

Environmental and Regulatory



environmental and regulatory group

Overview of Group

This group is made up of the following activities of Council:

- Animal Control
- Building Services
- Environmental planning implementation
- Environmental planning policy
- Infrastructural planning and compliance
- Inspection
- Parking enforcement

Environmental Group activities reflect Council's role in natural resources management and regulation. The activities help us to plan for the future and make sure that everyone gets a fair deal, often balancing competing rights of individuals and groups to do different things.

The new government has already signalled its intent to make changes to the Resource Management Act (RMA). These changes may affect how council manages the resource consent process and the review of the district plan.

Strategic Direction and Highlights

District Plan

Council's current district plan was developed soon after the Resource Management Act was enacted in 1991. From an environmental perspective, there are areas of the plan that function well and serve the Rotorua district in a sustainable manner. However, other areas require review.

In order to prepare the draft district plan, three structure plans have been prepared for the eastern, northern and southern areas of the Rotorua caldera. Considerable consultation has already gone into their preparation. These structure plans contribute to the content of the proposed district plan.

The current operative district plan took many years to complete and one area that involved a lot of community discussion and litigation was the Lakes A Zone covering the northern lakes of Okareka, Tarawera and Rotoiti. Council believes this part of the plan should also be reviewed although this will not commence until after the balance of the plan has been notified.

The reviewed district plan will need to be consistent with and give effect to Environment Bay of Plenty's Regional Policy Statement, which is also under review. The two organisations are working closely together to ensure that the Regional Policy Statement complements Rotorua District Council's district plan. It is expected that the proposed district plan will be ready for notification in late 2009.

Urban Design

Urban design is a means of ensuring that development of a city takes place in such a way as to make positive contributions to:

- the aesthetic values of the city,
- easy, safe and enjoyable ways of getting around the city,
- the use of public amenities, including transport,
- the overall safety of the urban environment.

Cities that have active, well articulated urban design visions are obvious. The visual nature of the city is pleasing to the eye, there is a sense of convenience about using the city, and longer term planning for all involved is simplified with a clear vision. Strong leadership by community opinion leaders and local government is vital.

The new government has indicated a strong commitment to urban development and design. This Council has not traditionally been strong in imposing design requirements although there have been some recent exceptions, such as the CBD design guide which is supported by the district plan. Council has been reluctant to enforce urban design requirements to date as they are not well received by some developers. However, Rotorua, as an attractive place to invest in, would be strengthened by a well developed urban design strategy. This is something that will receive further consideration by Council over the next two years and if successful, will influence this city's shape over the next 50 years.

CBD Integration and Lakefront Redevelopment

The Rotorua community is fortunate to have a large format retail complex - Rotorua Central - co-located with the CBD and traditional strip retail area. This provides a unique opportunity not available in many cities. However Rotorua Central does create some challenges and pressures on existing retail areas. At the northern end of the CBD is the magnificent 'Lakefront' area (Lake Rotorua) which has not so far had the level of attention to design and integration with the CBD, that it requires. Over the last year or so Council has been exploring opportunities with interested parties and key opinion leaders. The aim of this project is to ensure the Lakefront is able to make an appropriate contribution to the cultural, environmental, social and economic wellbeing of our city. Integration of the Lakefront with the CBD, and provision of clear linkage through Tutanekei Street to Rotorua Central, is critical.

environmental and regulatory group cont.

The Lakefront development will be a long term project, however the vision will be established early in the project to ensure there is a consistent and committed contribution by Council over many years.

It is expected that much of the development, particularly the Lakefront development, will be by way of public/private partnerships. Such joint ventures will be of a long term nature. They will require a level of understanding about the commercial elements of the Lakefront development, not previously explored by this community. Commercial partnership model options will be developed and progressed with potential partners.

These development opportunities, if done well, will make a substantial contribution to the city's economic growth, potentially on a scale similar to that of the Rotorua Regional Airport development.

Ngati Whakaue: Wharenui Road Development

Ngati Whakaue have taken a proactive decision to change land use of parts of their property in the Wharenui Road area. This land has previously been used for dairy farming, an activity that has been identified as having an adverse affect on lake water quality. Ngati Whakaue propose to develop this land for residential purposes and other urban uses. This is a bold move and would be a significant driver of the shape, dynamics, infrastructure and general community patterns of the city. The proposed area has the potential to meet the growth needs for the district over the next 50 years. However as this is unlikely to be the only area of growth it will require Council to take a careful, balanced approach to ensure growth is managed in a way that serves the best interests of both Ngati Whakaue as a commercial property developer, and the city and district as a desirable place to live, work and play.

A master plan that identifies three development stages has been developed. These are:

- Wharenui Road area for 15 years
- Gee Road/Fairbanks Road - 20 years
- Development of the balance of the area over the next 30+ years.

The proposal requires a change to the district plan and this process commenced in February 2009.

Air Quality

New air quality measurements through the National Environmental Standard (NES) have shown that some people in our community are at risk from respiratory difficulties. These difficulties occur at times when particulate matter in the air around Rotorua City exceeds the limits. There is a sufficient body of science to support these claims. Through a joint committee, Council is working with Environment Bay of Plenty and the Lakes District Health Board to understand the drivers of poor air quality, and strategies to eliminate these risks. The Ministry for the Environment has also supported the joint committee and earlier working parties.

Although this is an issue that is primarily the responsibility of Environment Bay of Plenty, Rotorua District Council believes it is important to stay close to the key issue to ensure that it is appropriately resolved, and in a way that is sustainable from both a financial and environmental perspective.

Geothermal

Rotorua City is unique in that it is centred on a number of geothermal fields. This natural resource is monitored and managed in accordance with the Resource Management Act by Environment Bay of Plenty. Environment Waikato has responsibility for the geothermal fields in the south of the district which are in the Waikato Region.

Until recently our knowledge of the Rotorua geothermal fields was relatively limited. However, over recent years, far more comprehensive understanding of the mechanics, hydraulics and resource availability has been developed. Accordingly, Environment Bay of Plenty is reviewing the geothermal plan, which may allow more extensive use of the resource for geothermal energy production.

Rotorua District Council has consents for geothermal use to provide energy for the Museum, Energy Events Centre, Nursery, Aquatic Centre and Wastewater Treatment Plant. Council proposes to explore opportunities for greater use of the geothermal resource and the potential for geothermal electricity generation, possibly in partnership with other organisations. Benefits would include making Council more self-sufficient in terms of energy use, reducing the risk of electricity outages and reducing operating costs.

Integrated Planning

Bay of Plenty Regional Council undertakes a range of functions that need to be integrated with the planning and service delivery by Rotorua District Council. They include the following:

- Improving lakewater quality
- Transport planning for the region and sub-regions including funding
- Improving air quality for the Rotorua caldera
- Review of the Regional Policy Statements and the Rotorua District Plan.

Formal structures exist through joint committees for regional transport, Te Arawa Lakes Group and air quality. Well functioning relationships also exist at a staff level of the two organisations for discussion around integrated planning for matters such as the District Plan.

environmental and regulatory group **cont.**

Net Cost of Service

Net Cost of Service by Activity (\$000s)	Actual 2007/08	Annual Plan 2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Animal Control	324	365	306	319	320	300	306	309	312	319	327	340
Building Services	414	591	352	361	335	345	319	333	308	320	313	325
Environmental Planning Implementation	1,713	1,918	1,898	1,904	1,936	1,937	1,984	2,024	2,063	2,116	2,170	2,232
Environmental Planning Policy	1,767	1,840	1,878	1,620	1,366	1,397	1,432	1,467	1,501	1,540	1,656	1,702
Infrastructural Planning & Compliance	(428)	(240)	-	-	-	-	-	-	-	-	-	-
Inspection	1,000	1,137	1,067	1,091	1,110	1,121	1,150	1,174	1,195	1,229	1,259	1,300
Parking Enforcement	(688)	(483)	(535)	(558)	(580)	(604)	(626)	(651)	(677)	(703)	(727)	(751)
Total Net Cost of Service	4,102	5,128	4,966	4,737	4,487	4,496	4,565	4,656	4,702	4,821	4,998	5,148

Potential Significant Negative Effects

Potential negative effects may include:

- Statutory processes take time and can be lengthy, and community aspirations for the environment can alter over this time.
- Possible judicial review of exercising statutory authority and processes.
- Appeals lodged against decisions to the Environment Court.
- Changes in legislation that affect levels of service.
- Expenses associated with the high degree of consultation that must be undertaken for policy development projects.

These and a number of other negative effects identified, and associated mitigation options, are provided in the respective Activity Plan sections.

Asset Management Plans Information

The key assets used in this Activity Group are:

- Buildings
- Land
- Parking

Further details are provided in each Activity section.

Environmental and Regulatory Assets

Asset Type	Cost/Valuation (\$000s)	Accumulated Depreciation (\$000s)	Book Value 1 July 2008 (\$000s)
Buildings	94	6	88
Computer Hardware	177	99	78
Computer Software	79	79	-
Environmental	2	1	1
Furniture	112	110	2
Office Equipment	66	58	7
Parking	104	55	49
Plant and Machinery	69	57	12
	702	466	236

animal control activity plan

Why we do it

To enhance the safety of the public by the control of nuisance dogs and stock wandering in public places. In addition both the dog control act 1996 and the impounding act 1953 place specific statutory functions on territorial authorities.

What we do

- Provide a complaint resolution service in relation to uncontrolled dogs.
- Control the numbers of dogs kept on individual properties in the urban area through a kennel licensing regime.

- Undertake mobile patrols to apprehend and impound wandering dogs.
- Provide an animal pound facility for the safe and humane containment of dogs and stock found wandering.
- Respond immediately to reports of livestock wandering in public places.
- Provide an educational programme on dog control which is available on an 'on demand' basis to primary and intermediate schools in the Rotorua district.
- Register around 11,000 dogs each year.
- Impound around 1,900 dogs each year.
- Euthanise around 800 dogs each year.

Control Function

This involves registration of dogs, investigation and resolution of nuisance complaints, inspection of kenneling standards and the development and implementation of a council policy on dogs.



An education programme on dog control is provided and available on a demand basis to primary and intermediate schools in Rotorua District.

Pound Keeping Function

Dogs found wandering are impounded so they do not continue to be a nuisance and a risk to the public. They are kept in humane conditions. Those dogs not claimed by their owners after seven days from the date of impounding are disposed of.

Stray stock are impounded so they do not continue to be a nuisance or a public safety risk on roads and other public places. They are kept and fed until returned to owners, or public auction.

Community outcomes

Community Outcome	How the council contributes
 Safe & Caring	<ul style="list-style-type: none"> ■ By providing safe public places free from uncontrolled dogs and wandering stock.
 Environment	<ul style="list-style-type: none"> ■ By facilitating the use and enjoyment of the natural environment without threat of uncontrolled dogs.

animal control activity plan cont.

What does the council plan to do in the future

What is the Council currently doing?	What will we do in years 1 to 3?	What will we do in years 4 to 10?	How will we know if we achieve our objective? (key result areas)
Promotion of dog control objectives by means of a focused radio campaign	The Dog Control Bylaw is to be reviewed in 2010.		The community is able to use and enjoy public places, safe from uncontrolled dogs and wandering stock.

Measuring our achievements

Level of Service	Performance measures	Current performance	Performance targets									
			09/10	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19
Provide a dog registration service.	% of known dogs registered by 30 June (measured by monitoring and auditing of registration data).	97.5%	> 97.5%									
Ensure dog complaints are actioned.	% of complaints responded to within 1½ working days (measured by monitoring and auditing of complaints register).	100%	100%									
Ensure stock complaints are actioned.	% of complaints about wandering stock responded to immediately (measured by monitoring and auditing of complaints register).	100%	100%									

Negative effects

Negative effects	Mitigation options
Failure of dog owners to exercise responsible dog control has the potential for dog attacks and acts of aggression. This affects the social well-being and safety of some members of the public.	Consistent enforcement of Bylaw, 'control' provisions of Dog Control Act 1996 and ongoing education.

animal control activity plan cont.

Funding considerations

Who benefits from the activity?

The community as a whole benefits from council responses to complaints about nuisance dogs and wandering stock, thereby making the environment safer and more enjoyable to live in.

What is the period of benefit?

Benefits from regulation are ongoing, although specific regulations may change from time to time.

Who creates the need for the activity?

- The community's need for structure, consistency, safety, and certainty.
- Legislation.
- Owners of dogs and of wandering livestock.

Funding source

Most costs are caused by owners of dogs who do not adequately control and train them. Some costs (about 10%) are caused by wandering stock. Therefore Council has determined that about 54% of the cost of dog control should be funded by dog owners to cover the cost of control, and that the balance, and the costs of controlling wandering livestock, should be met from general rates.

Asset management

Key assets

- Pound complex pens/yards
- Pound office
- Storage shed
- Land

Maintaining our assets

An annual maintenance budget plan has been prepared and executed. Renewal replacement is budgeted and considered as part of estimates process.



animal control activity plan cont.

Financial summary (plan 2009/10 and forecast 2010/11 to 2018/19)

Animal Control (\$000s)	Actual 2007/08	Annual Plan 2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Operating Expenses												
Direct Costs	850	903	861	891	912	910	935	957	980	1,008	1,036	1,071
Financial Costs	1	-	1	2	2	2	2	2	2	2	2	2
Depreciation	6	8	7	6	3	3	3	3	2	2	2	2
Other	-	-	-	-	-	-	-	-	-	-	-	-
Total Costs	857	911	869	899	917	915	940	962	984	1,012	1,040	1,075
Revenue												
Capital Revenue	-	-	-	-	-	-	-	-	-	-	-	-
Fees and Charges	533	546	563	580	597	615	634	653	672	693	713	735
Investment Income	-	-	-	-	-	-	-	-	-	-	-	-
Subsidies and Grants	-	-	-	-	-	-	-	-	-	-	-	-
Targeted Rates	-	-	-	-	-	-	-	-	-	-	-	-
Total Revenue	533	546	563	580	597	615	634	653	672	693	713	735
Internal Recoveries	-	-	-	-	-	-	-	-	-	-	-	-
Total Internal Recoveries	-	-	-	-	-	-	-	-	-	-	-	-
Net Cost of Service	324	365	306	319	320	300	306	309	312	319	327	340
Capital Costs												
Renewals	-	-	-	-	-	-	-	-	-	-	-	-
Growth	-	-	-	-	-	-	-	-	-	-	-	-
Backlog	-	-	-	-	-	-	-	-	-	-	-	-
Level of Service	-	-	-	-	-	-	-	-	-	-	-	-
Total Capital	11	2	-	-	-	-	-	-	-	-	-	-
Operational Funding												
Net Cost of Service	-	-	306	319	320	300	306	309	312	319	327	340
Plus Capital Revenue	-	-	-	-	-	-	-	-	-	-	-	-
Less Depreciation	-	-	(7)	(6)	(3)	(3)	(3)	(3)	(2)	(2)	(2)	(2)
Add back Depreciation Funded by Rates	-	-	-	-	-	-	-	-	-	-	-	-
Operations Funded by General Rates	-	-	298	313	317	296	303	306	309	317	324	338
Capital Funding												
Funding from Depreciation (Rates)	-	-	-	-	-	-	-	-	-	-	-	-
Loans from/(to) Corporate Fund	-	-	-	-	-	-	-	-	-	-	-	-
Capital Grants	-	-	-	-	-	-	-	-	-	-	-	-
Development Contributions	-	-	-	-	-	-	-	-	-	-	-	-
Total Capital	11	2	-	-	-	-	-	-	-	-	-	-

Minor roundings may occur in above totals

building services activity plan






Why we do it

To ensure the safety of people living and working in buildings. This function is also provided to meet Council's statutory responsibilities under the Building Act 2004, and to ensure Rotorua district is provided with buildings that meet appropriate building standards.

What we do

- Process Project Information Memoranda (PIMs).
- Process building consent applications, assessing against the Building Code.
- Inspect building work in conjunction with building consents.
- Issue Code Compliance Certificates for buildings constructed in accordance with the consent.
- Audit buildings that have a Building Warrant of Fitness (BWOFF).
- Deal with complaints and breaches of the Building Act.
- Issue compliance schedules and compliance schedule statements.
- Issue notices to fix.
- Issue infringement notices.

Community outcomes

Community Outcome	How the council contributes
 Safe & Caring	<ul style="list-style-type: none"> ■ By ensuring buildings are safely constructed and maintained.
 Environment	<ul style="list-style-type: none"> ■ By ensuring heritage buildings are given due consideration during alterations.
 Health	<ul style="list-style-type: none"> ■ By ensuring dangerous and insanitary buildings are dealt with to mitigate or remove the danger or insanitary condition..
 Prosperity	<ul style="list-style-type: none"> ■ By ensuring consents are processed in a timely manner. ■ By ensuring inspections are available within a reasonable timeframe.
 Learning	<ul style="list-style-type: none"> ■ By ensuring Council provides information to the community on various acts and regulations.

building services activity plan cont.

What does the council plan to do in the future

What is the council currently doing?	What will we do in years 1 to 3?	What will we do in years 4 to 10?	How will we know if we achieve our objective? (key result areas)
Implement a quality assurance system to meet Building Act accreditation regulations associated with section 212 of the Building Act 2004.	Continue to do same and maintain the system to ensure accreditation is renewed after audits by IANZ.	Maintain quality assurance system to ensure accreditation is renewed after audits by IANZ.	Accreditation is renewed at 2 yearly intervals as required by the Building Act.
Transfer consent lodgement function to customer centre.	Monitor administrative performance to ensure statutory time frames are not affected.		Regular performance monitoring and reporting.
Review and produce up to date information pamphlets so they remain current and meet both Council's and the community's needs.	Continue to do the same.		Customer satisfaction survey and internal review of existing data on an annual basis.
Implement a customer appointment booking system for enquiries, and vetting to ensure this function works with other functions.	Monitor this process to ensure resources are available.		Customer satisfaction survey and internal review of existing process, on an annual basis.



building services activity plan cont.

Measuring our achievements

Level of Service	Performance measures	Current performance	Performance targets									
			09/10	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19
Buildings are constructed and maintained so people can use them safely	% of PIMs, building consents processed within 19 working days.	96%	96%									
	% of inspections undertaken within 72 hours.	100%	100%									
	Accredited system under the Building Act 2004 is maintained after bi-annual audits.	100%	100%									
	% of buildings with Building Warrants of Fitness audited annually.	25%	>25%									
	% of complaints investigated in 72 hours.	100%	100%									

Negative effects

Negative effects	Mitigation options
Building applications received are not up to the required standard	Educate designers, builders and wider community on trends and changes to the act and building codes using seminars, advertising and newsletters.
Delays in consent processing due to fluctuations in demand	Use contracted consultants or share services with adjacent local authorities when demand increases.

building service activity plan cont.



Funding considerations

Who benefits from the activity?

- the community as a whole benefits from safe, reliable buildings and infrastructures.
- the building industry benefits by complying with standards.
- individuals who take advantage of this service benefit from the activity.

What is the period of benefit?

- benefits of regulation are intergenerational and ongoing as long as the infrastructure is maintained.
- benefits from regulation are ongoing even though specific regulations may change from time to time.

Who creates the need for the activity?

The need to undertake this activity is created by:

- legislation,
- the community.
- partly created by those in the industry who need to maintain standards.

Funding source

- The benefits from expenditure on this activity go to the individual (for consents) and the whole community (for provision of information)
- It is reasonable to charge the full cost of consents to those applying for them. However, those who receive consents should not pay for the cost of providing information to the general public.
- The consents part of this activity will be fully funded by fees and charges, whereas information provision to the public will be met in full from general rates.
- Approximately 70% - 80% of the costs of this activity is funded by user fees and charges while the balance of funding comes from general rates.

Asset management

There are no significant land or building assets in the building services area.

building services activity plan cont.

Financial summary (plan 2009/10 and forecast 2010/11 to 2018/19)

Building Services (\$000s)	Actual 2007/08	Annual Plan 2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Operating Expenses												
Direct Costs	2,257	2,408	2,264	2,319	2,338	2,372	2,399	2,481	2,503	2,601	2,638	2,747
Financial Costs	-	-	-	1	1	1	1	1	1	1	1	1
Depreciation	7	11	7	2	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-
Total Costs	2,264	2,419	2,271	2,322	2,339	2,373	2,400	2,482	2,504	2,602	2,639	2,748
Revenue												
Capital Revenue	-	-	-	-	-	-	-	-	-	-	-	-
Fees and Charges	1,817	1,796	1,888	1,930	1,972	1,996	2,048	2,115	2,161	2,247	2,290	2,385
Investment Income	-	-	-	-	-	-	-	-	-	-	-	-
Subsidies and Grants	-	-	-	-	-	-	-	-	-	-	-	-
Targeted Rates	-	-	-	-	-	-	-	-	-	-	-	-
Total Revenue	1,817	1,796	1,888	1,930	1,972	1,996	2,048	2,115	2,161	2,247	2,290	2,385
Internal Recoveries												
Internal Recoveries	33	32	31	31	32	32	33	34	35	35	36	38
Total Internal Recoveries	33	32	31	31	32	32	33	34	35	35	36	38
Net Cost of Service	414	591	352	361	335	345	319	333	308	320	313	325
Capital Costs												
Renewals	-	-	-	-	-	-	-	-	-	-	-	-
Growth	-	-	-	-	-	-	-	-	-	-	-	-
Backlog	-	-	-	-	-	-	-	-	-	-	-	-
Level of Service	-	-	-	-	-	-	-	-	-	-	-	-
Total Capital	9	35	-	-	-	-	-	-	-	-	-	-
Operational Funding												
Net Cost of Service	-	-	352	361	335	345	319	333	308	320	313	325
Plus Capital Revenue	-	-	-	-	-	-	-	-	-	-	-	-
Less Depreciation	-	-	(7)	(2)	-	-	-	-	-	-	-	-
Add back Depreciation Funded by Rates	-	-	-	-	-	-	-	-	-	-	-	-
Operations Funded by General Rates	-	-	346	359	334	345	318	333	308	320	312	326
Capital Funding												
Funding from Depreciation (Rates)	-	-	-	-	-	-	-	-	-	-	-	-
Loans from/(to) Corporate Fund	-	-	-	-	-	-	-	-	-	-	-	-
Capital Grants	-	-	-	-	-	-	-	-	-	-	-	-
Development Contributions	-	-	-	-	-	-	-	-	-	-	-	-
Total Capital	9	35	-	-	-	-	-	-	-	-	-	-

Minor roundings may occur in above totals

environmental planning implementation activity plan

Why we do it









To meet statutory requirements for the processing of consent applications; to ensure that the quality of the environment enjoyed by residents and visitors is maintained and enhanced.

What we do

- Council has a legislative responsibility to implement the district plan by providing planning advice, processing consents and other statutory applications, and monitoring and enforcing the district plan and conditions of resource consents.
- Provision of a duty planning service for the community to help understand how the district plan may impact on activities they want to do on their land.

- Processing of non-notified and notified land use consents within statutory timeframes.
- Processing of non-notified and notified subdivision consents within statutory timeframes.
- Monitoring of compliance for conditions of consent.
- Ensure compliance with provisions of the district plan, and take enforcement action to ensure that this occurs.

Community outcomes

Community Outcome	How the Council contributes
 Safe & Caring	<ul style="list-style-type: none"> ■ By the assessment of applications against planning framework that recognises the need to provide for safe homes, streets, and safe public spaces.
 Environment	<ul style="list-style-type: none"> ■ By the implementation of planning management controls to assist in improving the natural and physical environment, and in achieving environmental respect.
 Health	<ul style="list-style-type: none"> ■ By the implementation of an environmental planning framework that recognises of the need to provide for a healthy community, and to reflect this in policy decisions.
 Prosperity	<ul style="list-style-type: none"> ■ By the implementation of a planning framework that supports the local economy, recognises and provides for quality development, and celebrates and promotes the district's uniqueness.
 Facilities & Services	<ul style="list-style-type: none"> ■ By providing a well planned district with supporting infrastructure, facilities, and services, that contribute to residents' and visitors' enjoyment of the district.
 Maori Culture	<ul style="list-style-type: none"> ■ By implementation of an environmental planning framework that accounts for Iwi aspirations, recognises the spiritual and cultural connection of Maori, and recognises and provides for this in consent decisions.
 Learning	<ul style="list-style-type: none"> ■ By the assessment of applications in a manner that supports increasing knowledge and awareness.
 Happening	<ul style="list-style-type: none"> ■ By providing an environmental planning framework that supports the hosting of activities and events, and that assists creativity in the environment.

environmental planning implementation activity plan **cont.**

What does the council plan to do in the future

What is the council currently doing?	What will we do in years 1 to 3?	What will we do in years 4 to 10?	How will we know if we achieve our objective? (key result areas)
Development of a standard conditions library	Comprehensive review of procedures manual.	Independent review of processes and procedures.	Timely processing of applications and consents. Fewer complaints.
Publication of best practice notes for consultants	Review of standard templates and forms.		

Did you know?

Environment Bay of Plenty monitoring shows that water quality has been falling in some Rotorua lakes. This is because too much nitrogen and phosphorus has entered the lakes, feeding algae and degrading water quality. Nutrient levels have increased markedly over the past few decades and continue to rise. Algal blooms frequently lead to health warnings for specific lakes. In response, Council is actively working with other agencies through the Rotorua Lakes Protection and Restoration Action Programme to improve water quality by reducing the level of nutrients entering waterways. Performance in this area is being measured by Council in the respective Stormwater and Land Drainage and Wastewater activity plans.



environmental planning implementation activity plan **cont.**

Measuring our achievements

Level of Service	Performance measures	Current performance	Performance targets									
			09/10	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19
Timely and consistent processing of resource consent applications.	% of land use consents processed with statutory timeframes.	92%	>92%									
	% of subdivision consents processed with statutory timeframes.	92%	>92%									
	% of 223/224 applications processed within statutory timeframes.	100%	100%									
	% of other applications processed within statutory timeframes.	90%	>90%									
Appropriate community input sought for application with wide ranging environmental effects.	Monthly hearings matrix maintained and regular reporting to Planning and Bylaws committee.	100%	100%									

environmental planning implementation activity plan **cont.**

Measuring our achievements

Level of Service	Performance measures	Current performance	Performance targets									
			09/10	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19
High degree of probity in resource consent decision making.	Six monthly report of Hearing Commissioner appointments.	100%	100%									
Monitoring of compliance with consent conditions for all consents granted.	Six monthly report to Planning and Bylaws Committee on compliance monitoring.	100%	100%									
Prompt responses to complaints about planning and environmental issues.	All complaints responded to within 24 hours of receipt .	100%	100%									
Facilitate Tangata Whenua input into decision making processes.	Maintenance of Iwi Consultative Committee Register.	100%	100%									

Negative effects

Negative effects	Mitigation options
Statutory processes take time and can be lengthy; community aspirations for the environment can alter over this time.	Prompt processing of both notified and non-notified consent applications.
Possible judicial review of policy decision making processes.	All statutory processes followed explicitly.
Appeals lodged against decisions to the Environment Court.	Council will always enter into mediation process to attempt to resolve appeals where possible.
Changes in legislation that will have resultant effects on levels of service provided.	Keep aware and abreast of possible legislative changes.

environmental planning implementation activity plan **cont.**

Funding considerations

Who benefits from the activity?

- The community as a whole benefits from:
 - A unique high quality urban and rural environment.
 - The available built and natural environment opportunities that are able to be enjoyed.
- Business benefits from the attraction of visitors to enjoy the quality Rotorua environment, which is coupled with effective and accessible infrastructure.
- Subdividers and developers benefit from having a planned and consistent framework to work within.

What is the period of benefit?

- Benefits are ongoing in terms of a sustainable district and community.
- Benefits of the work undertaken in Environmental Planning have both an immediate and a longer term planning horizon.
- The longer term planning horizons will be longer than that envisaged by the LTCCP.

Who creates need for the activity?

The need to undertake this activity derives from:

- The community as a whole for pleasant, functional, sustainable urban and rural environments.
- Legislation.
- Compliance with statutory responsibility.

Funding source

About 70% of the costs relates to consent work which essentially benefits individuals or groups of people. The remaining 30% relates to providing public information and other non-recoverable services.

Asset management

There are no significant land or building assets in the environmental planning area.



environmental planning implementation activity plan **cont.**

Financial summary (plan 2009/10 and forecast 2010/11 to 2018/19)

Environmental Planning Implementation (\$000s)	Actual 2007/08	Annual Plan 2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Operating Expenses												
Direct Costs	2,045	2,237	2,206	2,248	2,294	2,339	2,398	2,450	2,501	2,567	2,635	2,710
Financial Costs	-	-	-	1	1	1	1	1	1	1	1	1
Depreciation	9	12	7	4	1	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-
Total Costs	2,054	2,249	2,213	2,253	2,296	2,340	2,399	2,451	2,502	2,568	2,636	2,711
Revenue												
Capital Revenue	-	-	-	-	-	-	-	-	-	-	-	-
Fees and Charges	340	331	305	339	350	393	405	417	429	442	456	469
Investment Income	-	-	-	-	-	-	-	-	-	-	-	-
Subsidies and Grants	-	-	-	-	-	-	-	-	-	-	-	-
Targeted Rates	-	-	-	-	-	-	-	-	-	-	-	-
Total Revenue	340	331	305	339	350	393	405	417	429	442	456	469
Internal Recoveries												
Internal Recoveries	1	-	10	10	10	10	10	10	10	10	10	10
Total Internal Recoveries	1	-	10	10	10	10	10	10	10	10	10	10
Net Cost of Service	1,713	1,918	1,898	1,904	1,936	1,937	1,984	2,024	2,063	2,116	2,170	2,232
Capital Costs												
Renewals	-	-	-	-	-	-	-	-	-	-	-	-
Growth	-	-	-	-	-	-	-	-	-	-	-	-
Backlog	-	-	-	-	-	-	-	-	-	-	-	-
Level of Service	-	-	-	-	-	-	-	-	-	-	-	-
Total Capital	13	26	-	-	-	-	-	-	-	-	-	-
Operational Funding												
Net Cost of Service	-	-	1,898	1,904	1,936	1,937	1,984	2,024	2,063	2,116	2,170	2,232
Plus Capital Revenue	-	-	-	-	-	-	-	-	-	-	-	-
Less Depreciation	-	-	(7)	(4)	(1)	-	-	-	-	-	-	-
Add back Depreciation Funded by Rates	-	-	-	-	-	-	-	-	-	-	-	-
Operations Funded by General Rates	-	-	1,890	1,899	1,935	1,937	1,984	2,024	2,063	2,116	2,170	2,232
Capital Funding												
Funding from Depreciation (Rates)	-	-	-	-	-	-	-	-	-	-	-	-
Loans from/(to) Corporate Fund	-	-	-	-	-	-	-	-	-	-	-	-
Capital Grants	-	-	-	-	-	-	-	-	-	-	-	-
Development Contributions	-	-	-	-	-	-	-	-	-	-	-	-
Total Capital	13	26	-	-	-	-	-	-	-	-	-	-

Minor roundings may occur in above totals

environmental planning policy activity plan

Why we do it









To ensure the sustainable management of the natural and physical resources of the district now and into the future, while mitigating adverse effects.

To guide and enhance the quality of the natural and physical environment as the district grows and develops.

What we do

- Council has a legislative responsibility to develop, manage, and maintain a planning document that manages and controls land use and subdivision within the district, ie the district plan.
- Council's policies on managing the Rotorua environment are primarily established through the district plan.
- Progressive development and maintenance of an operative district plan. The anticipated date the district plan will be ready for public notification is November 2009.
- Monitoring the state of the districts' environment at not less than 5 yearly intervals. To date council has published state of the environment reports in 2003 and 2008.
- Monitoring and reporting on council's environmental outcomes as stated in the Ten Year Plan. Community outcomes monitoring at a local and cross-regional level.
- Advocacy on behalf of the community on local, regional and national environmental issues.
- Responding to regional and central government policy proposals where these affect land use and resource management within the district.
- Provision of strategic policy advice in relation to the environment, land management and subdivision, to elected members of council.

Community outcomes

Community Outcome	How the council contributes
 Safe & Caring	■ By providing an environmental planning framework that recognises the need to provide for safe homes, streets, and safe public spaces.
 Environment	■ By providing a primary land use planning tool that assists in achieving environmental respect, and providing planning management controls to assist in improving natural and physical environment.
 Health	■ By providing an environmental planning framework that recognises the need to provide for a healthy community, and to reflect this in policy decisions.
 Prosperity	■ By providing an environmental planning framework that is inclusive for Iwi aspirations, recognises the spiritual and cultural connection of Maori, and recognises and provides for this in policy decisions.
 Facilities & Services	■ By providing an environmental planning framework that supports the local economy, recognises and provides for quality development, and celebrates and promotes the district's uniqueness.
 Maori Culture	■ By providing a well planned district with supporting infrastructure, facilities, and services, that contribute to residents' and visitors' enjoyment of the district.
 Learning	■ By providing useful and relevant research about the district that is easily accessed by the community.
 Happening	■ By providing an environmental planning framework that supports the hosting of activities and events, and that assists creativity in the environment.

environmental planning policy activity plan **cont.**

What does the council plan to do in the future

What is the council currently doing?	What will we do in years 1 to 3?	What will we do in years 4 to 10?	How will we know if we achieve our objective? (key result areas)
Maintaining an existing operative district plan.	Continue to maintain an operative district plan, whilst being cognisant of the notified district plan.	Continue to maintain an operative district plan, either in part or in full.	Operative Rotorua district plan maintained with updates kept current. Status of district plan reported to Planning and Bylaws Committee .
Embarking on the review of the existing operative district plan.	The reviewed district plan ready for notification in November 2009. Progress district plan submissions and further submissions process to an operative plan no later than mid 2011.	Continue to maintain an operative district plan, either in part or in full.	District plan review culminates in notification of district plan in 2009. District plan decisions complete by December 2011. Environment Court appeals to district plan resolved no later than December 2012.
Undertaking council initiated Plan Changes as necessary.	Undertaking council initiated plan changes as necessary.		Council initiated plan changes undertaken in response to issues processed in accordance with statutory requirements.
Processing private plan changes. Ngati Whakaue private plan change was notified in 2008.	Respond to private plan changes that may be received prior to notification of the new district plan, and those received during the submissions phase.	Respond to private plan changes that may be received after the district plan becomes operative in 2011.	Private plan changes processed in accordance with statutory requirements.
Currently compiling information for next state of the environment (SOE) report.	Continue compiling information for the SOE report	Publish state of the environment reports in 2013 and 2018	Information compiled and report filed with Ministry for the Environment.
Advocating on behalf of the community on regional and national environmental policy matters.			Yearly matrix of community advocacy and submission projects.

environmental planning policy activity plan cont.

Measuring our achievements

Level of Service	Performance measures	Current performance	Performance targets									
			09/10	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19
Operative Rotorua district plan maintained and kept current.	Web based district plan kept current.	100%	100%									
Status of district plan reported to Planning and Bylaws Committee.	Update report to Planning and Bylaws committee at each meeting.	100%	100%									
Comprehensive review of operative district plan.	Notification of district plan review in 2009.	On target	Public notification of district plan in Feb 2010	Decisions version completed by Dec 2010	Environment Court appeals resolved no later than Dec 2012							
Council initiated plan changes undertaken in response to topical issues, and processed to statutory requirements.	Plan changes reported to Planning and Bylaws committee and progressed within statutory time.	100%	100%									
Advocating on behalf of the community on regional and national environmental policy matters	Private plan changes reported to Planning and Bylaws committee and progressed within statutory time.	100%	100%									
Monitor the state of the district's environment.	State of the Environment monitoring undertaken yearly.	100%	100%		3 rd State of the Environment report produced	100%			4th State of the Environment report produced			

environmental planning policy activity plan **cont.**

Negative effects

Negative effects	Mitigation options
Possible judicial review of policy decision making processes.	All statutory processes followed explicitly.
Appeals lodged against decisions to the Environment Court.	Council will always enter into mediation process to attempt to resolve appeals where possible.
Changes in legislation that will have resultant effects on Levels of Services provided.	Keep aware and abreast of possible legislative changes.
Expenses associated with the high degree of consultation that must be undertaken for policy development projects.	Consultation programmes that have high impact, where costs are managed sensibly.



environmental planning policy activity plan **cont.**

Funding considerations

Who benefits from the activity?

- The community as a whole benefits from:
 - A unique high quality urban and rural environment.
 - The available built and natural environment opportunities that are able to be enjoyed.
- Business benefits from the attraction of visitors to enjoy the quality Rotorua environment, which is coupled with effective and accessible infrastructure.
- Subdividers and developers benefit from having a planned and consistent framework to work within.

What is the period of benefit?

- Benefits are ongoing in terms of a sustainable district and community.
- Benefits of the work undertaken in Environmental Planning have both an immediate and a longer term planning horizon.
- The longer term planning horizons will be longer than that envisaged by the LTCCP.

Who creates need for the activity?

The need to undertake this activity derives from:

- The community as a whole for pleasant, functional, sustainable urban and rural environments.
- Legislation.
- Compliance with statutory responsibility.

Funding source

Sustainable management of the resources of the district through protection, development, and use of those resources impacts on the community as a whole, both current and future generations, and is therefore funded 100% from general rates.

Asset management

There are no significant land or building assets in the environmental planning policy area.



environmental planning policy activity plan cont.

Financial summary (plan 2009/10 and forecast 2010/11 to 2018/19)

Environmental Planning Policy (\$'000s)	Actual 2007/08	Annual Plan 2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Operating Expenses												
Direct Costs	1,765	1,834	1,886	1,628	1,376	1,407	1,443	1,478	1,512	1,552	1,668	1,714
Financial Costs	-	-	-	1	1	1	1	1	1	1	1	1
Depreciation	6	9	2	2	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-
Total Costs	1,771	1,843	1,888	1,631	1,377	1,408	1,444	1,479	1,513	1,553	1,669	1,715
Revenue												
Capital Revenue	-	-	-	-	-	-	-	-	-	-	-	-
Fees and Charges	4	3	10	11	11	11	12	12	12	13	13	13
Investment Income	-	-	-	-	-	-	-	-	-	-	-	-
Subsidies and Grants	-	-	-	-	-	-	-	-	-	-	-	-
Targeted Rates	-	-	-	-	-	-	-	-	-	-	-	-
Total Revenue	4	3	10	11	11	11	12	12	12	13	13	13
Internal Recoveries												
Internal Recoveries	-	-	-	-	-	-	-	-	-	-	-	-
Total Internal Recoveries	-	-	-	-	-	-	-	-	-	-	-	-
Net Cost of Service	1,767	1,840	1,878	1,620	1,366	1,397	1,432	1,467	1,501	1,540	1,656	1,702
Capital Costs												
Renewals	-	-	-	-	-	-	-	-	-	-	-	-
Growth	-	-	-	-	-	-	-	-	-	-	-	-
Backlog	-	-	-	-	-	-	-	-	-	-	-	-
Total Capital	7	18	-	-	-	-	-	-	-	-	-	-
Operational Funding												
Net Cost of Service			1,878	1,620	1,366	1,397	1,432	1,467	1,501	1,540	1,656	1,702
Plus Capital Revenue	-	-	-	-	-	-	-	-	-	-	-	-
Less Depreciation	-	-	(2)	(2)	-	-	-	-	-	-	-	-
Add back Depreciation Funded by Rates	-	-	-	-	-	-	-	-	-	-	-	-
Operations Funded by General Rates	-	-	1,876	1,618	1,366	1,397	1,432	1,467	1,500	1,540	1,656	1,701
Capital Funding												
Funding from Depreciation (Rates)	-	-	-	-	-	-	-	-	-	-	-	-
Loans from/(to) Corporate Fund	-	-	-	-	-	-	-	-	-	-	-	-
Capital Grants	-	-	-	-	-	-	-	-	-	-	-	-
Development Contributions	-	-	-	-	-	-	-	-	-	-	-	-
Total Capital	7	18	-	-	-	-	-	-	-	-	-	-

Minor roundings may occur in above totals

infrastructural planning and compliance activity plan

Why we do it




To ensure the resource consent process and any consequential effect on council's infrastructural assets is managed on a sustainable basis, while providing specialist support to council's engineering services

What we do

- Monitoring of strategic policies that may affect council utility operations.
- To identify, prioritise and minimise council's exposure to risk and ensure that risk analysis is carried out in day to day decision-making and practice.

- Provide an IANZ accredited laboratory and laboratory testing service for council's water, wastewater and aquatic centre functions.
- Provide a trade waste, stormwater licensing, spill control and road opening administration function for council.
- Provide land development engineering input to the resource consent, building consent, PIM and LIM processes.
- Provide an asset transfer control, engineering standards and engineering audit function.

Community outcomes

Community Outcome	How the Council contributes
 Environment	<ul style="list-style-type: none"> ■ By looking after our air, land and water resources. ■ By contribution to waste reduction.
 Prosperity	<ul style="list-style-type: none"> ■ By supporting and encouraging development and growth. ■ By facilitating the provision of good quality, efficient community infrastructure. ■ By facilitating the efficient and effective use of the road services corridor.
 Facilities & Services	<ul style="list-style-type: none"> ■ By facilitating the transfer of satisfactory, safe, maintained services and roads from developers to Council. ■ By providing good quality infrastructure for the future.

infrastructural planning and compliance activity plan **cont.**

Measuring our achievements

Level of Service	Performance measures	Current performance	Performance targets									
			09/10	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19
To provide Integrated Risk Management to the organisation.	Number of activities reviewed in accordance with Integrated Risk Management process.	Carry out high level reviews of 9 activities.	2 additional high level reviews	4 low level reviews	5 high level reviews. 4 low level reviews	4 low level reviews	4 low level reviews	5 high level reviews	4 low level reviews	4 low level reviews	5 high level reviews	4 low level reviews
Provision of laboratory services and test results in accordance with IAANZ standards.	Maintain IAANZ accreditation.	100%	100%									
Manage and control the community's wastewater discharges.	% of premises that have a conditional trade waste consent or stormwater licence inspected each year for compliance.	40%	40%									
	All high risk premises monitored for compliance with their trade waste consent or stormwater licence conditions each year	100%	100%									
	% of pollution control complaints responded to within two hours.	90%	90%									

infrastructural planning and compliance activity plan **cont.**

What does the council plan to do in the future

What is the Council currently doing?	What will we do in years 1 to 3?	What will we do in years 4 to 10?	How will we know if we achieve our objective? (key result areas)
High level implementation of statutory obligations, council bylaws, codes, plans and strategies.	Continue to review and improve developer compliance with statutory obligations and codes.		Reduction in appeals and objections and a reduction in post-asset transfer costs.
Leading edge trade wastes, spillage and stormwater control regimes.	Continue to improve and provide good, effective regional leadership and an effective district-wide user pays service.	Continue to evolve with changing technology, information and trends.	Improved environmental behaviours and attitudes towards caring for the environment.
Integrating risk management into asset management plans (AMPs).	Investigate areas identified as having high risk.	Modify AMPs taking into account outcome of investigations into high risk areas.	Fewer adverse environmental 'events' or failures of infrastructural assets.
Evaluating Council's risk exposure.	Evaluate and prioritise Council's risk exposure.	Continuing review and expansion of the risk management requirement and ethic throughout the organisation.	When risk management is a major consideration for resource prioritisation.
Assessing and promoting compliance with legislative and code requirements.	Update current Engineering Code requirements. Review and monitor against increasing sustainable trends.	Assess risk exposure at a compliance level and introduce an environmental engineering code.	Compliance with legislation and code requirements.

infrastructural planning and compliance activity plan **cont.**

Negative effects

Negative effects	Mitigation options
<p>Environmental engineering initiatives may increase up-front capital costs while reducing whole-of-life costs.</p> <p>Non-complying development.</p> <p>Increased risk exposure.</p> <p>Integrated Risk Management may re-prioritise resources.</p>	<p>Trend towards whole-of-life costing.</p> <p>Balance the costs of compliance with standards against the restriction on development.</p>

Asset management

There are no significant land or building assets in the infrastructural planning and compliance area. While the laboratory reports within this activity, the asset is managed as part of the Wastewater Treatment Plant.

Funding considerations

This activity comprises two sub-activities that are considered separately for funding. They are:

- Development Engineering; and
- Trade Waste.

Who benefits from the activity?

The community as a whole benefits from:

- Development engineering by ensuring compliance with consent conditions and the requirements of the RCEIS.
- Collection and management of trade waste.
- A clean environment.

What is the period of benefit?

- Benefits are intergenerational and ongoing as long as the services are maintained.

Who creates need for the activity?

- The need to undertake the development engineering activity is created by the community as a whole.
- The need to undertake the trade waste activity derives from those who create trade waste.

Development Engineering

Funding source

The costs of development engineering cannot readily be identified to and collected from individuals and groups and are funded by general rates.

Trade Waste

Funding source

The costs of trade waste monitoring and enforcement are caused by individuals, groups, businesses and organisations, and 100% of costs are recovered from these users.

infrastructural planning and compliance activity plan cont.

Financial summary (plan 2009/10 and forecast 2010/11 to 2018/19)

Infrastructural Planning & Compliance (\$000s)	Actual 2007/08	Annual Plan 2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Operating Expenses												
Direct Costs	1,571	1,892	2,110	2,158	2,200	2,239	2,297	2,348	2,400	2,466	2,532	2,608
Financial Costs	3	-	-	-	-	-	-	-	-	-	-	-
Depreciation	6	10	5	1	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-
Total Costs	1,580	1,902	2,115	2,159	2,200	2,239	2,297	2,348	2,400	2,466	2,532	2,608
Revenue												
Capital Revenue	-	-	-	-	-	-	-	-	-	-	-	-
Fees and Charges	763	639	644	664	684	704	725	747	769	792	816	841
Investment Income	-	-	-	-	-	-	-	-	-	-	-	-
Subsidies and Grants	-	-	-	-	-	-	-	-	-	-	-	-
Targeted Rates	-	-	-	-	-	-	-	-	-	-	-	-
Total Revenue	763	639	644	664	684	704	725	747	769	792	816	841
Internal Recoveries												
Internal Recoveries	1,245	1,503	1,471	1,495	1,516	1,535	1,572	1,601	1,631	1,674	1,716	1,767
Total Internal Recoveries	1,245	1,503	1,471	1,495	1,516	1,535	1,572	1,601	1,631	1,674	1,716	1,767
Net Cost of Service	(428)	(240)	-	-	-	-	-	-	-	-	-	-
Capital Costs												
Renewals	-	-	-	-	-	-	-	-	-	-	-	-
Growth	-	-	-	-	-	-	-	-	-	-	-	-
Backlog	-	-	-	-	-	-	-	-	-	-	-	-
Level of Service	-	-	-	-	-	-	-	-	-	-	-	-
Total Capital	4	6	-	-	-	-	-	-	-	-	-	-
Operational Funding												
Net Cost of Service	-	-	-	-	-	-	-	-	-	-	-	-
Plus Capital Revenue	-	-	-	-	-	-	-	-	-	-	-	-
Less Depreciation	-	-	(5)	(1)	-	-	-	-	-	-	-	-
Add back Depreciation Funded by Rates	-	-	-	-	-	-	-	-	-	-	-	-
Operations Funded by General Rates	-	-	(5)	(1)	-	-	-	-	-	-	-	-
Capital Funding												
Funding from Depreciation (Rates)	-	-	-	-	-	-	-	-	-	-	-	-
Loans from/(to) Corporate Fund	-	-	-	-	-	-	-	-	-	-	-	-
Capital Grants	-	-	-	-	-	-	-	-	-	-	-	-
Development Contributions	-	-	-	-	-	-	-	-	-	-	-	-
Total Capital	4	6	-	-	-	-	-	-	-	-	-	-

Minor roundings may occur in above totals

inspection activity plan




Why we do it

To enhance the health, safety, comfort and well-being of residents and visitors within the district by encouraging wise use and protection of the environment and sustainable resource management.

What we do

- **Environmental health** – the promotion and conservation of public health, achieved by the enforcement of the provisions of the Health Act, and regulations, the Resource Management Act and relevant bylaws. Activity includes the registration and inspection of food premises, hairdressers and camping grounds, investigation of health complaints, monitoring of water supplies, swimming pool water quality and noise control.
- **District licensing agency** – the management of the district licensing agency as required by the Sale of Liquor Act, to administer and enforce compliance with the provisions of the act, regulations and council's liquor policy. This is intended to ensure that managers and licenced premises hold the appropriate liquor licence and to work towards a reduction in the abuse of liquor within the community.
- **General** – provide a complaint response service for matters covered by a number of bylaws to minimise nuisance to the general public. This includes signs, obstruction of public property, disposal of abandoned vehicles, littering, prostitution and gambling.
- **Geothermal** – administer the Geothermal Safety Bylaw 2008 and provide an advisory role including undertaking testing for the presence of hydrogen sulphide gas with the intention of ensuring as far as possible, the safety of public from geothermal activity.
- **Hazardous substances** – ensure public safety in the handling and storage of Hazardous Substances by the enforcement of the Hazardous Substances and New Organisms Act, in public places and private dwellings.

Community outcomes

Community Outcome	How the Council contributes
 Safe & Caring	<ul style="list-style-type: none"> ■ By ensuring safe public places. ■ By minimising risks from nuisances and offensive behaviour.
 Environment	<ul style="list-style-type: none"> ■ By protecting and preserving the environment.
 Health	<ul style="list-style-type: none"> ■ By protecting and preserving public health. ■ By providing effective responses to developing health issues.

inspection activity plan cont.

What does the council plan to do in the future

What is the Council currently doing?	What will we do in years 1 to 3?	What will we do in years 4 to 10?	How will we know if we achieve our objective? (key result areas)
Administer and enforce various statutes, regulations and bylaws as required by government and council.	Continue to maintain administration and enforcement of statutes, regulations and bylaws. Recognise and respond to any changes in the regulations over time.		Achieving legislative compliance and customer satisfaction requirements.

Measuring our achievements

Level of Service	Performance measures	Current performance	Performance targets									
			09/10	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19
Environmental Health – Promotion and conservation of public health by inspection and registration of food premises, hairdressers and camping grounds, investigation/ resolution of noise and health nuisances/ complaints.	% of health complaints responded to within 1.5 working days.	100%	100%									
	% of food premises registered.	100%	100%									
	% of noise complaints responded to within 2 hours.	99.7%	100%									
District Licensing Agency – Inspection of licensed premises to ensure compliance with licence conditions and Sale of Liquor Act.	% of licensed premises inspected under Sale of Liquor Act at least once every 12 months.	98%	100%									

inspection activity plan cont.

Measuring our achievements

Level of Service	Performance measures	Current performance	Performance targets									
			09/10	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19
General – Investigation/ resolution of complaints/nuisances.	% of general complaints responded to within 1 working day.	97.5%	100%									
	% of litter complaints responded to within 1 working day.	97.5%	100%									
Geothermal – Investigation/ resolution of complaints about geothermal issues and provision of gas level testing service. Ensuring compliance with provisions of Geothermal Safety Bylaw.	% of geothermal gas complaints responded to within 1 working day.	97.5%	100%									
Hazardous Substances – Ensuring compliance with provisions of hazardous substances legislation and regulations in private dwellings and public places.	% of hazardous substance complaints responded to within 1 working day.	100%	100%									

inspection activity plan cont.

Negative effects

Negative effects	Mitigation options
A potential negative effect could result from increased responsibility being passed from central government to territorial authorities resulting in increased costs.	Review levels of service. Consider contracting out some functions.

Asset management

There are no significant land or building assets in the inspection area.

Funding considerations

This activity comprises six sub-activities that are considered separately for funding. They are:

- general inspection – hazardous substances
- general inspection – bylaws and geothermal
- environmental health – regulatory
- environmental health – noise control
- environmental health – licensing
- general inspection – sale of liquor

Environmental health – regulatory

Who benefits from the activity?

- The community as a whole benefits from safe, reliable infrastructure and resources, and consistent council procedures.

What is the period of benefit?

- Benefits of regulation in general are ongoing although through the specific regulations may change over time.

Who creates the need for the activity?

- The community as a whole.

Funding source

- This activity essentially serves the community as a whole. Council cannot legally charge for noise complaint callouts, other health issues and general complaints. Costs are therefore funded from general rates.

Environmental health – licensing

Who benefits from the activity?

- The community as a whole benefits from safe, reliable infrastructure and resources, and consistent council procedures.
- Individuals and user groups are prime beneficiaries.

What is the period of benefit?

- Benefits of regulation in general are ongoing although specific regulations may change over time.

Who creates the need for the activity?

- The entire community for structure, consistency and certainty.
- Legislation and regulation.

Funding source

- Costs associated with the provision of this service are recovered by way of user fees.

inspection activity plan **cont.**

Environmental health – noise control

Who benefits from the activity?

- The community as a whole benefits from safe, reliable infrastructure and resources, and consistent council procedures.

What is the period of benefit?

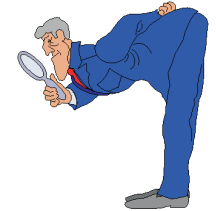
- Benefits of regulation in general are ongoing although the specific regulations may change over time.

Who creates the need for the activity?

- The entire community creates the need for structure, consistency and certainty.
- Legislation.

Funding source

- This activity essentially serves the community as a whole. Council cannot legally charge for noise complaint callouts, other health issues and general complaints. Costs are therefore funded from general rates.

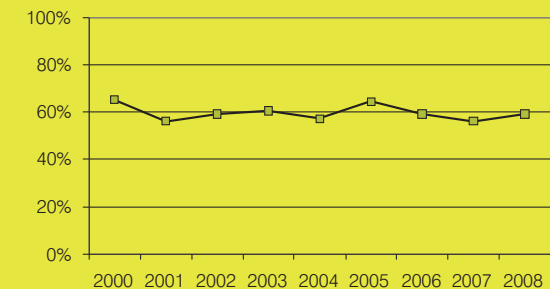


Did you know?

According to survey results, Rotorua performs better than other areas in terms of planning and inspection services, building inspections and noise control. People are also generally satisfied with dog control. Council continually seeks to improve its environmental and regulatory services. Examples include:

- Consultation with property developers and other customers.
- Streamlining of consents processes.
- Monitoring and reporting on the State of the Environment.
- Landscape Assessments throughout the district.
- District plan review looking at subdivision rules, zoning, minimum lot sizes and other matters.

Satisfaction with environmental services



inspection activity plan cont.

Sale of liquor

Who benefits from the activity?

- Benefit from this activity is received by individuals being certificated or those applying for liquor licenses for premises.
- The community as a whole also benefits from the knowledge that licensees are checked and vetted as being appropriate and competent persons to be involved in the sale of liquor, and who comply with the conditions of their licences.

What is the period of benefit?

- Benefits of regulation in general are ongoing although through the specific regulations may change over time.

Who creates the need for the activity?

- The entire community creates the need for structure, consistency and certainty.
- Legislation and regulation.

Funding source

- Some of the costs associated with the provision of this service are recovered by way of user fees. The level of fees payable for liquor licence applications is fixed by government regulation and a portion of most of those fees is paid to the liquor licensing authority.

Bylaws and geothermal

Who benefits from the activity?

- The community as a whole benefits from safe, reliable infrastructure and resources and consistent council procedures.

What is the period of benefit?

- Benefits of regulation in general are ongoing although specific regulations may change over time.

Who creates the need for the activity?

- The community as a whole, particularly in regard to safety and health.

Funding source

- While the bulk of the work is generated by complaints from individuals, the resolution of such complaints frequently results in benefits to the wider community. It is unrealistic to contemplate charging a fee for lodging a complaint, therefore user pays is not considered an option. Costs are funded from general rates.

Hazardous substances

Who benefits from the activity?

- The community as a whole benefits from safe, reliable infrastructure and resources and consistent council procedures.

What is the period of benefit?

- Benefits of regulation in general are ongoing although specific regulations may change over time.

Who creates the need for the activity?

- A legislative requirement and the community as a whole, particularly in regard to safety and health.

Funding source

- While the bulk is generated by complaints from individuals, the resolution of such complaints frequently results in benefits to the wider community. It is unrealistic to contemplate charging a fee for lodging a complaint, therefore user pays is not considered an option. Costs are funded from general rates.



inspection activity plan cont.

Financial summary (plan 2009/10 and forecast 2010/11 to 2018/19)

Inspection (\$000s)	Actual 2007/08	Annual Plan 2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Operating Expenses												
Direct Costs	2,265	2,455	2,367	2,422	2,470	2,503	2,569	2,626	2,683	2,756	2,830	2,919
Financial Costs	-	-	-	1	1	1	1	1	1	1	1	1
Depreciation	19	19	9	4	2	6	6	6	5	5	5	5
Other	-	-	-	-	-	-	-	-	-	-	-	-
Total Costs	2,284	2,474	2,376	2,427	2,473	2,510	2,576	2,633	2,689	2,762	2,836	2,925
Revenue												
Capital Revenue	-	-	-	-	-	-	-	-	-	-	-	-
Fees and Charges	355	368	385	397	408	421	433	446	460	473	488	502
Investment Income	-	-	-	-	-	-	-	-	-	-	-	-
Subsidies and Grants	-	-	-	-	-	-	-	-	-	-	-	-
Targeted Rates	-	-	-	-	-	-	-	-	-	-	-	-
Total Revenue	355	368	385	397	408	421	433	446	460	473	488	502
Internal Recoveries												
Internal Recoveries	929	969	924	939	955	968	993	1,013	1,034	1,060	1,089	1,123
Total Internal Recoveries	929	969	924	939	955	968	993	1,013	1,034	1,060	1,089	1,123
Net Cost of Service	1,000	1,137	1,067	1,091	1,110	1,121	1,150	1,174	1,195	1,229	1,259	1,300
Capital Costs												
Renewals	-	-	11	-	30	11	-	6	-	-	-	-
Growth	-	-	-	-	-	-	-	-	-	-	-	-
Backlog	-	-	-	-	-	-	-	-	-	-	-	-
Level of Service	-	-	-	-	-	-	-	-	-	-	-	-
Total Capital	11	27	11	-	30	11	-	6	-	-	-	-
Operational Funding												
Net Cost of Service	-	-	1,067	1,091	1,110	1,121	1,150	1,174	1,195	1,229	1,259	1,300
Plus Capital Revenue	-	-	-	-	-	-	-	-	-	-	-	-
Less Depreciation	-	-	(9)	(4)	(2)	(6)	(6)	(6)	(5)	(5)	(5)	(5)
Add back Depreciation Funded by Rates	-	-	11	-	30	11	-	6	-	-	-	-
Operations Funded by General Rates	-	-	1,070	1,087	1,138	1,126	1,144	1,174	1,191	1,223	1,254	1,295
Capital Funding												
Funding from Depreciation (Rates)	-	-	11	-	30	11	-	6	-	-	-	-
Loans from/(to) Corporate Fund	-	-	-	-	-	-	-	-	-	-	-	-
Capital Grants	-	-	-	-	-	-	-	-	-	-	-	-
Development Contributions	-	-	-	-	-	-	-	-	-	-	-	-
Total Capital	11	27	11	-	30	11	-	6	-	-	-	-

Minor roundings may occur in above totals

parking enforcement activity plan





Why we do it

To maximise the availability of parking during working/shopping hours to ensure the CBD area has a regular turnover of parking spaces, and that parking is carried out in a safe manner.

What we do

- Ensure there is a turnover of traffic in all areas of parking.
- Ensure that drivers adhere to road rules.
- Check meters and pay-and-display machines.
- Check that vehicles are compliant and have a current certificate of vehicle inspection and current licence label when being used in a public place.
- Ensure that mobility parking spaces are available for genuine users.

Community outcomes

Community Outcome	How the Council contributes
 Safe & Caring	<ul style="list-style-type: none"> ■ By enforcing the parking regime and ensuring that vehicles are roadworthy.
 Prosperity	<ul style="list-style-type: none"> ■ By encouraging more businesses to invest in the area due to the availability of parking for customers and workers alike.

parking enforcement activity plan **cont.**

What does the council plan to do in the future

What is the Council currently doing?	What will we do in years 1 to 3?	What will we do in years 4 to 10?	How will we know if we achieve our objective? (key result areas)
Administer and enforce parking related statutes, regulations and bylaws as required by the government and Council.	Continue to administer and enforce parking related statutes, regulations and bylaws. Be cognisant of any changes to parking regulations over time.		Customers and retailers in the CBD are satisfied with parking availability management.

Measuring our achievements

Level of Service	Performance measures	Current performance	Performance targets									
			09/10	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19
Ensure CBD retailing is provided with a regular turnover of parking spaces for potential customers.	% average parking availability (1 in 7 spaces available between 10am and 3pm as measured by periodic survey*).	15%	15%									
Ensure parking restrictions are enforced.	Number of days enforcement is undertaken	5.5 days/week	5.5 days/week									

* a number of blocks are surveyed each year in response to feedback from parking enforcement officers or queries from retailers and shoppers.

Negative effects

Negative effects	Mitigation options
People dislike receiving infringement notices.	CBD and shopping areas are kept free of vehicles that park for long periods thus making parking available for visitors to the town. Money generated from all aspects of parking enforcement goes back into the upkeep of the CBD and the cost of the enforcement team.
Animosities from some people receiving large infringement fees.	Fewer unwarranted and unlicensed vehicles parked on the streets. This leads to a safer community. Mobility parks are kept free for the use of the disabled.

parking enforcement activity plan cont.



Funding considerations

Who benefits from the activity?

The community as a whole benefits from accessibility of the city and ease of transportation throughout the city.

What is the period of benefit?

Benefits are ongoing as long as the infrastructure is maintained.

Who creates the need for the activity?

The community as a whole creates the need for an accessible urban environment where transport links are readily available for both business and public use.

Funding Source

Individuals derive a direct benefit from this activity and costs are therefore recovered 100% by user fees and charges.

Asset management

Though there are no significant land or building assets in the parking enforcement area, hand held ticket writers are a key asset of this activity and are scheduled for replacement within two years.

Major changes planned for assets

Reason for change	What will be done?	Year 1 cost (\$000s)	Year 2 cost (\$000s)	Year 3 cost (\$000s)	Year 4 - 10 (\$000s)
Renewals and replacements.	It is estimated that in 2010 we will need to replace hand held ticket writers.	-	72	-	-

parking enforcement activity plan cont.

Financial summary (plan 2009/10 and forecast 2010/11 to 2018/19)

Parking Enforcement (\$000s)	Actual 2007/08	Annual Plan 2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Operating Expenses												
Direct Costs	990	988	937	959	983	1,007	1,034	1,060	1,085	1,116	1,147	1,180
Financial Costs	-	-	1	1	1	1	1	1	1	1	1	1
Depreciation	13	15	13	13	12	12	11	11	11	8	7	7
Other	-	-	-	-	-	-	-	-	-	-	-	-
Total Costs	1,003	1,003	951	973	996	1,020	1,046	1,072	1,097	1,125	1,155	1,188
Revenue												
Capital Revenue	-	-	-	-	-	-	-	-	-	-	-	-
Fees and Charges	1,691	1,486	1,486	1,531	1,576	1,624	1,672	1,723	1,774	1,828	1,882	1,939
Investment Income	-	-	-	-	-	-	-	-	-	-	-	-
Subsidies and Grants	-	-	-	-	-	-	-	-	-	-	-	-
Targeted Rates	-	-	-	-	-	-	-	-	-	-	-	-
Total Revenue	1,691	1,486	1,486	1,531	1,576	1,624	1,672	1,723	1,774	1,828	1,882	1,939
Internal Recoveries												
Internal Recoveries	-	-	-	-	-	-	-	-	-	-	-	-
Total Internal Recoveries	-	-	-	-	-	-	-	-	-	-	-	-
Net Cost of Service	(688)	(483)	(535)	(558)	(580)	(604)	(626)	(651)	(677)	(703)	(727)	(751)
Capital Costs												
Renewals	-	-	-	72	-	-	-	-	-	-	-	-
Growth	-	-	-	-	-	-	-	-	-	-	-	-
Backlog	-	-	-	-	-	-	-	-	-	-	-	-
Level of Service	-	-	-	-	-	-	-	-	-	-	-	-
Total Capital	3	-	-	72	-	-	-	-	-	-	-	-
Operational Funding												
Net Cost of Service	-	-	(535)	(558)	(580)	(604)	(626)	(651)	(677)	(703)	(727)	(751)
Plus Capital Revenue	-	-	-	-	-	-	-	-	-	-	-	-
Less Depreciation	-	-	(13)	(13)	(12)	(12)	(11)	(11)	(11)	(8)	(7)	(7)
Add back Depreciation Funded by Rates	-	-	-	72	-	-	-	-	-	-	-	-
Operations Funded by General Rates	-	-	(548)	(498)	(592)	(616)	(637)	(662)	(688)	(711)	(734)	(758)
Capital Funding												
Funding from Depreciation (Rates)	-	-	-	72	-	-	-	-	-	-	-	-
Loans from/(to) Corporate Fund	-	-	-	-	-	-	-	-	-	-	-	-
Capital Grants	-	-	-	-	-	-	-	-	-	-	-	-
Development Contributions	-	-	-	-	-	-	-	-	-	-	-	-
Total Capital	3	-	-	72	-	-	-	-	-	-	-	-

Minor roundings may occur in above totals