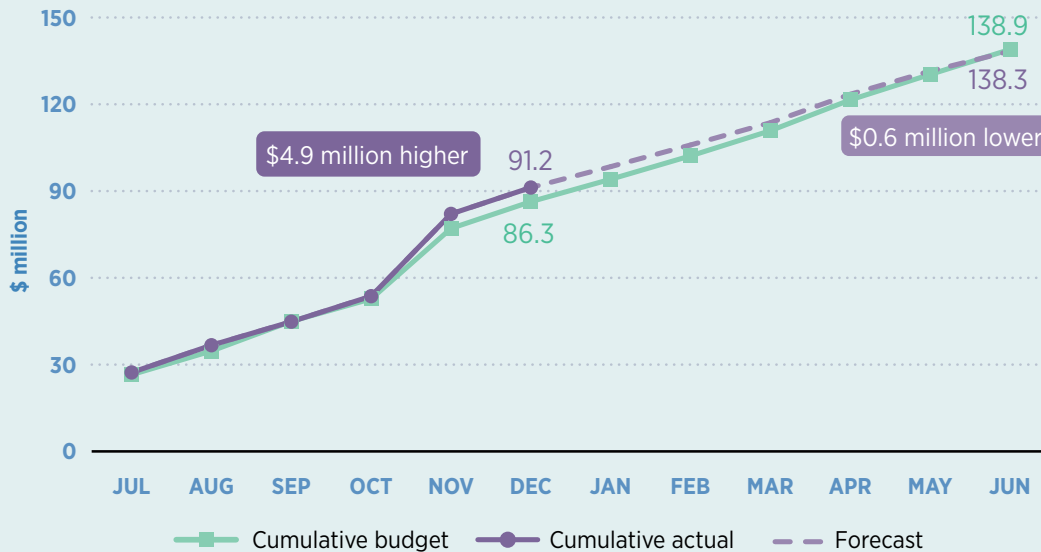
STATEMENT OF REVENUE AND EXPENSE BY CLASS – OPERATING AND CAPITAL

The statement provides year to date financials for the six months ending 31 December 2020, and annual (full year) forecast.

	YEAR TO DATE \$000					ANNUAL \$000					PRIOR YEAR \$000	
	ORIGINAL BUDGET	REVISED BUDGET	ACTUAL	VARIANCE		ORIGINAL BUDGET	REVISED BUDGET	ACTUAL	VARIANCE		BUDGET	ACTUAL
OPERATING REVENUE												
Rates	29,543	29,543	29,780	237	Higher	57,198	57,198	57,225	27	Higher	56,913	57,239
Dividends	33,200	34,325	34,853	528	Higher	33,200	35,450	35,978	528	Higher	32,200	32,186
Finance revenue	2,890	1,765	1,871	105	Higher	5,781	3,531	3,364	(167)	Lower	6,528	5,228
Internal interest	2,156	2,156	2,341	185	Higher	4,312	4,312	4,497	185	Higher	6,436	5,541
Fees and charges	6,906	6,906	6,352	(554)	Lower	11,114	11,114	10,757	(357)	Lower	11,566	9,916
Other revenue	11,236	11,645	16,021	4,376	Higher	22,417	27,336	27,080	(256)	Lower	20,469	23,810
Total operating revenue	85,931	86,340	91,218	4,878	Higher	134,022	138,941	138,901	(40)	Lower	134,111	133,920
OPERATING EXPENDITURE BY CLASS												
Employee expenses	21,425	21,425	21,630	(205)	Higher	42,749	42,749	42,831	(82)	Higher	40,327	39,905
Contractors and consultants	25,746	25,746	25,059	687	Lower	53,562	53,662	53,562	100	Higher	46,146	45,450
Finance costs	1,628	1,628	1,729	(101)	Higher	3,258	3,258	3,450	(193)	Higher	3,547	3,185
Internal interest	2,156	2,156	2,341	(185)	Higher	4,312	4,312	4,509	(197)	Higher	6,436	5,541
Other expenditure	20,031	20,439	20,108	331	Lower	42,878	47,847	49,007	(1,160)	Higher	44,032	49,952
Total operating expenditure	70,986	71,395	70,867	528	Lower	146,758	151,827	153,359	(1,532)	Higher	140,487	144,033
Total operating surplus (deficit)	14,945	14,945	20,351	5,406	Favourable	(12,737)	(12,887)	(14,458)	(1,571)	Unfavourable	(6,376)	(10,113)
Total capital revenue	3,082	3,380	3,527	147	Higher	7,144	18,466	19,559	1,093	Higher	9,022	10,138
Total surplus (deficit)	18,027	18,325	23,878	5,553	Favourable	(5,593)	5,579	5,101	(478)	Unfavourable	2,647	25
Total capital expenditure	18,875	18,602	12,732	5,870	Lower	51,505	54,121	49,343	4,777	Lower	59,354	36,402

Operating Revenue

The graph shows annual revised budget against actuals (months one to six) and financial forecast (month seven to twelve).



TOP 5 VARIANCES	YEAR TO DATE \$000				ANNUAL \$000			
	ACTIVITY	REVISED BUDGET	ACTUAL	VARIANCE	REVISI D BUDGET	FORECAST	VARIANCE	
Rotorua Lakes	5,222	2,855	(2,367)	Lower	10,717	8,350	(2,367)	Lower
Finance and Corporate Planning	17,752	18,851	1,100	Higher	2,193	3,413	1,220	Higher
Passenger Transport	16,176	17,704	1,529	Higher	30,475	31,011	536	Higher
Biosecurity	3,063	6,164	3,101	Higher	8,263	8,624	362	Higher
Corporate Property	-	200	200	Higher	394	219	(176)	Lower

FULL YEAR FORECAST VARIANCE EXPLANATIONS - OPERATING REVENUE \$000

Rotorua Lakes: \$2,367,000 lower

MfE operating grants is lower than plan due to a forecast underspend in the Rotorua Te Arawa Lakes land use change incentives programme.

Finance and Corporate Planning: \$1,220,000 higher

Additional treasury/subvention revenue is forecast.

Passenger Transport: \$536,000 higher

Additional revenue from Waka Kotahi is forecast. This is partially offset by reduced fare revenue arising from Covid-19 and the implementation in July of the Bee-Card ticketing solution. The annual contribution for Super Gold Card has also been received.

Biosecurity: \$362,000 higher

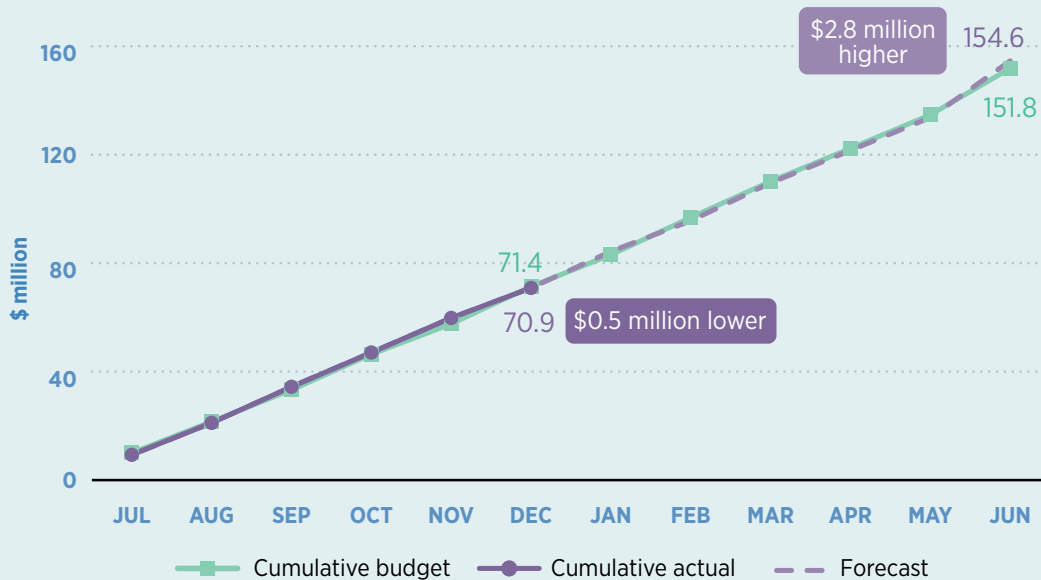
Funding for Marine Biosecurity has been received in advance. However this is offset with a forecast overspend in operating expenses.

Corporate Property: \$176,000 lower

Rental income from Regional House is \$319,000 lower than plan; this is being partially offset with unbudgeted gains on asset disposals.

Operating Expenditure

The graph shows annual revised budget against actuals (months one to six) and financial forecast (month seven to twelve).



TOP 5 VARIANCES	YEAR TO DATE \$000				ANNUAL \$000			
	ACTIVITY	REVISED BUDGET	ACTUAL	VARIANCE	REVISED BUDGET	FORECAST	VARIANCE	
Rotorua Lakes	6,480	4,684	1,796	Lower	15,229	12,596	2,633	Lower
Finance and Corporate Planning	4,292	4,609	(317)	Higher	7,811	8,548	(737)	Higher
Emergency Management	1,607	1,011	596	Lower	2,814	2,121	693	Lower
Regional Planning	3,406	3,200	207	Lower	6,812	7,477	(665)	Higher
Rivers and Drainage	6,048	7,389	(1,341)	Higher	12,936	13,568	(632)	Higher

FULL YEAR FORECAST VARIANCE EXPLANATIONS - OPERATING EXPENDITURE \$000

Rotorua Lakes: \$2,633,000 lower

An underspend is forecast in the Rotorua Te Arawa Lakes land use change incentives programme. The proposed budgets for 2021/21 to 2026/27 have been re-phased to reflect the expected uptake over the life of the deed. Appeals to proposed Plan Change 10 were resolved in the Environment Court in December 2020.

Finance and Corporate Planning: \$737,000 higher

Contractors have been used to investigate rating opportunities which have been presented to council, and a Social Procurement Framework.

Emergency Management: \$693,000 lower

The forecast COVID-19 costs for FY2020/21 are less than anticipated at this stage. Unspent funds accumulate in the CDEM reserves.

Regional Planning: \$665,000 higher

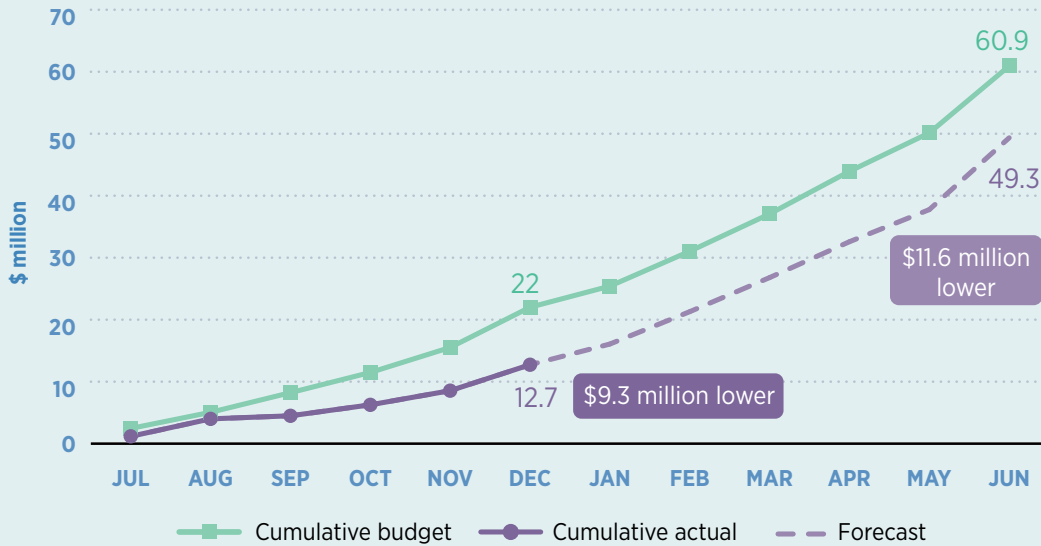
There is a forecast overspend mainly due to unbudgeted legal and consultant fees for various plan changes \$347,000, together with a late 2019/20 invoice from TCC for SmartGrowth / UFTI grant contributions \$450,000.

Rivers and Drainage Schemes: \$632,000 higher

Additional contractor resource has been used to cover a staff vacancy and administration of central government funded projects which is partly offset by lower use of consultants. Write down of the value of rivers and drainage assets as a result of this years revaluation.

Capital Expenditure

The graph shows annual full year budget against actuals (months one to six) and financial forecast (month seven to twelve).



TOP 5 VARIANCES	YEAR TO DATE \$000			ANNUAL \$000			
	ACTIVITY	REVISED BUDGET	ACTUAL	VARIANCE	REVISED BUDGET	FORECAST	VARIANCE
Corporate Property	4,797	3,944	853	Lower	8,836	5,741	3,095 Lower
Kaituna	1,131	550	581	Lower	1,583	900	682 Lower
Rivers and Drainage Schemes	8,665	6,734	1,932	Lower	31,388	31,036	351 Lower
Data Services	210	52	158	Lower	571	356	214 Lower
Information and Communication Technology	1,069	813	255	Lower	1,937	1,769	168 Lower

FULL YEAR FORECAST VARIANCE EXPLANATIONS - CAPITAL EXPENDITURE \$000

Corporate Property: \$3,095,000 lower

The large forecasted underspend is primarily due to the Buildings Upgrade Project. The Group Emergency Coordination Centre will now be designed and refit in Regional House Tauranga throughout 2021.

Kaituna: \$682,000 lower

Forecasted underspend is due to an additional culvert not being required on the Te Pourepo o Kaituna project.

Rivers and Drainage: \$351,000 lower

There has been good weather conditions during the construction season and consequently, the forecast variance is largely on budget. This is despite a shortage of rock, and the reprogramming of some of the Crown funded resilience projects.

Data Services: \$214,000 lower

Forecasted underspend expected on the annual replacement project and the radio telephone project.

Information and Communication Technology: \$168,000 lower

Forecasted underspend is due to the CDEM Wallingford House project moving out of this year.



Treasury Performance Update

INVESTMENTS

Our total investment portfolio is \$289.4 million including \$50 million on-lent to Quayside Holdings Limited (Quayside), with the allocation by cash reserve shown in the graph.

The portfolio has a weighted average yield of 1.81%.

The Toi Moana Trust is targeted to pay a distribution of \$2.25 million for the 2020/21 financial year.

Forecast interest revenue is \$3.4 million compared to the annual budget \$3.5 million.

BORROWINGS

Council has borrowed \$231.4 million from the LGFA, with \$50 million on-lent to Quayside. \$112.2 million of this is core debt, and \$69.25 million invested in term deposits.

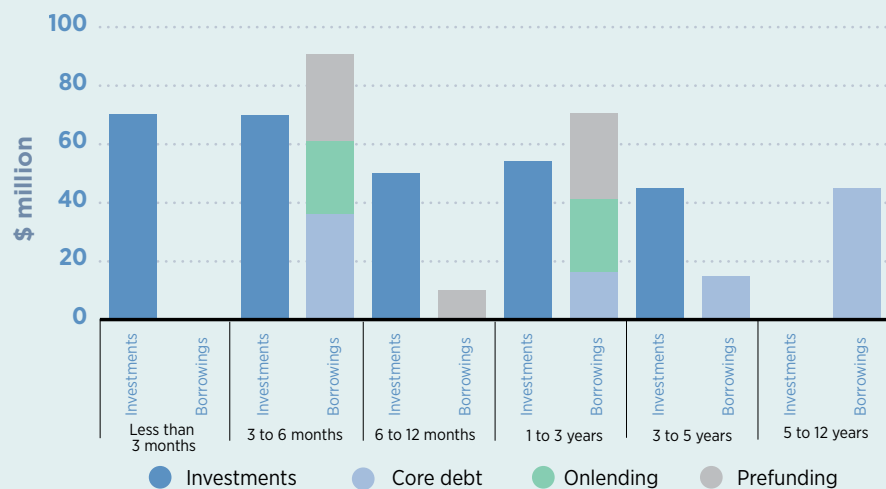
Total interest expense to date is \$1.7 million, with a forecast year end total of \$3.4 million. The average weighted interest rate on borrowing at 31 December 2020 is 1.5%.

**Current
Credit Rating**

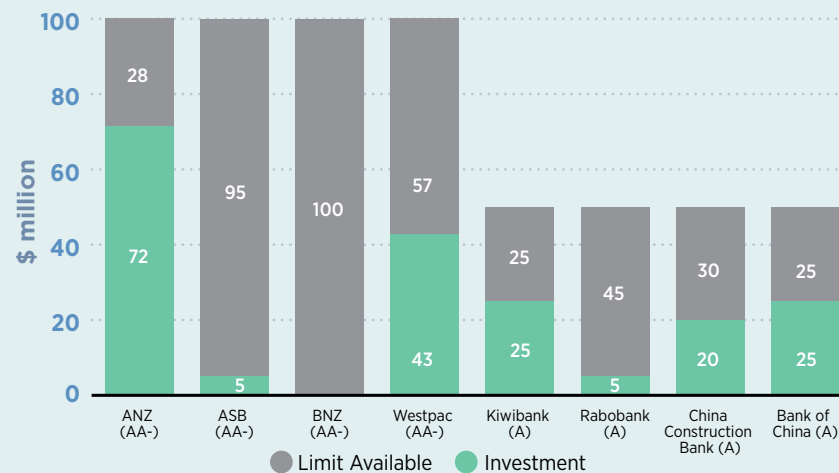
AA

*Reaffirmed at AA
with stable outlook
in June 2020*

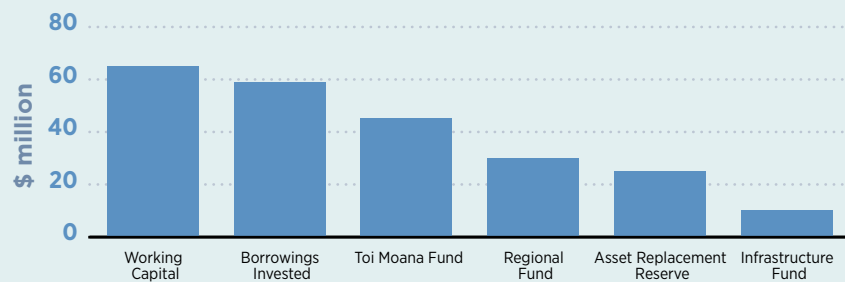
MATURITY PROFILE - BORROWINGS AND INVESTMENTS



INVESTMENT EXPOSURE BY COUNTERPARTY



CASH FUND BY RESERVES



Ratio	Policy Limit	Actual to date	Forecast to date	Compliant with Treasury Policy
% of net interest expense of total revenue	<20%	-0.2%	0%	✓
% of net external debt of total revenue	<300%	-19%	-23%	✓
% of net interest of rates and levies	<30%	0%	0%	✓
% of available financial accommodation of external debt	>110%	-7%	-13%	✓



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 services and infrastructure, and perform the functions that enable us to deliver on the Community Outcomes outlined in our Strategic Framework.

Each Group of Activities has performance targets set through our Long Term Plan 2018-2028 that indicate how well we are delivering our services to the community.

HIGHLIGHTS

Quarter two has continued the positive trend from quarter one, with a majority of reported measures on track. As it is still early in the year, however, a significant portion of the measure are yet to be reported on. Council will continue efforts to monitor and deliver progress in the coming quarters. Highlights include:

- 79% of Tauranga and Rotorua bus users were satisfied overall with their most recent bus trip, exceeding the target of 77%.
- The percentage of issued discounts due to Council exceeding the statutory processing timeframe for consents is currently at 0.9%, largely due to process improvements in the Resource Consents team. This is well ahead of the result for the same period last year (3.3%), and the annual target of less than 5% issued discounts.
- 97% of customers were satisfied with Council’s response to substantiated complaints about RMA non-compliance, up from 89% for the same period last year and ahead of the annual target of 80%.

PERFORMANCE SUMMARY - QUARTER TWO

During 2020/21, we are due to monitor and report on 33 performance measures. At the end of quarter two, the graph to the right shows that;

- 21 measures are forecast to achieve their end of year targets. (64%)
- 2 measures are not on track, and are forecast to be at risk of not achieving the target by the end of the year. (6%)
- 9 measures are reported on annually or are not due for reporting yet and results will be reported on when data is available. (27%)
- 1 measure have no data available due to changes to the Regional Economic Development activity that the measure relate to. (3%)

QUARTER TWO PERFORMANCE RESULTS BY GROUP OF ACTIVITY



Further details regarding all of the measures is provided on the following pages.

PERFORMANCE MEASURES 2020/21 - SUMMARY OF RESULTS - QUARTER TWO

Group of Activities	Performance Measure	Full Year 2019/20	Target 2020/21	Quarter 2 2020/21	End of year forecast
Integrated Catchment Management	Number of new Priority Biodiversity Sites actively managed	6	4	7	●
	Monitored river and stream sites that meet the 'Swimmability' requirements (%)	79%	75%	●	●
	Number of Rotorua Lakes that have reached their Trophic Level Index (TLI)	4	3	●	●
Flood Protection and Control	Maintenance, repairs and renewals completed in accordance with the R&D Asset Management Plan (%)	90%	90%	29%	●
	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	280	200	90	●
	Consent applications issued discounts due to Council exceeding statutory processing timeframes (lower is better)	2.8%	≤5%	0.9%	●
	Customers who are satisfied overall with the service provided during the consents process (%)	84%	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 (%)	88%	80%	97%	●
	Monitoring inspections that occur as per the frequency specified by the RMA and BA Charges Policy (%)	85%	90%	84%	●
	Navigation aids rated as 'good' quality or higher (%)	99%	90%	99%	●
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	2,375,740	2,954,000	1,352,317	●
	New Zealand Transport Authority Audit recommendations implemented	100%	100%	100%	●
	Tauranga and Rotorua bus users satisfaction (%)	N/A	77%	79%	●
Regional Development	Planning and policy reports that are rated satisfactory or higher (%)	100%	80%	●	●
	Number of visitors to our Regional Parks	119,256	110,000	57,624	●
Regional Planning and Engagement	Sector strategies are reviewed and updated every three years	N/A	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 (%)	97%	95%	100%	●
	Draft Council and Committee meeting minutes that are published within 10 working days (%)	89%	95%	96%	●
	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%	●	●
Emergency Management	Kaupapa Māori that are raised at Komiti Māori are actioned, resolved & reported (%)	100%	80%	●	●
	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 (%)	85%	85%	100%	●
Technical Services	Staff identified for roles in the Emergency Coordination Centre that are trained to an appropriate level (%)	89%	85%	80%	●
	Number of Council delivered initiatives to promote community resilience and safety	6	8	●	●
Corporate Services	Availability of real-time deliverable environmental data through website (%)	99%	95%	97.2%	●
	Number of environmental indicators with online scorecards	9	10	9	●
Corporate Services	Reduction of carbon emissions from building energy use at the Tauranga and Whakatāne sites	48%	≤50%	●	●

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

● On Track ● 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>Year to Date Result</i>	<i>Target</i>	<i>End of Year Forecast</i>	<i>Comment</i>
Resource Regulation & Monitoring	Replacement of non-compliant burners in the Rotorua Airshed attributed to the Rotorua Air Quality Programme	90	200	At risk	While performance in Quarter One and Two has been reasonably strong, the measure is forecast at risk for the full year. Currently, 90 burner replacements have been attributed to the program, as compared to 166 replacements for the same period last year. This is likely due to the high number of removals or replacements that have already occurred. More than 80 percent of non-compliant solid fuel burners in the airshed have already been removed or replaced.
Transportation	Number of passenger transport trips taken in the region	1,352,317	2,954,000	At risk	Passenger patronage in Quarter Two was 609,868, a decrease of 8% on the same quarter last year. With the exception of November, patronage numbers continued to decline month on month in most areas, following the lifting of 2020 COVID-19 restrictions. Tauranga Schools was a clear exception, with an 88.5% increase on Quarter Two prior year (2020/21 126,807 vs 67,269 in 2019/20). The full year forecast indicates that the target will not be achieved.



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

WELLBEING

Health and safety focus for the quarter was on maintaining mental wellbeing after a long challenging year, as well as working with sun smart awareness leading into the summer months.

SUMMER STUDENTS

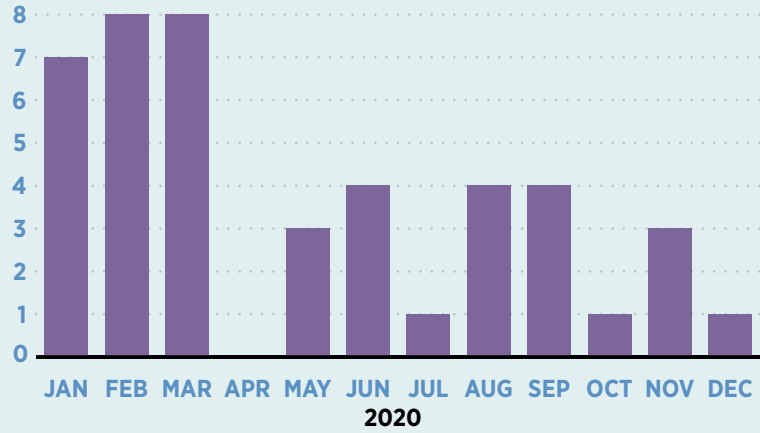
Summer experience workers were trained in a wide range of activities to keep them safe during their program at BOPRC and future endeavours, resulting in the high level of training activity seen in November 2020.

Notifiable Events

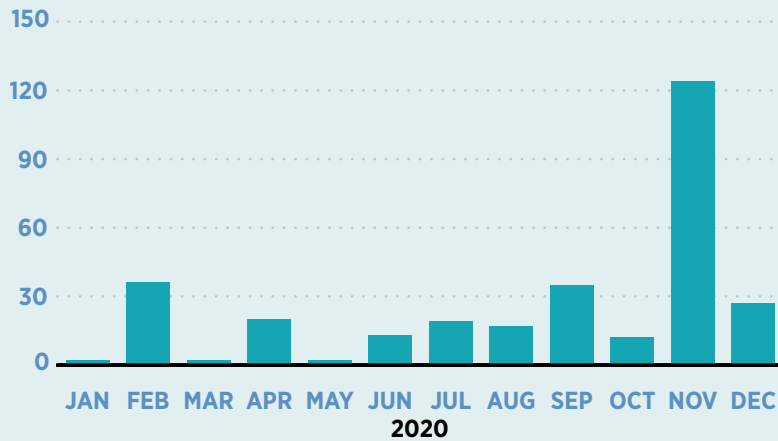
There was one notifiable event during the quarter involving a contractor loading sheet piles on to a truck. As the load was lowered the piece of timber separating the load snapped and struck the contractor, resulting in the contractor being knocked unconscious and a fractured jaw. The contractor was taken to hospital for medical treatment.

Lead Health & Safety Indicators

NEAR MISSES REPORTED PER MONTH, LAST 12 MONTHS

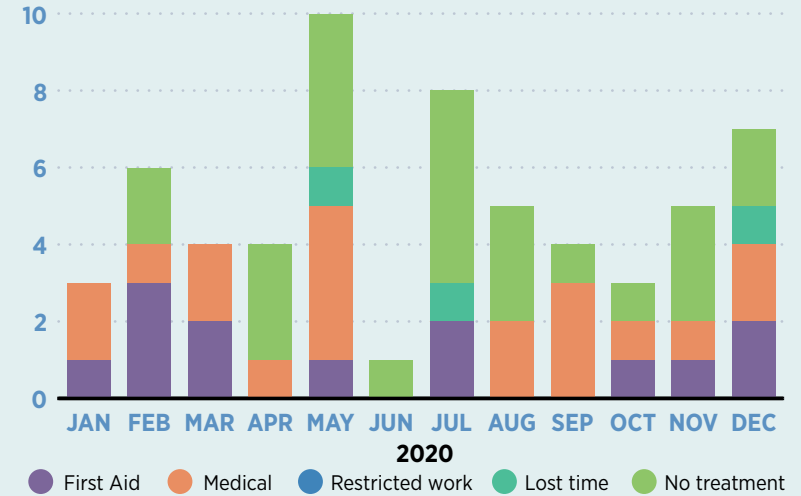


NUMBER OF STAFF THAT HAVE COMPLETED H&S TRAINING PER MONTH, LAST 12 MONTHS

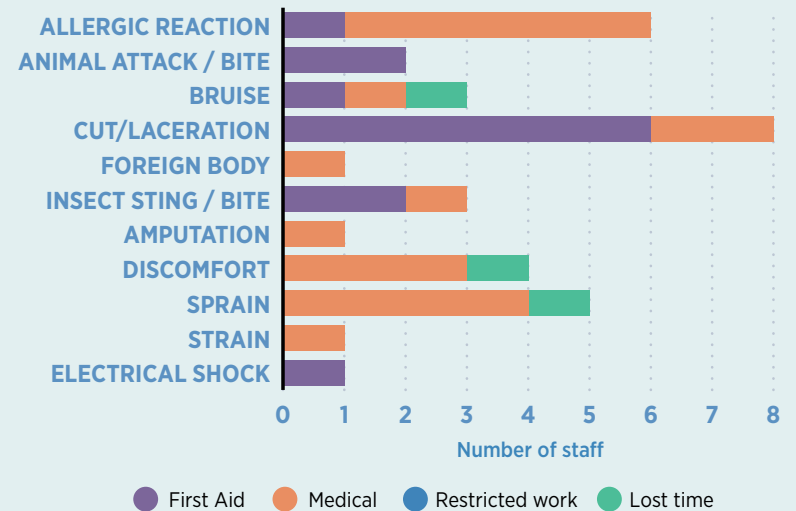


Health & Safety Lag Indicators

INJURIES LAST 12 MONTHS



INJURIES BY CATEGORY LAST 12 MONTHS





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

<i>Projects</i>	<i>Current and Future work</i>
PEOPLE PLAN (TOI TANGATA)	Work on the Council's People Plan (Toi Tangata) is well underway to ensure that our organisation and people are able to deliver for the community through great leadership and capability now and into the future.

People and Turnover Key Performance Indicators

HIGHLIGHTS

- Employee levels as at 31 Dec 2020 comprised a headcount of 466 which equated to 437 FTE.
- Total headcount includes permanent and fixed term employees. Permanent FTE numbers increased from 407.77 to 413.55 over the quarter. Rolling turnover percentage decreased during the quarter from 9.38% to 8.85%. Several key metrics are presented in the figures below.

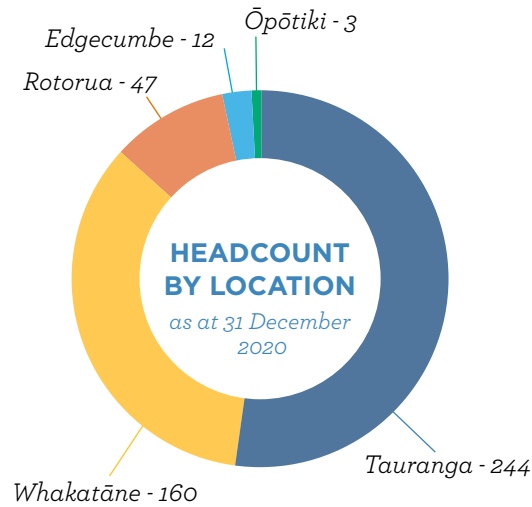
Several key metrics are presented on this page.

HEADCOUNT BY GENDER

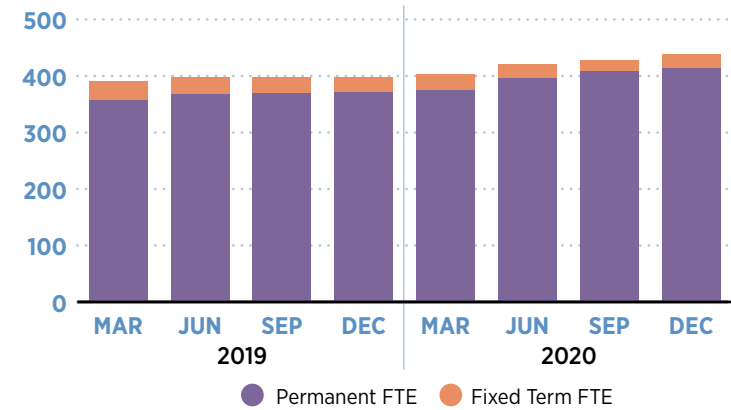
as at 31 December 2020



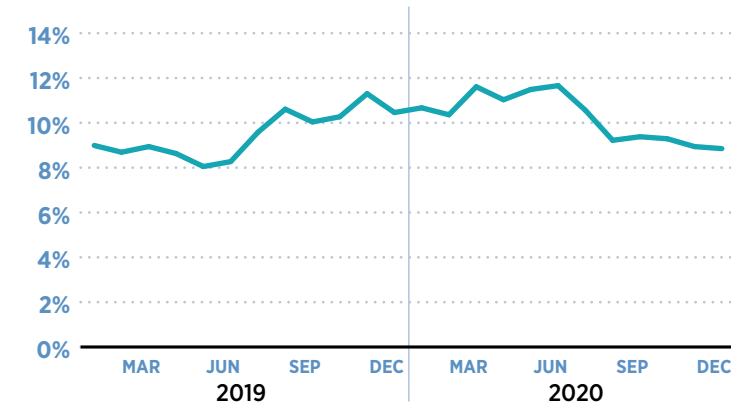
During the last 12 months, female headcount has increased by .02%



PERMANENT & FIXED TERM FULL TIME EMPLOYEES, last two years



ROLLING STAFF TURNOVER, last two years





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