

Hamilton City Council 2006/07 Annual Report

Building A Vibrant Hamilton

INVESTING IN OUR PEOPLE
CREATING IDENTITY & PROSPERITY
PROTECTING OUR FUTURE

Whakatauki and He Mihi

Kotahi ano te kohao te ngira
E kuhuna ai te miro ma, te miro whero
Me te miro pango.
A muri I a au kia mau ki te ture,
Ki te whakapono, ki te aroha.
Hei aha te aha! Hei aha te aha!

*There is but one eye of the needle
Through which the white, red and black threads must pass.
After me obey the commandments, keep faith,
And hold fast to love and charity
Forsake all else.*

Na take i korerohia e tatau i mua
Tui ai te kupu korero I korerotia
Kia tu te winiwini kia tu te wanawana
I nga pu korero I wanangatia
I roto I te whai ao I te ao marama

*We bring our combined history and past discussions
Into our plans here for the future.
Be open and stand strongly
For the issues considered and discussed,
To benefit the world, now and in the future.*

Na Potatau Te Wherowhero, 1858

Table of Contents

(RAARANGI KORERO)

1.0	Mayor and Chief Executive's Letter.....	1
2.0	The Annual Report In Context.....	5
3.0	Your City, Your Council	7
3.1	Hamilton at a Glance	7
3.2	Council's Governance Structure	8
3.3	Council's Management Structure	13
4.0	Council's Direction For The City	17
4.1	Council's Strategic Framework for the City	17
4.2	Progress on the Key Strategies in 2006/07	18
5.0	2006/07 Financial Overview.....	21
6.0	Key Achievements in 2006/07	25
6.1	Investing In Our People	26
6.2	Creating Identity and Prosperity	31
6.3	Protecting Our Future.....	38
7.0	Treaty of Waitangi / Council's Partnership With Maori.....	44
8.0	Monitoring Council's Performance.....	48
8.1	Financial Monitoring Mechanisms.....	48
8.2	Non-Financial Monitoring Mechanisms.....	48
9.0	A Community Vision for the City.....	57
9.1	Hamilton's Community Outcomes 2005	57
9.2	Monitoring Progress Towards Hamilton's Community Outcomes	59
10.0	Statements of Service Performance	66
10.1	Introduction.....	66
10.2	Summary of Results for Performance Measures and Targets	66
10.3	Guide to the Statements of Service Performance.....	67
City Strategic Framework A: Investing In Our People.....		69
Community Development.....		75
Community Facilities		79
Emergency Management		83
Partnership with Maori.....		86
Representation and Civic Affairs.....		89
Environmental Health.....		93
Parks and Gardens		97
Sports Areas.....		101
Swimming Facilities		104

Strategic Framework B: Creating Identity and Prosperity	108
Environmental Services.....	113
Animal Care and Control.....	113
Building Control	115
Parking Enforcement.....	119
Planning Guidance	122
Economic Development	125
City Promotion.....	128
Hamilton City Theatres	131
Hamilton City Libraries.....	134
Waikato Museum of Art and History.....	137
Event Facilities.....	140
Hamilton Zoo.....	145
Strategic Framework C: Protecting Our Future	149
Wastewater Management.....	156
Stormwater Management	160
Recycling / Refuse Collection	164
Water Supply	168
Sustainable Environment.....	173
Transport: Road Network Management	176
Transport: Access Hamilton	182
Endowment and Investment Property Portfolio Management	187
11.0 Financial Statements for the Year Ended 30 June 2007	190
Statement of Financial Performance	190
Statement of Changes in Equity	190
Statement of Financial Position.....	191
Statement of Cash Flows.....	192
Statement of Accounting Policies for the Year Ended 30 June 2007	193
Explanation of Transitions to NZ IFRS	207
Explanation of Transitions to NZ IFRS	207
Notes to the Financial Statements.....	212
Note 1: Rates Revenue.....	212
Note 2: Other Revenue.....	212
Note 3: Other Gains/(Losses).....	213
Note 4: Employee Benefit Expenses.....	213
Note 5: Other Expenses	214
Note 6: Finance Costs	215
Note 7: Tax.....	215
Note 8: Cash and Cash Equivalents	216
Note 9: Trade and Other Receivables.....	217
Note 10: Inventories	218
Note 11: Other Financial Assets	218
Note 12: Derivative Financial Instruments	220
Note 13: Property, Plant and Equipment.....	221
Note 14: Intangible Assets	223
Note 15: Investment Property	224
Note 16: Investments in Associates	224

Note 17: Trade and Other Payables	225
Note 18: Provisions	226
Note 19: Employee Benefit Liabilities.....	227
Note 20: Borrowings	227
Note 21: Equity	230
Note 22: Reconciliation of Net Surplus to Net Cash Inflow from Operating Activities.....	233
Note 23: Capital Commitments and Operating Leases	234
Note 24: Contingencies.....	235
Note 25: Related Party Transactions.....	236
Note 26: Remuneration of Mayor, Councillors and Chief Executive.....	238
Note 27: Severance Payments.....	239
Note 28: Events After Balance Date	239
Note 29: Financial Instrument Risks.....	239
Note 30: Capital Management.....	241
Note 31: Transit New Zealand Act Disclosures	242
Note 32: Explanation of Major Variances Against Budget.....	243
Note 33: Reconciliation of Approved to Restated Budget	244
Information on Council Controlled Organisations and Council Organisations	245
Report on Funding and Financial Policies.....	253
Statement of Compliance	259
12.0 Profile of Hamilton City	260
13.0 Audit Report	261

1.0 Mayor and Chief Executive's Letter

(HE RETA MAI TE KOROMATUA ME TE RANGATIRA KAIWHAKAHAERE)



Council has continued to bring its Vibrant Hamilton vision alive this year, building on its position as a thriving urban centre and addressing the many challenges and opportunities brought by continued city growth and profile.

The 2006/07 year has been especially formative as it also marks the first year of Council's 2006-16 Long-Term Plan, its primary planning document for Hamilton's development over the next decade.



Alongside continued growth, 2006/07 has also been a year of change. An unprecedented change in leadership occurred in early 2007. In February 2007, Tony Marryatt resigned from the role of Council's Chief Executive after 11 years. Following an external candidate search, Michael Redman subsequently relinquished the Hamilton mayoralty to be appointed as Council's new CEO and elected members unanimously voted former deputy-mayor Bob Simcock to the office of mayor in May 2007.

Hamiltonians indicated that they are increasingly positive about their experiences of Council and the city this year. Council's most recent quarterly Residents Survey in June 2007 presented the first full four-quarters' results and revealed record highs across a number of key aspects. These record-high results are reinforced through the 2006 national Quality of Life Survey where Hamilton recorded the highest result for residents confidence in Council's decision-making at 67% compared with the average for all 12 councils in the project at 42%.

Hamilton's increasing popularity and recognised value as a place to live was evidenced in the November 2006 three yearly general revaluation of Hamilton city which revealed an exceptional rise in city property values.

Future-proofing Hamilton to sustainably respond to continued city population and development growth has been at the forefront of Council planning. In July 2006 Council formally adopted City Scope, its urban design strategy, hosted the Sustainable Urban Design lecture series and became one of three councils nationally to employ an eco-design advisor as part of a 10-month pilot scheme launched by BRANZ Ltd (Building Research Association of New Zealand) to make environmental design information more accessible to homeowners, designers and tradespeople.

Several major infrastructural projects to support and respond to ongoing city growth were undertaken in the 2006/07 year. In August 2007 Council approved the revised Peacockes structure plan, that provides a more integrated and holistic picture of the area's transportation network, marking a major infrastructural and planning milestone.

The first stage of Hamilton's CBD upgrade was completed in August 2007, with the design aimed to provide a more functional hospitality and event experience in the heart of the city's arts and culture precinct.

Access Hamilton remains at the forefront of Council planning and delivery. Council took a further step to relieve traffic congestion around the city by partnering with Transit

New Zealand to fast-track the four-laning of Wairere Drive from Te Rapa Road to Pukete Road by April 2007 from its initial scheduling for completion under Council's 2008/09 Annual Plan.

The \$22m upgrade of Hamilton's Water Treatment Station was completed in February 2007. The upgrade addresses the impact of algae levels in the Waikato River, provides increased capacity and improvement treatment processes and aligns Hamilton's water supply with changes to the New Zealand Drinking Water Standards.

Events continue to be a platform for showcasing Hamilton to national and international audiences by drawing increased visitors to the city.

In December 2006, Council successfully achieved one of New Zealand's most comprehensive resource consents for the V8 Supercars streetrace in Hamilton.

For the first time, Hamilton hosted the New Zealand leg of the World Rally Championship (the Propecia Rally of New Zealand) between 16 and 19 November 2006. Hood Street was the official rally start point, with 44 rally cars being on public display and their drivers and teams signing autographs and meeting rally fans.

The 2006/07 Annual Report offers Council the opportunity to share achievements for the city and show how it is delivering on its commitment to the 2006-16 Long Term Plan, while celebrating Hamilton's continued growth and sophistication.



Bob Simcock
HAMILTON MAYOR



Michael Redman
CHIEF EXECUTIVE

Te Koromatua me Te Kaiwhakahaere matua Reta

Kei te tikorikori tirohanga tonu te taone nui o Kirikiriroa tenei tau, ka mau tonu te taone nui ki nga ahuatanga whakapakari me ona tipuranga e haere ana.

Ko tenei tau me te tau hipa atu 2006/07 ka puta mai etehi hua o roto Te Tirohanga Whanui 2006-16 me nga tipuranga o te taone nui nei.

Ko nga tau 2006/07 he maha nga rereketanga, na reira, mai te timatanga o tenei tau i te marama o Pepuere ka tuku turanga a Tony Marryatt mo te Kaiwhakahaere matua o Kirikiriroa tekau ma tahi tau e noho ana te rangatira nei. Inaianei kua riro te turanga nei ki a Michael Redman, inaianei ko Bob Simcock te Koromatua hou mai i te marama o Mei 2007.

Whakaaro pai nga tangata e noho nei ki Kirikiriroa mo nga painga o te kaunihera ki tenei tau. Mai te riipoata o te kaunihera i te marama o Hune 2007 kua teitei nga hua i puta mai. Mai i tera ko Kirikiriroa te mea teitei rawa atu huri noa i te motu, 67 pai heneti mai nga kaunihera tekau ma rua 42 pai heneti.

He waahi pai a Kirikiriroa mo te noho i whakamana nei i te marama o Noema 2006 kua rahi nei te utu o nga waahi rawa inaianei.

Ko nga pikinga o te tangata ka ahei te kaunihera te mea atu 'City Scope' te roopu pai mo matou te kaupapa whakahaere, no te mea e toru noa iho nga kaunihera o te motu e hono nei ki te kaupapa. Ko te roopu BRANZ Ltd e ata titiro ki tenei wahanga mo te tekau marama, ko ratou ano nga kaiwhakawa. Ko ratou hoki te roopu e ahei nga tangata ki te tono ki nga tauira mo to kainga, kaituhi, kaimahi ranei.

E maha nga kaupapa e tutuki tenei tau me te tau e pahure ake. I te marama o Akuhata 2007 e whakaae ana te kaunihera mo nga mahi ki Peacocks, ara, te tirohanga whanui mo aua mahi ki nga huarahi.

Ko te huarahi o i tutuki te marama Akuhata 2007 te wahanga tuatahi ki roto i te taone nui ko te tikanga ka titiro ki nga mahi toi, mahi a rehia hei manaaki i te iwi.

Ko te Access o Kirikiriroa kei te anga whakamua. Ka tuhono matou ki Transit New Zealand kia wawe mai nga mahi ki runga i nga huarahi ki Wairere, Te Rapa, Pukete mai i te marama o Apereira 2007. Ko te tumanako ka oti nei nga huarahi 2008/09.

Ko nga mahi whakapai te whare e mau ana to matou wai kua oti i te marama o Pepuere 2007 \$22 miriona taara te utu. Ko te take o te whakapai nei e ahu mai te wai ki to tatou awa o Waikato kei reira nga mea tukino i te wai, (algae). Koira te tino take mo tenei.

Kei te haere tonu nga tauwhaainga o Kirikiriroa huri noa i te motu tae noa ki te Ao whanui. Ka haere mai nga mahuwhiri tuarangi ki konei.

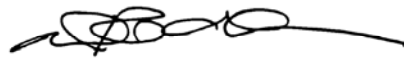
Mai te marama o Tihema 2006 ka whiwhi te kaunihera nga whakaaetanga o nga rawa e pa ana ki te V8 Supercars ki runga o nga huarahi o Kirikiriroa, he kaupapa nui tenei he maha nga tuhituhi ki runga te pepa e tonohia e matou.

“He kaupapa tuahti tenei mo Kirikiriroa e manaakitia te Ao Tere Nga Motoka i nga marama o16 ki te 19 o Noema 2006. Timata nei te reehi ki te huarahi Hood, 44 nga motoka, me to ratou taraiwa roopu hoki e tangia to ratou ingoa i te wa tutaki tangata”

Ko te riipoata a tau 2006/07 e meatia ana te kaunihera nga wa ka puta nga whaingā hei tutuki me to matou pumau ki te Te Tirohanga Whanui 2006-16 e whakanui to tatou taone nui.



Bob Simcock
KOROMATUA



Michael Redman
KAIWHAKAHAERE MATUA

2.0 The Annual Report In Context

(HE RAUTAKI RIIPOATA)

The majority of the provisions in the Local Government Act 2002 (LGA 2002) took effect from July 2003. The LGA 2002 provides a more transparent way for councils to plan for and interact with their communities than previous legislation had done. It also means that councils have to be more accountable to their communities for the decisions they make.

The LGA 2002 states that the **purpose of local government** is to:

- enable democratic local decision-making and action by, and on behalf of communities
- promote the social, economic, environmental, and cultural well-being of communities, in the present and for the future.

The LGA 2002 makes the links between the planning and reporting processes of councils clearer. The legislation calls for councils to produce a Long-Term Council Community Plan (LTCCP) every three years. Each council's LTCCP must outline what it wants to do over a 10-year period, the activities that it proposes to undertake, and how these activities will be paid for. Hamilton City Council's current LTCCP is called the *2006-16 Long-Term Plan*.

The LGA 2002 provides the legal framework and guiding principles for the development of the Long-Term Plan, Annual Plan and Annual Report which help to form a planning and reporting cycle that all councils within New Zealand must participate in.

Long-Term Plans

Council is required to review its Long-Term Plan every three years. The Long-Term Plan is Council's primary long-term planning document that outlines its contribution to Hamilton's development over the next 10 years. The Long-Term Plan provides an opportunity for people to participate in decision-making processes on the activities that Council plans to undertake over the next 10 years. A draft plan is produced and is open for public consultation before it is finalised. Each Long-Term Plan also serves as the Annual Plan for the first year of its 10-year focus.

Annual Plans

Council is also required to produce an Annual Plan in the two years between each three-yearly Long-Term Plan. The purpose of the Annual Plan is to show any major changes (amendments or variations) to the Long-Term Plan. In the same way that the public's comments help to shape the Long-Term Plan, Council also produces a draft annual plan that is open for consultation before it is finalised.

The Annual Plan provides the accountability base for the setting and assessing of rates for that year (rates cannot be set until the Annual Plan has been adopted). It is intended to be a companion document to be read in conjunction with the base Long-Term Plan.

Annual Reports

Council must also produce an Annual Report at the end of each June financial year. The Annual Report shows how Council's actual activities, services and performance measured up to its intended levels of service and performance that were outlined in a

specific year of the Long-Term Plan (as well as any changes outlined in the relevant Annual Plan).

The planning and reporting cycle for our Long-Term Plan, Annual Plan and Annual Report is shown in the table below.

Relationship Between the Long-Term Plan, Annual Plan and Annual Report

June Financial Year	Long-Term Plan (10-year focus)	Annual Plan (1-year focus)	Annual Report (1-year focus)
2006/07 (Year 1)	✓		✓
2007/08 (Year 2)		✓	✓
2008/09 (Year 3)		✓	✓
2009/10 (Year 4)	✓		✓
2010/11 (Year 5)		✓	✓
2011/12 (Year 6)		✓	✓
2012/13 (Year 7)	✓		✓
2013/14 (Year 8)		✓	✓
2014/15 (Year 9)		✓	✓
2015/16 (Year 10)	✓		✓

What are Community Outcomes?

The LGA 2002 requires local authorities to get their local communities thinking about long-term priorities for the city that people want to work towards over the next 10 years. The outcomes identified by the community indicate the community's desire for how the city should progress socially, economically, environmentally and culturally (described in the LGA 2002 as the four well-beings). Community outcomes can be thought of as the things the community thinks are important for its well-being and for Hamilton's future i.e. the community's goals. The community outcomes and the processes required to work towards them serve as decision-making inputs for Council and other organisations when undertaking their activities and when planning for the city's overall and ongoing sustainable development.

Section 9.0 outlines the community outcomes for Hamilton, the process used in their development, how they will be used, and how the city's progress towards them will be monitored.

3.0 Your City, Your Council

(TAU TAAONE-NUI, TAU KAUNIHERA)

3.1 Hamilton at a Glance

	Hamilton present	Hamilton past	A growing city...
Population	In 2007, Hamilton's estimated population is 137,503.	In 2001, Hamilton had a population of 121,000.	Hamilton has seen an estimated population increase of 11.2% between June 2001 to June 2006, well above the national increase of 7.8%. The population is projected to be almost 150,000 by 2012.
Population density	Hamilton has a population density of 1,319 people per square kilometre (compared with 15 people per square kilometre for New Zealand as a whole).	Hamilton's population density in 2001 was 1,223 people per square kilometre (compared with 13.6 people per square kilometre nationally).	The total hectares of green space per 1,000 residents in Hamilton has increased from 8.1 in 2004 to 12.4 in 2006.
Employment	There were 64,400 people employed in Hamilton as at March 2007.	On census day 2001, there were 53,079 people employed in Hamilton.	The property and business services industry employs more Hamilton residents than any other industry (approximately 16%).
Average earnings	On average, Hamilton employees earn \$22.45 per hour (March 2007 quarter).	Hamilton employees earned an average of \$17.74 per hour in February 2001.	The average weekly income in the Waikato Region was \$590 per week in the June 2006 quarter (an increase of 4.6% compared with the June 2005 quarter).
Average sale price of houses	The average Hamilton home now costs \$384,000 (March 2007 quarter).	The average Hamilton house sale price in the March 2004 quarter was \$227,891.	Hamilton house prices are the 9 th most expensive in New Zealand, behind the Auckland and Wellington cities and Tauranga.
Value of building consents	In the year to March 2007, 1,135 new houses worth \$210.2 million were authorised for construction within Hamilton.	In the year to March 2003, 892 new houses worth \$133.8 million were authorised for construction within Hamilton.	The value of commercial building consents in Hamilton has more than doubled in the past five years, from \$71.6 million in 2003 to \$159.4 million in 2007.
Travel to work	69.6% of employed residents living in Hamilton drove to work on Census day 2006.	67.2% of employed residents drove to work on Census day in 2001.	The percentage of employed residents using a public bus to get to work rose from 1.5% in 2001 to 1.8% in 2006.
Retail sales	Retail sales in Hamilton for the year ending March 2007 were up 10.3% on the previous year. Total retail sales for the year stood at \$2.4 billion.	Hamilton's retail sales for the year ending March 2001 totalled \$1.7 billion.	The Base Retail park in Te Rapa, which opened in July 2005, offers over 50 retail stores, including a 15,000 square metre Warehouse store and 1,100 car parks.

3.2 Council's Governance Structure

Hamilton City Councillors are members of the community who have been elected by the community and given responsibility for the overall governance of the city. This includes setting Hamilton's long-term direction and ensuring that Council acts in the best interests of the community.

There are currently three wards in Hamilton City, with three councillors in the East Ward, five councillors in the South Ward, five councillors in the West Ward and a Mayor who is elected from the city as a whole. However, the total number of elected members has reduced from 14 to 13 as a result of the resignation of Michael Redman from the position of Mayor in May 2007 (who was appointed to the position of Chief Executive from 2 July 2007).

Council's elected members are responsible for:

- law-making (bylaws) and overseeing that the relevant Acts of Parliament (eg. the Local Government Act 2002) are complied with
- developing and approving Council policy
- determining the expenditure and funding requirements of Council through the Long-Term Plan and Annual Plan processes
- monitoring the performance of Council against its stated objectives and policies (in particular through the Annual Report)
- employing and monitoring the performance of the Chief Executive.

Hamilton Mayor Bob Simcock and Councillors are represented on various Council committees. These committees consider and recommend policy to Council and monitor the implementation of policy and the operation of services relating to the committee functions.

Council Committees

COUNCIL STANDING COMMITTEES			
Committee		Role	Fields of Activity
1.	City Development Committee	To consider and recommend policy to Council on all matters that are of either a strategic nature or that relate to the economic development of the city and the Waikato Region.	<ul style="list-style-type: none"> • Agenda 21 Policy • Electoral Matters • Emergency Management • Environmental Matters • Infrastructural Requirements (e.g. water, wastewater, roading) • Policy coordination • Strategic Planning <ul style="list-style-type: none"> ➢ District Plan ➢ Urban Design ➢ Heritage ➢ CBD ➢ City Growth ➢ Resource Management Policy. • To review the performance of the Katolyst Group. • Triennial Agreement for the Waikato Region.

COUNCIL STANDING COMMITTEES		
Committee	Role	Fields of Activity
2. Community and Leisure Committee	To consider and recommend policy to Council and to monitor the effective and efficient implementation of that policy for the community and leisure fields.	<ul style="list-style-type: none"> • Arts and Culture • Cemeteries • Community Development • Council of Elders • Employment Programmes • Ethnic/Multicultural Liaison • Community Halls • Housing for the Elderly • Libraries • Museums • Parks and Gardens • Recreation and Leisure • Central City Safety • Swimming Facilities • Theatres • Toilets • Youth Council • Zoo • Waikato Stadium.
3. Statutory Management Committee	To consider and recommend policy to Council on regulatory matters, and to hear and consider applications and objections relating to the fields of activity and applications and objections not covered by any other Committee's fields of activity.	<ul style="list-style-type: none"> • Animal Control Policy • Hearing of all applications and objections/appeals relating to: <ul style="list-style-type: none"> ➢ Building Act ➢ Dog Control Act ➢ Health Act ➢ Land Subdivision and Development ➢ Reserves Act ➢ Resource Management Act ➢ Sale of Liquor Act • Hearing of all notified consent applications • Hearing of all objections concerning decisions made by staff relating to non-notified resource consent applications • Parking and Traffic Regulation Enforcement • Consideration of remission applications under Council's Development and Financial Contributions Policy.
4. Transport Committee	To consider and recommend policy to Council and to monitor the efficient implementation of policy on integrated transportation. A key focus of this committee is on the review and implementation of the Access Hamilton Strategy.	<ul style="list-style-type: none"> • Access Hamilton • Footpaths, Cycleways and Verges • Parking (except enforcement) • Public Transport • Traffic Management • Hamilton Transport Centre.

COUNCIL STANDING COMMITTEES		
Committee	Role	Fields of Activity
5. Finance and Audit Committee	This committee monitors the financial performance of Council against the Long-Term Plan and Annual Plan, coordinates the audit process and oversees the management of commercial properties funded from the Municipal Endowment Fund and the Domain Endowment Fund.	<ul style="list-style-type: none"> • Audit Coordination (financial aspects) • Funds Management • Debt Management • Management of commercial properties (purchase, disposal or leasing) funded from the Municipal Endowment Fund and Domain Endowment Fund • Quarterly monitoring of Council's performance against the Long-Term Plan and Annual Plan • Quarterly monitoring of high level non-financial performance measures and significant one-off projects specified by Council • Approval of forecast variances against the Annual Plan • To receive the minutes from the Contracts Subcommittee • To review the performance of all Council Controlled Organisations and Council Organisations in which Council has a significant financial involvement, namely: <ul style="list-style-type: none"> ➢ Hamilton Riverview Hotel Ltd (Tainui Novotel) ➢ New Zealand Local Government Insurance Corporation ➢ Waikato Regional Airport Ltd ➢ Local Authority Shared Services Limited.

SUBCOMMITTEES		
Subcommittee	Role	
6. Applications Subcommittee	Reports to the Statutory Management Committee. Its role is to consider and resolve as quickly and effectively as possible all minor planning matters.	
7. Chief Executive's Performance Assessment Panel	Reports to Council. Its role is to monitor the performance of the Chief Executive.	
8. Community Centre Capital Funding Subcommittee	Reports to the Community and Leisure Committee. Its function is to distribute capital grants on behalf of Council, and to recommend operational grants for community centres within the city to the Long-Term Plan and Annual Plan.	
9. Community Well-being Grant Allocation Subcommittee	Reports to the Community and Leisure Committee. Its function is to distribute grants to community organisations on behalf of Council.	
10. Contracts Subcommittee	Reports to the Finance and Audit Committee. Its role is to approve all contracts for supply and services in excess of the delegated sum (\$500,000 excluding GST) and when the amount of work involved in a decision not to go to tender exceeds \$100,000 (GST excluded).	

SUBCOMMITTEES		
	Subcommittee	Role
11.	Event Sponsorship Subcommittee	Reports to the City Development Committee. Its function is to evaluate and make recommendations on which events should receive Council funding and the level of funding Council is prepared to provide.
12.	Parking Management Subcommittee	Reports to the Transport Committee. The function of this committee is to make recommendations to the Transport Committee and Council on parking management issues.
13.	Passenger Transport Subcommittee	Reports to the Transport Committee and Environment Waikato on the following issues: <ul style="list-style-type: none"> • new and altered Hamilton passenger transport routes, times and related issues (including funding) • passenger transport infrastructure provision, promotional campaigns and policy issues • recommendations on matters arising from comments and complaints received about Hamilton passenger transport from passengers and the public • advocacy of the Waikato Regional Passenger Transport Plan.
14.	Speed Limits Subcommittee	Sets policy in line with Land Transport New Zealand rules. The Speed Limits Subcommittee is delegated to make decisions.
15.	Traffic Calming Subcommittee	Reviews and receives petitions from the public. Decisions are then referred to the Transport Committee, which is responsible for making decisions in line with Council policy.
16.	Cycling Subcommittee	Reports to the Transport Committee. The purpose of this Subcommittee is to examine the ways in which cycling can be promoted as a viable travel choice within Hamilton.
17.	Te Runanga O Kirikiriroa Trust Inc. Joint Subcommittee	Considers matters of relevance to Maori in the city and to the development of Council's partnership with Te Runanga O Kirikiriroa. The committee also receives regular reports on the operation of community houses from a Maori perspective and administers, through Te Runanga O Kirikiriroa, the Maori Project Fund. This joint subcommittee reports to the Community and Leisure Committee.

JOINT COMMITTEES		
	Joint Committee	Role
18.	Hamilton City Council/Environment Waikato Liaison Committee	Acts as a forum for discussing and communicating issues that are of significance to both councils. The committee meets quarterly (or as required) and reports directly to Council.
19.	Regional Land Transport Committee	Plans and coordinates land transport, regional passenger transport services, coordinates road safety and recommends policy on land transport.

Note: Further detail on Council's committees, subcommittees and joint committees (including meeting dates/times, agendas/minutes) can be viewed or downloaded from the website www.hamilton.co.nz/representation. Elected members are also appointed to a number of other collaborative working groups in addition to the committees listed above.

HAMILTON MAYOR

Bob Simcock
Phone: 838 6976
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Mobile: 021 991 071
Email: mayor@hcc.govt.nz
Council Committees/
Subcommittees:
His Worship the
Mayor is an ex-officio

member of all committees. He is specifically appointed to subcommittee 7 (Chief Executive's Performance Assessment Panel), subcommittee 17 (Te Runanga o Kirikiriroa Trust (Inc) Joint Subcommittee) as Chairman and joint subcommittee 18 (Hamilton City Council/Environment Waikato Liaison Committee) as Chairman.

Key to Council Committees

1. City Development Committee
2. Community and Leisure Committee
3. Statutory Management Committee
4. Transport Committee
5. Finance and Audit Committee

Subcommittees

6. Applications Subcommittee
7. Chief Executive's Performance Assessment Panel
8. Community Centre Capital Funding Subcommittee
9. Community Well-being Grant Allocation Subcommittee
10. Contracts Subcommittee
11. Event Sponsorship Subcommittee
12. Parking Management Subcommittee
13. Passenger Transport Subcommittee

14. Speed Limits Subcommittee
15. Traffic Calming Subcommittee
16. Cycling/Walking Committee
17. Te Runanga o Kirikiriroa Trust (Inc) Joint Subcommittee

Joint Committees

18. Hamilton City Council / Environment Waikato Liaison Committee
19. Regional Land Transport Committee

(C) = Chairperson

(DC) = Deputy Chairperson

Committees 1 – 4 meet every six weeks

Committee 5 meets quarterly

EAST WARD COUNCILLORS

Daphne Bell
Phone: 838 6859
Home: 854 5555
Mobile: 021 341 767
Email: daphne.bell@council.hcc.govt.nz
Council Committees /
Subcommittees:
2 (C), 3, 4, 8 (C), 9 (C),
16 (C), 17



Peter Bos
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3.3 Council's Management Structure

Council is supported by a corporate organisation, led by Chief Executive Michael Redman and six general managers – collectively known as Management Executive. Management Executive and staff are responsible for managing service delivery and implementing Council's decisions and policies.

Council currently employs a total of 1,164 staff. This figure includes 740 who are employed full-time, and a further 424 who are employed on a part-time basis.

The general managers head six groups, i.e.:

- **Communication and Marketing Group**
(Philip Burton)
- **Strategic Group**
(Brent McAlister)
- **Corporate Group**
(Mike Garrett)
- **Environmental Services Group**
(Graeme Fleming)
- **Community Services Group**
(Sue Duignan)
- **Works and Services Group**
(currently vacant¹).

Relationship of Management Executive to the Elected Members

The Management Executive team manages organisation-wide issues and provides the link between the elected members and staff. They are responsible for monitoring operational performance, giving policy advice, implementing policy, strategic planning and service delivery. By working collaboratively, the Management Executive team ensures that action undertaken within all six groups is consistent with Council's Vision, Mission, Goals, Values and the City Strategic Framework (including the Long-Term Plan, the Annual Plan and the Corporate Plan).

Council's elected members, management and staff work together at different levels to decide what activities should be undertaken by Council to help achieve Council's Vision for the City and Hamilton's Community Outcomes, and to plan how the activities can best be undertaken. This takes place within a framework of consultation with the community and affected parties, competing priorities, timeframes, resources and decisions of Council. It occurs within the overall framework of growing and developing the city in a way that enhances its social, economic, environmental and cultural well-being.

The following diagram shows Management Executive's relationship to the elected members, as well as how the units are structured under each of the six key management groups.

¹ Sally Davis was General Manager Works and Services during 2006/07.

Council's Organisation Structure

Hamilton City Council Governance (Mayor and Councillors)

Chief Executive Michael Redman

Communication and Marketing Philip Burton	Corporate Mike Garrett	Environmental Services Graeme Fleming	Community Services Sue Duignan	Works and Services (Vacant)	Strategic Brent McAlister
Communication Sarah Bettle	Finance & Administration Blair Bowcott	Parking & Animal Control Janice Burns	City Parks Eddie Wullems	Design Services Grant Feringa	City Planning (Vacant)
Marketing Michelle Smith	Human Resources & Organisational Development Rose Macfarlane	Building Control Phil Saunders	Arts & Culture Jan White	Transportation Roger Ward	Strategy & Research Tegan McIntyre
i-SITE Liz Stolwyk	Information Management Basil Wood	Business Support Arathi Rajan	Community Development Olly Te Ua	Utilities Works Barry Bergin	
	Property Management Ray Pooley	Environmental Heath Peter McGregor	Leisure Facilities Jason Rogers	Water & Waste Services Shaun Hodson	
	Procurement Scott Copeland	City Safety John Wybrow	Parks and Gardens Bill Featherstone	Water & Wastewater Treatment Plants Tim Harty	
	Internal Audit Les Geurts	Planning Guidance Gulab Bilimoria	Event Facilities Mark Christie	Project Manager Barry Easton	
				Energy Manager Bob Brown	

Shape a City

Shape a City is Council's employment "brand" and underpins the responsibilities that each and every staff member has in Hamilton City Council - everyone is involved in shaping our city for today and the future, for our residents, community and visitors.

Shape a City is used to engage staff in the importance and impact of what they do every day and is linked to Council's vision, mission and values. Shape a City was incorporated into the organisation's mission statement in 2007.

 Hamilton City Council
Te hāwhiri o Kaitiaki

Our Vision

Vibrant Hamilton, Investing in our people,
Creating identity and prosperity, Protecting our future.

Our Mission

Shape a city, by focusing on our customers,
developing a strong motivated workforce and
incorporating the values in the way we work.




The organisation's values shown below are key to the behaviours that management and staff are expected to display as they go about their business for the city.

OUR VALUES



working together

We work and communicate across the organisation and with our community



honesty and openness

We act with integrity to promote a climate of mutual trust and respect




getting things done

We make quality decisions based on best information, within agreed timeframes and budget, we are responsible for our actions




valuing success

We recognise achievement and celebrate outstanding performance



challenging our performance

We encourage innovation to continuously improve the way we work. We review, learn and move forward




Staff profile as at 30 June 2007

Employment Status	Male	Female	Total
Permanent Full-time	400	288	688
Permanent Part-time	31	185	216
Temporary	36	43	79
Casual/On-call	103	124	227
Total	570	640	1,210

Health and Safety Management

Council is continuing its commitment to the prevention and management of workplace injury and illness. Active involvement by managers, supervisors and other dedicated personnel in recovery, rehabilitation and workplace-based return to work programmes is a standard approach to business.

Council's health and safety management approach is focused on having robust systems in place, the involvement of all staff in decision-making and the setting of realistic and achievable goals to ensure a safe and healthy working environment.

Council had its ACC tertiary level accreditation reconfirmed in June 2006 for a further two years following an independent audit of the organisation's Health and Safety systems. Tertiary level represents best practice in Health and Safety management.

Quality Management

Hamilton City Council uses ISO 9001:2000 as its Quality Management System. Hamilton Zoo was the first New Zealand zoo to be ISO 14001 certified in Environmental Management Systems. This provides an excellent framework for the management of environmental issues. The quality system uses management reviews, documented procedures, process mapping, internal and external audits, and quality systems training to provide a systematic approach to improvement throughout the organisation.

Activity Management Plans

The Local Government Act 2002 places a significant expectation on councils to manage their infrastructural and non-infrastructural activities. The preparation of Activity Management Plans (AMPs) is an essential part of this process.

Council had 22 asset management plans in place in 2003, which covered all of the activities that involved the use of assets. They described what the activity was and how the activity used and maintained the assets.

AMPs are the next generation of asset management plans and bring the focus back on to the service that is delivered and the assets are part of the method of delivery of the service. This change in focus brings in all activities of Council, not just those which use assets.

The following 10 AMPs were developed as key inputs in preparation for Council's 2006-16 Long-Term Plan process:

- | | |
|------------------------------|------------------------|
| • Swimming Facilities | • Roads and Traffic |
| • Cemeteries and Crematorium | • Recycling and Refuse |
| • Park and Gardens | • Stormwater |
| • Planning Guidance | • Wastewater |
| • Property | • Water Supply. |

These AMPs are currently being updated and will feed into the preparation of Council's 2009-19 Long-Term Plan. In addition, Council is also in the process of preparing the following five new AMPs, which will be completed in 2008:

- | | |
|--------------------------|--------------------------------------|
| • Fleet | • Libraries |
| • Hamilton City Theatres | • Waikato Museum of Art and History. |
| • Hamilton Zoo | |

4.0 Council's Direction For The City

(TE HUARAHĪ Ō TE KAUNIHERA MO TE TAAONE-NUI)

4.1 Council's Strategic Framework for the City

Council has developed a Strategic Framework for Hamilton which:

- provides a focus for Council's planned direction for the city's development
- provides a mechanism to integrate Council's plans and policies
- communicates Council's direction to other key stakeholders and enables them to align their strategic planning with Council's vision
- highlights that the unique urban issues facing Hamilton are of a different nature to that of the region.

The Vision contained in the Strategic Framework comprises three key statements of strategic intent that outline Council's Vision for planning and managing the city's ongoing sustainable development. The Strategic Framework provides a reference point for Council's decision-making.

The Strategic Framework will also enable key organisations in the city to better understand Council's intended direction for Hamilton and provide an opportunity for them, where appropriate, to align their planning and service delivery. This should lead to a more unified approach for Hamilton's sustainable development and provide a platform to both strengthen existing partnerships and develop new ones.

The statements of strategic intent and their accompanying introductions are shown below:

VIBRANT HAMILTON

Investing in Our People

Hamilton is a diverse city of many cultures, ages, and backgrounds. Our vision is to build a city that celebrates our diversity, building strong communities which excites us to achieve great things.

Creating Identity and Prosperity

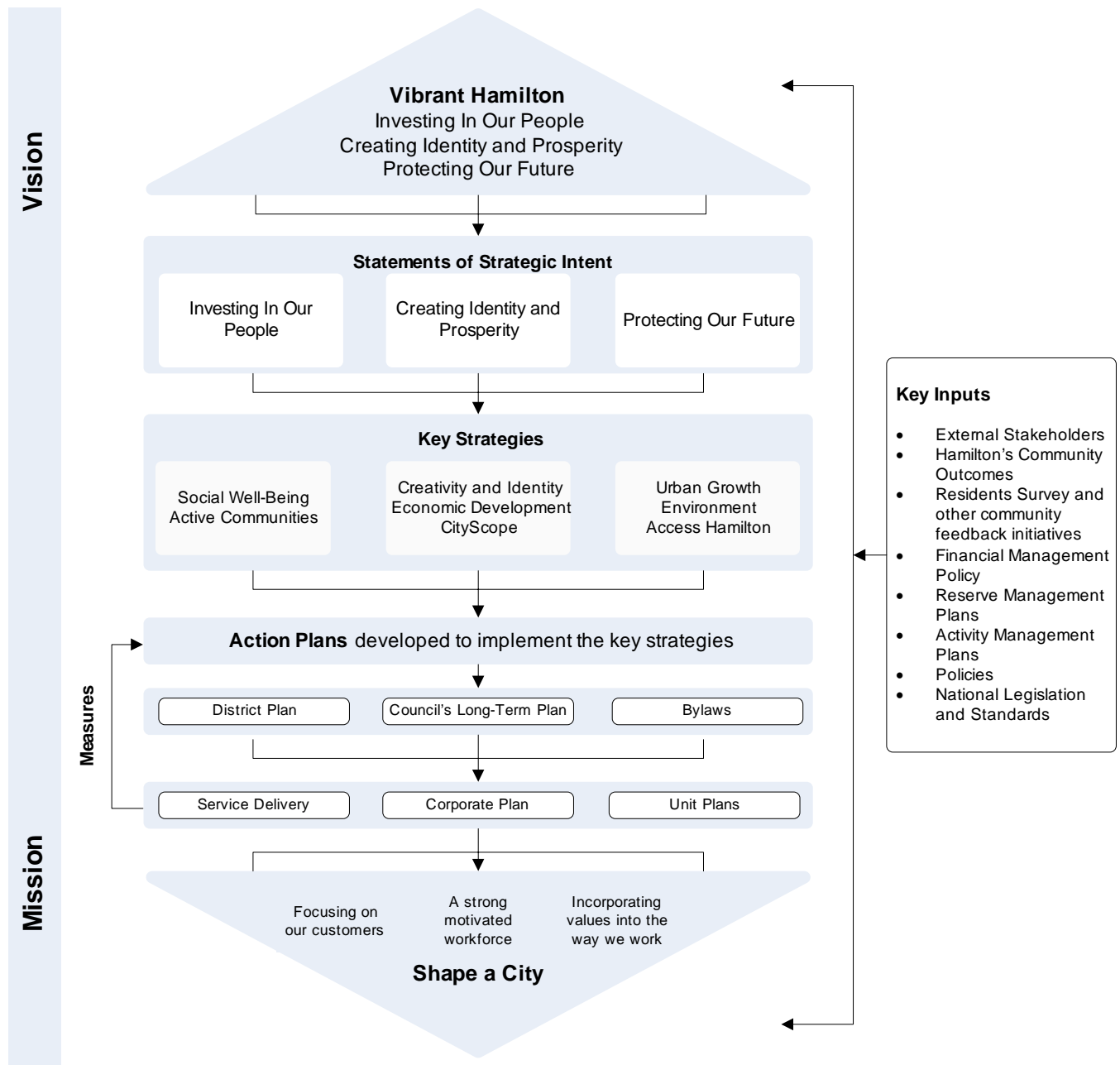
Hamilton is a city that is making its mark on the political, social, cultural, and economic maps of New Zealand. Our vision is for a place of entertainment, celebration, and culture, enabled by a sharp, and wealthy economy built on the city's strategic advantages, innovation, and entrepreneurial spirit.

Protecting Our Future

Hamilton is a city experiencing rapid and sustained growth. Our vision for the city is to see development achieved sustainably, efficiently and creatively. Good planning today will benefit the city of tomorrow.

The relationship of the City Strategic Framework to Council's key plans and policies is shown in the following diagram. The Vision will also be influenced by a range of key external inputs including Hamilton's Community Outcomes, other community feedback and national legislation.

Relationship of the City Strategic Framework to Council's key Plans and Policies



4.2 Progress on the Key Strategies in 2006/07

Social Well-Being Strategy

In December 2006 a steering group of representatives from key social development agencies was formed to oversee the development of a Social Well-Being Strategy for Hamilton. This group came together with a shared commitment to discuss a new way of solving the problems and issues that they held in common. Consequently, the strategy that has since been developed is based on strong collaborative leadership and an understanding that the planning and implementation of development projects in

Hamilton will be significantly enhanced if a partnering approach between key organisations is adopted. Work undertaken by the leadership group between December 2006 and July 2007 has followed a defined process:

- Prioritisation of key issues
- Identification of shared outcomes
- Development of scorecards to measure success (using a range of perception-based and other statistical datasets)
- Agreement on the development of flagship projects to promote the desired outcomes of the strategy.

A strategy document has been produced that describes the priorities of the strategy and how the various social development agencies will 'turn the corner' in achieving the desired outcomes of the strategy over the next five years. Progress will be monitored annually.

The Social Well-Being Strategy will be finalised and adopted in September 2007.

Creativity and Identity Strategy

A series of focus groups were conducted in late 2006 to capture local feedback on creativity and identity as the first stage in the process to develop the city's new Creativity and Identity Strategy. Throughout May and June 2007 a number of Hamilton's creative thinkers and strategists were interviewed and asked to provide their perspectives on how creative and innovative thinking can be fostered in our city. These discussions were a valuable input into the development process for the strategy and served as the basis for a one and a half day strategic think tank process that was undertaken in early July 2007. The think tank process involved 16 creative and business thought leaders and was facilitated by visiting international cultural planner Charles Landry. From this process a set of core principles were developed for the strategy and four key theme areas were identified:

- Making small effective
- Attracting and growing our talent
- Expanding the aesthetic experience
- Reconnecting to the river as a deeper source of meaning.

Charles shared the outcomes of the think tank session at a public presentation on Wednesday 4 July 2007.

The Creativity and Identity Strategy will be finalised and adopted in September 2007.

CityScope – Urban Design Strategy

CityScope is the City's Urban Design Strategy. In April 2006 CityScope was made available for wide public feedback as part of Council's Proposed 2006-16 Long-Term Plan. The summary document was sent to all Hamilton households and public feedback overwhelmingly supported CityScope. Council formally adopted the strategy in July 2006.

The document proposed a strategic framework for a three-year programme of initiatives aimed at improving the design quality of the built environment. Many of these involved existing Council projects. However, there are many new areas and

projects across Council and externally where the urban design bar needs to be raised including, linkages with sister strategies like Creativity and Identity.

Significant progress has been made in structure planning and a pre-design process is now firmly established in resource consents to raise the significance of urban design matters and to encourage early pre-design consultation.

Between March and August 2007 the CityScope working party commissioned a Draft City Design Guide and agreed the terms of reference for a future Urban Design Advisory Panel.

Economic Development Strategy

Council's City Strategic Framework also identifies economic development as the focus for one of the key eight strategies required to deliver on Council's vision for the city.

Council currently has an Economic Development Strategy that was developed in October 2005. This strategy is due to be updated in 2007/08 to ensure consistency with CityScope and the new Social Well-Being and Creativity and Identity strategies. A high-level leadership group is being formed and will commence the strategy development process from mid-September 2007. The process for the development of the Economic Development Strategy will be consistent with the other key strategies and will comprise four parts:

- Identification of strategic theme areas
- Identification of agreed desired outcomes for each of the themes
- Undertake a Gap analysis (compare current state with outcomes sought)
- Identification of flagship projects and preparation of Action plans to progress strategy outcomes.

5.0 2006/07 Financial Overview

(TE TIROHANGA WHAANUI MO NGĀ PUTEA 2006/07)

Council has reported a net surplus after tax of \$26.6m for the 2006/07 financial year (2005/06 \$27.9m). The net surplus for 2006/07 includes non-cash vested assets received (\$8.4m) and capital subsidies/other capital contributions (\$18.3m) used to fund capital expenditure.

The significant variances to the financial result for 2005/06 included:

- Net rates revenue was \$85.5m, an increase of \$7.2m over the last year (2005/06 \$78.3m), of which \$2.0m was from city growth (new rateable properties).
- Other income was \$67.6m, a decrease of \$2.7m over last year (2005/06 \$70.3m). This was mainly due to fewer assets being vested to Council compared to the previous year.
- Other gains/(losses) increased from \$9.4m in 2005/06 to \$13.4m in 2006/07. This was due to rising interest rates reflecting in a fair value gain in loan interest rate swaps.
- Employee benefit expenses increased from \$38.4m in 2005/06 to \$43.3m in 2006/07 as a result of salary and wage increases, increased working hours and greater staff numbers.
- Other operating expenses was \$52.8m, an increase of \$3.8m over last year (2005/06 \$49.0m).

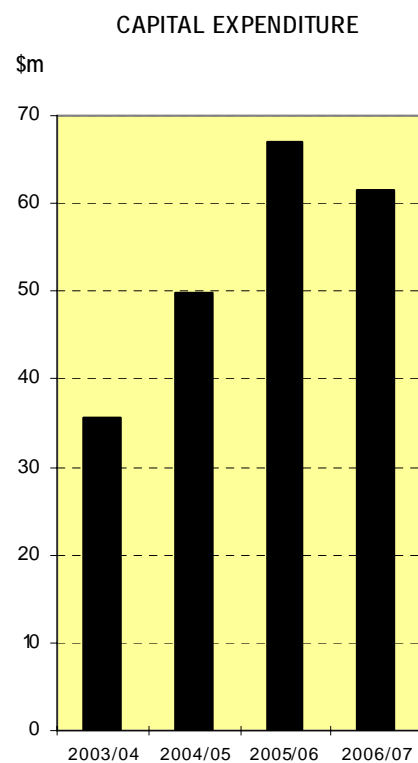
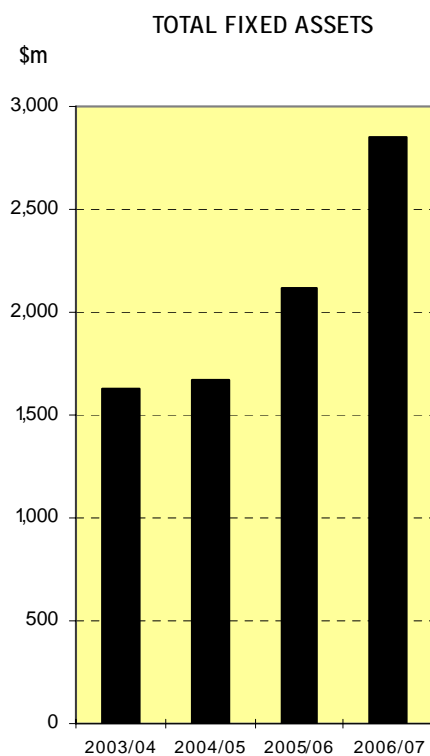
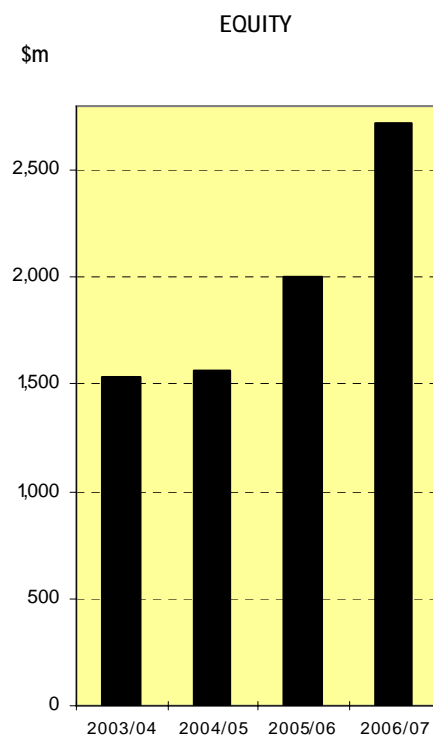
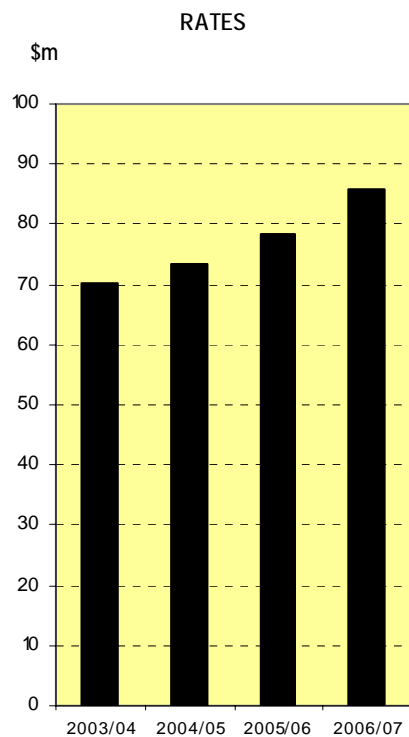
Interest cost incurred in servicing debt (excluding internal borrowing interest) increased to \$9.7m (2005/06 \$8.6m). Overall net debt (including internal borrowing) increased to \$187.5m (2005/06 \$160.9m) due to loan funded capital expenditure.

During the year a revaluation of land, operational buildings, heritage assets, and the water and wastewater treatment plants was undertaken, which resulted in a \$696.0m increase in the value of these assets. Largely as a result of these revaluations, total fixed assets increased to \$2,851.6m (2005/06 \$2,120.8m).

Capital expenditure for the 2006/07 financial year was \$61.6m (2005/06 \$67.1m). A number of significant projects were undertaken during the 2006/07 financial year. These included continued work on the upgrade to the water treatment station (\$1.6m), the Waterworld pool ceiling (\$1.9m), major roading projects at Wairere Drive (\$1.0m) and Rototuna roading growth (\$5.1m), strategic land purchases (\$7.5m), and land purchases for reserves \$3.5m).

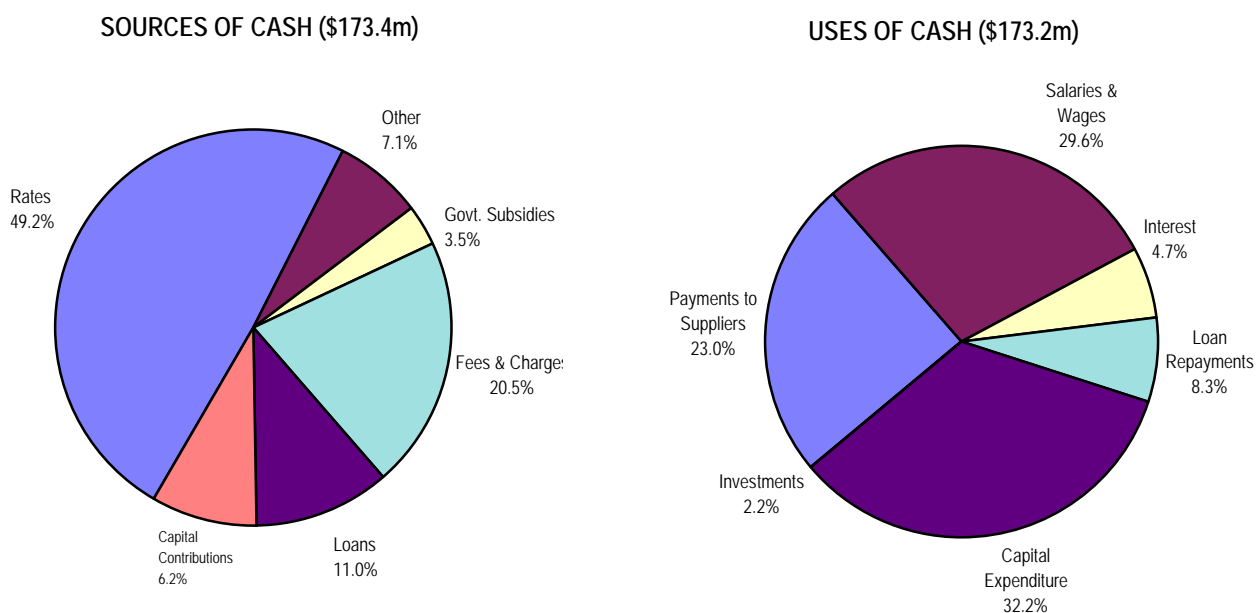
Financial Summary

The financial summary of key items from June 2004 to June 2007 is shown as follows:



Cash Flow

The sources and uses of cash for the year ended 30 June 2007 are summarised as follows:

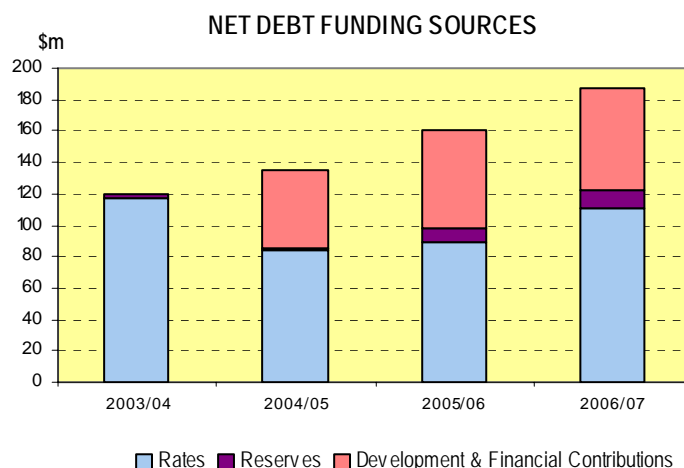


City Debt

Council introduced an internal borrowing programme during the 2000/01 financial year. Rather than sourcing all its borrowing externally, Council utilises funds from reserves and working capital cash to reduce external borrowing and charges an internal interest rate on these funds, which is then added to the reserves.

Council introduced a policy of development and financial contributions from 1 July 2005, which provides a dedicated funding stream to support urban growth. In line with the introduction of the policy, Council has analysed the overall net debt based on sources of funding used to repay the principal and interest costs for subsequent years.

The graph below shows the net debt levels (including internal borrowing) from June 2004 to June 2007 and how it is funded in subsequent years.



Debt Servicing Performance Targets

Policy Limits – Council Net Debt

1. **Interest on Council debt (excluding interest on Development and Financial Contributions Levy (DCL) debt) shall not exceed 20% of total rating income.**

Interest on Council's debt for the year ended 30 June 2007 was \$6.6m, compared with rating income of \$85.8m.

- The target has been met at 7.7%.

2. **Net debt (Council) shall not exceed 180% of total income (excluding total DCL contributions received per annum in income).**

Council's net debt as at 30 June 2007 was \$122.6m, compared with total income of \$137.0m.

- The target has been met at 89.5%.

3. **Net debt (Council) per capita shall not exceed \$1,800.**

Council's net debt as at 30 June 2007 was \$122.6m, compared with the estimated population of Hamilton of 137,503.

- The target has been met at \$891.

Policy Limits – Total Net Debt

1. **Net debt shall not exceed 25% of total assets.**

Total net debt as at 30 June 2007 was \$187.5m, compared with total assets of \$2,906.1m.

- The target has been met at 6.5%.

2. **Net debt shall not exceed 300% of total income (including total DCL contributions received per annum in income).**

Total net debt as at 30 June 2007 was \$187.5m, compared with total income of \$144.8m.

- The target has been met at 129.5%.

3. **Interest (total) shall not exceed 20% of total income (including total DCL contributions received per annum in income).**

Total interest as at 30 June 2007 was \$11.6m, compared with total income of \$144.8m.

- The target has been met at 8.0%.

4. **Liquidity (on total net debt and working capital) will be at least 110%.**

- The target has been met at 125.8%.

6.0 Key Achievements in 2006/07

(NGA TUTUKITANGA 2006/2007)

This section highlights some of the key projects and programmes that Council completed or worked towards in 2006/07. The first two highlights outline Council's progress with the Peacocke Structure Plan and the key strategic land purchase at Claudelands. The remaining highlights are grouped by significant service under the three Strategic Framework areas (Investing In Our People, Creating Identity and Prosperity, Protecting Our Future).

Peacocke Structure Plan (Variation No. 14)

Council's 2006-16 Long-Term Plan has made provision for urban development within Stage One of Peacocke. Stage One is approximately 40 hectares and is located in the Dixon Road area. Stage One will accommodate approximately 500 dwellings and is timed for release in 2008.

Whilst the proposed Peacocke Structure Plan was approved by Council in September 2006, further work has been undertaken to enable details of the Southern Links roading study as well as issues relating to riverbank stability to be incorporated into the plan. This will provide a more integrated and holistic picture of the area's transportation network. The structure plan has been updated to address these matters.

The revised Peacocke Structure Plan (adopted by Council on 15 August 2007) will be incorporated as part of the Proposed District Plan through a formal variation. As well as including the Structure Plan Diagram, Vision and Urban Design Strategy into the plan there will be a number of other consequential changes relating to subdivision standards for interim development and the staging of development. It is anticipated that the Variation will be notified in September 2007. Rezoning of land will occur at a later stage and be coordinated with the availability of infrastructure.

Key Strategic Land Purchase at Claudelands

Council has purchased a strategic piece of commercial land on the corner of Grey Street and Brooklyn Road.

Ownership of the property provides a unique opportunity to strategically align the surrounds of the Claudelands Events Centre, the central city and the road and rail transport corridors.

The process for determining the final use of the site will form part of the master planning for the development of the Heart of the City (CBD), which includes the connection between the CBD and Claudelands.

Council has invested \$4.7 million in the purchase, which will enable a range of future options to be considered for the site. The vast majority of this \$3.2m investment was financed through already budgeted strategic land funds.

Ownership will officially transfer to Council during September 2007.

6.1 Investing In Our People

COMMUNITY DEVELOPMENT

Mayors Taskforce for Jobs National Forum in Hamilton

The Mayors Taskforce for Jobs Annual National Forum took place on 25 and 26 June 2007 at the Waikato Stadium in Hamilton. Over 200 people attended the forum from across New Zealand including mayors, local and national government representatives, school principals, Ministry of Social Development representatives and youth service providers.

The theme of the forum was *Our Youth, Our Future* and the focus was on youth transition projects across the country. These projects focus on the transition of 19-24 year olds from school into jobs, training or education. Speakers included the Minister of Social Development, Hamilton Mayor Bob Simcock, Dr Karen Vaughan (New Zealand Council for Education Research) and Hamilton City Council Community Development Unit Manager Olly Te Ua. The forum highlighted the importance of information sharing on best practice models for youth transitions and developing new youth transition networks.

Graffiti Strategy

Council's Graffiti Management Policy was updated this year as a result of the increasing amount of tagging around the city. Subsequently, a number of actions have been completed to give fuller effect to the new policy. In April 2007, the number of graffiti removers was doubled, which has enabled alleyways and underpasses to be painted out. In June 2007 a Terms of Reference document was signed by Council and the Police to focus on catching and prosecuting taggers. Closer working relationships have also been developed between Council, businesses and community groups. Work will continue in developing a sustainable, long-term graffiti removal model for Council to adopt in the future.

COMMUNITY FACILITIES

Housing Upgrade of Graham Street Units

A total of 16 bedsits at the Graham Street housing complex received an upgrade, including refurbished kitchen facilities, self-contained laundries, improved insulation and modern decking. Council partnered with Housing New Zealand to complete the Graham Street upgrade. The redeveloped housing was officially opened on 7 September 2007.

EMERGENCY MANAGEMENT

Welfare a Top Priority for Civil Defence Emergency Management (CDEM)

Council's Emergency Management Officers hosted senior managers from territorial local authorities, government departments, and community organisations throughout the Waikato Region at a Welfare Centre Management course held in November 2006 as part of the regional CDEM training.

The course took the participants through the setting up of a Welfare Centre and the processing of evacuees, as well as the considerable administrative difficulties in 'managing' welfare centres in emergency conditions. Evacuees from Maeroa Intermediate School were received, registered, fed and entertained for two hours before

being transported back to school. The experience gained by the managers provided valuable insight into how a Welfare Centre operates in an emergency situation.

PARTNERSHIP WITH MAORI

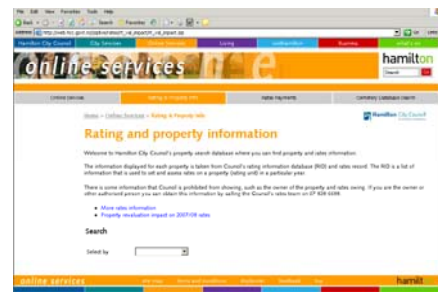
New Approach to Consultation for Council's 2007/08 Annual Plan

As part of the process of producing the annual plan, Council is required to inform the community about the projects that it is proposing to undertake for the next financial year. While in previous years Council had held a public meeting at Kirikiriroa Marae, the hui held on 20 April 2007 at the marae was co-led with Te Runanga o Kirikiriroa and took the form of a 'listening forum'. Building on the success of this approach, Council is considering how the development of the annual plan can include further opportunities for community input to ensure community aspirations are considered throughout the plan development process.

REPRESENTATION AND CIVIC AFFAIRS

Rating and Property Information Online

A rating and property search was made available online on the Hamilton website in May 2007 - www.hamilton.co.nz/myproperty. The Rating Information Database was made accessible on the website to help people access rating and property information. This followed the September 2006 three-yearly revaluation of all properties in Hamilton by Quotable Value New Zealand.



Searches can be carried out by street address, valuation number or legal description. A range of information can be found, including:

- Current rates
- Current land, improvement and capital values
- Rates instalment amounts and due dates
- 2003 and 2006 property revaluation data.

Civic Awards Honour Contributors to our City

The Civic Awards ceremony was held on 13 December 2006 to honour some of the individuals who have contributed to making Hamilton a better place to live. The six award categories are: Art and Culture, Education, Environment, Human Rights, People and Well-being, and Sport. This year, 13 finalists received awards in one or more of the categories.

The Civic Awards honour individuals within Hamilton whose contributions enrich and make a difference in the community. The high calibre of nominations reflects the significant number of individuals who through their everyday work and dedication put great time and effort into improving the quality of life in Hamilton, often with scarce recognition. The Civic Awards offer an excellent opportunity to honour some of these individuals. A total of 216 people have been honoured with Civic Awards since their inception in 1991.

ANZAC Day with a difference in Hamilton

ANZAC Day in Hamilton recreated the famous Belgium Menin Gate Ceremony and incorporated the unique presence of a visiting delegation from Ieper (pronounced ee-

per), Belgium. Four Belgium delegates, including the Mayor of Ieper, the Chairman and two buglers from the Last Post Association attended a 10am ANZAC ceremony at Memorial Park.

The impetus behind the delegation's visit was Hamilton's recognition of the ongoing tribute and honour that European countries, particularly Belgium, pay to our fallen ANZAC soldiers on an ongoing basis.

The Belgium delegation's presence in Hamilton this year was also significant because 2007 marks the 90th anniversary of the Battle of Passchendaele. The village of Passchendaele lies close to Ieper and when fighting began on 12 October between British Empire forces and German troops, 841 New Zealanders were killed in a matter of only two - three hours and nearly 800 more were injured.

Residents of Ieper and other European villages and countries tend the graves of New Zealand and other British Empire soldiers on a regular basis to ensure these are immaculately maintained and cared for.

Council Submissions to External Organisations

Council represents the interests of the organisation and city through submissions to a range of external organisations. This is seen as an important mechanism to raise the profile of Hamilton and ensure that the views of Council and the city's residents are advocated at a city, regional and national level. In 2006/07 a total of 31 submissions were made. These included submissions to various draft strategy documents from Environment Waikato and discussion documents and legislative reviews from central government Ministries (e.g. the Local Government Rates Inquiry, Inquiry into Housing Affordability and Review of the Prostitution Reform Act 2003).

Finalisation of Council's 2007/08 Annual Plan

Council received a total of 201 submissions to its Proposed 2007/08 Annual Plan, with 58 people requesting to be heard in support of their written submission.

Of the 201 submissions received, the largest number (125 submissions) requested that Council designate Hamilton East as a Special Character Area and change the Proposed District Plan to address infill residential development and heritage values.



As a result of submissions, funding provision of \$250,000 has been made in 2007/08 to develop comprehensive local area plans for Hamilton East and Frankton residential areas. Council will also highlight the relationship between the two local area plans and the proposed Heritage Policy, which will consider the need for further area studies.

In addition, a range of changes were included in the final 2007/08 Annual Plan resulting from public submissions and Council decisions, including \$130,000 towards restoration of the Rangiriri river boat and a small increase in the annual grants to Surf Lifesaving Northern Region and Surf Lifesaving Bay of Plenty (both receiving \$21,000 per annum).

Your City Expo

As part of the consultation for Council's Proposed 2007/08 Annual Plan, an interactive information day was held at Claudelands Events Centre on 31 March 2007. The Your

City Expo featured displays on citywide plans and initiatives, including the proposal for the Claudelands Events Centre, lido and hydroslide leisure pool, north-east sector library, the Lake Domain café, transport issues, the V8 supercars event, eco-design, climate protection, parks and rates. Staff and elected members were on hand to discuss projects and former Hamilton Mayor Michael Redman presented key aspects of the proposed plan. The expo was a huge success, with around 350 people attending.



Citizenship Ceremonies

Council held four citizenship ceremonies in 2006/07 to welcome 1,059 people (made up of 49 ethnicities) to the city. Ceremonies were held on 25 September 2006 (245 people), 27 November 2006 (230 people), 12 March 2007 (293 people) and 7 May 2007 (291 people).



New citizens add a valuable dimension to Hamilton's diversity and growing multi-cultural community, which Council welcomes and encourages. Becoming a citizen in a new city or country can take some transitioning and Hamilton offers a range of resources and support for its new citizens. Council has a dedicated ethnic development advisor who works closely with the Waikato Migrant Resource Centre. This centre offers newcomers information, resources and a place to gather to help new citizens to get settled.



The city's ethnic communities continue to grow and diversify and Hamilton currently has over 80 international groups representing around 65 countries of origin. Hamiltonians have the opportunity to experience several different cultures and traditions as many of Hamilton's ethnic populations willingly share their culture and traditions with the wider community through festivals, celebrations and other initiatives.

ENVIRONMENTAL HEALTH

Food Safety Awards

The 2006 Food Safety Awards were held at Waikato Stadium on 25 October 2006 in order to publicly recognise those food businesses that maintain a level of excellence in food safety and provide incentive for other food businesses to improve their standard of hygiene and commitment to food safety training.

Twenty-nine Hamilton food businesses received Excellence Awards for the safe handling of food. In addition to the Excellence Awards, 11 Hamilton food businesses received Merit Awards for food safety.

Council's Environmental Health Officers monitor all food businesses in Hamilton throughout the year to ensure these premises handle their products safely and in keeping with the Food Act 1981 and the Food Hygiene Regulations 1974.

PARKS AND GARDENS

New Destination Playground at Tauhara Park

A third destination playground (called the Potter Children's Playground) was officially opened on 13 February 2007 at Tauhara Park in Rototuna. A playground is deemed to

have 'destination' status based on its larger scale and the strength of its proximity to other attractions and features in the area.

Council jointly funded the playground in conjunction with the Potter Trust (administered from the national office of the Freemasons of New Zealand) and the WEL Energy Trust. Public toilets and a car park to serve Tauhara Park were also provided by Council.

Te Parapara Garden at Hamilton Gardens

Te Parapara Garden was officially unveiled at Hamilton Gardens on 20 July 2006 and signified the newest addition to the Hamilton Gardens themed garden collection. The first phase of this garden is in the form of a carved gateway to the lot allocated for the Te Parapara Garden. The carved gateway symbolises the passing through from the current to the traditional world.

Te Parapara takes its name from an ancient pa that stood on the banks of the Waikato River not far from where the new garden is being built, which makes the inclusion of the Te Parapara Garden very relevant to the history of the site. It is also a wonderful opportunity to showcase a uniquely Tainui story of gardening.



The Te Parapara Garden is the first project in the world to re-create traditional Maori gardening practices so authentically and in doing so serves an important function in preserving knowledge and tradition.

The Te Parapara Garden project aims to reconstruct traditional Maori garden features and carved structures that were present along the Waikato River banks between 1840-1850. The majority of the preparation work for the second phase was completed in 2006/07 and provides the foundation works for a palisade enclosure and traditional gardens and features.

Tills Lookout to Taitua Arboretum Walkway

In November 2006 a walkway from Tills Lookout to Taitua Arboretum was constructed with funding assistance provided from the Waikato Foundation Trust. It serves both as access from the city to Taitua Arboretum and as the first stage of a regional walkway that will link to the Temple View area and Barrett's Bush. The walkway is used by both pedestrians and cyclists.



SPORTS AREAS

Resurfacing of Minogue Park Netball Courts

In 2006/07 the asphalt netball courts (numbers 6-15) at Minogue Park were regraded and resurfaced to ensure the courts continue to be well drained and the surface safe. Court numbers 2,3,4 and 5 were similarly upgraded in 2005/06 and the remaining courts (numbers 16-20) are programmed to be completed during 2007/08.

SWIMMING FACILITIES

Council Swimming Facilities Achieved New National Standard

Council's swimming facilities have successfully registered with Swimming New Zealand as a Quality Swim School (QSS) under the new industry standards launched on 7

February 2007. Waterworld and Gallagher Aquatic Centre joined a limited group of swim schools within the Waikato Region to achieve the nationally recognised QSS standards set out by Swimming New Zealand.

The QSS standards signify the first nationally recognised set of criteria and standards for swim school operators in New Zealand. To attain official QSS status, a swim school must register with Swimming New Zealand as a QSS and complete an assessment that covers staff training, programming, communication, management, facility/environment, safety and external links.



Refurbishment of Waterworld Ceiling

A major refurbishment of the ceiling within the Waterworld complex was completed in 2006/07. The first phase of the ceiling refurbishment to be completed was above the dive pool and 50-metre training pool. This comprised a suspended ceiling made up of a new vapour barrier, roof tiles and a lighting and sound system. The ceiling above the 25-metre pool and foyer area was completed as part of the second phase. The new ceiling has improved the aesthetics of the facility and positive feedback has been received from the public.

On the Job Training

Over 50 Council staff members within Swimming Facilities were awarded NZQA certificates through 'on the job' training. The NZQA qualifications that staff completed included a National Certificate in Community Recreation Level Three (Aquatic), National Certificate in Community Recreation Level Four (Aquatic), National Customer Service Award and National Certificate in Business and Computing Level Two.

Swimming Facilities staff established a framework that enabled Council internal systems to be translated into NZQA standards. By providing NZQA training options for staff it has helped build staff capacity and up-skilled staff.

Contributions to Campus Pool

Council made an 80 per cent contribution of \$211,200 to the University of Waikato Campus Pool in 2007/08. A further \$182,600 is to be made in 2008/09. This contribution will enable remedial works and upgrades to the pool and plant facilities.

The Campus Pool is an integral partner of Council's partner pool agreements, and is in an ideal geographic position to cater for residents on the east side of the city.

6.2 Creating Identity and Prosperity

ANIMAL CARE AND CONTROL

Hamilton's Dog Day Afternoon

Hamilton's Dog Day Afternoon was held at Innes Common on 3 March 2007 for the fifth year to promote positive and responsible dog-ownership in Hamilton.

This year's theme was the Adopt a Dog Programme that is run by Council's Animal Care Centre. The dog adoption programme re-homes suitable dogs with responsible dog owners. The Adopt a Dog Programme aims to secure positive, caring homes for all dogs and Council has several processes to ensure that dogs are only adopted by those

who will take their responsibility as a dog owner seriously in terms of their treatment of their pet and the community.

Dog Day Afternoon 2007 had a varied and entertaining programme, including competitions and prizes available for the cutest dog, best-dressed dog, dog and owner look-alikes plus biggest and smallest dog. There was also a WAG fly-ball and agility demonstration, a range of stalls and the chance for young artists to show their stuff in the Kid's Art competition that focused on being safe with dogs.

BUILDING CONTROL

Eco-design Advisor

In July 2006 Council employed an eco-design advisor who is available to provide free, independent information on a range of environmental design issues to homeowners, designers and tradespeople. Advice includes a broad range of sustainable building issues such as solar heating, orientating buildings to the sun, upgrading insulation levels and options on earth building.



Council joined Waitakere City Council and Kapiti Coast District Council in a 10-month pilot scheme launched by BRANZ Ltd (Building Research Association of New Zealand), which placed eco-design advisors into the three participating councils to advise on sustainability issues and options in home design. The Eco-Design Advisor position was set up in conjunction with The Foundation for Research Science and Technology, BRANZ and the Ministry for the Environment.

The eco-advisor has had a direct impact on the public level of understanding of sustainable building and has helped to raise knowledge and skill relating to sustainable building options and practices in the building community. This contributes directly to securing a sustainable future for Hamilton through its built environment. It is Council's intention to continue the partnership with BRANZ and roll out the project for another year.

PARKING ENFORCEMENT

Improvements to Parking

The need to keep clearways and bus stops free from vehicles has increased in the 2006/07 year and as a result Council's Parking Enforcement Team are now towing illegally parked vehicles from these areas. It is important to ensure that the bus stops are kept clear for the safety of passengers using the service.

Council's Parking Enforcement Team has also been more involved with city events being held which has helped to ensure that the road closure restrictions are adhered to.

PLANNING GUIDANCE

Resource Consent Pre-Application Meetings

Council continued to have resource consent pre-application and pre-consent meetings with developers to discuss how aspects of CityScope (Council's urban design strategy) and Access Hamilton (our transport strategy) can be incorporated into subdivisions within the City.

A total of 214 meetings were held during the 2006/07 year, and as a result of these meetings, 45 changes were made in order to better address issues of urban design and transport.

ECONOMIC DEVELOPMENT

Hamilton Urban Fibre Network – a Broadband Initiative

In September 2006, Hamilton secured \$3.29m of government funding towards a major broadband initiative for Hamilton. Hamilton is one of a handful of centres to be granted substantial funding from the Ministry of Economic Development as part of the government's digital strategy.

The Hamilton Urban Fibre Network (HUFN) is a collaborative project that has been led by Hamilton City Council with strong support from Wintec, Environment Waikato, the University of Waikato, the Waikato District Health Board and a private partner.

The funding will be used to develop a publicly owned broadband infrastructure available to any party within the network coverage area and to provide important linkages between the key partners involved with the project.

The urban fibre broadband project offers significant economic development and promotional opportunities for Hamilton as an open access resource for the city.

CITY PROMOTION

Resource Consent Granted for Hamilton's V8 Supercars Event

In October 2006 Council submitted one of New Zealand's most comprehensive resource consent applications. It was open for public submissions and an independent Resource Management Act Commissioner heard the resource consent application. Around 4,300 parties were officially notified as being affected and subsequently 234 submissions were received in support of the event and 34 against. The majority of submitters worked cooperatively with Council and the promoter to resolve the identified issues.



In early November 2006, the application hearings took place. The period for appeals to the Environment Court passed in December 2006 and there were no objections to the decision by the commissioner to grant the resource consent for the event. Full planning for the first race in April 2008 began in December 2006.

Council won an award for the communication work carried out around the community consultation for the resource consent for the V8 event. The award was made by the Society of Local Government Managers at the Communication Manager's Conference in Tauranga on 23 February 2007. The Hamilton project was led by Council's Communication Manager Sarah Bettle and was selected from 16 finalists for the award.

The overall net V8 project cost is \$7.954m (funded from the CBD Upgrade Fund) which takes into account the projected revenue over the seven year contract which will be reverse funded.

Preparatory Work for V8s at Pukekohe

Staff from Council's Communication and Marketing Group were present at the V8 Supercars Race at Pukekohe on 20-22 April 2007 to promote the V8 Supercars Street Race that will take place in Hamilton in April 2008. Over 8,000 promotional brochures were distributed, and staff were on hand to deal with enquiries about accommodation, race dates and ticket sales.

Propecia Rally New Zealand – World Rally Championship

The New Zealand leg of the World Rally Championship (the Propecia Rally of New Zealand) was held between 16 and 19 November 2006. The World Rally Championship is one of the largest sporting championships in the world with an estimated 880 million television viewers in 2005. The New Zealand leg is one of 16 rounds, 11 of which are held in Europe with the other rallies in Mexico, Argentina, Japan and Australia.

Hood Street was the official rally start point, with 44 rally cars being on public display and their drivers and teams signing autographs and meeting rally fans. Major events such as Propecia Rally New Zealand provide a platform for showcasing Hamilton to national and international audiences by drawing increased visitors to the city.

Council's Event Sponsorship Fund provides funding towards this event, which is expected to bring an economic impact of around \$12m to the wider Hamilton economy.

HAMILTON CITY THEATRES



Increased Show Choices at Hamilton City Theatres

Hamilton City Theatres has traditionally been responsible for venue maintenance, upkeep and hirings. By way of a departure from this, Hamilton City Theatres has introduced a fledgling program of its own events and shows which has allowed greater determination of artistic direction in the venues.

500 Letters: 31 October to 2 November 2006

A poignant and moving one-woman show, staged in a non-conventional manner at The Meteor, *500 Letters* was well-received by audiences. The Waikato Times described it as 'skilful and inspiring ... and exquisitely shaped by a variety of media, interludes and effects'. *500 Letters* was a joint initiative with the Creative Development Program of The Edge in Auckland.

Bjorn Again In Concert (20 and 21 December 2006)

This highly successful international tribute to ABBA played to two sold out concerts at the Founders Theatre in December 2006, at which many audience members dressed in ABBA-style clothing. *Bjorn Again in Concert* was a joint initiative with SkyCity Theatre Auckland.

Season07 (April 18 to 29 September 2007)

In response to requests for an increase in professional theatre shows in the city, Hamilton City Theatres launched its own inaugural drama series and offered this on a subscription basis. The season included work from the Auckland Theatre Company (Dave Armstrong's new play *The Tutor* at Clarence St Theatre), Te Ao Marama Tapui's *Mau* production at the Founders Theatre, and Wellington's Downstage Theatre production of Roger Hall's *Who Needs Sleep Anyway?*

HAMILTON CITY LIBRARIES

Internet Terminals in all Libraries

Internet terminals were installed in all of the Hamilton City Libraries in August 2006 and an immediate appreciation from all communities was noted with increased usage recorded across all sites. All ages, from primary school children through to senior citizens, have been regularly using the terminals. Library staff are available to actively assist customers with accessing information on the internet.



LearnIT information Literacy Programmes

LearnIT was launched in May 2007 with the aim of improving the capability and confidence of customers and staff in information technology, particularly in the areas of catalogue searches, using the family history database and searching the internet.

Expansion of Availability of Electronic Databases

As part of its commitment to making information more accessible to the community, Hamilton City Libraries expanded its collection of electronic databases in 2006/07. New subscriptions include databases for family history, art, music and science, most of which can be accessed from residents' homes through the Library website – www.hamiltonlibraries.co.nz.

Development of Te Reo Maaori Services

E te tii, e te taa aku mihi mahana i runga i ngaa tini aahuatanga o te waa. Mai i te huringa o mataaoho i whakakiingia e te turanga maaori i roto i ngaa whare pukapuka, he tuatahitanga tenei hei tirohanga rereke to te ao a te maaori. Ko ngaa kaupapa mahi ko te whakamaaori i ngaa wharangi ipurangi, te whakatu me te whakahaere i ngaa waa uruuru kohungahunga, ngaa whakaaturanga i ngaa ratonga ki ngaa kura kaupapa maaori, ngaa take a te Tiriti o Waitangi me te whakanui i a Matariki etahi.

Since the appointment of the Kaiwhakahaere o Ngaa Ratonga Maaori (Maaori Services Leader) in September 2006, a number of new initiatives and activities have taken place.

Translation of the online catalogue, introduction of Maaori language web pages, bi-lingual signage and wayfinder and Library orientation tours in te reo Maaori have been implemented to facilitate access by te reo Maaori customers to library resources.

The introduction of new activities such as a regular playgroup in te reo at Dinsdale Library, a Kapa Haka performance by Aberdeen School in celebration of Matariki, and Treaty of Waitangi workshops have all been popular with a cross-section of Hamilton communities.

WAIKATO MUSEUM OF ART AND HISTORY

'More Than Looking'

The Waikato Museum of Art and History featured *More Than Looking*, which was New Zealand's first exhibition created for and about the vision-impaired. The *More Than Looking* exhibition was designed for school students to learn about and use Braille to enhance the experience of art for vision-impaired people along with other members of the community. The exhibition included a collection of photographic art accompanied by poetry that is translated into Braille. It extended past the original photographic

shows and was interactive, with visitors being encouraged to touch the artworks and photographs.

The exhibition offered the sighted public a glimpse into the world of the vision-impaired. It also offered the vision-impaired a chance to celebrate the beauty of poetry and art in a setting that is not traditionally accessible to members of this community.

Mrs Brown's Big Day Out: Hamilton Women in the 1950's

Stopping in at the Dolly Vardon, the Centreway Tearooms, or browsing at Milne and Choyce – the *Mrs Brown's Big Day Out* exhibition offered a fun look at life in the 1950's for Hamilton women. A trip into town to shop on Victoria Street was often a 'big day out' for women and the exhibition used this loose narrative to explore fashion, beauty, house keeping and leisure, and the social expectations that ran through these aspects of life.



Waikato Museum has been named a finalist in the BeST Design Awards 2007 on the strength of its *Mrs Brown's Big Day Out* exhibition. The BeST Design Awards are a national award programme of the Designers Institute New Zealand that recognises New Zealand's best graphic, product and spatial design. Winners will be announced at the BeST Award ceremony that takes place at the Aotea Centre, Auckland on 5 October 2007.

Murder at Waikato Museum!

The Waikato Museum was the scene of a murder mystery for the internationally renowned exhibition *Whodunit? Murder Mystery at Menagerie Park*. This major exhibition has been viewed by 1.5 million people in cities around the world including people in Paris, Hong Kong, Bristol, Canberra, Brisbane and over 4,000 people in Hamilton. Created specially for older children, youth and adults, the exhibition is based on unravelling a mystery at a zoo, where an overnight break-in resulted in a dead zookeeper, stolen rhino and a major crime to solve. Twenty-four interactive exhibits helped 'sleuths' in their quest to solve the crime, which provided visitors with a vibrant, challenging, interesting and fun experience.

EVENT FACILITIES

New Zealand Versus Australia Chappell Hadlee Cricket Match at Seddon Park

The New Zealand versus Australia Chappell Hadlee cricket match on 20 February 2007 was especially memorable as it highlighted New Zealand Cricket bringing back One Day Internationals to Seddon Park after several years of major developments at the cricket ground. Just on 11,500 people attended the event with New Zealand winning from behind.



Wide Range of Events Held at Waikato Stadium

On 3 March 2007 the *Crusty Demons* freestyle motorcross team ended their Kiwi Carnage Tour with over 10,000 people attending the final show. The *Crusty Demons* hail from Australia and specialise in thrilling crowds with spectacular jumps and flips from a series of ramps.

The All Black vs. Canada rugby match played on 16 June 2007 was the sixth annual All Black match held consecutively at Waikato Stadium. These matches have all attracted capacity crowds.

Following a number of matches being played at Waikato Stadium for the inaugural 2006 Air New Zealand Cup national rugby championship (which runs from August to October), Waikato won the competition on 21 October 2006 with a thrilling final being held at Waikato Stadium.

HAMILTON ZOO

Animal Exchanges

The relationship between Hamilton and Auckland Zoo continued to strengthen over 2006/07.

On 17 October 2006 one of Hamilton Zoo's female Sumatran tigers, Molek, transferred from Hamilton to Auckland Zoo. The purpose of the move was to protect the family blood lines of Molek whilst avoiding an over representation of Molek's family bloodline at Hamilton Zoo. Molek isn't alone in her new home – Auckland Zoo imported an unrelated male tiger from Tel Aviv called 'Oz', and it is hoped that breeding will occur between Molek and Oz in the near future.

On 28 February 2007, a male giraffe called Dume moved from Auckland Zoo to Hamilton Zoo. Upon relocating to Hamilton Zoo, Dume met two older brothers Ndale and Jambari and half-brother Masamba for the first time.

Dume joined the zoo's bachelor herd of five. An important part of young male giraffes' development of social skills in the wild is challenging their place in the herd. Dume is the youngest in the Hamilton Zoo herd and has enjoyed socialising and playing with the older boys, particularly his relatives.



On 16 June 2007 three of Hamilton Zoo's white rhino males (Zambezi and sons Inkosi and Mtoto) moved to Auckland to create the only bachelor herd of white rhino in New Zealand. On the same day, Auckland Zoo transferred a single white rhino male called Kruger to Hamilton Zoo. The purpose of the swap was to expand the white rhino breeding programme at the Hamilton Zoo. Kruger will hopefully mate with one of the four female white rhino at Hamilton Zoo.

New Baby Rhino for Hamilton Zoo

On 26 March 2007 Hamilton zoo's white rhino female Caballe gave birth to a baby girl named Imani. Cabelle and Zambezi, both of Hamilton Zoo, were the proud third-time parents. Their union was significant because both parents were wild-caught in Kruger National Park in South Africa and imported to Hamilton in 1999. Their three offspring are the only rhino calves conceived and born in New Zealand from wild-caught parents. Imani has two older brothers (Inkosi aged six and Mtoto aged four).



6.3 Protecting Our Future

WASTEWATER MANAGEMENT

Extension of the Far Eastern Interceptor

The project outline and design scope were undertaken for the extension of the Far Eastern Wastewater Interceptor. Construction of the next 720-metre extension of the 1-metre diameter interceptor will occur in conjunction with the construction of the Hukanui to Gordonton Road section of Wairere Drive. Construction of the road and infrastructure pipelines under the gully will proceed during the 2007/08 financial year.

Refurbishment of Old Wastewater Interceptor

A thermoset polyester liner was installed in a 375-metre length of wastewater pipeline downstream of the Lorne Street pump station, which has extended the useful life of the pipe by at least 50 years.

Wastewater Treatment Plant Upgrade

The Wastewater Treatment Plant Upgrade programme has been developed over a number of years and focuses primarily on increasing the capacity of the plant to cater for growth, construction of new components, and process improvements to ensure compliance with resource consent conditions. The upgrade project is timed to coincide with the granting of the new discharge consent, which was heard in April 2007. Council is currently awaiting the Commissioners' decision on the resource consent conditions.

The upgrade works include the construction of a new digester, clarifier and aeration basin, as well as multiple process enhancements. The construction work is programmed to occur over a 10-year period, commencing in 2007/08.

STORMWATER MANAGEMENT

Provision for Stormwater Drainage in the Rototuna Growth Area

Development of stormwater drainage in Rototuna centred on installing 1.2 kilometers of 2-metre diameter stormwater pipe in Borman Road, east from Resolution Drive. The pipeline was completed ahead of schedule and within the approved budget. All stormwater services from future subdivisions in the area will be connected to this new pipeline.



RECYCLING / REFUSE COLLECTION

Capping, Reinstatement and Closure of Horotiu Landfill

Landfill operations at Horotiu ceased on 31 December 2006 and work began immediately to secure the gas and leachate generated by the buried refuse. A gas collection system and a water-shedding 'cap' were completed early in 2007. This work has significantly reduced the quantity of leachate needing to be treated. Gas emissions are used to power an electricity generator located at the site. Planning work for the long-term management of the closed landfill will continue through the 2007/08 financial year.

WATER SUPPLY

Water Treatment Plant Upgrade Completed

Council progressed its commitment to future-proofing the city with a \$22m upgrade of Hamilton's Water Treatment Station which started in January 2005 and was completed in February 2007. The reasons behind the upgrade were three-fold. Firstly, increased algae levels in the Waikato River have impacted directly on the taste and odour of Hamilton's drinking water. Secondly, increased city growth and development have further necessitated an upgrade to provide greater capacity and improved treatment processes. Thirdly, an upgrade was required to align the city's water supply with changes to the New Zealand Drinking Water Standards.

Highlights of the upgrade include: the fitting of six GAC (granulated activated carbon) filters for taste and odour removal and toxin management; installation of a UV (ultra-violet) disinfection system, and upgraded chemical dosing systems for improved control and health and safety; refurbishment of existing sand filters; improved automation, control and electrical systems; and installation of a wash water tank to increase capacity and efficiency.

Hamiltonians should no longer experience taste and odour issues with their drinking water when there are high algae levels in the Waikato River. The improved filtering and treatment processes protect against the risk of algal toxins entering the water supply and the upgraded plant also provides advanced protozoa protection in the form of UV disinfection. The latest customer satisfaction score of 72.6 from Council's 2007 Residents Survey is a marked improvement over the score of 67.0 received in 2006.



SUSTAINABLE ENVIRONMENT

Communities for Climate Protection - Adoption of Milestones 2 and 3

The Communities for Climate Protection™ New Zealand (CCP™-NZ) programme is a world-wide campaign and provides a framework through which councils and their communities can take action to reduce greenhouse gas emissions. In November 2006, Council adopted Milestone 2 and 3 of its CCP™-NZ programme. Milestone 2 establishes emission reduction goals for both Council and the community and Milestone 3 sets out a local action plan to help Hamilton address its greenhouse gas emissions and reach those reduction goals.

Hamilton's Local Action Plan on Global Warming is a mechanism for Council to achieve its reduction targets committed to in Milestone 2. It is Council's blueprint for putting together a set of effective and practical measures to use renewable energy, use energy more efficiently and to reduce greenhouse gas emissions generated from Council operations and from the community, in line with New Zealand's international and national commitments. It will help to improve Hamilton's liveability through sustainable resource use, minimising the city's contributions to global warming, and infrastructure planning that accommodates climate change. Actions from the plan are underway and Council will be reporting back regularly on Hamilton's progress towards its goals.

Free Sustainable Urban Design Lecture Series

As part of the implementation of CityScope (Council's urban design strategy) and the drive to contribute to a sustainable future for Hamilton, Council ran the Sustainable Urban Design lecture series (in collaboration with the Centre for Continuing Education at the University of Waikato) in November 2006. Some of the topics covered included:

- Urban sustainability
- Indigenous biodiversity and restoration
- Sustaining stream life in an urban environment
- Oil depletion
- Discussion on Earthsong Eco-Neighbourhood, New Zealand's first co-housing community in Ranui, Waitakere City.



Sustainable Urban Design Workshop on Ecobuilding

A seminar held in March 2007 offered an introduction to ecobuilding and covered a wide range of activities such as passive solar heating, insulation, energy conservation and water conservation. This was a vital first step for those considering retrofitting their current domestic dwelling or considering building their own dwelling based on 'green building' principles.

Earthbuilding Seminar

A seminar in March 2007 provided an opportunity for Hamiltonians to gain expertise from architects, designers and builders experienced in earth-based dwellings. Topics included the processes of designing, seeking permits and building for rammed earth, adobe blocks, cob building and straw bale houses and a tour of local sites incorporating a range of these styles of buildings.

Hamilton BioBlitz

In November 2006 Hamilton hosted its very first BioBlitz. Council worked with Landcare Research, NIWA, Environment Waikato, the Department of Conservation, the University of Waikato and the Waikato Biodiversity Forum to hold the BioBlitz. Over a 24-hour period a team of over 30 biologists descended on Hamilton's riverbanks and the Waikato River in the vicinity of the museum and working with school groups, community groups and members of the public searched for every kind of life, from plants to fungi, fish and insects. At the end of the search over 940 species had been found, including giant Kokopu, native crayfish, short finned eels, 74 species of fungi and a new species of moth.

TRANSPORT: ROAD NETWORK MANAGEMENT

Hood Street Upgrade

The Hood Street redevelopment is the first stage of CBD upgrade. The objectives of the CBD upgrade are to foster a sense of place and identity in the central city, provide a safe, clean, serviceable, sheltered environment, make the CBD more pedestrian friendly, and facilitate the specific requirements of diverse users and retailers.

Hood Street is the significant café/bar and restaurant area in the CBD, in the heart of the arts and culture precinct. The design aimed to provide a more pleasurable pedestrian experience, with the width of road dedicated to vehicle traffic reduced to accommodate parallel parking on each side and one lane of traffic in each direction. Narrowing the road has enabled the pedestrian area to be widened, creating a boulevard effect. The wider footpaths provide additional room for al-fresco dining, while enabling good pedestrian circulation. There is also the potential to temporarily close the street for events.



Stormwater run-off is managed in an environmentally sustainable manner, through the use of rain gardens. A unique overhead catenary lighting system celebrates the diurnal cycle, providing silhouettes during the day, and a starry sky effect at night. Improved pedestrian linkages are provided at the signalised Hood St/Victoria St intersection, helping to connect Hood Street to ArtsPost and the Waikato Museum.

With the majority of the work undertaken within the 2006/07 year, the Hood Street redevelopment was completed in August 2007, with the official opening held on 29 August 2007.

Hamilton's Quality of Local Road Maintenance Given a Big Tick

Land Transport New Zealand (LTNZ) gave Hamilton's local roads a big tick in April 2007 for the quality of roading maintenance. The periodic review (the previous review was in May 1996) focused on roads and improvements in Hamilton that have been funded by LTNZ.

The review concluded that Council has made great progress since the last review, and that maintenance costs have fallen in real terms since 2001. The review also noted that the level and quality of the road maintenance being carried out is realistic and acceptable, pavement maintenance is well managed, and bridges and other structures are in good order.



Of particular credit to Council was the comment that 'Council is at or near a least cost, long-term maintenance programme level'. Also noted was that the five recommendations from the previous report had been actioned. The achievements recognised in this report are due in great measure to the significant area-wide pavement and reseal programme set in place 15 to 20 years ago.

Rototuna Minor Arterial (Borman Road)

The Rototuna Minor Arterial (which is now named Borman Road) is a 23-metre wide new road, 4.1 kilometre in length, that extends either side of Resolution Drive and links Horsham Downs Road to Kay Road. It is a key link in the city's transport network that will accommodate traffic generated by growth in the Rototuna area.

During 2006/07, land purchase and detailed design (including resource consents) were completed for a 1.2 kilometre section of this road, east of Resolution Drive (Resolution Drive to Moonlight Drive). The design includes the formation of a 12-metre wide carriageway (including traffic lanes, cycle lanes, flush median and refuge islands), a 2.1-metre diameter stormwater line and culvert, wastewater and water mains, footpaths and a cycle/pedestrian underpass, street lighting and landscaping. The project also includes the realignment of North City Road.

The primary purpose for this section of road is to allow for continuation of growth and development in the Rototuna area. This includes residential subdivisions, and access to the proposed Rototuna Town Centre development and to the adjacent proposed Community facilities and Recreation areas. It also allows for access to the proposed Ministry of Education Primary School that is planned to open in 2008.

An 18-month contract was awarded to Works Infrastructure Limited. Construction commenced in January 2007, and by the end of June 2007 most of the drainage

elements were complete. It is expected that the remainder of the contract will be completed by April 2008. Included in the contract is a requirement for the section of road between North City Road and the proposed primary school road access (east of Moonlight Drive) to be constructed and sealed by 31 January 2008 in order to provide access for the new school year.

A further 720-metre section of Borman Road, west of Resolution Drive (Resolution Drive to Sylvester Road) is currently being constructed by Glaisdale Property Partnership as part of a subdivision development. This portion of road is expected to be completed later in 2007.

TRANSPORT: ACCESS HAMILTON

Two New Shared Cycle and Walkway Routes

Council's Access Hamilton strategy addresses issues of traffic congestion and promotes transport choices. Providing for cyclists and walkers is an important element of the strategy and acknowledges the need to provide safe, attractive infrastructure for these users.

Two new shared-use cycle and walkways were completed in 2006/07, which provide two additional kilometres of off-road infrastructure to Hamilton's walking and cycling network.



The new section of cycle and walkway along Cobham Drive extends 900 metres (between Hungerford Crescent and Cobham Bridge) and provides a safe alternative to riding on the busy Cobham Drive roadway. In addition, a 1.1 kilometre extension was made to the Hayes Paddock route, where the walkway has been widened to meet the specifications for shared use between cyclists and walkers. Both the Cobham Drive and Hayes Paddock routes provide an important link for commuter and recreational walkers and cyclists from the Hillcrest area onto the river corridor and into the central city.

CBD Shuttle Bus Usage Continue Strong Growth

The CBD shuttle bus service commenced in April 2006 with 2,095 passengers using the service within the first month of operation. This increased to over 8,000 passengers in May 2006. Patronage of Hamilton's CBD shuttle bus service continued to grow throughout the 2006/07 financial year, with over 153,000 people using the service.

The free CBD Shuttle is a jointly funded initiative between Hamilton City Council and Environment Waikato and is strongly aligned to Council's Access Hamilton transport strategy which aims to improve transport efficiency. The service runs every 10 minutes along Knox Street, Victoria Street, London St, Anglesea St and Alexandra Street.



People who use the shuttle become aware of how comfortable and convenient bus transport has become, which encourages them to utilise other city bus services. This realignment in perception of public transport has contributed to the overall increase of bus usage in the city. The new service also has the ability to cater for large events in the city. For example, when Hamilton hosted the All Blacks test against Ireland at the

Waikato Stadium, over 700 people used the free bus service to get to the game and then back into the CBD.

Free Bus Rides Snapped Up

Hamilton residents responded enthusiastically to Council's offer in October 2006 of two free rides on the local bus network, with over 6,780 free rides taken on Hamilton buses during the month.

The promotion was designed to encourage ongoing use of public transport and to thank Hamiltonians who are already using the bus service. Coupons were issued city wide in the October 2006 edition of City News.

Record Bus Patronage

Annual bus patronage levels in Hamilton are at an all-time high, achieving 2 million passengers by March 2007, with 2.5 million rides forecast for the 2007/08 financial year. New initiatives such as the Orbiter, CBD Shuttle and Chartwell Direct have been the major drivers of the growth in patronage.



Council equally subsidises these three new services with Environment Waikato, and is continuing to work to ensure that more new services are included in the network to service Hamilton's rapid growth.

Wairere Drive Four-Laning (Te Rapa Road to Pukete Road)

During the 2006/07 year the section of Wairere Drive between Te Rapa Road and Pukete Road was widened to four lanes of traffic in anticipation of the intersection upgrade planned by Transit New Zealand at Wairere Drive/Te Rapa Road/Avalon Drive. Completion of the four-laning represents another step towards managing traffic congestion in the north of Hamilton. The work was completed earlier than planned as a result of a partnership between Council, Transit New Zealand and Tainui Group Holdings.

Wairere Drive Extension – Hukanui Road to Tramway Road

Detailed design and planning for construction of this new stretch of Wairere Drive (part of the city's ring-road network) has been finalised. The ring road will eventually stretch from Te Rapa Road (SH1) in the west, to Cobham Drive (SH1) in the south.

Land Transport New Zealand approved 55% funding assistance (\$8.4m) of the total \$15.3m roading cost - the largest subsidy that the city has received for any transport project to date. The balance of the project cost (\$4.7m) is for water and wastewater infrastructure, including a new watermain and an extension to the Far Eastern Wastewater Interceptor, which connects to the Wastewater Treatment Plant at Pukete. This funding recognises the importance of completing the city's ring road and the special transportation issues facing Hamilton.

The project will include all the same high quality features already established along the western end of Wairere Drive, including noise mitigation, landscaping, and a shared off-road pedestrian/cycle path. The contract for construction was awarded in July 2007, with physical construction work starting on site during September 2007 and completion expected in 2009. The \$20m project is the largest that Council has ever awarded. A blessing ceremony to launch construction of the Wairere Drive extension was held on 31 August 2007.

7.0 Treaty of Waitangi / Council's Partnership With Maori

(KO TE TIRITI O WAITANGI ME NGĀ HONONGA O TE KAUNIHERA KI TE IWI MAORI)

In remembrance of Te Arikinui Dame Te Atairangikaahu

Sadly, Te Arikinui Dame Te Atairangikaahu passed away on 15 August 2006. Council acknowledges her significant contribution to Maoridom and her role as a visionary leader in New Zealand. An official Council delegation attended Dame Te Atairangikaahu's tangi at Turangawaewae Marae in Ngaruawahia on 17 August 2006.

Council also made a remembrance book in Dame Te Atairangikaahu's honour available in the municipal building in Garden Place. Members of the public were invited to pay their respects and express their personal sentiments regarding Dame Te Atairangikaahu by signing the remembrance book. The pages of the book were professionally bound into a permanent book and presented to Dame Te Atairangikaahu's family.

Introduction

Hamilton City Council (Te Kaunihera o Kirikiriroa) supports the principles of justice and partnership offered and agreed to in the Treaty of Waitangi (Te Tiriti o Waitangi) by Maori and the Crown. Through Articles II and III Council recognises Maori as tangata whenua with kaitiakitanga (guardianship) status and ownership rights regarding land, and that Maori are assured the same rights as other citizens. To this end, Council continues to develop its partnerships with:

- Waikato Raupatu Trustee Company Ltd – the iwi authority representing the views of Waikato-Tainui across the Waikato and King Country Regions
- Nga Mana Toopu o Kirikiriroa (NaMTOK) – an iwi group representing the views of mana whenua² (Maori with historic ties to the local Hamilton/Kirikiriroa area) on issues relating to the management of Hamilton's natural and physical resources
- Te Runanga o Kirikiriroa (TeROK) – an urban Maori organisation representing the views of maataa waka³ (Maori from other areas) on social issues and Maori contribution to decision-making.

The city enjoys the benefits of the historic knowledge, experience and views of Maori and the inclusive role that Maori play in Hamilton communities. The Local Government Act 2002 reinforces the importance of continuing to foster such relationships, the necessity of good communication and the value of Maori heritage and values in New Zealand's progress as a distinctive nation.

Maori people comprise around 20 per cent of Hamilton's residents. It is estimated that 40 per cent of those identifying as Maori are from hapu with close ties to the Hamilton area, while 60 per cent are originally from other areas of the country. Council has an important role in supporting its local communities, including working to improve the opportunities for Maori and other citizens to contribute to decision-making and play an active role in the city's development.

Developing Council's Relationship with Maori

In 1995 Hamilton City Council commissioned the 'Shane Jones Report' which gave clear guidelines for Council to consult with Maori within the city in respect to their

² Mana whenua: Maori who are tied to the area/land by whakapapa (genealogy) whose ancestors have lived and died there. As a result they are kaitiaki (guardians) of that area of land.

³ Maataa waka: Maori of different tribal affiliations who are living within the area/land of the mana whenua group, i.e., Maori living outside their own tribal boundaries. Te Runanga o Kirikiriroa also represents Pacific Island people living in Kirikiriroa/Hamilton under a broad application of this concept.

responsibilities under the Treaty of Waitangi, the Waikato-Tainui Raupatu Settlement 1995 and the Resource Management Act 1991.

Since the Shane Jones Report was adopted Maori have played an increasing influence in the city, both as part of the community and through the distinctive contribution of Maori heritage and culture to Hamilton. Today, Hamilton City Council, Waikato Raupatu Trustee Company Ltd, NaMTOK and TeROK successfully work, individually and collectively, at continuing to develop Hamilton as a city where all cultures work in partnership and respect each others' views, heritage, culture and strengths.

Council will continue to undertake comprehensive consultation in order to strengthen its current relationship with Waikato-Tainui and develop it into a strategic partnership that reflects the importance of the iwi authority and its close connections to the Maori king movement (kingitanga).

Council recognises and respects the kawa/protocols and associations of Waikato-Tainui and the importance of that role within the city, and the mutual welcoming of Maori, Pacific people, Asian people, European people and other New Zealanders alike.

Council's partnerships and service agreements with NaMTOK and TeROK are long-term and mutually beneficial. They provide a mana whenua perspective and a maataa waka (urban Maori/Pacific) view on issues relating to the Treaty.

In line with the spirit of the Local Government Act 2002, Council will continue consultation with Waikato-Tainui, its current partner organisations and other key community stakeholders in order to foster positive community and city initiatives.

Throughout 2007/08, Council is planning to undertake a review of its current capacity and relationships with Maori organisations. Each of Council's three partner organisations will be involved in any review process as a key stakeholder. The relationship, roles and functions of each of the partner relationships is outlined as follows.

Council's Relationship with Waikato Raupatu Trustee Company Ltd

Waikato Raupatu Trustee Company Ltd is the principal constitutional and legally mandated iwi authority for the Waikato-Tainui iwi within the Waikato-King Country region, encompassing some 33 hapu and 63 marae across several local authority boundaries.

Waikato-Tainui as a whole takes on the umbrella governance focus for its people, its tribal culture and their maintenance. In terms of its people, Waikato-Tainui regards the sustainable development of local communities as being of utmost importance. To this end it participates in commercial business activities to provide for housing, employment and training and the necessary funding for education and marae grants.

In terms of Waikato-Tainui culture the Waikato River is regarded as te tupuna awa (the ancestral river), representing the mana (authority) and mauri (life force) of the iwi. A key environmental issue for the Raupatu Lands Trust is to monitor any pollutant effects on the river and lakes within the city. Waikato-Tainui are currently negotiating an Agreement in Principle regarding a Treaty of Waitangi claim on the Waikato River. The Draft Agreement in Principle that has been circulated outlines a new co-management structure for the River. During 2007/08 Council will undertake discussions with

Waikato-Tainui to ascertain how Council can be involved in the implementation of the co-management framework.

Council's Relationship with Nga Mana Toopu o Kirikiriroa

NaMTOK advocates the views and opinions of Hamilton's mana whenua people (a subset of Waikato-Tainui) who have a strong affinity with the natural and physical resources within the boundaries of Hamilton City and neighbouring local authorities. They are able to bring forward their local historical and cultural knowledge of the natural resources to any issue.

As a result NaMTOK is seen as the primary authority for such knowledge, kawa and protocol within the city and its environs. NaMTOK regards its partnership with Council as honouring Article II of the Treaty of Waitangi, preserving and commemorating traditional landmarks from a mana whenua perspective in order to assist with positive community dialogue between Maori and non-Maori.

Council's Relationship with Te Runanga o Kirikiriroa

TeROK provides Council with a number of support services and access to urban Maori (Waikato-Tainui and other Maori) perspectives on a wide range of social issues (Article III). Representatives from the two organisations meet regularly to discuss how to facilitate Council consultation with Maori, to support Maori social services and organisations and to discuss how Maori can contribute to decision-making. The Maori Project Fund, which TeROK administers on behalf of Council, provides valuable funding for a range of projects, including capacity building for Rauawaawa (Maori community support groups in the city).

Partnerships and service delivery contracts with NaMTOK and TeROK are annual contracts and provide for regular review by both parties. These reviews enable processes and programmes to be amended to ensure that the interaction of Council with Maori communities remains relevant and appropriate to community needs.

Achievements for 2006/07

As noted previously, Council has two established partnerships; one with the local mana whenua of Hamilton, through Nga Mana Toopu o Kirikiriroa (NaMTOK), and one with tauiwi and Pacific peoples, through Te Runanga o Kirikiriroa (TeROK). The annual financial contracts with each of these organisations provide support for direct participation as well as fostering the development of Maori capacity to contribute to the democratic and decision-making processes of Council.

During the 2006/07 year, Council provided funding of \$120,000 for the range of resource management related services provided by NaMTOK. This included the review and reporting on eight resource consents which were identified to be of specific interest to Maori. Feedback from NaMTOK is directly reported to Council's Statutory Management Committee, which ensures that the views of tangata whenua are taken into account in resource management decision-making.

TeROK received \$185,000 funding from Council for the 2006/07 year. The funding (like that for NaMTOK) includes payment for services provided to Council and an element of capacity building funding to support the engagement by TeROK in local government processes. TeROK has provided policy advice to Council on matters of relevance to Maori and Pacific peoples. TeROK also conducted specific training for Council staff on bicultural issues and basic Te Reo Maori skills.

A number of specific projects were achieved in 2006/07 that furthered partnerships between Council and Maori and contributed to Maori well-being:

- ***Completion of Stage One of Te Parapara Garden, Hamilton Gardens***

The first phase of the Te Parapara Garden was officially unveiled at Hamilton Gardens on 20 July 2006 and signified the newest addition to the Hamilton Gardens themed garden collection. The first phase of this garden was unveiled in the form of a carved gateway to the lot allocated for the Te Parapara Garden. The carved gateway symbolises the passing through from the current to the traditional world.

Te Parapara takes its name from an ancient pa that stood along the Waikato River banks not far from where this new garden is being built, so the inclusion of the Te Parapara Garden is very relevant to the history of the site and a wonderful opportunity to showcase a uniquely Tainui story of gardening.

The Te Parapara Garden is the first project in the world to recreate traditional Maori gardening practices so authentically and in doing so serves an important function in preserving knowledge and tradition. This project aims to reconstruct traditional Maori garden features and carved structures that were present along the Waikato River banks between 1840-1850.

- ***Promotion of an Annual Kowhai Festival***

During Council's 2005/06 Annual Plan submission process, Nga Mana Toopu o Kirikiriroa proposed that an annual kowhai festival be established to acknowledge pre-European horticulture and to increase the profile and importance of the Waikato River within the city. Council endorsed the concept of the kowhai festival by providing funding for the planting of kowhai trees along the Waikato River in 2006/07. A total of 356 kowhai trees were planted along the Waikato riverbank. The areas where the kowhai were planted included the Ferrybank, Kirikiriroa Reserve, Hamilton Parade, Dillicar Park and Hayes Paddock.

- ***Advice on Social Wellbeing Strategy***

Council's Strategic Framework for the City identified eight key strategies that needed to be developed, including a Social Well-Being Strategy. Key stakeholders were invited to be members of a high level steering group, and in December 2006 the first Social Well-Being Strategy Steering Group meeting was convened.

Maori organisations provided valuable input into the development of the Social Well-Being Strategy. More specifically, senior representatives from Te Runanga o Kirikiriroa and the Waikato Raupatu Lands Trust Company Limited (Tainui) were part of the steering group. The steering group was also strongly represented by the social development sector and includes representation from Social Services Waikato and central government agencies such as Te Puni Kokiri; the Police; the Ministry of Social Development; Waikato District health Board; Housing New Zealand; Child, Youth and Family; the Ministry of Youth Development and the Ministry of Education.

The key theme areas for the Social Well-Being Strategy are vibrant young people; community safety; quality of life; community capacity and pride, and an overarching theme of leadership and collaboration. The Strategy will be finalised and adopted in September 2007, after which a number of collaborative flagship projects will be undertaken to practically demonstrate and give effect to the desired outcomes of the strategy.

8.0 Monitoring Council's Performance

(NGA RARANGI TATARI KONOHETE O TE KAUNIHERA)

8.1 Financial Monitoring Mechanisms

Quarterly financial reports are considered by Council's Finance and Audit Committee and include detailed variances on all expenditure to budget. In addition, the Finance and Audit Committee can request further information on any aspect of Council's finances as part of its monitoring role.

8.2 Non-Financial Monitoring Mechanisms

Council's primary mechanism to monitor non-financial performance is through the use of the 148 performance measures and targets outlined in Council's 2006-16 Long-Term Plan. These measures are reported on annually through Council's Annual Report.

In addition, a selection of these measures and targets, along with updates on a progress of a selection of significant Council projects, are monitored and reported on a quarterly basis to Council's Finance and Audit Committee meetings.

Information for the quarterly non-financial reports to the Finance and Audit Committee is primarily obtained through:

- Council's Quarterly Residents Survey
- Council's Customer Satisfaction Survey Programme.

In addition, Council receives feedback from the community on its performance and issues that need to be addressed through a range of other feedback mechanisms such as ongoing requests for service from the public, consultation/submission processes on various plans and strategies (e.g. submissions, meetings, forums and focus groups), neighbourhood network meetings and partnerships with various organisations.

Council's Quarterly Residents Survey

Council's Quarterly Residents Survey (QRS) is one of the main methods of ascertaining residents' views on how effectively Council is operating, particularly in regard to its provision of key facilities and services. Specifically the QRS provides a number of performance measures and targets for Council's 2006-16 Long-Term Plan and related Annual Plans, as well as providing background information for a number of Council investigations and decisions. Information from the QRS (primarily customer satisfaction indices and usage data) is included among the performance measures and targets for most of Council's significant services, which are reported on in Section 10.0.

Between 1984 and 2006 Council's Residents Survey was undertaken annually by an independent research company. In the 2006/07 financial year interviewing and reporting for the survey moved from an annual to a quarterly basis.

Quarterly interviewing and reporting has a number of advantages over an annual survey:

- Open ended questions can be introduced on a more regular basis, enabling timely feedback to be obtained on a wider range of topical issues (e.g. in the January –

March 2007 quarter a number of environmental issues were canvassed more fully with respondents).

- The results provide a more accurate reflection across the whole year, not just one point in time e.g. facilities and services affected by seasonality, such as swimming pools, will receive a more accurate and balanced result.
- Quarterly surveying also balances out results across the whole year if a particular survey is influenced by a topical or contentious issue, particularly if an issue has been widely publicised in the media.
- It is easier to obtain the interview quota due to a smaller sample size (175 respondents per quarter versus 700 respondents annually).
- Council groups / units receive ongoing feedback throughout the year, which in turn enables service improvements to be more responsive.
- It provides timely input data for the quarterly non-financial reports considered at each of Council's Finance and Audit Committee meetings .
- It allows 12 month averages to be calculated each quarter rather than on an annual basis.

The interview schedule for the QRS is outlined below.

Quarter	Survey Timing	Sample Size
1. July – September	Late August / Early September	175 respondents
2. October – December	Late November / Early December	175 respondents
3. January - March	Late February / Early March	175 respondents
4. April – June	Late May / Early June	175 respondents

In 2006/07 the QRS was undertaken by International Research Consultants Ltd and Hamilton based survey company Digipoll Ltd. The survey was conducted by telephone interview and gained a total of 700 responses from randomly selected residents across the four quarters comprising the full 2006/07 financial year.

The questionnaire for each quarter in the 2006/07 survey period used a split path approach whereby all respondents were asked all the key questions, then the sample was split into two paths i.e. half of the respondents rated one set of facilities and services while the second stream answered questions about the other set. The margin of error for the 700 interviews on the key questions throughout 2006/07 was plus or minus 3.7% at the 95% confidence level and for the questions in the split path segment of the questionnaire (based on 350 interviews across the four quarters in 2006/07) it was plus or minus 5.2% at the 95% confidence level.

During 2003, the management of Hamilton City Council developed a framework to interpret the customer satisfaction index (CSI) scores⁴ for the various facilities and services measured within the Residents Survey and other customer satisfaction projects. This framework covers two streams of Council provided services i.e. those with Customer Choice and those where there is No Customer Choice. Each of these streams has a different CSI score interpretation. The Customer Choice services and facilities would normally expect to receive higher CSI scores as dissatisfied customers can take their business elsewhere. For No Customer Choice services and facilities the customer has no option but to remain with the Council provided service and therefore dissatisfied customers remain, which can result in a lower CSI score i.e. they cannot change their

⁴ The CSI (Customer Satisfaction Index) is based on an 11-point satisfaction scale (0 = very dissatisfied to 10 = very satisfied). Scores from individual survey respondents are then aggregated into a single index out of 100.

supplier if they are dissatisfied and therefore more dissatisfied “customers” remain as users.

Customer Choice CSI Scores	Performance Index CSI Score Interpretation	No Customer Choice CSI Scores
84 or higher	Exceptional performance	79 or higher
82 – 83	Excellent performance	77 to 78
78 – 81	Very good performance	73 to 76
73 – 77	Good performance, but with potential for improvement	68 to 72
67 – 72	Fair: Needs improvement	62 to 67
66 or lower	Needs significant improvement	61 or lower

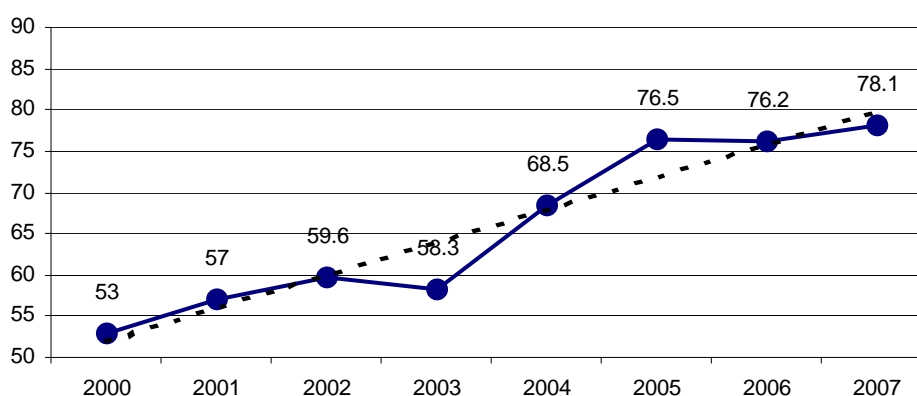
Results from the 2007 QRS show that high levels of satisfaction for key areas reached in the 2006 survey (the highest results satisfaction levels recorded to date for most facilities and services) were confirmed again this year.

Question	2004	2005	2006	2007
Overall performance of Council (CSI Score)	68.5	76.5	76.2	78.1
Hamilton as a place to live (CSI Score)	81.6	82.8	81.6	83.8
Value from residential rates (Value Index)	66.8	70.8	69.5	69.2
Quality of Council facilities and services in the past year (Improvement Index)	71.8	72.5	71.1	75.6

Overall Performance of Council

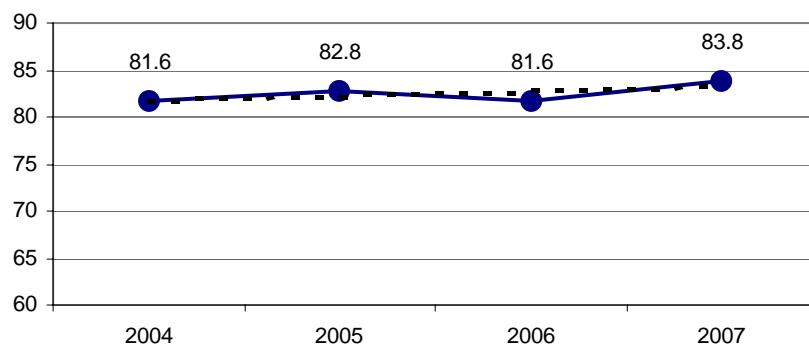
Residents were asked how they rated Council's overall performance over the 2006/07 year (when answering this question residents take into account Council management and staff, elected representatives, improvements in facilities/services etc). This year the overall CSI score achieved was 78.1, the highest rating recorded to date.

OVERALL PERFORMANCE OF COUNCIL (CSI Score)

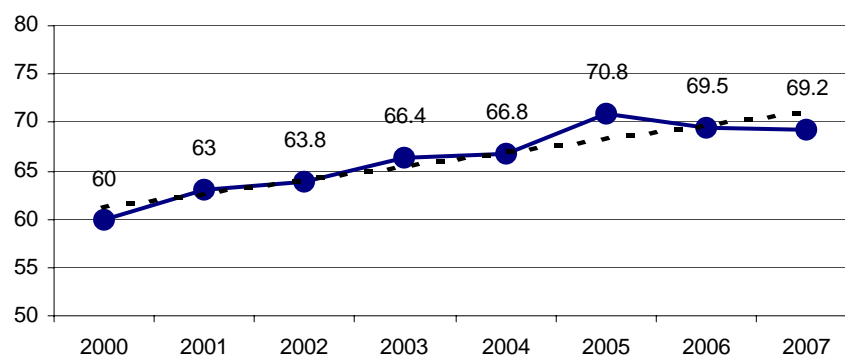


Hamilton as a Place to Live

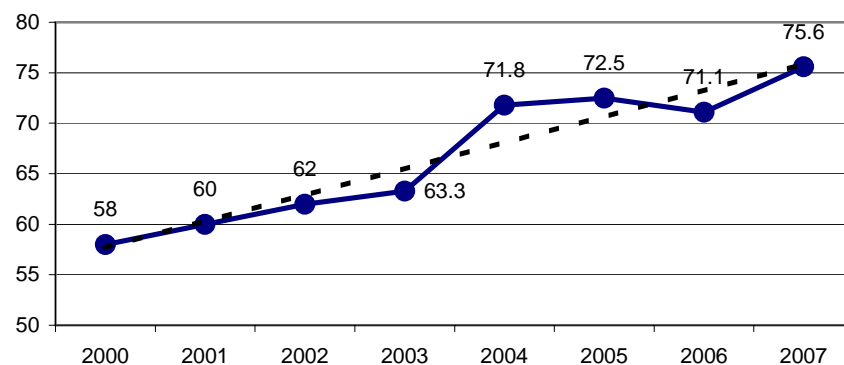
Respondents were asked how they rated their satisfaction with Hamilton as a place live. This year's CSI score was 83.8, reflecting exceptional customer satisfaction and the highest score recorded to date.

HAMILTON AS A PLACE TO LIVE (CSI Score)**Value from Residential Rates**

Respondents who paid residential rates to Council were asked to evaluate the value they received from those residential rates. This year the Value Index was 69.2, slightly down from the record high of 70.8 achieved in 2005.

VALUE FROM RESIDENTIAL RATES (Value Index)**Quality of Council Services and Facilities**

Respondents were asked overall how they would rate the quality of Council facilities and services in the past 12 months. The Improvement Index for 2007 was 75.6, reflecting a 4.5 point increase from last year (71.1), which is the highest rating obtained since this question has been asked.

QUALITY OF COUNCIL SERVICES AND FACILITIES (Improvement Index)

Council is striving to be a world-class organisation and to provide Hamilton with facilities and services of a very high standard. The results outlined above show that Council is continuing to improve upon the high standards of the last three years. The continual drive toward making a difference in the community, along with the dedication of elected members and staff to that vision, are major factors of the organisation being so highly regarded.

Main Issues Council Should be Looking at

Respondents to the QRS are also asked to identify the three most important issues Council should be looking at.⁵ Responses to this question provide important data for Council when considering service levels for Council projects and programmes. A summary of the responses from the last five years is provided below.

2003	2004	2005	2006	2007
<ul style="list-style-type: none"> • Law and Order (including safety, crime and other law and order) (21.8%) • Roads (including road maintenance, development of roads and bypasses) (16%) • Water or drinking water (14.1%) • Traffic (including congestion) (12.3%) • Political in-fighting or lack of Councillor teamwork (10.7%) 	<ul style="list-style-type: none"> • Traffic (including congestion) (26.9%) • Law and Order (including safety, crime and other law and order) (18.4%) • Roads (including road maintenance, development of roads and bypasses) (17.1%) • Water or drinking water (11.3%) • Car parking (9.9%) 	<ul style="list-style-type: none"> • Traffic (including congestion) (45.3%) • Roads (including road maintenance, development of roads and bypasses) (21.6%) • Public Transport (21.6%) • Law and Order (including safety, crime and other law and order) (16.5%) • Car parking (12.5%) 	<ul style="list-style-type: none"> • Traffic (including congestion) (36.6%) • Roads (including road maintenance, development of roads and bypasses) (26.6%) • Public Transport (15.0%) • Law and Order (including safety, crime and other law and order) (14.1%) • City Development / Planning (9.7%) 	<ul style="list-style-type: none"> • Traffic (including congestion) (22.0%) • Roads (including road maintenance, development of roads and bypasses) (20.3%) • Law and Order (including safety, crime and other law and order) (16.7%) • City Development / Planning (10.6%) • Public Transport (10.4%)

Traffic (including congestion) was again rated the main issue for 2007 (22.0%), with roads (20.3%) the second most commonly mentioned and law and order (16.7%) the third. Over the last four years, respondents have identified traffic and transportation issues with increased frequency. Council is continuing to tackle the city's congestion and transport issues through Access Hamilton, a transport strategy that focuses on easing traffic congestion and encourages the use of alternative forms of transport such as buses, walking and cycling. A targeted rate for Access Hamilton was adopted by Council through the 2005/06 Annual Plan to generate revenue to address

⁵ Please note that for the first two quarters of the 2007 survey this question was asked as "what are the two most important issues". This has caused a reduction in the percentages as for these quarters people only mentioned two versus three issues.

transportation issues in the city. Council made budget provision of \$2.560m in 2006/07 for Access Hamilton projects and programmes and work has been initiated and/or completed on a number of these, e.g. Orbiter Bus Services and Knox Street car park.

Law and order and issues of crime and safety have also featured strongly in recent years, and Council has responded by engaging with crime prevention partners to develop and implement initiatives that effect a reduction in crime and improve people's safety in the central city. Council manages the central city crime prevention camera network, the City Safety Patrol Team, a vehicle crime reduction programme and a youth-at-risk initiative. Council supports the Crime Prevention Through Environmental Design (CPTED) philosophy, and has begun to incorporate it into public place design and development as part of Cityscope (Council's Urban Design Strategy). Council also supports the Nightrider late night bus service which provides a safe, reliable late night transport option. A Liquor Control Bylaw is also in effect in the central city 24 hours a day, seven days a week and an Alcohol Strategy with the Police to address continuing problems has been agreed to.

Customer Satisfaction with Services and Facilities

Council measures its performance against community satisfaction then uses the survey results to plan future services that are tailored to the community's needs.

Overall, of the 68 facilities and services surveyed in the 2007 Residents Survey, 57 increased their satisfaction rating between 2006 and 2007 and 11 recorded a decreased rating. The results for 2007 are generally higher than those for 2006, and many of the results remain significantly ahead of recent history. The 2007 results show that once again, significant proportions of Hamilton residents are very satisfied with most of the services and facilities Council provides (although Council recognises that there are still opportunities for improvement).

For many of the services and facilities, where respondents give particularly negative ratings, they are asked a further question to provide comment on why they gave a negative score. Council uses this in-depth feedback (along with other information) to identify, consider and make improvements to its facilities and services.

Individual CSI scores from the QRS for each of the services and facilities surveyed are grouped under the relevant significant services at the start of each Statement of Strategic Intent in Section 10.0.

Customer Satisfaction Survey Programme

Council also operates a comprehensive system of Customer Satisfaction Surveys (around 40 in total) for most Council activities to gain detailed feedback from residents / customers on perceptions of variations to the performance of individual Council services and facilities on an ongoing basis. The methodologies of these surveys vary depending on the customer characteristics. For example, The Zoo explain face-to-face the purpose of the survey with the public as they enter the facility and they can either complete the survey at the end of their experience or are given a pre-paid envelope to post back following completion, while Water and Waste Services use phone questionnaires using a random sample drawn from their 'request for service' database. The customer satisfaction surveys vary in their frequency depending on the nature of the service or facility.

Quality of Life Project

Hamilton City Council is a contributing member council of the Quality of Life Project. The purpose of this project is to provide information to decision-makers to improve the quality of life in major New Zealand urban areas. Involvement in this project allows Council to determine the effectiveness of current practices relevant to other metropolitan local authorities. It also enables participating councils to identify the links of the Local Government Act 2002's four well-beings and to raise the profile of urban policy issues at a national level.

The 12 member councils are:

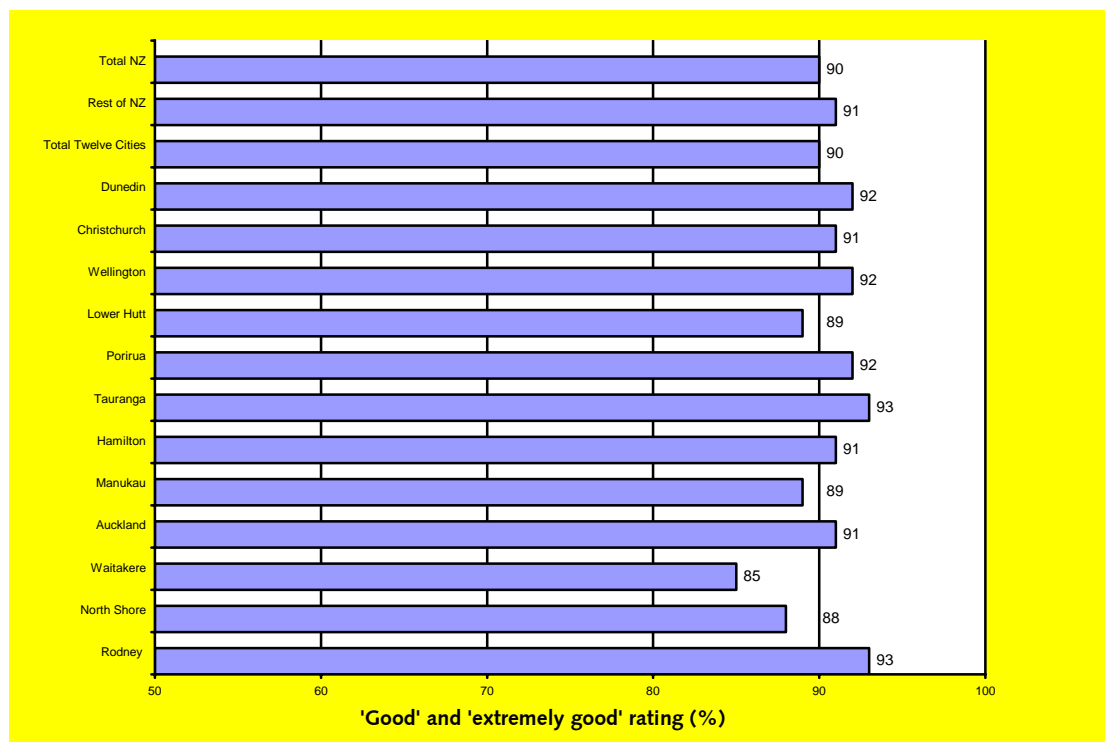
- Rodney District Council
- North Shore City Council
- Auckland City Council
- Waitakere City Council
- Manukau City Council
- Hamilton City Council
- Tauranga City Council
- Porirua City Council
- Hutt City Council
- Wellington City Council
- Christchurch City Council
- Dunedin City Council.

The latest substantive report from the project was published in 2003 and can be accessed online at www.bigcities.govt.nz or in hard copy from Council's Strategic Group (phone 838 6810, email strategic@hcc.govt.nz). The 2003 report details results for 56 indicators (and 147 measures) comprising official statistics from Statistics New Zealand, statistics from government agencies and community organisations, and results from the Quality of Life Residents Survey Programme. The next substantive report from the project is due to be released in November 2007.

The Quality of Life project undertakes a comprehensive residents' survey every two years to provide information for use by the member councils. The latest Quality of Life Residents Survey was undertaken from August to October 2006. This was a telephone survey of 7,500 residents (aged 18 years and over) comprising at least 500 randomly selected households from each of the 12 project member councils plus 1,500 households from other non-urban areas throughout New Zealand. Results from this survey are available on the www.bigcities.govt.nz website. Data from this survey are used to augment the range of information that will be used to produce the full 2007 Quality of Life report.

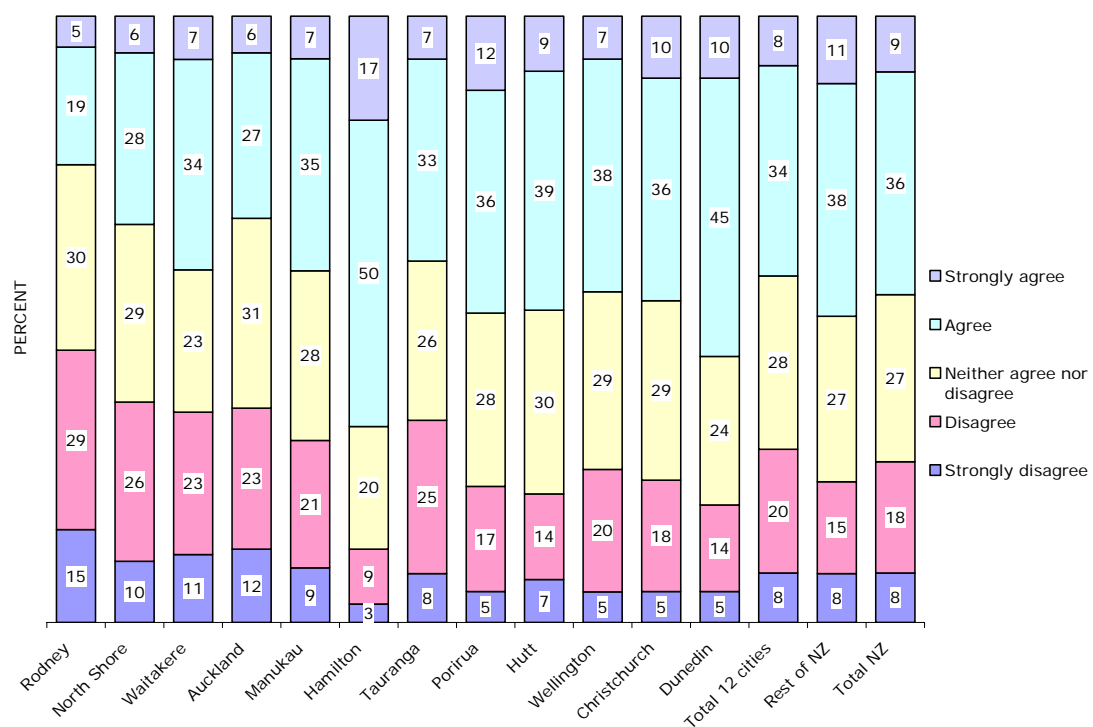
One of the key measures from the 2006 Quality of Life Survey was people's perception of their overall quality of life. As shown below, Hamilton residents rate their overall quality of life relatively highly (sixth highest out of the 12 councils participating in the project).

Percentage of residents rating their Overall Quality of Life as 'Good' or Extremely Good': 2006



In addition results from this survey showed that Hamilton recorded the highest level of confidence in Council's decision-making at 67% compared to the average for all 12 cities of 42%.

Residents Confidence in Council Decision-making: 2006



Important trends and results from the project are reported to the chief executives of member councils. Hamilton City Council is represented on the project's research team that is responsible for the collection of information through the survey and from other sources and the production of reports from the project.

Ongoing Requests for Service

Council operates two integrated request for service systems (organised by specific units of Council known as MAXIMO and Authority Customer Action Requests) to log and track issues raised by customers.

Requests for service by Council units can be made 24 hours a day, seven days a week by using Council's main telephone line 838 6699, or by emailing info@hcc.govt.nz.

Performance Measures and Targets for Significant Services

Key performance measures and targets for each of Council's 25 significant services(as outlined in Council's 2006-16 Long-Term Plan) are shown and reported in Section 10.0.

9.0 A Community Vision for the City

(NGA KITENGA HAPORI MO TE TAAONE-NUI)

As noted in Section 2.0, the Local Government Act 2002 (LGA 2002) requires local authorities to get their local communities thinking about and identifying how they would like to see Hamilton develop over the next 10 years and beyond and to translate this thinking into what are known as community outcomes.

Council is also required by the LGA 2002 to show in its Long-Term Plan how its activities contribute towards the community outcomes.

9.1 Hamilton's Community Outcomes 2005

The LGA 2002 required Council to facilitate a process to identify community outcomes for inclusion in its 2006-16 Long Term Council Community Plan. Community outcomes can be described as statements of what Hamilton communities want to work towards over the coming 10 years.

The set of community outcomes for Hamilton was developed through extensive community input that was facilitated by a Consultation Steering Group of representatives from the following groups and organisations:

- Hamilton Arts Sector Group
- Hamilton Environment Centre Trust
- Ministry of Social Development
- Sport Waikato
- Te Runanga o Kirikiriroa
- Waikato Chamber of Commerce
- Waikato Raupatu Lands Trust
- Hamilton City Council
- Hamilton Youth Council
- Nga Mana Toopu o Kirikiriroa
- Social Services Waikato
- Tertiary Education Alliance
- Waikato District Health Board.

Hamilton's Community Outcomes are outlined below.

HAMILTON'S COMMUNITY OUTCOMES

SUSTAINABLE AND WELL-PLANNED

"An attractive city that is planned for the well-being of people and nature, now and in the future"

HAMILTON PEOPLE WANT A CITY THAT:

- 1.1 Is easy to get around so everybody can access services and facilities.
- 1.2 Is safe and enjoyable for walking and cycling, encourages innovative transport options and has quality public transport.
- 1.3 Has integrated transport systems that connect it to New Zealand and the world.
- 1.4 Protects and enhances its green spaces and natural environment for everyone to value and enjoy.
- 1.5 Uses processes of sustainable urban design that enhance neighbourhood communities.
- 1.6 Sustainably manages resources such as water and energy.
- 1.7 Encourages and enables people to recycle and minimise waste.

VIBRANT AND CREATIVE

"A city that encourages creativity for a vibrant lifestyle"

HAMILTON PEOPLE WANT A CITY THAT:

- 2.1 Is recognised for its wide range of events, activities, attractions and entertainment for everyone, including iconic events.
- 2.2 Has a vibrant arts and music scene and supports and celebrates its artists, festivals and facilities.
- 2.3 Acknowledges and celebrates the creativity of Maori arts and culture.
- 2.4 Respects and celebrates its diverse communities.
- 2.5 Values and protects heritage sites, buildings and landmarks.
- 2.6 Has an attractive and lively city centre.
- 2.7 Celebrates and promotes its talent and creativity.

UNIQUE IDENTITY

"A city with a strong identity that recognises the significance of its river and history"

HAMILTON PEOPLE WANT A CITY THAT:

- 3.1 Treasures and enjoys the Waikato River.
- 3.2 Acknowledges and celebrates the unique place of Waikato Maori.
- 3.3 Is not too big and not too small, providing everything that makes life convenient without the problems of other cities.
- 3.4 Fosters pride in its natural and built environments and encourages people to work together to keep these clean and tidy.
- 3.5 Is a great place to learn, work and play, where people are proud of the education sector and embrace student culture.
- 3.6 Supports research, education and innovation, and is recognised as a centre of excellence.
- 3.7 Supports its significant youth population by providing targeted activities and services.

SAFETY AND COMMUNITY SPIRIT

"A safe, friendly city where all people feel connected and valued"

HAMILTON PEOPLE WANT A CITY THAT:

- 4.1 Has safe roads and low crime rates, where people can feel secure at all times.
- 4.2 Promotes awareness and involvement in community activities and events.
- 4.3 Enables ethnic communities to feel connected and valued.
- 4.4 Addresses social issues and values volunteers.
- 4.5 Builds socially engaged, responsive communities.

HEALTHY AND HAPPY

"Active and healthy people with access to affordable facilities and services"

HAMILTON PEOPLE WANT A CITY THAT:

- 5.1 Provides opportunities for people of all ages and abilities to access and participate in sport and leisure activities that meet their diverse needs.
- 5.2 Provides affordable, responsive and accessible activities and health care for people of all ages and abilities.
- 5.3 Is an ideal place for family and whanau, with lots of activities and places for tamariki and rangatahi to enjoy.
- 5.4 Provides access for all people to a range of healthy, affordable, quality housing.

INTELLIGENT AND PROGRESSIVE CITY

"Business growth that is in harmony with the city's identity and community spirit"

HAMILTON PEOPLE WANT A CITY THAT:

- 6.1 Is recognised as the thriving economic hub for the Waikato region and provider of regional services.
- 6.2 Attracts and retains sustainable, innovative businesses.
- 6.3 Offers a range of job opportunities throughout the city to suit all skill levels.
- 6.4 Is progressive and cosmopolitan, creating an environment for business success.
- 6.5 Attracts and retains people and investment and grows great ideas.

WORKING TOGETHER

"Collaborative decision-making and planning are common practice"

HAMILTON PEOPLE WANT A CITY THAT:

- 7.1 Engages all local communities in planning and developing the city's future.
- 7.2 Ensures Maori are respected as a partner in decision-making and have a voice on issues that affect the city.
- 7.3 Has organisations that work together to achieve all community outcomes.

LET'S TAKE HAMILTON FORWARD TOGETHER

While it is acknowledged that Council performs a wide range of activities and contributes in different ways to a number of Hamilton's Community Outcomes, it needs to be emphasised that Council is only one of a wide range of organisations whose actions and direction promote community well-being in the city. Organisations such as the private sector, government agencies, health and social service agencies and iwi/Maori organisations also make a significant contribution to promoting community well-being and have the mandate, resources and ability to influence the city's progress towards Hamilton's Community Outcomes. The set of community outcomes will enable increased participation and collaboration between such organisations and will also assist in making Hamilton a more sustainable city.

For further information on Hamilton's Community Outcomes, please visit: www.myhamilton.org.nz.

9.2 Monitoring Progress Towards Hamilton's Community Outcomes

Council has used a number of mechanisms to assess the city's progress in working towards the community outcomes i.e.:

- Hamilton's Sustainability Indicators
- The Quality of Life in New Zealand's Cities Project
- Involvement in other national and regional monitoring programmes.

Hamilton's Sustainability Indicators

As part of putting Agenda 21 into action, Council worked with the community between 1998 and 2000 to develop a set of sustainability indicators for the city. The inaugural Hamilton Sustainability Indicators Report was published as a printed document in September 2002. This document used 25 indicator themes to provide a snapshot of sustainability in Hamilton. To effectively determine if development is sustainable these issues need to be consistently monitored over the long term.

Since the 2002 report, data for each of the measures comprising the 25 indicators has been updated annually and evaluated as showing either an improving or deteriorating sustainability trend. Some of the measures were modified in response to community feedback (note that some of the numbers and titles of measures have changed accordingly since the 2002 report). Annual indicator updates have been published on the www.myhamilton.org.nz website between 2004 and 2006. Summaries of indicator trends are also included in each of Council's respective Annual Reports.

Hamilton's Sustainability Indicators have provided a way to measure (directly or indirectly), changes to Hamilton's environmental, social, economic and cultural well-being. Interpreting whether indicator trends are having a positive or negative impact on the city's environmental, social, cultural and economic well-being is not always straightforward, e.g. an increase in consents issued for new houses is viewed by many as having a number of positive economic benefits for Hamilton. On the other hand, the addition of new houses can result in negative environmental impacts through increased pressure on the city's infrastructure, e.g. the roading network and water/wastewater system.

Interpretation of trends in environmentally-focused indicators tends to be more clear cut. For instance, most would view improvements in water quality and soil health indicators as having a positive impact on the city's well-being.

Developing Community Outcomes Progress Indicators

Hamilton's Sustainability Indicators (which were developed by the community for the community through an extensive community consultation/engagement process) have now been aligned to monitor progress towards Hamilton's Community Outcomes. Through this exercise a number of 'gaps' were identified where the current sustainability indicators do not adequately measure the community's progress towards a particular outcome. These gaps were addressed by analysing and including new measures for which data is already collected as part of other best practise monitoring projects i.e.:

- Council's participation in the Quality of Life Project – comprises 215 measures (Volume 1, Section 8.2 of Council's 2006-16 Long-Term Plan, www.bigcities.govt.nz). The purpose of this internationally recognised project is to provide information to decision-makers to improve the quality of life in major New Zealand urban areas.
- Council's participation in the nationally recognised Waikato regional community outcome monitoring group known as MARCO (Monitoring and Reporting Community Outcomes) – comprises over 190 measures (Volume 1, Section 8.3 of Council's 2006-16 Long-Term Plan, www.choosingfutures.co.nz). MARCO is a multi-agency working group (comprising representatives from Environment Waikato, the region's constituent councils as well as the Waikato District Health Board and Department of Labour).
- Measures from the national Linked Indicator Programme (LIP) – 43 indicators (Volume 1, Section 8.3 of Council's 2006-16 Long-Term Plan). The LIP is a whole of government project aimed at identifying a core set of indicators to measure sustainable development in New Zealand (refer www.stats.govt.nz/analytical-reports/linked-indicators).

In addition to the above analysis, feedback was sought on the proposed set of Community Outcomes Progress Indicators from a number of key stakeholders (the New Zealand Police, Waikato District Health Board, Ministry of Social Development and Te Runanga o Kirikiriroa).

The set of Proposed Community Outcomes Progress Indicators were then included in Council's Proposed 2007/08 Annual Plan which was open for public consultation between 26 March and 26 April 2007. The proposed list of indicators was also included in the summary of Council's Proposed 2007/08 Annual Plan delivered to all Hamilton households as part of the April 2007 edition of City News. All feedback on the Community Outcomes Progress Indicators received through the proposed Annual Plan submission process was considered by Council prior to adopting the finalised set of Community Outcomes Progress Indicators on 29 June 2007.

New Set of Community Outcomes Progress Indicators

The new set of Community Outcomes Progress Indicators (comprising 116 Community Outcomes indicators) is significantly larger than the original set of 65 Sustainability Indicators. The Community Outcomes Progress Indicators build on the strong environmental focus of the original Sustainability Indicators and are a better reflection of the four well-beings (Social, Economic, Cultural and Environmental) advocated through the Local Government Act 2002.

Section 92 of the LGA 2002 requires Council to report not less than once every three years on progress made towards Hamilton's Community Outcomes. Council staff will be collecting information for the full set of 116 Community Outcomes Progress Indicators throughout 2007/08 in order to produce a comprehensive Community Outcomes Progress Indicators report before November 2008.

Hamilton's Community Outcomes and the 116 indicators that will be used to monitor these outcomes (i.e. the Community Outcomes Progress Indicators) are outlined below. The indicators are grouped under the seven community outcome themes. To recognise the significant community involvement in the development of Hamilton's Sustainability Indicators (as shown in pages 51 to 53 of Council's 2006-16 Long-Term Plan) the

majority have been retained, aligned to the relevant community outcome and are shown in bold.

Note: The original Sustainability Indicators are shown in bold

Hamilton's Community Outcomes and Community Outcomes Progress Indicators

SUSTAINABLE AND WELL-PLANNED "An attractive city that is planned for the well-being of people and nature, now and in the future"
<p>HAMILTON PEOPLE WANT A CITY THAT:</p> <ol style="list-style-type: none"> 1.1 Is easy to get around so everybody can access services and facilities. 1.2 Is safe and enjoyable for walking and cycling, encourages innovative transport options and has quality public transport. 1.3 Has integrated transport systems that connect it to New Zealand and the world. 1.4 Protects and enhances its green spaces and natural environment for everyone to value and enjoy. 1.5 Uses processes of sustainable urban design that enhance neighbourhood communities. 1.6 Sustainably manages resources such as water and energy. 1.7 Encourages and enables people to recycle and minimise waste.
COMMUNITY OUTCOMES PROGRESS INDICATORS
<ul style="list-style-type: none"> • Travel times on key routes • Road traffic volumes • Means of travel to work • Car ownership per household • Total passenger numbers using public transport • Residents' rating of public transport in their city • Residents' satisfaction with Council provided cycling facilities • Residents' satisfaction with Council provided walkways/footpaths • Road crashes and casualties involving pedestrians and cyclists • Number of schools and children using walking school buses • Air pollution (including particulate matter (PM₁₀) levels, benzene levels, residents' perception of air pollution) • Percent of confirmed contaminated sites remediated • Residents' perception of neighbourhood noise • Bird counts • Area of green space in the city per resident • Ratio of greenfield to infill development • Percentage of resource consent applications that received pre-application urban design comments and percentage of those comments actioned • Ecological health of the Waikato River • Ecological health of Lake Rotorua • Average daily water usage per person • Hamilton's residential energy consumption • Waste per person from the household kerbside collection • Recyclables per person from the household kerbside collection • Materials collected for reuse/recycling at Hamilton's Refuse Transfer Station • Waste diverted from landfill via the Hamilton Organic Centre

VIBRANT AND CREATIVE "A city that encourages creativity for a vibrant lifestyle"
<p>HAMILTON PEOPLE WANT A CITY THAT:</p> <ol style="list-style-type: none"> 2.1 Is recognised for its wide range of events, activities, attractions and entertainment for everyone, including iconic events. 2.2 Has a vibrant arts and music scene and supports and celebrates its artists, festivals and facilities. 2.3 Acknowledges and celebrates the creativity of Maori arts and culture. 2.4 Respects and celebrates its diverse communities. 2.5 Values and protects heritage sites, buildings and landmarks. 2.6 Has an attractive and lively city centre. 2.7 Celebrates and promotes its talent and creativity.

COMMUNITY OUTCOMES PROGRESS INDICATORS
<ul style="list-style-type: none"> • Visitor guest nights and hotel/motel occupancy rates • Number of conferences held • Number of events listed on the What's On Hamilton website • Residents' use of Council's arts and culture facilities • Residents' perception that their city is a place that has a culturally rich and diverse arts scene • Cultural industries • Residents' perceptions of the effect of increased diversity in lifestyles and cultures on their city • Number of built heritage and sites of archaeological, historic and cultural significance in the current District Plan • Residents' rating of feeling safe in Hamilton's central city at night • Number of people living in the central city area • Value of building consents issued for the CBD (new, alterations, additions)

UNIQUE IDENTITY "A city with a strong identity that recognises the significance of its river and history"
<p>HAMILTON PEOPLE WANT A CITY THAT:</p> <p>3.1 Treasures and enjoys the Waikato River.</p> <p>3.2 Acknowledges and celebrates the unique place of Waikato Maori.</p> <p>3.3 Is not too big and not too small, providing everything that makes life convenient without the problems of other cities.</p> <p>3.4 Fosters pride in its natural and built environments and encourages people to work together to keep these clean and tidy.</p> <p>3.5 Is a great place to learn, work and play, where people are proud of the education sector and embrace student culture.</p> <p>3.6 Supports research, education and innovation, and is recognised as a centre of excellence.</p> <p>3.7 Supports its significant youth population by providing targeted activities and services.</p>
COMMUNITY OUTCOMES PROGRESS INDICATORS
<ul style="list-style-type: none"> • Recreational health of the Waikato River • Maori involvement in public decision-making • Percentage of Maori speakers in Hamilton's total population • Proportion of Maori speakers in Hamilton's Maori population • Number of street trees planted and number of trees protected • Participation in native tree restoration projects • Participation in the Enviro-schools programme • Residents' rating of sense of pride in the way their city looks and feels • Enrolments with Hamilton tertiary education organisations • Participation in school-based community education courses • School leaver qualifications • Participation in early childhood education • Number of modern apprenticeships currently in progress • Percentage of pupils stood down, suspended, expelled and excluded • Truancy rates • Research funding received by tertiary education organisations • Youth unemployment • Teenage pregnancies • Number of students enrolled in alternative education programmes • Number of youth enrolled with Hamilton's Youth Transition Service

SAFETY AND COMMUNITY SPIRIT "A safe, friendly city where all people feel connected and valued"
<p>HAMILTON PEOPLE WANT A CITY THAT:</p> <p>4.1 Has safe roads and low crime rates, where people can feel secure at all times.</p> <p>4.2 Promotes awareness and involvement in community activities and events.</p> <p>4.3 Enables ethnic communities to feel connected and valued.</p> <p>4.4 Addresses social issues and values volunteers.</p> <p>4.5 Builds socially engaged, responsive communities.</p>
COMMUNITY OUTCOMES PROGRESS INDICATORS
<ul style="list-style-type: none"> • Crime (including dwelling burglaries, theft from motor vehicles, unlawful theft and taking of motor vehicles, violent offences, family violence, sexual offences, dishonesty offences)

- **Road crashes and casualties**
- Residents' perception of dangerous driving as a problem
- **Residents' perceptions of safety in the CBD and in neighbourhoods**
- **Number of discrimination complaints to the Human Rights Commission**
- **Residents' perception of the effect of increased diversity of lifestyles and cultures upon the community**
- **Number of food parcels supplied to residents**
- Unpaid work
- Residents' rating of graffiti as a problem
- Number of care and protection notifications to Child Youth and Family Services
- **Residents' sense of community within their local neighbourhood**
- Residents' agreeing that it is important to feel a sense of community with others in their local neighbourhood
- Residents' frequency of feeling isolated in the past 12 months
- Residents' involvement in social networks and groups

HEALTHY AND HAPPY

"Active and healthy people with access to affordable facilities and services"

HAMILTON PEOPLE WANT A CITY THAT:

- 5.1 Provides opportunities for people of all ages and abilities to access and participate in sport and leisure activities that meet their diverse needs.
- 5.2 Provides affordable, responsive and accessible activities and health care for people of all ages and abilities.
- 5.3 Is an ideal place for family and whanau, with lots of activities and places for tamariki and rangatahi to enjoy.
- 5.4 Provides access for all people to a range of healthy, affordable, quality housing.

COMMUNITY OUTCOMES PROGRESS INDICATORS

- **Drinking water standard**
- **Life expectancy**
- Health expectancy
- Prevalence of cigarette smoking
- Low birth weight babies
- Hospitalisations for attempted suicide/death by suicide
- Residents' rating of how happy they are
- **Residents' rating of their own health**
- **Residents' frequency of physical activity**
- **Residents' use of Council's sports and recreational facilities**
- Residents' satisfaction with quality and quantity of leisure time
- Number of doctors (GP's) per head of the population
- Residents' rating of access to medical services
- **Number of new residential dwellings consented**
- **Proportion of dwellings owned or rented by the occupants**
- **House sale price index**
- **Home mortgage affordability (Waikato Region)**
- **Median rent**
- Percentage of weekly household expenditure spent on housing costs
- Number and priority status of applicants on the waiting list of Housing New Zealand housing
- Percentage of people in private dwellings living in crowded households
- Residents' perception that their income meets everyday needs

INTELLIGENT AND PROGRESSIVE CITY

"Business growth that is in harmony with the city's identity and community spirit"

HAMILTON PEOPLE WANT A CITY THAT:

- 6.1 Is recognised as the thriving economic hub for the Waikato region and provider of regional services.
- 6.2 Attracts and retains sustainable, innovative businesses.
- 6.3 Offers a range of job opportunities throughout the city to suit all skill levels.
- 6.4 Is progressive and cosmopolitan, creating an environment for business success.
- 6.5 Attracts and retains people and investment and grows great ideas.

COMMUNITY OUTCOMES PROGRESS INDICATORS

- **Number of businesses and total employment**

- **Number of businesses of different sizes**
- Retail sales in Hamilton as a percentage of retail sales in the Waikato Region
- Proportion of employees in Hamilton to that of the Waikato Region
- **Business gains, losses and survival rates**
- Research and development undertaken by businesses (*awaiting the availability of data for this indicator*)
- **Employment / unemployment rate**
- Labour force participation rate
- Number of filled jobs
- **Average hourly earnings**
- Distribution of income
- Residents' rating of how well their skills are utilised in their current job
- Value of consents for new non-residential buildings
- Telecommunications infrastructure (*awaiting the availability of data for this indicator*)
- Number of employees by key Economic Development Strategy clusters
- Personal bankruptcies and involuntary company liquidations and receiverships

WORKING TOGETHER

"Collaborative decision-making and planning are common practice"

HAMILTON PEOPLE WANT A CITY THAT:

- 7.1 Engages all local communities in planning and developing the city's future.
- 7.2 Ensures Maori are respected as a partner in decision-making and have a voice on issues that affect the city.
- 7.3 Has organisations that work together to achieve all community outcomes.

COMMUNITY OUTCOMES PROGRESS INDICATORS

- **Community satisfaction with Council's provision of opportunities for community involvement in decision-making**
- Residents' rating of agreement that decision's made by their council are in the best interests of the city
- **Percentage of voter turnout at general/local authority elections**
- Maori residents' satisfaction with Council's provision of opportunities for community involvement in decision-making
- Maori residents' rating of the extent of public influence on Council decision-making
- Maori residents' rating of agreement that decisions made by Council are in the best interests of the city
- **Written description of formal relationships between Maori organisations and local/central government in the city**
- Number of organisations working collaboratively on Council-led citywide strategies

Reporting on Community Outcomes Progress Indicators for 2006/07

Approximately 50 of the 116 Community Outcomes Progress Indicators are shown throughout Section 10.0 (Statements of Service Performance). The indicators shown under each significant service:

- Are those indicators that are considered to be influenced by the activities of that significant service.
- Were able to be readily reported as Council already had monitoring processes in place to collect and report on relevant measure(s) for each indicator.

The indicators reported in Section 10.0 focus on the two most recent results available. No interpretative analysis of these results has been undertaken. In depth analysis and interpretation will be included in the full 3-year Community Outcomes report to be released in late 2008.

These indicators assist in measuring identified effects (positive and negative) that the delivery of each significant service has on community well-being⁶.

Involvement in Other National and Regional Monitoring Programmes

Staff from Hamilton City Council have also been involved in contributing to the establishment of national and regional monitoring frameworks. The Monitoring and Reporting Community Outcomes (MARCO) group is a multi-agency working group (comprising representatives from Environment Waikato and its constituent councils and the Waikato District Health Board) that was established in mid-2004 to develop and maintain a core set of indicators for monitoring progress toward community outcomes at a regional level and to establish an integrated regional monitoring plan. Environment Waikato's 2006–16 Long-Term Plan includes the 75 core indicators that have been identified to monitor the regional community outcomes. A baseline report of the core indicators has been produced by MARCO and can be downloaded from www.choosingfutures.co.nz.

The Linked Indicators Project (LIP) is a whole of government project led by Statistics New Zealand that is identifying a core set of indicators to measure sustainable development for New Zealand. The LIP framework is part of the government's Sustainable Development Programme of Action (refer www.mfe.govt.nz) and will ultimately provide data for a core set of sustainable development indicators and measures at a national, regional and eventually local scale. Council staff have been closely watching the development of the LIP framework and have provided detailed feedback on the process to local government representatives on the national working team.

Monitoring and Reporting Undertaken by Other Key Organisations

Council recognises that other organisations also monitor key aspects of the city's well-being. Council will be working with a number of key stakeholders during 2007/08 to obtain information for the 116 Community Outcomes Progress Indicators that will be used to monitor Hamilton's Community Outcomes.

⁶ As required by Schedule 10, Clause 15(c) of the Local Government Act 2002.

10.0 Statements of Service Performance

(HE PURONGO KONOHETE)

10.1 Introduction

This section reports on how Council's 25 significant services performed during 2006/07, both in terms of service delivery and financial results.

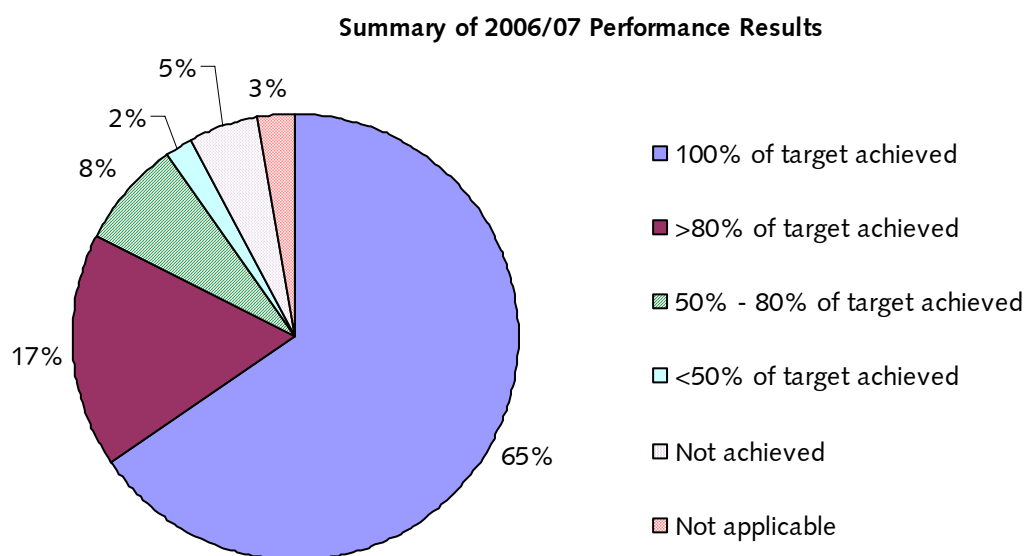
Council's 2006-16 Long-Term Plan includes the key performance measures and targets for each of the 10 financial years covered by the plan. These measures are used to report on how the significant services performed⁷ in 2006/07. The performance measures and targets in the 2006-16 Long-Term Plan take into account the diversity of Council's facilities and services and were developed from a wide range of sources. They measure things such as quality, customer satisfaction, usage, meeting legislative requirements, public health and safety, timeliness, etc. They were also independently assessed and signed off by Council's auditors, Audit New Zealand.

The statements of service performance for 2006/07 are reported by each significant service under the Strategic Framework's three statements of strategic intent (*Investing In Our People, Creating Identity and Prosperity and Protecting Our Future*).

10.2 Summary of Results for Performance Measures and Targets

In 2006/07 there were 142 performance measures across Council's 25 significant services (from Year 1 of Council's 2006-16 Long-Term Plan). Of these, 93 measures (65%) were 100% achieved, 24 (17%) were greater than 80% achieved, 11 (8%) were 50% - 80% achieved, 3 (2%) were less than 50% achieved, 7 (5%) were not achieved and 4 (3%) were not applicable.

The pie graph below shows the overall performance results for 2006/07 against the achievement scale.



⁷ Local Government Act 2002, Schedule 10, Part 1, Clause 2 (2)(a).

10.3 Guide to the Statements of Service Performance

CITY STRATEGIC FRAMEWORK

- **City Strategic Framework Summary**
A summary is provided at the start of each section, outlining Council's statements of strategic intent for the city.
- **Significant Services**
Provides a brief description of what each significant service does.
- **Council's Contribution (by Role) Towards Hamilton's Community Outcomes**
Lists Council's significant services in each Strategic Framework area and the various role/s (including the primary role) that the significant service has in contributing towards the community outcomes.
- **Residents Survey Results Achieved in 2005, 2006 and 2007**
Lists by significant service the Residents Survey results achieved in 2005, 2006 and 2007. Note: some significant services do not have questions asked in the Residents Survey.

COST OF SERVICE

- The Cost of Service table shows the cost centre accounts for the Strategic Framework area comparing actual expenditure against budget. The table shows how much revenue and expenditure (budget/actual) there was for each of the operational significant services in the cost centre.

SIGNIFICANT ACQUISITIONS OR REPLACEMENTS OF ASSETS

- Describes any significant acquisitions or replacements of assets, the reasons for the acquisitions or replacements, and the reasons for any significant variation from that shown in year 1 (2006/07) of the 2006-16 Long-Term Plan⁸ (for capital projects exceeding \$1m).

SIGNIFICANT SERVICE

- **Service Level Provision**
Provides an explanation of what the significant service does as well the key outputs provided.
- **Reason for Providing the Significant Service**
Explains why Council provides the significant service. Reasons for providing the significant service can include legislative requirements; community expectations; economic, environmental, social and cultural reasons; public health reasons, etc.
- **Key Performance Measures and Targets: 2006/07 Results**
Shows the objective, performance measures and targets for the significant service as shown in year 1 (2006/07) of the 2006-16 Long-Term Plan. Results for the

⁸ Local Government Act 2002, Schedule 10, Part 3, Clause 15(f).

2006/07 financial year are provided and assessed against an achievement scale (not achieved, < 50% achieved, 50-80% achieved, >80% achieved, 100% achieved).

- **Identified Effects on Community Well-Being⁹**

Overall, the delivery of Council's services results in positive effects on the well-being of the community. However, Council also recognises that in some cases the services it provides can have negative effects in one form or another, which are minimised or mitigated through a range of mechanisms.

In the reporting for 2006/07, the key positive effects that significant services have had on community well-being are identified. This includes how Council has monitored the effects (incorporating, where applicable, Community Outcomes Progress Indicators¹⁰ that the Significant Service can influence) and specific examples of initiatives undertaken.

Council has also identified whether any of the potential or existing significant negative effects outlined in the 2006-16 Long-Term Plan occurred. This reporting is part of ensuring that Council is accountable to the community for its decisions and actions.

Positive Effects

The positive effects identified are a summary of the overall high-level effects that the significant service has on the whole community. They primarily focus on city-wide effects rather than effects on individuals or parts of the community.

Significant Negative Effects

This section reports on the significant negative effects that were identified in the 2006-16 Long-Term Plan. The following factors were considered in determining the existing or potential significant negative effects:

- the number of people who could be affected
- the degree to which they could be affected
- the extent to which public health and safety is or could be compromised
- the likelihood of the significant negative effect occurring.

⁹ Council is required by Schedule 10, Part 3, Clause 15(d) of the Local Government Act 2002 to describe in relation to each of its groups of activities, any identified effects that any activity (significant service) within the group of activities has had on the social, economic, environmental, or cultural well-being of the community.

Council is also required by Schedule 10, Part 1, Clause 2 (1)(c) of the Local Government Act 2002 to outline in its LTCCP (Long-Term Plan) in relation to each group of activities, any significant negative effects that any activity within the group of activities may have on the social, economic, environmental, or cultural well-being of the local community.

¹⁰ Council is required by Schedule 10, Part 3, Clause 15(c) of the Local Government Act 2002, in relation to each group of activities, to report on the results of any measurement undertaken during the year towards the achievement of the community outcomes.

City Strategic Framework A: Investing In Our People

(KAUPAPA RAUTAKI MO TE TAONE NUI A: KO TE IWI)

Hamilton is a diverse city of many cultures, ages, and backgrounds. Our vision is to build a city that celebrates our diversity, building strong communities, which excites us to achieve great things. As a city we invest in our people through:

- Placing a high value on our people, communities and organisations.
- Developing processes that enable the wider community to contribute to decisions about the city's future.
- Focusing on finding local solutions through the use of innovative processes of consultation and collaboration.
- Supporting services and processes that enhance the sense of connectedness, belonging and safety for all residents.
- Encouraging values and behaviour that reflect a truly multi-cultural society.
- Measuring our success and progress using quality of life indicators.
- Helping to create a dynamic lifestyle environment through recreation and leisure opportunities.
- Helping build local capacity and encourage the active and energetic participation of all residents.
- Ensuring that social infrastructure keeps pace with community growth and needs.

Significant Services

City Strategic Framework A: Investing in Our People	
• Community Development	Coordinates, manages, operates and funds a range of community-based programmes and initiatives. Often involves Council working in partnership with community organisations, government agencies and various services in Hamilton to benefit a number of sectors of the community.
• Community Facilities	Provides and maintains affordable housing for older people. Manages two large community centres and provides and maintains cemeteries and cremation services, public toilets, and community halls and leased buildings for community groups.
• Emergency Management	Prepares strategies, programmes and plans that minimise, reduce or eliminate the impact of the consequences of a major disaster in Hamilton and the Waikato Region.
• Partnership with Maori	Maintains a relationship with the Waikato Raupatu Trustee Company (Tainui). Also covers the partnerships with Nga Mana Toopu O Kirikiriroa (on natural and physical resource management issues) and Te Runanga O Kirikiriroa (which includes discussing relevant partnership issues, administration of Council's Maori project fund and the provision of services and policy advice on urban Maori issues).

• Representation and Civic Affairs	Provides services to enable democratic local decision-making, including elected member's remuneration, meetings, public consultation, communication and civic functions. Also covers elections and maintenance of the electoral roll.
• Environmental Health	Protects and promotes public health by undertaking monitoring, inspection and enforcement of various activities using relevant legislation and national standards. Also covers central city safety initiatives and activities.
• Parks and Gardens	Provides open space for passive and general active recreation including parks, walkways and playgrounds. Also maintains plantings within open spaces, parks, streets and traffic islands.
• Sports Areas	Provides developed open spaces with facilities for specific active leisure needs and general public use.
• Swimming Facilities	Funds and operates public swimming facilities throughout the city.

Council's Contribution (by Role) Towards Hamilton's Community Outcomes

The following table shows (by various roles) how each significant service under *Investing In Our People* contributes towards Hamilton's Community Outcomes. In most cases a significant service will contribute to a number of community outcomes. However, the community outcomes shown are those that the significant service primarily contributes to.

Significant Service	Primary Community Outcome	Council's Primary Role			
		Provision of Facilities and Services	Funding Assistance	Regulation	Advocacy and Promotion
Community Development	Safety and Community Spirit (4.5)	✓	✓		✓
Community Facilities	Health and Happy (5.4)	✓	✓		✓
Emergency Management	Working Together (7.1)	✓		✓	✓
Partnership with Maori	Working Together (7.2)	✓	✓		✓
Representation and Civic Affairs	Working Together (7.1)	✓		✓	✓
Environmental Health	Healthy and Happy (5)	✓		✓	✓
Parks and Gardens	Sustainable and Well-Planned (1.4)	✓		✓	✓
Sports Areas	Healthy and Happy (5.1)	✓		✓	✓
Swimming Facilities	Healthy and Happy (5.1)	✓	✓		✓

Key: Primary Community Outcome

For the specific community outcome refer to Section 9.0.

Primary Role

Provision of facilities and services

- Takes full responsibility for funding and providing the facility/service.

Funding Assistance

- Provides financial assistance (eg. grants) and/or support in kind towards organisations who provide services Council considers to be of key benefit to Hamilton residents.

Regulation

- Administers and enforces a range of national and local legislation.

Advocacy and Promotion

- Promotes the role and benefits of the significant service to Hamilton's residents and visitors
- Represents the views of its residents and communities to a range of organisations, eg. territorial local authorities, central government.

Residents Survey Results 2005 – 2007

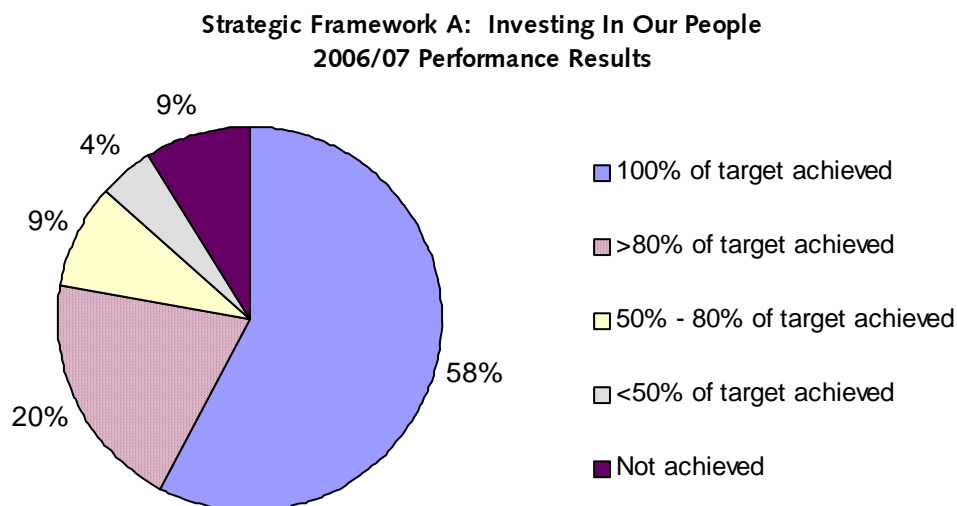
Facility / Service	Customer Satisfaction Index		
	2005	2006	2007
Community Facilities			
Hamilton Park Cemetery	79.9	81.1	83.1
Representation and Civic Affairs			
Opportunities Council provides for community participation in decision-making	67.2	66.9	66.3
Councillors and Mayor	74.4	73.7	78.3
Provision of Information	72.0	70.3	71.8
Process used for Council decision-making	70.1	71.4	81.3
The outcome of submissions etc	68.0	66.9	73.5
Environmental Health			
Handling of noise complaint	80.6	78.8	79.6
Outcome of noise complaint	76.5	80.4	76.8
Noise pollution in your neighbourhood	*	77.2	68.9
Night patrol in the central city	76.8	76.1	74.9
Safety in the central city area at night	65.6	61.6	57.0
Safety in the neighbourhood you live in	81.6	82.8	81.6
Parks and Gardens			
Hamilton Gardens	87.2	86.8	89.1
Parks and gardens in the city	74.7	79.2	79.8
Hamilton Lake	79.9	79.7	80.8
City walkways	80.8	79.6	80.9
Children's playgrounds	66.0	69.0	71.8
Neighbourhood parks	70.4	70.2	72.1
City beautification	76.8	74.5	78.6
Public toilet facilities	66.1	66.8	68.3
Sports Areas			
Sports areas	69.2	71.5	69.3
Porritt Stadium	69.3	71.0	72.8
Swimming Facilities			
Waterworld	74.8	72.5	73.9
Gallagher Aquatic Centre	76.1	72.5	74.4

Note:

- The CSI (Customer Satisfaction Index) is based on an 11-point satisfaction scale (0 = very dissatisfied to 10 = very satisfied). Scores from individual survey respondents are then aggregated into a single index out of 100.
- Refer to Section 8.0 (Monitoring Our Performance) for further information about Council's Residents Survey.

Performance Results for 2006/07

The pie graph below shows the overall performance results for year one (2006/07) of Council's 2006-16 Long-Term Plan for *Investing In Our People*.



In 2006/07 there were 45 performance measures¹¹ for *Investing In Our People*. Of these, 26 (58%) were fully achieved, 9 (20%) were over 80% achieved, 4 (9%) were 50% to 80% achieved, 2 (4%) were less than 50% achieved and 4 (9%) were not achieved.

The significant services that follow in this section show the results for each performance measure in detail.

¹¹ Five performance measures in *Investing In Our People* did not have targets for 2006/07.

Cost of Service for the Year Ended 30 June 2007

	Actual 2007 \$000	Budget 2007 \$000	Actual 2006 \$000
Operating expenditure			
Community development	3,412	4,125	3,459
Community facilities	5,531	5,390	5,009
Emergency management	774	883	625
Partnership with Maori	265	265	265
Representation and civic affairs	5,171	5,586	5,574
Environmental health	1,630	1,601	1,622
Parks and gardens	5,932	10,810	9,404
Sports areas	2,607	2,945	2,521
Swimming facilities	5,150	5,478	4,745
Total operating expenditure	30,472	37,083	33,224
Less operating revenue			
Community development	427	419	387
Community facilities	2,458	2,592	2,351
Emergency management	336	319	322
Partnership with Maori	-	-	-
Representation and civic affairs	19	25	28
Environmental health	660	566	641
Parks and gardens	806	779	760
Sports areas	167	128	150
Swimming facilities	1,860	1,965	2,109
Total operating revenue	6,733	6,793	6,748
Net cost of service	23,739	30,290	26,476
Total operating expenditure funded by:			
Operating revenue	6,733	6,793	6,748
Loans (rates)	320	520	300
Other reserves	576	471	461
Rates	22,843	29,299	25,715
Total operating expenditure	30,472	37,083	33,224
Capital expenditure			
Community facilities	1,180	1,309	150
Parks and gardens	6,153	26,215	8,801
Sports areas	414	456	178
Swimming facilities	586	520	226
Total capital expenditure	8,334	28,500	9,355
Total capital expenditure funded by:			
Loans (reserves and Access Hamilton)	-	432	-
Loans (development contributions)	605	19,369	2,008
Loans (rates)	346	302	47
Loans (finance lease)	23	-	-
Loans (EECA)	-	65	-
Other reserves	5,081	3,558	5,071
Subsidies	363	815	255
Other revenue	608	1,143	294
Depreciation (rates)	1,308	2,816	1,680
Total capital expenditure	8,334	28,500	9,355

Significant Acquisitions or Replacements of Assets

This section describes any significant acquisitions or replacements of assets, the reasons for the acquisitions or replacements, and the reasons for any significant variation from that shown in year 1 (2006/07) of the 2006-16 Long-Term Plan (for capital projects exceeding \$1m).

PARKS AND GARDENSLand Purchased for Reserves (budget \$17.756m)

This land is purchased to provide reserves for active recreation, neighbourhood parks, and other purpose reserves in order to meet the structure plan objective contained in the district plan. The timing of purchase depends on the availability of land for sale, and successful negotiations. Progress is slower than anticipated with actual expenditure of \$3.521m against a budget of \$17.756m. Surplus funds will be carried forward to 2007/08.

Upper Level Riverside Walking (budget \$1.0m)

The project was designed to promote Hamilton's central business hub with the development of the CBD promenade. Work is planned in conjunction with developers, and is yet to commence so the budget of \$1m will be carried forward to 2007/08.

SWIMMING FACILITIESWaterworld Pool Ceiling (budget \$1.413m)

Replacement of pool ceiling at swimming facility as existing ceiling was unsafe. Actual expenditure was \$1,903m due to an extension of the size of ceiling to be replaced.

Community Development¹²**(NGAA HAAPORI WHAKATUPU)**

(Page 84 of Council's 2006-16 Long-Term Plan)

Contact: Community Development

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Service Level Provision for Community Development

Community Development contributes towards building strong, inclusive and supportive communities within Hamilton to meet identified community needs through the provision of a diverse range of programmes and services.

Council employs a number of staff who work collaboratively within the community and with other support service agencies to provide employment programmes, implement social strategy and policy, and develop and support community capacity building for people in Hamilton. Community Development encompasses:

- Social Development (Social Development Advisors)
- Neighbourhood Development (Neighbourhood / Youth Development Advisors)
- Employment Preparation (work experience programme).

The Social Development Advisors' function includes monitoring of Council's social strategies and policies, administration of funding for community groups and providing funding information through the annual Funding Handbook publication. The team also works to promote the awareness of cultural diversity and enhance the well-being of ethnic communities and coordinate the Youth Council. In addition, Council provides funding and support for a number of other community houses/centres throughout the city.

Council's Neighbourhood Development Team is based in the community and includes five Neighbourhood Development Advisors and six Youth Development Advisors who are situated in various localities throughout Hamilton.

The Employment Preparation services provide work experience programmes in partnership with Ministry of Social Development and Work and Income New Zealand.

The unit works collaboratively with community organisations, government agencies and various services in Hamilton on a range of projects and committees.

Reason for Providing Community Development

Council has a responsibility under the Local Government Act 2002 to promote the community's social and cultural well-being. Community Development plays an important role in the city by supporting community capacity building of neighbourhoods, employment and training, and social development.

¹² The Community Development significant service is shown in Council's 2006-16 Long-Term Plan as Community Support. The name of this significant services was changed to better reflect the key services delivered by the Community Development Unit. The name change was recorded as a variation in Council's 2007/08 Annual Plan.

Key Performance Measures and Targets: 2006/07 Results**Objective**

To foster community strength and well-being through the provision of programmes and services to increase the capacity of community organisations and meet the needs of the community.

Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Administer the following funding, for projects and programmes that contribute to the well-being of people in Hamilton: <ul style="list-style-type: none"> Recurring Community Grants The Community Assistance Fund. 	✓	100% of target achieved 11 Recurring Grants totalling \$303,500 were distributed. The Community Assistance Fund was allocated to 129 community groups at an average of \$1,613 per group (\$209,000 in total).
2.	Maintain partnerships with key organisations to provide sustainable funding for employment programmes.	✓	100% of target achieved Partnership and funding maintained and developed with the Ministry of Social Development to run two employment programmes.
3.	Achieve effective monitoring and evaluation of Community Development services, projects and activities.	✓	100% of target achieved In 2006/07 a monitoring process was implemented for operational funding provided to Community Houses. Potential shared evaluation for some projects is also being developed with the University of Waikato.
4.	Achieve all projects in the action plans for the: <ul style="list-style-type: none"> Older Person's Policy Youth Policy Child and Family Policy Disability Strategy. 	✓	50% - 80% of target achieved Staff are working in collaboration with external stakeholders on the delivery of key objectives and action plans. Following the implementation of the proposed Social Well-Being Strategy these individual policies will be integrated into the Strategy. The Strategy will overarch the policies and social development.
5.	Complete ongoing/regular consultation to identify community needs and inform decision-making with: <ul style="list-style-type: none"> Older persons Youth Ethnic groups. 	✓	100% of target achieved <u>Older Persons</u> – The Service Level Agreement with Age Concern and Frankton Dinsdale Rauawaawa Trust provides ongoing feedback. <u>Youth</u> - There is a strong link and ongoing consultation with the Youth Council who are representatives for the voices of young people in Hamilton. Additional Research that explores the needs of young people in Hamilton has also been conducted. This has

Performance measure		Target 2006/07	Results achieved in 2006/07
			<p>included the perspectives of youth.</p> <p>Ethnic Groups – The annual Ethnic Communities Listening Forum was held with 80 participants.</p> <p>A Quarterly Hamilton Ethnic Forum is also held at Waikato Migrant Resource Centre.</p>
6.	Review and update the Community Profiles of the five neighbourhood areas in Hamilton.	✓	<p>Not achieved</p> <p>The latest Community Profiles were published in February 2006. Discussions are now underway with Family and Community Services to tie this project in with the Local Services Mapping project. This will enable a standardised approach across the city on an ongoing basis.</p>
7.	Council receive and consider six-monthly reports, detailing operational costs and performance outcomes, from community houses/centres that receive Council funding.	✓	<p>100% of target achieved</p> <p>Reports received and recorded and relationship visits made on a regular basis.</p>

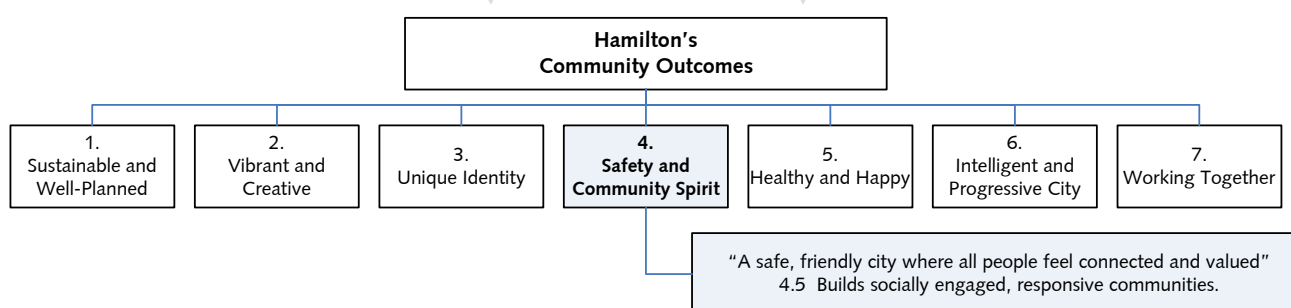
Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> A wide range of community organisations are financially supported through recurring and Community Assistance Fund grants. Relationships/networks of community organisations are strengthened. Positive employment outcomes for participants in Council-run employment programmes are enabled. Community Houses throughout the city are enabled to operate through Council's financial support. Residents and organisations are better informed of services and funding opportunities in the community. 	✓	✓		✓
	✓			✓
	✓	✓		✓
	✓			✓
	✓	✓		✓

Examples of Initiatives / Actions in 2006/07

- Update of Council's Graffiti Management Policy.
- Establishment of a Boy Racer Action Team in conjunction with the Police.
- The Mayors Taskforce for Jobs Annual National Forum, *Our Youth, Our Future*, took place in June 2007 in Hamilton. The emphasis was on youth transition projects across the country, which focus on the transition of 19-24 year olds from school into jobs, training or education.
- School holiday programme and after-school programmes.
- Production of the booklet – *Hamilton Directory for New Settlers 2007*.
- Distribution of Community Assistance Grants and Creative New Zealand Grants.
- Production of a booklet providing information on funding providers for community agencies and groups – *Funding Hamilton and Waikato Region 2007*.
- Administration of the Council of Elders and Hamilton Youth Council - providing a link between specific population groups and Council.
- Support of Community House and Centres.

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators		
Community Outcome Progress Indicator	Latest Results	Results at a Glance
Resident's perception of the effect of increased diversity of lifestyles and cultures on the community.	<div><div>20042006</div><div>46%56%</div><div>Stated a much better or better place to live.</div><div>Source: 2006 Quality of Life Survey</div></div>	<div>↑</div>
Residents rating of graffiti as a problem in the city.	<div><div>20042006</div><div>45%66%</div><div>Rated graffiti as a problem.</div><div>Source: 2006 Quality of Life Survey</div></div>	<div>↑</div>
Resident's felt Sense of Community within their local neighbourhood.	<div><div>20042006</div><div>56%50%</div><div>Agreed or strongly agreed.</div><div>Source: 2006 Quality of Life Survey</div></div>	<div>↓</div>
Resident's agreement that it is important to feel a sense of community with others in their neighbourhood.	<div><div>20042006</div><div>74%63%</div><div>Agreed or strongly agreed.</div><div>Source: 2006 Quality of Life Survey</div></div>	<div>↓</div>

Identified Effects on Community Well-Being: Significant Negative Effects

No significant negative effects were identified as a result of Council providing this significant service.

Community Facilities**(NGAA WHARE-AA-IWI)**

(Page 87 of Council's 2006-16 Long-Term Plan)

Contact: Community Development

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@ CommunityDevelopment@hcc.govt.nz**Service Level Provision for Community Facilities**

Council aims to provide affordable facilities for the residents of Hamilton that meet the needs of a wide range of people and groups. Community Facilities encompasses:

- Cemeteries and crematorium
- Community centres
- Housing for older people
- Public toilets.
- Community halls and leased buildings for community groups

The cemeteries and crematorium service provides burial and cremation facilities for the deceased and appropriate environments for memorialisation. Facilities include the Hamilton West Cemetery, Hamilton East Cemetery and Hamilton Park Cemetery.

Housing for the Older Person provides suitable, affordable, self-contained housing to target groups within Hamilton who meet the eligibility criteria. There are 442 units in 25 locations throughout the city. Proactive management of these facilities ensures that costs are recovered and properties are maintained to a level fit for purpose for the target group.

Council provides 17 community halls and leased buildings as both short and long-term facilities for indoor recreation and groups and organisations. These facilities provide for a wide range of recreation, leisure and community activities.

Council owns and manages three community centres (Enderley Park Community Centre, Te Rapa Sportsdrome and the Celebrating Age Centre). Council provides public toilet facilities in areas where people are likely to visit or gather. Fifty-five public toilets are provided in total throughout the city, with 31 in sports areas, 16 in parks and gardens and eight in other locations.

Reason for Providing Community Facilities

Council provides community facilities for a number of social and legislative reasons.

Council has a responsibility under the Local Government Act 2002 to promote the community's social and cultural well-being. The provision of housing for the older person meets an identified community need for residents to enjoy a good standard of living and be part of supportive, caring and welcoming neighbourhood communities within Hamilton City. Council also contributes towards meeting the social and cultural needs of groups and organisations by providing community halls and leased buildings around the city. Community centres and houses also provide a focal point for communities to engage in programmes and activities which will contribute to building strong, healthy communities, enhancing people's well-being and spirit.

Council has a legislative responsibility under the Burial and Cremation Act 1964 to establish and maintain a cemetery. In 1963, Council identified a need to provide a crematorium for the residents of Hamilton and those in the Waikato region as there were no other cremation providers at the time serving the region. Council also has a

legislative responsibility under the Burial and Cremation Act 1964 for the burial or cremation of persons who are unable to pay for the service and for the control and management of closed cemeteries.

By providing public toilets in the central city, at sports grounds and major passive parks, community members of all ages, backgrounds and abilities are supported with accessible facilities.

Key Performance Measures and Targets: 2006/07 Results

Objective:

To provide a burial and cremation service, housing for older people, community houses/centres, community halls and leased buildings, and public toilets that meet legislative requirements and community needs and expectations.

Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Achieve the following CSI scores for the cemeteries and crematorium as measured by Council's customer satisfaction survey programme: <ul style="list-style-type: none"> Stakeholder groups Next of kin. 	92 92	>80% of target achieved 92.7 CSI 88.2 CSI
2.	Stocks of cemetery plots on hand cater for a minimum of 5 years usage based on current consumption.	✓	50% - 80% of target achieved For some services stock is now less than sufficient. An action plan has been created and will result in 5-year stock being achieved in 2008/09.
3.	Achieve the following CSI score for housing tenants, as measured every two years by Council's customer satisfaction survey programme.	(No target for 2006/07)*	Not applicable.
4.	The booking system for the hireage of all halls and leased buildings is clear and efficient.	✓	100% of target achieved
5.	All requirements for halls and leased buildings (license requirements, warrant of fitness, fire protocols) are met.	✓	100% of target achieved Where applicable, Council-owned buildings that are leased to community groups have a current Warrant of Fitness and meet all compliance requirements.
6.	Achieve the following CSI score for public toilets, as measured by Council's Annual Residents Survey.	69	>80% of target achieved 68.3 CSI

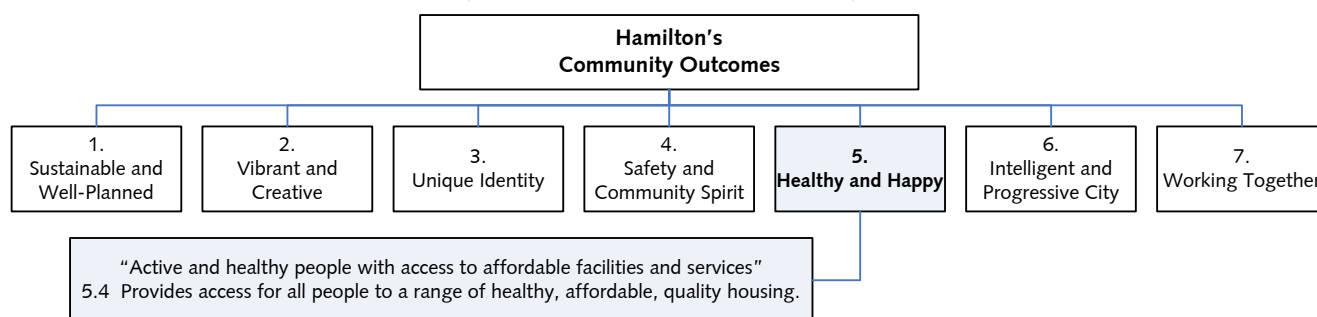
* The next two-yearly survey of housing tenants is scheduled for 2007/08.

Note: A CSI (Customer Satisfaction Index) score is a measure of residents' or customers' overall satisfaction with a Council provided service or facility and is obtained through various Council surveys, e.g., Council's Quarterly Residents Survey.

Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> Communities are able to access a variety of community facilities, such as community houses/centres, community halls, leased buildings, public toilets. 	✓	✓		✓
Examples of Initiatives / Actions in 2006/07				
<ul style="list-style-type: none"> Upgrade of Graham Street Housing complex. New Public Toilets constructed on Tauhara Park and Ann Street Reserve. 				

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators
There are no relevant indicators in the set of Community Outcomes Progress Indicators that are influenced by this significant service.

Identified Effects on Community Well-Being: Significant Negative Effects

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
1.	Leachate to groundwater from burial grounds.	✓		✓	✓	Development of new burial lawns is undertaken only after assessments of groundwater tables and proximity of waterways are carried out. The latest assessment suggests this risk is low.	Groundwater testing conducted during 2006/07 indicated that there has been no leachate entering groundwater from burial grounds.

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
2.	Discharge to air from cremator unit.			✓	✓	Planned maintenance regimes as per manufacturers guidelines are undertaken as are testing of soils and water as required by resource consent. The latest assessment suggests this risk is low.	The ongoing maintenance programme for the cremator unit was undertaken during 2006/07.
3.	No cremation service available through a major cremator breakdown.		✓		✓	Approval is being sought for a second cremator unit as part of Council's 2006–16 Long-Term Plan.	No cremator breakdowns occurred. Funding for a second cremator unit was approved as part of Council's 2006-16 Long-Term Plan. The second cremator unit is planned to be operational in 2008/09.
4.	The use of halls and leased buildings may be a nuisance for adjoining residents.	✓				The allocation of halls and leased buildings to community groups (including hours of use) is managed to ensure there is no nuisance created for adjoining land owners.	No complaints received by Council.
5.	The location of a public toilet on a park may create security and privacy issues for nearby residents and the wider community.	✓				Public toilets are located, designed and constructed in a manner that has regard to public safety.	No complaints received by Council.

Emergency Management (ROOPUU WHAKAHAERE OHORERE)

(Page 91 of Council's 2006-16 Long-Term Plan)

Contact: City Safe Unit

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Service Level Provision for Emergency Management

Emergency Management focuses on developing and maintaining an appropriate level of planning and support to ensure that both the Waikato Region and the Waikato Valley Emergency Operating Area (WVEOA) can respond to and recover from any disaster event.

A cluster of neighbouring local authorities comprising Waikato, Waipa, Otorohanga, Waitomo and Hamilton City form the WVEOA. Hamilton City is the administering authority for the combined area and coordinates the response for any significant regional emergency events. The Emergency Operations Centre is located at the Duke Street Depot in Hamilton.

Staff work with many sectors of the community to develop and implement public awareness programmes, training and welfare systems that underpin and support the community's response to disasters. Close links are maintained with other emergency response agencies such as the Police, Fire Service and Red Cross.

Reason for Providing Emergency Management

Hamilton City Council is required to plan and provide for civil defence emergency management under the Civil Defence Emergency Management Act 2002.

Key Performance Measures and Targets: 2006/07 Results

Objective:

To maintain a fully integrated, comprehensive emergency management system and continue to develop partnerships with all other emergency response agencies that will support response and recovery from any declared emergency event.

Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Achieve the following CSI scores from key stakeholders, as measured by Council's customer satisfaction survey programme.	75	Not achieved A survey was not completed during 2006/07. The survey is currently being reviewed and will be undertaken in the first quarter of 2007/08.
2.	Assist with the review and ongoing development of the CDEM Group Plan (every five years).	(No target for 2006/07)*	Not applicable.
3.	Annually review the Waikato Valley Emergency Operating Area (WVEOA) Service Level Agreement.	✓	100% of target achieved The WVEOA Service Level Agreement was reviewed in October 2006. The new agreement is in place for five years and will be reviewed annually as required.

Performance measure		Target 2006/07	Results achieved in 2006/07
4.	Develop in 2006/07 and then review annually, a service level agreement for the regional support and coordination role.	✓	100% of target achieved The service level agreement was completed in May 2007.
5.	Volunteer training programme and mock exercise undertaken annually to continually assess preparedness for a disaster event.	✓	100% of target achieved Training and mock exercises were completed. Mock exercises were completed in March and June 2007.
6.	Develop a contingency plan for the city in 2006/07 to prepare for the possibility of a pandemic and review every three years.	✓	<50% of target achieved The pandemic contingency plan is currently being developed. Progress on the essential services component is being reported to the Waikato CDEM Coordination Executive Group.

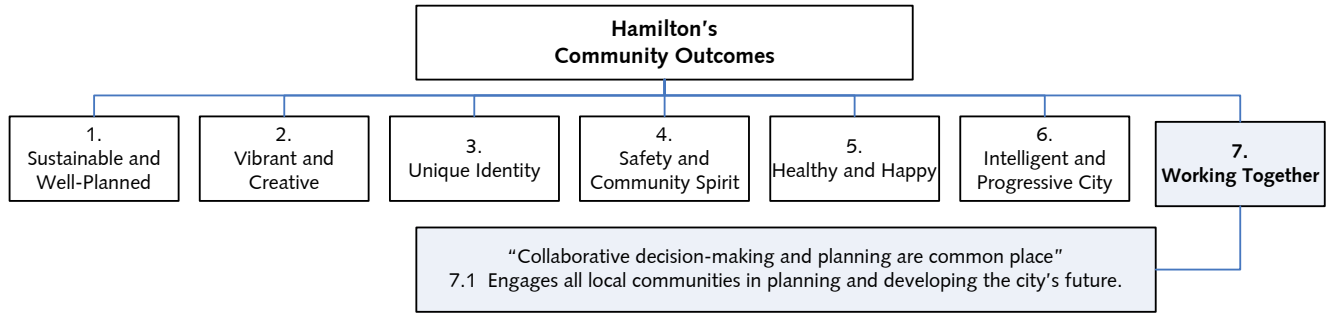
* The next five-yearly review of the CDEM Group Plan is scheduled for 2009/10.

Note: A CSI (Customer Satisfaction Index) score is a measure of residents' or customers' overall satisfaction with a Council provided service or facility and is obtained through various Council surveys, e.g., Council's Quarterly Residents Survey.

Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> Individuals in the community are better prepared in the event of an emergency. Organisations are better able to respond to an emergency in a coordinated manner. 	✓	✓		
Examples of Initiatives / Actions in 2006/07				
<ul style="list-style-type: none"> Coordinated volunteer arrangements for Civil Defence Emergency Management (CDEM) were developed. Public awareness and education programmes implemented. Group communications strategy developed. Recovery plans/ protocols and procedures developed. Information management requirements developed. Annual training and exercise programmes undertaken. 				

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators
There are no relevant indicators in the set of Community Outcomes Progress Indicators that are influenced by this significant service.

Identified Effects on Community Well-Being: Significant Negative Effects

No significant negative effects were identified as a result of Council providing this significant service.

**Partnership with Maori
(HONONGA KI TE IWI MAORI)**

(Page 94 of Council's 2006-16 Long-Term Plan)

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Service Level Provision for Partnership with Maori

Council is committed to the principles of the Treaty of Waitangi and the partnership relationship between staff and Maori. Council also recognises the importance of Kingitanga in the Waikato, and values the distinctive contribution and complementary roles of both mana whenua¹³ and maataa waka¹⁴.

Council, through comprehensive consultation, seeks to grow and strengthen its emerging strategic relationship with Waikato Raupatu Trustee Company (Tainui) as the iwi authority representing the views of Waikato-Tainui across the Waikato and King Country region. Council recognises Tainui's guardianship role over the Waikato River and acknowledges Tainui as a significant player in the future development of the city. Council has also established partnerships and service contracts (as outlined below) with two organisations that assist Council in ensuring Hamilton is a city where people from differing cultures work together and respect each others' views, heritage, culture and strengths.

Council recognises Nga Mana Toopu o Kirikiriroa (NaMTOK) as the representative of iwi and hapu (mana whenua) for the Hamilton/Kirikiriroa area. NaMTOK works with Council on natural and physical resource management issues under the Resource Management Act 1991 and contributes significantly to Council's resource consent and planning decision-making processes.

Council's service partnership with Te Runanga o Kirikiriroa (TeROK) embodies a commitment by both parties to work toward a strong community for all people. This relationship is achieved through the operation of Te Runanga o Kirikiriroa Trust (Inc) Joint Subcommittee. Te Runanga o Kirikiriroa also administer Council's Maori Project Fund on behalf of Council. This fund is used to support community initiatives specifically targeting Maori and Pacific Island communities.

Reason for Providing Partnership with Maori

Council recognises that Maori constitute a significant part of the community within Hamilton, and seek to uphold the principles of the Treaty of Waitangi. Council is of the view that its partnerships with Maori organisations add value to the life in the city for all residents. Section 81 of the Local Government Act 2002 also requires that Council develop, foster and maintain opportunities for Maori to be involved in decision-making processes.

13 Mana whenua: Maori who are tied to the area/land by whakapapa (genealogy) whose ancestors have lived and died there. As a result they are kaitiaki (guardians) of that area of land.

14 Maataa waka: Maori of different tribal affiliations who are living within the area/land of the mana whenua group, i.e., Maori living outside their own tribal boundaries. Te Runanga o Kirikiriroa also represents Pacific Island people in Kirikiriroa/Hamilton under a broad application of this concept.

Key Performance Measures and Targets: 2006/07 Results**Objective:**

To maintain processes that provide opportunities for Maori to contribute to Council's decision-making processes and foster the development of Maori capacity to contribute to these processes.

Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Achieve all performance targets set in annual service level agreements between TeROK, NaMTOK, and Hamilton City Council.	✓	>80% of target achieved 100% of the performance targets in the service level agreement with NaMTOK were achieved. Of the 32 performance targets in the TeROK service level agreement, 22 were achieved, seven were not achieved as Council did not require the services and three were not achieved.
2.	Te Runanga o Kirikiriroa Trust (Inc) Joint Subcommittee meetings held on a regular basis and reported to Council.	✓	Not achieved The Joint Subcommittee did not meet in 2006/07. A comprehensive review of Council's relationships with Maori organisations (including governance relationships) is proposed to be undertaken in 2007/08.
3.	NaMTOK advice incorporated into notified resource consent applications.	✓	100% of target achieved
4.	Undertake annually the following number of bicultural workshops for Council staff.	2	100% of target achieved Two workshops were held.
5.	TeROK prepare and undertake a Treaty training programme for the elected members and senior management staff following each triennial election.	(No target for 2006/07)*	Not applicable.

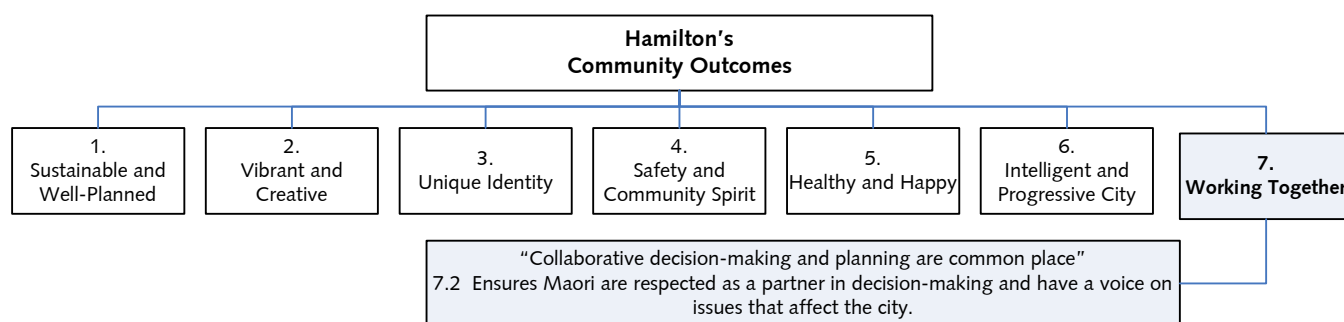
* The next Council triennial election will be held in October 2007.

Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> Maori communities are assisted to engage in democratic processes. Maori and Pacific communities views are communicated to Council on a range of issues. Maori views are included in resource management processes and contribute to improved environmental and cultural outcomes. A wide range of Maori and Pacific organisations are financially supported. 	✓	✓		✓
	✓			✓
	✓	✓	✓	✓
	✓			

• The importance of the Kingitanga to Maori and the city is publicly recognised.	✓	✓		✓
Examples of Initiatives / Actions in 2006/07				
<ul style="list-style-type: none"> • Service contracts held with Nga Mana Toopu o Kirikiriroa and Te Runanga o Kirikiriroa. • \$80,000 of grants delivered through the Maori and Pacific Project Fund. • Completion of Te Parapara (Maori Garden) installation at Hamilton Gardens. 				

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators								
Community Outcome Progress Indicator	Latest Results	Results at a Glance						
Maori Resident's satisfaction with the rocess used by Council for decision-making <ul style="list-style-type: none">All respondentsMaori respondents.	<table><tr><td><u>2005</u></td><td><u>2006</u></td></tr><tr><td>70.1 CSI</td><td>71.4 CSI</td></tr><tr><td>66.9 CSI</td><td>72.8 CSI</td></tr></table> <p>Source: 2006 Hamilton City Council Residents Survey</p>	<u>2005</u>	<u>2006</u>	70.1 CSI	71.4 CSI	66.9 CSI	72.8 CSI	<div>↑</div> <div>↑</div>
<u>2005</u>	<u>2006</u>							
70.1 CSI	71.4 CSI							
66.9 CSI	72.8 CSI							
Maori Resident's satisfaction with provision of opportunities for community involvement in decision-making <ul style="list-style-type: none">All respondentsMaori respondents.	<table><tr><td><u>2005</u></td><td><u>2006</u></td></tr><tr><td>67.2 CSI</td><td>66.9 CSI</td></tr><tr><td>61.3 CSI</td><td>67.0 CSI</td></tr></table> <p>Source: 2006 Hamilton City Council Residents Survey</p>	<u>2005</u>	<u>2006</u>	67.2 CSI	66.9 CSI	61.3 CSI	67.0 CSI	<div>↓</div> <div>↑</div>
<u>2005</u>	<u>2006</u>							
67.2 CSI	66.9 CSI							
61.3 CSI	67.0 CSI							
Maori Resident's confidence that the Council makes decisions that are in the best interests of the city <ul style="list-style-type: none">All respondentsMaori respondents.	<table><tr><td><u>2004</u></td><td><u>2006</u></td></tr><tr><td>41%</td><td>67%</td></tr><tr><td>43%</td><td>66%</td></tr></table> <p>Agreed or strongly agreed.</p> <p>Source: 2006 Quality of Life Survey</p>	<u>2004</u>	<u>2006</u>	41%	67%	43%	66%	<div>↑</div> <div>↑</div>
<u>2004</u>	<u>2006</u>							
41%	67%							
43%	66%							

Identified Effects on Community Well-Being: Significant Negative Effects

No significant negative effects were identified as a result of Council providing this significant service.

Representation and Civic Affairs (MANATUU MAANGAI WHAKATINANA)

(Page 97 of Council's 2006-16 Long-Term Plan)

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Service Level Provision for Representation and Civic Affairs

Representation and Civic Affairs enables democratic local decision-making in order to promote the current and future social, cultural, economic and environmental well-being of Hamilton and its residents.

The elected wing of Council comprises the mayor and 13 councillors and operates under a ward system: East Ward (3 councillors), West Ward (5 councillors) and South Ward (5 councillors). For the 2007 election the number of councillors will be reduced to 12, who will be elected from two wards (the East Ward and the West Ward). The referendum conducted on 13 May 2006 determined that the First Past the Post voting system will be used for the 2007 and 2010 Council triennial elections.

Elected members make decisions on policy contained in the organisation's umbrella documents, e.g., Council's Long-Term Plan, Annual Plan and District Plan. The mayor and councillors are also responsible for monitoring Council's performance and representing the interests of Hamilton.

Representation and Civic Affairs provides for the costs of Council's democratic and decision-making processes, including elected members' remuneration, meetings, public consultation, communication and civic functions. Funding provision is also made for conducting elections and maintaining the electoral roll.

Reason For Providing Representation and Civic Affairs

Under the Local Government Act 2002 (LGA 2002), the members of Hamilton City Council are elected to represent the interests of Hamilton City and its residents. Representation and Civic Affairs ensures that the people of Hamilton City are able to be involved in decision-making processes. Council is also required under the LGA 2002 to consult with the public appropriately on matters that will affect them and ensure that it is transparent in its decision-making processes. Other key acts that determine how Representation and Civic Affairs is delivered include the Local Government Official Information and Meetings Act 1987 and the Local Electoral Act 2001.

Key Performance Measures and Targets: 2006/07 Results

Objective:

To maintain the democratic processes of local government that comply with legislation and meet community expectations.

Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Council, committee and subcommittee meetings are held in accordance with the provisions of the Local Government Official Information and Meetings Act 1987.	✓	100% of target achieved

Performance measure		Target 2006/07	Results achieved in 2006/07
2.	Achieve the following CSI scores, as measured by Council's Annual Residents Survey: • Opportunities Council provides for community involvement in decision-making • Residents' contact with elected members.	60	100% of target achieved 66.3 CSI
		75	78.3 CSI
3.	Council meets legislative requirements and receives an unqualified audit report from Audit New Zealand for the Long-Term Plan, Annual Plan and Annual Report.	✓	100% of target achieved
4.	No complaints received under the Local Government Official Information Meetings Act 1987 are upheld.	✓	100% of target achieved
5.	Council submissions prepared in response to key issues/proposals that could significantly impact on Council's operations and/or the city's development.	✓	100% of target achieved 31 submissions were made to external organisations.
6.	Triennial election results are confirmed as follows: • Preliminary results are declared on polling night • Final results (including special votes) are confirmed one week later.	(No target for 2006/07)*	Not applicable.

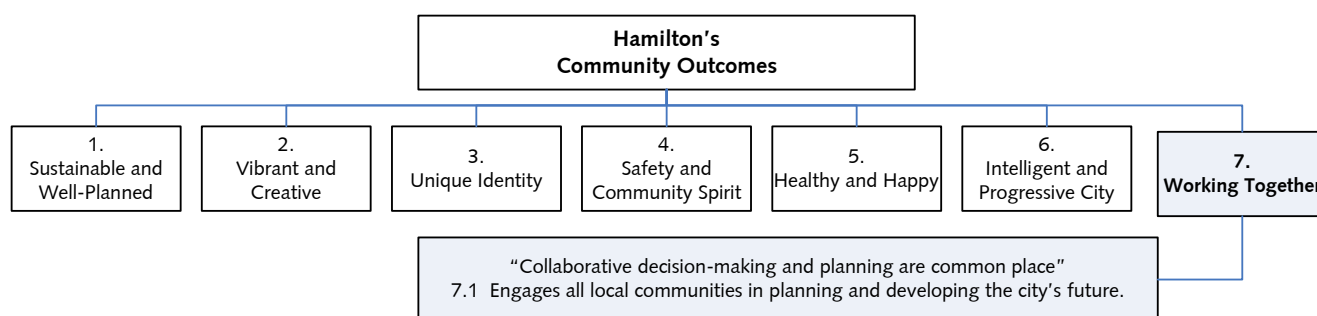
* The next Council triennial election will be held in October 2007.

Note: A CSI (Customer Satisfaction Index) score is a measure of residents' or customers' overall satisfaction with a Council provided service or facility and is obtained through various Council surveys, e.g., Council's Quarterly Residents Survey.

Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> Individuals / organisation have increased awareness of Council's democratic processes including input into decision-making. Decisions are made in the best interests of the city. Funding of projects and programmes is based on sound financial principles and takes into account benefits and costs to individuals. The public have an increased satisfaction with the work undertaken by Council Council works effectively in collaboration with other organisations. 	✓	✓	✓	✓
	✓	✓	✓	✓
	✓	✓	✓	✓
	✓			
	✓	✓	✓	✓
Examples of Initiatives / Actions in 2006/07				
<ul style="list-style-type: none"> Preparation for Council's 2007 triennial election using the new two ward system. 31 Council/Council staff submissions made to other organisations on issues / proposals that could significantly impact on Council's operations and / or the city's development. Held a City Expo event as part of the consultation on Council's Proposed 2007/08 Annual Plan. Produced Council's 2007/08 Annual Plan. Produced Council's 2005/06 Annual Report. Development of Council led city-wide Social Well-Being and Creativity and Identity strategies. 				

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators		
Community Outcome Progress Indicator	Latest Results	Results at a Glance
Community satisfaction with Council's provision of opportunities for community involvement in decision-making.	<div><div><div><u>2006</u></div><div>66.9 CSI</div></div><div><u>2007</u></div><div>66.3 CSI</div></div> <div>Source: Hamilton City Council Residents Survey 2007</div>	<div>↓</div>
Residents' rating of agreement that decisions made by their council are in the best interests of the city.	<div><div><div><u>2004</u></div><div>42%</div></div><div><u>2006</u></div><div>67%</div></div> <div>Agree or strongly agreed.</div> <div>Source: 2006 Quality of Life Survey</div>	<div>↑</div>
Percentage of voter turnout at general/local authority elections.	<div><div><div>General Elections:</div><div><div><u>2002</u></div><div>Hamilton East: 71%</div><div>Hamilton West: 66.5%</div></div><div><u>2005</u></div><div>82.9%</div><div>80.2%</div></div><div><div>Hamilton City Elections:</div><div><div><u>2001</u></div><div>46.9%</div></div><div><u>2004</u></div><div>45.1%</div></div></div> <div>Source: 2006 Quality of Life Survey</div>	<div><div>↑</div><div>↑</div><div>↓</div></div>

Identified Effects on Community Well-Being: Significant Negative Effects

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
1.	Decisions made through the democratic process have the potential to impact negatively across all four well-beings.	✓	✓	✓	✓	In addition to using formal and informal consultation, Council relies on a range of information and inputs to inform decision-making. The Local Government Act 2002 guides Council on how to conduct consultation in an open and transparent manner. Council's Consultation Policy also outlines processes that ensure that consultation with the community is meaningful, transparent, fair and honest. In decisions that do not require consultation, Council uses a range of information sources, e.g. previous Council decisions, resident feedback from Council's Annual Residents Survey and institutional knowledge of elected members and Council staff. Council seeks to make sound, balanced decisions that maximise the community's well-being and minimise negative effects.	<p>No decisions made by Council impacted negatively on community well-beings, as demonstrated through the following examples:</p> <ul style="list-style-type: none"> • No complaints received under the Local Government Official Information Meetings Act 1987 are upheld. • The CSI score for overall satisfaction with elected members of Council was 78.3 for 2006/07. • The CSI score for the overall performance of Council was 78.1 for 2006/07.

Environmental Health**(TE WHAIAO HAUORA)**

(Page 100 of Council's 2006-16 Long-Term Plan)

Contact: Environmental Health

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Environmental Health provides protection and promotion of public health by undertaking the monitoring, inspection, registration and enforcement of standards in relation to food businesses, premises licensed for the sale of liquor, hairdressers and other regulated businesses (under the Health Act 1956) and the monitoring of recreational water quality (including public swimming pools). The Environmental Health Unit is a registered ISO 17020 Inspection Body.

This significant service also investigates reported cases of communicable disease in order to identify the source and prevent the further spread of infection, provides a service for responding to complaints in relation to excessive noise, investigates complaints in relation to unreasonable noise (industrial and commercial), carries out an environmental noise monitoring programme, controls the use of contaminated land for specific uses and monitors and undertakes a range of central city safety initiatives.

Under the Central City Safety function, Council engages with crime prevention partners to develop and implement initiatives that effect a reduction in crime and improve people's safety in the central city. Council manages the central city crime prevention camera network, the City Safe Patrol Team, a vehicle crime reduction programme and a youth-at-risk initiative. A Liquor Control Bylaw is in effect in the central city 24 hours a day, seven days a week.

Reason For Providing Environmental Health

Environmental Health is required to undertake Council's statutory responsibilities and duties in the areas of food safety, public health, liquor licensing, air pollution control, noise control, hazardous substances and contaminated sites. The purpose of each of these functions is to protect and promote public health in the areas that they cover.

Council is involved in central city safety programmes and initiatives as it is of the view that it has an important role in contributing towards the safety of people in the central city and reducing the opportunity for crime.

Key Performance Measures and Targets: 2006/07 Results**Objective:**

To protect and promote public health and safety through legislative requirements, education and/or enforcement techniques.

Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Achieve the following CSI scores, as measured every two years by Council's customer satisfaction survey programme: <ul style="list-style-type: none"> Food Safety 	(No target for 2006/07)*	Not applicable.

Performance measure		Target 2006/07	Results achieved in 2006/07
	<ul style="list-style-type: none"> Liquor Licensing Noise Control. 		
2.	Achieve the following CSI scores, as measured by Council's Annual Residents Survey: <ul style="list-style-type: none"> Residents' perception of safety in central city area at night Night patrol in the central city. 	68 76	>80% of target achieved 57.0 CSI 74.9 CSI
3.	Complete 1500 inspections of food premises per year in accordance with regulations under the Health Act 1956 and monthly inspection schedules.	✓	<50% of target achieved 652 primary inspections were completed. Difficulty in recruiting new staff due to a market shortage of Environmental Health Officers meant that this target was not able to be met.
4.	Complete 200 inspections of licensed premises per year in accordance with regulations under the Sale of Liquor Act 1989 and monthly inspection schedules.	✓	100% of target achieved 302 inspections were completed.
5.	Investigate 100% of the complaints received regarding excessive noise within 30 minutes.	✓	>80% of target achieved 95% of complaints were investigated within 30 minutes. The remaining 5% occurred when noise complaints temporarily exceed resources to investigate.
6.	City Night Patrol Team to achieve 1 business contact per hour per team and 10 public contacts per hour per team.	✓	50% - 80% of target achieved 1.08 business contacts per hour (total of 5,842 business contacts). 5.72 public contacts per hour (total of 30,881 public contacts).*

* The next two-yearly customer satisfaction survey is scheduled for 2007/08.

* The data that makes up the number of business contacts and the number of public contacts is incomplete for 2006/07. Some of the data in the series is missing due to electronic data storage problems. This will be resolved for future years.

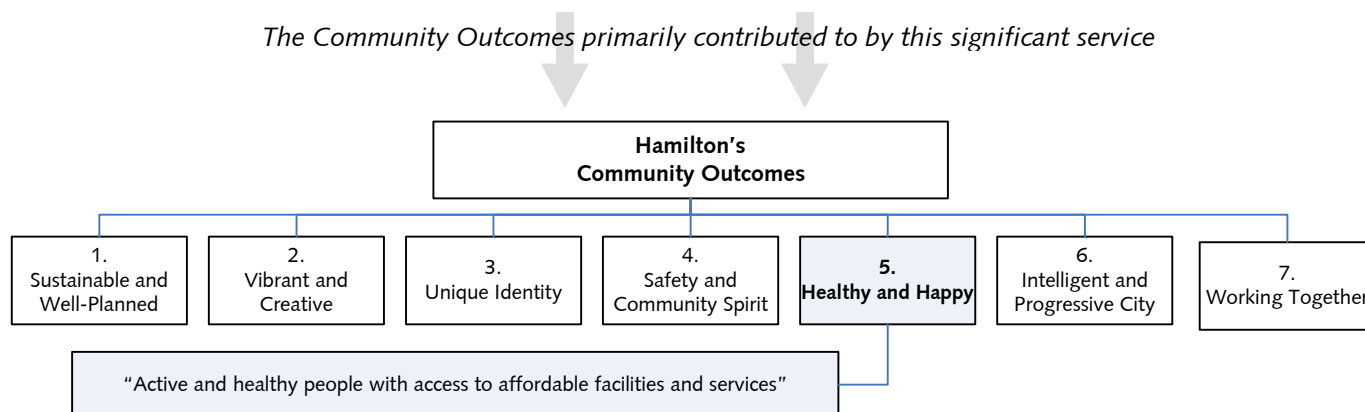
Note: A CSI (Customer Satisfaction Index) score is a measure of residents' or customers' overall satisfaction with a Council provided service or facility and is obtained through various Council surveys, e.g., Council's Quarterly Residents Survey.

Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> The public has confidence in the quality of Hamilton's food businesses. Residents have access to a reliable noise control service that responds to excessive noise complaints, particularly in residential areas. 	✓ ✓	✓	✓ ✓	

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> Residents feel safe in the central city, particularly at night. Licensed premises in the city are operated in a responsible manner. Identified contaminated sites are remediated or managed to ensure public health and safety. 	✓	✓	✓	✓
Examples of Initiatives / Actions in 2006/07				
<ul style="list-style-type: none"> Council's contaminated sites register is updated on an ongoing basis. Food Safety Awards held in October 2006. Food Safety information provided to customers in a range of languages e.g. Mandarin. Central city crime initiatives, e.g. the crime prevention camera network, the Central City Safe Patrol Team, the Nightrider late night bus service. Liquor licensing initiatives, e.g. the Alcohol Strategy in partnership with the Police, 24/7 central city Liquor Control Bylaw. 				

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators		
Community Outcome Progress Indicator	Latest Results	Results at a Glance
Residents' perceptions of safety in the CBD and their neighbourhood.	CBD: 2006 61.6 CSI 2007 57.0 CSI Neighbourhood: 2006 76.8 CSI 2007 78.2 CSI <small>Source: Hamilton City Council Residents Survey 2007</small>	↓ ↑
Crime (car offences).	2004/05 3,793 2005/06 4,989 <small>Source: Quality of Life Project / NZ Police</small>	↑
Number of confirmed contaminated sites that have been remediated or managed (as at 30 June).	2005 61 2007 97 <small>Source: Hamilton City Council</small>	↑
Residents' perception of neighbourhood noise.	2006 68.9 Value Index 2007 68.8 Value Index <small>Source: Hamilton City Council Residents Survey 2007</small>	↓

Identified Effects on Community Well-Being: Significant Negative Effects

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
1.	Potential for adverse outcomes to arise if compliance monitoring of regulated businesses is not completed to set standards.			✓		Use of standard operating procedures coupled with quality assurance practices such as auditing to ensure best practice. There is ongoing staff training in this area.	No recorded instances.
2.	Potential civil disorder by noisemakers following the investigation of complaints in relation to excessive noise.	✓	✓			Council provides for comprehensive staff training in the purpose and objectives of the noise control service and in relating these to the people responsible for making the noise. Customer confidentiality is maintained at all times.	No recorded instances.
3.	Potential adverse reactions by noisemakers towards affected parties following the investigation of unreasonable noise.	✓				Process management – Council ensures that the people responsible for making the noise are fully aware of and understand the affects of the noise on the affected parties. Customer confidentiality is maintained at all times.	No recorded instances.
4.	Potential financial and health impact on owners of contaminated land if remediation or active management is required.	✓	✓			Advice is provided on requirements at an early stage of the process to minimise any adverse impacts.	No recorded instances.
5.	Potential adverse publicity where significant action is required to abate nuisance or adverse effects.		✓			Council liaises with the relevant media to ensure clear lines of communication are maintained. Standard operating procedures are followed to ensure consistency.	No recorded instances.

Parks and Gardens

(WAAHI PAAKA ME NGAA MAARA)

(Page 104 of Council's 2006-16 Long-Term Plan)

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Service Level Provision for Parks and Gardens

Parks and Gardens provide open space for recreation (ranging from small neighbourhood parks to key city parks such as Hamilton Gardens and Hamilton Lake Domain) and enhance Hamilton's urban ecology through the development of a green network, city beautification areas, trees and fountains.

Council maintains 139 parks and gardens totalling approximately 652.4 hectares. Provided within this area are:

- 55.5 kilometres of paths (which include pedestrian and cycle paths)
- 94 playgrounds (including those in sports areas)
- 21 Waahi Tapu (sacred) sites
- other assets including jetties, boat ramps and car parks.

Parks and Gardens also maintains plantings within open spaces, parks, streets and traffic islands.

Reason For Providing Parks and Gardens

Council has a responsibility under the Local Government Act 2002 to provide open spaces for the community that promote social and cultural well-being.

Parks and Gardens are managed in accordance with the Reserves Act 1977 to provide areas where residents of all ages and abilities can meet and participate in both passive and active recreation, which brings the health benefits of activity and exercise to those within the community. Some parks and gardens such as Hamilton Gardens also provide significant economic benefits to the city through tourism opportunities.

Key Performance Measures and Targets: 2006/07 Results

Objective:

To provide parks and gardens that meet the passive and active recreational needs of the community and enhance urban ecology through city beautification.

Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Provide 8 hectares of open space per 1,000 residents.	✓	100% of target achieved
2.	Provide one neighbourhood playground within 500m of every home.	✓	100% of target achieved New playgrounds were provided at Tauhara Park and Wiltshire Drive Reserve. The existing playgrounds at Derby Park and Karaka Park were upgraded.

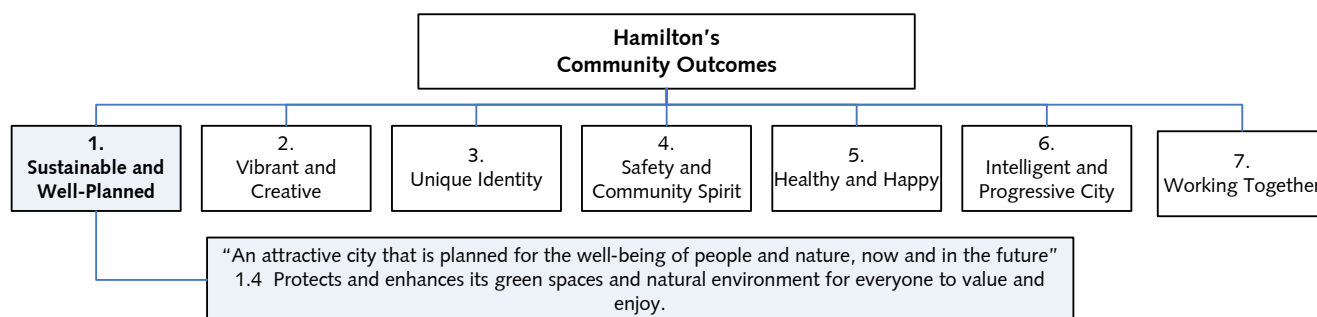
Performance measure		Target 2006/07	Results achieved in 2006/07
3.	Provide one walkway within 500m of every home.	✓	100% of target achieved New walkway linkages were developed at Ashurst Park and Derek Heather Park as well as a walkway/ cycleway linkage from Tills Lookout to Taitua Arboretum.
4.	Achieve the following number of out-of-city visitors to Hamilton Gardens, as measured by annual visitor surveys and vehicle counts.	360,000	100% of target achieved There were approximately 360,000 out of town visitors to Hamilton Gardens.
5.	Achieve the following CSI Scores, as measured by Council's Annual Residents Survey: <ul style="list-style-type: none"> • Parks and Gardens • Hamilton Gardens • Hamilton Lake Domain • Neighbourhood Parks • Children's Playgrounds • City Beautification • Walkways 	85 90 85 82 78 78 82	>80% of target achieved 79.8 CSI 89.1 CSI 80.8 CSI 72.1 CSI 71.8 CSI 78.6 CSI 80.9 CSI

Note: A CSI (Customer Satisfaction Index) score is a measure of residents' or customers' overall satisfaction with a Council provided service or facility and is obtained through various Council surveys, e.g., Council's Quarterly Residents Survey.


Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> • Residents have access to parks, gardens and green space in the city (including playgrounds, walkways and off-street cycleways), providing continued opportunities for passive and active recreation. 	✓	✓	✓	
<ul style="list-style-type: none"> • City residents provided with open space in an urban environment adding to urban form and amenity and to the city's biodiversity. 	✓	✓	✓	
Examples of Initiatives / Actions in 2006/07				
<ul style="list-style-type: none"> • New playgrounds provided at Tauhara Park and Wiltshire Drive reserve. • Existing playgrounds at Derby Park and Karaka Park upgraded. • New walkway linkages developed at Ashurst Park and Derek Heather Park. • Walkway/cycleway linkage developed from Tills Lookout to Taitua Arboretum. • Continued developed on Hamilton Gardens (Te Parapara Garden in 2006/07). 				

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators		
Community Outcome Progress Indicator	Latest Results	Results at a Glance
Area of green space (parks and gardens areas only) in the city per resident.	<div style="display: flex; justify-content: space-around;"> <div>2006 4.5 ha / 1,000 residents</div> <div>2007 4.7 ha / 1,000 residents</div> </div> <div style="text-align: right; font-size: small;">Source: Hamilton City Council</div>	

Identified Effects on Community Well-Being: Significant Negative Effects

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
1.	Use of parks may create security, privacy and noise issues for park neighbours.	✓				Park layout, planting and fencing minimise any negative effects on nearby residents as a result of the park being used. Noise levels are required to comply with District Plan requirements and potential effects are taken into consideration during the design of new parks.	No complaints received.
2.	Use of a park may create traffic problems in the vicinity of the park.	✓				Plans to manage traffic are developed for affected parks and potential effects are considered during the design of new parks.	No significant instances recorded.
3.	Chemical use on parks and gardens (e.g., spraying for weeds) may affect nearby residents and visitors.	✓				Signage is used to inform visitors of the chemical use regime, and precautions are taken to ensure chemical use is conducted in optimum weather conditions. Public notices are published in local newspapers to inform the public of spraying programmes.	No recorded instances.

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
4.	Chemical use may have negative effects on adjoining water bodies.			✓		Fertiliser and spray regimes are kept to the minimum necessary to maintain standards. Where possible, drainage systems bypass sensitive aquatic areas.	No recorded instances.
5.	Street trees may have negative effects on residents and road users, e.g., overhanging branches or dropping leaves.	✓		✓		Street trees are managed (e.g., trimmed) within City Beautification Guidelines, and Council operates a request for service system for residents to use. Council operates a regular leaf sweeping/collection programme for streets identified as high leaf drop areas. Council also operates a request for service system where leaf drop is excessive.	Council's street tree trimming programme continued throughout 2006/07 and responded to public requests for the city's street trees to be maintained.

Sports Areas**(WAAHI HAAKINAKINA)**

(Page 108 of Council's 2006-16 Long-Term Plan)

Contact: Parks and Gardens

☎ 838 6622

📠 838 6651

@ ParksAndGardens@hcc.govt.nz**Service Level Provision for Sports Areas**

Sports areas in Hamilton are developed and maintained to meet the community's active leisure needs. There are 57 sports areas in Hamilton comprising 432.9 hectares. Sports areas fit into three broad levels:

- The national level venues (including Seddon Park and Waikato Stadium – refer to the Event Facilities Significant Service in Strategic Framework B: Creating Identity and Prosperity).
- Senior code headquarters parks such as Minogue Park, Innes Common, Galloway Park, Resthills Park, Gower Park and Porritt Stadium. Porritt Stadium (which seats around 600 people) is an athletics stadium which caters for club, regional and national athletics events. It has an eight-lane, 400 metre running track and a 100-metre sprint track. There is also a soccer field inside the running track.
- Community parks such as Grosvenor Park, Kahikatea Park and Bremworth Park. These parks cater predominantly for lower grade and junior sport and are located around the city to make them accessible to the community.

All sports areas provide an informal open space function as well as catering for a wide range of sports at all levels. Sports areas are complemented by participant and public facilities such as grandstands, clubrooms, changing rooms and public toilets.

Reason For Providing Sports Areas

Council has a responsibility under the Local Government Act 2002 to promote the community's social and cultural well-being. Sports areas are managed in accordance with the Reserves Act 1977 to contribute to the well-being and health of communities by providing for active recreation.

Key Performance Measures and Targets: 2006/07 Results**Objective:**

To provide sports areas that are sufficient for the active recreational needs of the city's residents.

Performance measure		Target 2007/08	Results achieved in 2006/07
1.	Provide a ratio of one playing field per 2,000 residents.	✓	100% of target achieved
2.	Achieve the following CSI score for sports areas, as measured by Council's Annual Residents Survey.	78	>80% of target achieved 69.3 CSI
3.	Achieve the following usage for sports areas, as measured by Council's Annual Residents Survey.	45%	50% - 80% of target achieved 34.1%

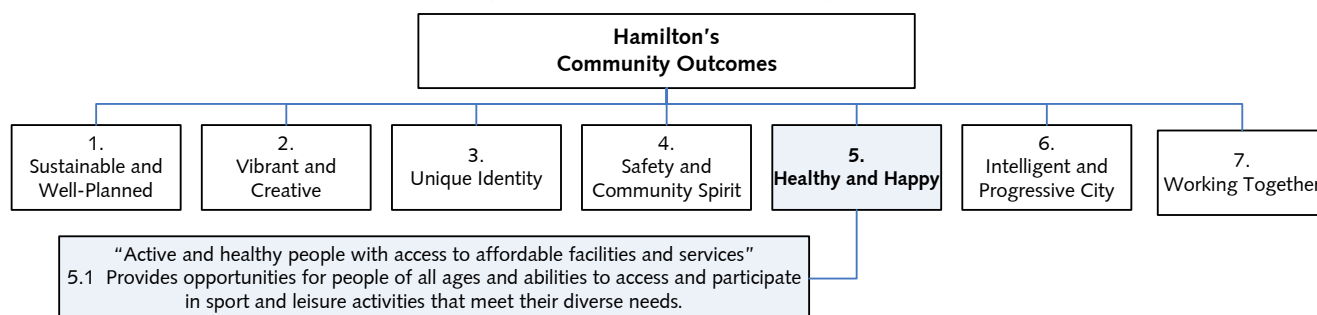
Performance measure		Target 2007/08	Results achieved in 2006/07
4.	The amount of time each sports field is unable to be used due to inclement weather totals no more than six times per season.	✓	100% of target achieved Only three field closures were recorded.
5.	Achieve the following CSI score for Porritt Stadium, as measured by Council's Annual Residents Survey.	69	100% of target achieved 72.8 CSI

Note: A CSI (Customer Satisfaction Index) score is a measure of residents' or customers' overall satisfaction with a Council provided service or facility and is obtained through various Council surveys, e.g., Council's Quarterly Residents Survey.

Identified Effects on Community Well-Being: Positive Effects


Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> Increased health and fitness levels of people participating in organised sports and active recreation on Council's sports areas. City residents provided with open space in an urban environment adding to urban form and amenity. Users provided with affordable and accessible active recreation facilities. 	✓	✓		✓
	✓		✓	✓
	✓	✓		✓
Examples of Initiatives / Actions in 2006/07				
<ul style="list-style-type: none"> Resurfacing of Minogue Park netball courts. Ongoing maintenance of sports areas in the city. 				

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators		
Community Outcome Progress Indicator	Latest Results	Results at a Glance
Residents use of Council's sports and recreational facilities (sports areas).	Sports Areas: 2006 38% 2007 34.1% Used in the past 12 months. <small>Source: Hamilton City Council Residents Survey 2007</small>	

Monitored Through Relevant Community Outcomes Progress Indicators		
Community Outcome Progress Indicator	Latest Results	Results at a Glance
Area of green space in the city per resident.	Sports Areas: <u>2006</u> 3.4 ha / 1,000 residents <u>2007</u> 3.1 ha / 1,000 residents <small>Source: Hamilton City Council</small>	

Identified Effects on Community Well-Being: Significant Negative Effects

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
1.	Use of sports areas in the evening may create lighting issues for nearby residents.	✓				Council ensures that lighting provisions comply with the District Plan and that potential negative effects are taken into consideration during the design of new sports areas.	No recorded instances.
2.	Use of sports areas may create noise issues for nearby residents	✓				Noise levels are required to comply with the District Plan. Potential effects of noise are taken into consideration during the design of new sports areas.	No complaints received.
3.	Use of sports areas may create security and privacy issues for nearby residents.	✓				Park layout, planting and fencing minimise any negative effects on nearby residents as a result of the park being used.	No complaints received.
4.	Use of sports areas may create traffic problems for nearby residents.	✓				Traffic Management Plans are developed for existing affected parks and potential traffic issues are considered during the design of new sports areas.	No complaints received.
5.	Chemical use in the management of sports areas may leach into nearby water bodies.			✓		Fertiliser and spray regimes are kept to the minimum necessary to maintain standards. Where possible, sports park drainage systems bypass sensitive aquatic areas.	No reported instances.

Swimming Facilities**(WAAHI KAUKAU)**

(Page 112 of Council's 2006-16 Long-Term Plan)

Contact: Waterworld

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Service Level Provision for Swimming Facilities

Council provides swimming facilities for the community at Waterworld and the Gallagher Aquatic Centre.

Waterworld is a large indoor/outdoor aquatic centre, providing a wide range of facilities and services that includes five pools (50 metre, 25 metre, toddlers pool, deep water pool and outdoor 50 metre pool), two hydrolides, dive towers, learn to swim classes, BBQs and a picnic area, a crèche and a children's playground.

The Gallagher Aquatic Centre has an indoor 25 metre pool and toddlers pool, BBQs and a picnic area, learn to swim classes and a children's playground.

In addition, the Municipal Pool (at the southern end of Victoria Street) is operated under contract to the Hamilton Amateur Swimming Club, and partner pool grants are also provided to:

- The University of Waikato – Campus Pool
- Hillcrest Normal School
- Te Rapa Primary School
- Fairfield College.

Swimming Facilities encourages an appreciation of water safety education through Swim Safe programmes, while also addressing intergenerational needs through related health and fitness programmes. Swimming Facilities cater to the needs of the general community, clubs, sporting groups, societies and schools for water recreation.

Reason For Providing Swimming Facilities

Council has a responsibility under the Local Government Act 2002 to promote the community's social well-being. Providing for aquatic recreation in a Hamilton context is extremely important.

- Hamilton is New Zealand's largest inland city, its residents have no direct access to safe natural water features
- Current facilities are already used more per capita than those in other provincial cities
- 38 per cent of Hamilton's households (of 733 households surveyed) felt that enjoyment of swimming facilities in Hamilton was reduced because of overcrowding.

Swimming facilities within Hamilton play a major role in the community. The facilities provide a social focus for the community in which families, groups and individuals, young and old can gather and participate in recreation or leisure.

Key Performance Measures and Targets: 2006/07 Results**Objective:**

To ensure that Council's swimming facilities meet community expectations, attain optimum use, and comply with legislation.

Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Achieve a CSI score for usage of Waterworld and the Gallagher Aquatic Centre of 80, as measured by Council's customer satisfaction survey programme.	✓	Not achieved The surveys were not completed in 2006/07 due to large capital works programmes at the facilities. The surveys are scheduled to be completed in November 2007.
2.	Achieve a usage measure for: • Waterworld of 50% • Gallagher Aquatic Centre of 20% as measured by Council's Annual Residents Survey.	✓	>80% of target achieved Waterworld = 43.2% (various pools at Waterworld were closed to the public between March and July for major capital works to be completed). Gallagher Aquatic Centre = 21.9%
3.	Achieve 800,000 visits annually across all of the Council funded pools.	✓	>80% of target achieved 657,271 visits*
4.	Achieve no non-compliances at Waterworld and Gallagher Aquatic Centre, to Pool Safe Audits conducted by New Zealand Recreation Association.	✓	100% of target achieved No non-compliances were recorded.

* The calculation of visitor numbers takes into consideration members of the public who swim at Waterworld, the Gallagher Aquatic Centre and the five partner pools that Council funds to open to the public over the summer. In the past, school pools have included student swimmers in their calculation of patronage numbers. This year it was requested that they only record members of the public who swim at the facility and this has resulted in a reduced figure. However, it gives a true indication of public visitor numbers at Council funded pools. The target will be reviewed as part of the 2009-19 Long-Term Plan.

Note: A CSI (Customer Satisfaction Index) score is a measure of residents' or customers' overall satisfaction with a Council provided service or facility and is obtained through various Council surveys, e.g., Council's Quarterly Residents Survey.

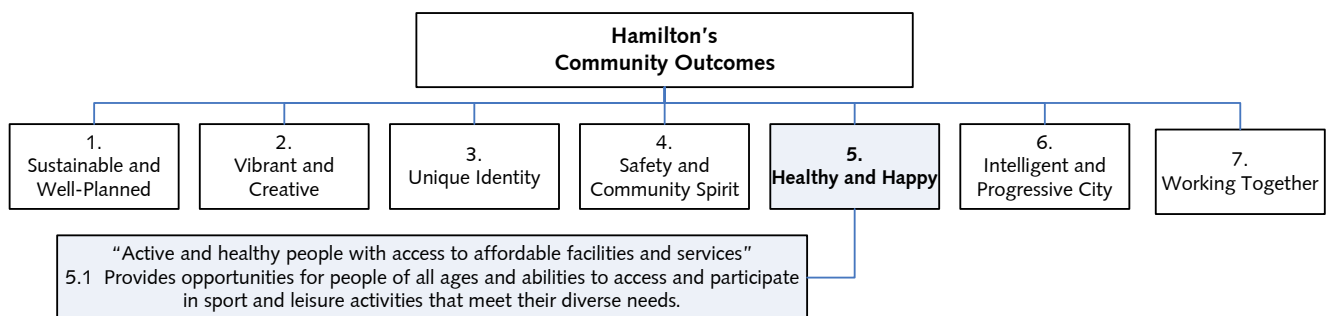
Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> Users provided with affordable and accessible swimming facilities. Increased health and fitness levels for patrons. Enhanced water safety awareness. Areas for social/family gatherings are provided. Recreational opportunities for different genders and cultures are provided. 	✓ ✓ ✓ ✓ ✓	✓		✓ ✓

Examples of Initiatives / Actions in 2006/07

- Swimsafe Programme – school children learn water survival safety skills and techniques.
- Green Prescription (in partnership with Sport Waikato) - Council allows access for those people who need help becoming active.
- Aquatic exercise programme for '50s forward.
- Women only swimming night allows females once a month who are too embarrassed or are culturally not able to swim in front of males to recreate within the pool complex.
- Swimming facilities offer public training courses to become a trained lifeguard.
- Council's swimming facilities registered with Swimming New Zealand as a Quality Swim School under the new industry standards launched on 7 February 2007.

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators		
Community Outcome Progress Indicator	Latest Results	Results at a Glance
Residents use of Council's sports and recreational facilities.	Waterworld: 2006 72.5% 2007 73.9% Used in the past 12 months. <small>Source: Hamilton City Residents Survey 2007</small>	↑
Residents use of Council's sports and recreational facilities.	Gallagher Aquatic Centre: 2006 72.5% 2007 74.4% Used in the past 12 months. <small>Source: Hamilton City Residents Survey 2007</small>	↑

Identified Effects on Community Well-Being: Significant Negative Effects

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
1.	The potential for a drowning to occur at either Waterworld or Gallagher Aquatic Centre.	✓				Council ensures that staff receive comprehensive training and that all life-guards are certified. The standard operating procedures for pool supervision are endorsed by Pool Safe Accreditation (New Zealand Recreation Association and Water Safety New Zealand accreditation). Health and safety protocols are in place. Staff are trained in first aid procedures.	No drownings occurred.
2.	The use and storage of dangerous chemicals on site.			✓		Council ensures that staff are trained and certified in the correct dosing and handling procedures for chemicals. The standard operating procedures for chemical handling are endorsed by Pool Safe Accreditation (New Zealand Recreation Association and Water Safety New Zealand accreditation). Chemicals are stored in secure facilities and health and safety protocols are in place.	No issues arose.
3.	The potential for swimmers to have infectious diseases that may be passed on through contamination of the pool water.	✓				Council ensures that staff are trained and certified in the correct chemical dosing procedures for pools. Health and safety protocols are in place. Communication links are also maintained with the Department of Health.	No cases of infectious diseases attributable to Waterworld and the Gallagher Aquatic Centre.

Strategic Framework B: Creating Identity and Prosperity

(KAUPAPA RAUTAKI MO TE TAONE NUI B: MANA MOTUHAKE)

Hamilton is a city that is making its mark on the political, social, cultural, and economic maps of New Zealand. Our vision is for a place of entertainment, celebration, and culture, enabled by a sharp, and wealthy economy built on the City's strategic advantages, innovation, and entrepreneurial spirit. As a city we create identity and prosperity through:

- Promoting strategies for the development of the regional economy based on our competitive advantage and the effective management of key strategic assets.
- Creating a flexible and responsive business environment that encourages positive investment decisions.
- Encouraging links between education providers and industry to ensure that there are appropriately skilled people to meet the needs of our economy and future growth strategy.
- Gathering and distributing information that will assist economic and social development.
- Generating a spirit of cooperation, innovation, celebration and achievement.
- Ensuring through good planning and urban design, that our built environment, and the city's gateways and CBD in particular, reflect our spirit of energy, innovation and identity.
- Maintaining and strengthening a sense of connection with our history and place, through the protection of heritage, environment and the celebration of arts, culture and events.

Significant Services

City Strategic Framework B: Creating Identity and Prosperity	
• Environmental Services	Provides for management of the built environment primarily through consent, enforcement of relevant legislation and education techniques. Comprises Animal Care and Control, Building Control, Parking Enforcement and Planning Guidance.
• Economic Development	Communicating, marketing and supporting Hamilton's economic development activities through partnerships and financial support (including the partnership with the economic development agency The Katolyst Group).
• City Promotion	Communicates to local residents and those living outside the city the points of difference and advantages that Hamilton has to offer. Also includes news media relations, Council's participation in a Sister Cities Programme and providing support to key events.
• Performing Arts	Provides theatre facility management and associated event support, ticketing agency services, specialised theatre equipment and services for events at three Hamilton theatres and within the community.
• Hamilton City Libraries	Manages and operates five community libraries and the central library in Garden Place.

<ul style="list-style-type: none"> • Waikato Museum of Art and History 	Encourages, supports and promotes Hamilton's art and history (including Tainui iwi history), which includes operating a community arts group venue and managing exhibitions. Science and technology are also promoted through Exscite. Beale Cottage and the Rangiriri are also managed by the Museum.
<ul style="list-style-type: none"> • Event Facilities 	Operates and maintains Waikato Stadium, Seddon Park, Waikato Events Centre and the Hamilton City Leisure Centre.
<ul style="list-style-type: none"> • Hamilton Zoo 	Operates and maintains Hamilton Zoo for conservation, education, recreation and scientific purposes.

Council's Contribution (by Role) Towards Hamilton's Community Outcomes

The table below shows (by various roles) how each significant service in *Creating Identity and Prosperity* contributes towards Hamilton's Community Outcomes. In most cases a significant service will contribute to a number of community outcomes. However, the community outcomes shown are those that the significant service primarily contributes to.

Significant Service	Primary Community Outcome	Council's Primary Role			
		Provision of Facilities and Services	Funding Assistance	Regulation	Advocacy and Promotion
Environmental Services:					
Parking Enforcement	Sustainable and Well-Planned (1.1)	✓		✓	✓
Building Control	Sustainable and Well-Planned (1)	✓		✓	✓
Planning Guidance	Sustainable and Well-Planned (1.5)	✓		✓	✓
Animal Care and Control	Safety and Community Spirit (4)	✓		✓	✓
Economic Development	Intelligent and Progressive City (6.3)	✓	✓		✓
City Promotion	Vibrant and Creative (2.1)	✓	✓		✓
Hamilton City Theatres	Vibrant and Creative (2.2)	✓	✓		✓
Hamilton City Libraries	Unique Identity (3.6)	✓			✓
Waikato Museum of Art and History	Vibrant and Creative (2.1)	✓			✓
Event Facilities	Vibrant and Creative (2.1)	✓			✓
Hamilton Zoo	Healthy and Happy (5.1)	✓			✓

Key: Primary Community Outcome

For the specific community outcome refer Section 9.0.

Primary Role

Provision of facilities and services

- Takes full responsibility for funding and providing the facility/service.

Funding Assistance

- Provides financial assistance (eg. grants) and/or support in kind towards organisations who provide services Council considers to be of key benefit to Hamilton residents.

Regulation

- Administers and enforces a range of national and local legislation.

Advocacy and Promotion

- Promotes the role and benefits of the significant service to Hamilton's residents and visitors
- Represents the views of its residents and communities to a range of organisations, eg. territorial local authorities, central government.

Residents Survey Results 2005 – 2007

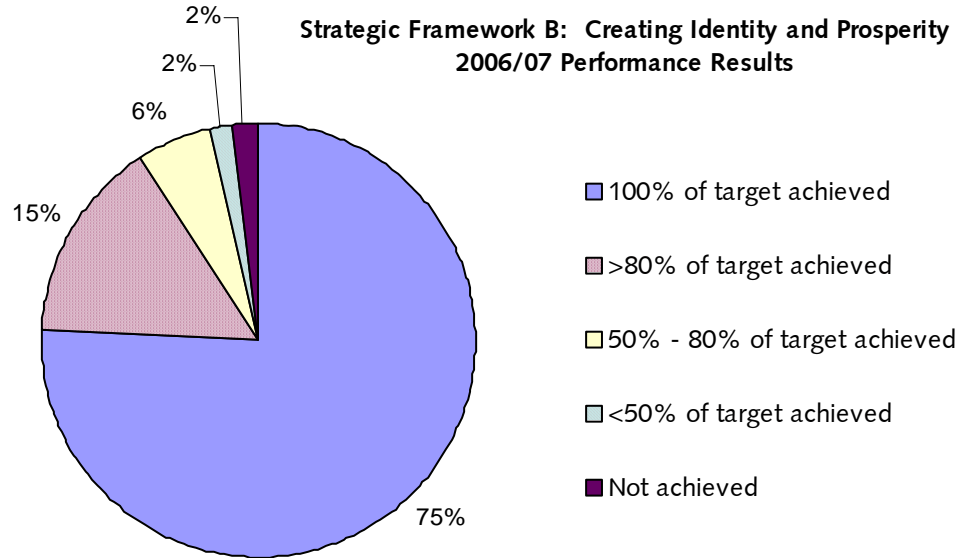
Facility / Service	Customer Satisfaction Index		
	2005	2006	2007
Environmental Services			
Dog control service	80.4	74.3	84.5
City Promotion			
City News	74.9	77.8	79.0
Hamilton City Council website	70.5	73.1	74.9
Visitor Information Centre	83.5	78.2	77.4
Hamilton City Theatres			
Founders Memorial Theatre	76.1	75.1	77.5
Clarence St Theatre	70.8	67.9	71.9
The Meteor	65.5	67.2	65.6
Hamilton City Libraries			
Central Library	83.2	83.6	85.5
Community Libraries	80.1	81.7	81.1
Waikato Museum of Art and History			
ArtsPost	73.9	68.4	75.1
Waikato Museum of Art and History	75.5	74.1	75.2
Events Facilities			
Waikato Stadium	84.6	81.3	83.6
Seddon Park	69.4	69.1	75.3
Hamilton City Leisure Centre (YMCA)	65.1	67.9	66.4
Claudlands Events Centre	61.6	66.4	65.9
Hamilton Zoo			
Hamilton Zoo	83.0	84.4	85.6

Note:

- The CSI (Customer Satisfaction Index) is based on an 11-point satisfaction scale (0 = very dissatisfied to 10 = very satisfied). Scores from individual survey respondents are then aggregated into a single index out of 100.
- Refer to Section 8.0 (Monitoring Our Performance) for further information about Council's Residents Survey.

Performance Results for 2006/07

The pie graph below shows the overall performance results for year one (2006/07) of Council's 2006-16 Long-Term Plan for *Creating Identity and Prosperity*.



In 2006/07 there were 54 performance measures for *Creating Identity and Prosperity*. Of these, 41 (75%) were fully achieved, 8 (15%) were over 80% achieved, 3 (6%) were 50% to 80% achieved, 1 (2%) was less than 50% achieved and 1 (2%) was not achieved.

The significant services that follow in this section show the results for each performance measure in detail.

Cost of Service for the Year Ended 30 June 2007

	Actual 2007 \$000	Budget 2007 \$000	Actual 2006 \$000
Operating expenditure			
Environmental services	11,947	9,465	9,874
Economic development	901	1,103	954
City promotion	1,485	1,559	687
Performing arts	2,903	2,745	2,667
Hamilton city libraries	7,231	7,210	6,779
Waikato museum of art and history	4,950	4,571	4,462
Event facilities	8,011	8,305	7,467
Hamilton Zoo	2,588	2,560	2,400
Total operating expenditure	40,016	37,518	35,290
Less operating revenue			
Environmental services	11,430	9,092	10,372
Economic development	-	-	-
City promotion	267	297	-
Performing arts	1,089	895	863
Hamilton city libraries	712	758	724
Waikato museum of art and history	472	441	413
Event facilities	2,981	3,206	2,799
Hamilton Zoo	771	694	673
Total operating revenue	17,722	15,383	15,844
Net cost of service	22,294	22,135	19,446
Total operating expenditure funded by:			
Operating revenue	17,722	15,383	15,844
Loans (rates)	13	-	-
Rates	22,281	22,135	19,446
Total operating expenditure	40,016	37,518	35,290
Capital expenditure			
Environmental services	14	42	44
Economic development	-	-	-
City promotion	2,070	85	1,200
Performing arts	1,114	1,960	193
Hamilton City Libraries	1,230	1,254	1,097
Waikato Museum of Art and History	134	281	150
Event facilities	1,064	864	448
Hamilton Zoo	915	889	207
Total capital expenditure	6,541	5,375	3,339
Total capital expenditure funded by:			
Loans (development contributions)	-	-	-
Loans (rates)	3,626	2,155	1,311
Other reserves	50	9	41
Other revenue	67	50	59
Depreciation (rates)	2,798	3,161	1,928
Total capital expenditure	6,541	5,375	3,339

Environmental Services

(NGAA RATONGA TAIAO)

(Page 121 of Council's 2006-16 Long-Term Plan)

Animal Care and Control

(MANA WHAKAHAERE KARAREHE)

(Page 122 of Council's 2006-16 Long-Term Plan)

Contact: Animal Care and Parking Enforcement

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Service Level Provision for Animal Care and Control

Animal Care and Control contributes to making Hamilton a safe city by ensuring dog owners comply with dog legislation and by promoting responsible dog ownership through education initiatives.

Animal Care and Control is based at the Animal Centre in Ellis Street, Frankton. In their day to day operations, staff ensure that the number of dogs registered is maximised, investigate complaints, provide public education on dog ownership responsibilities and control and provide for the impounding of stray and seized dogs. They also deliver a range of additional functions and services, including a dog adoption programme and managing requirements for dogs classified as dangerous and menacing.

A number of education initiatives are undertaken, including presentations to schools and community groups, production of the 'Dog's Life' booklet – a handbook for responsible dog ownership – and the annual Dog Day Afternoon event.

Reason For Providing Animal Care and Control

Council is required to provide this service under the Dog Control Act 1996 and its Amendments for the purpose of protecting and promoting public safety.

Key Performance Measures and Targets: 2006/07 Results

Objective:

To protect and promote public safety in relation to animal control through legislative requirements, education and/or enforcement techniques.

Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Achieve the following CSI score for the dog control service, as measured by Council's Annual Residents Survey.	76	100 % of target achieved 84.5 CSI
2.	To complete a minimum of 40 community presentations per year in accordance with the Dog Control Policy.	✓	100 % of target achieved 47 presentations
3.	100% of known dogs on record registered before the close of the registration year.	✓	100 % of target achieved
4.	Respond to urgent requests for service involving public safety within 1 hour of receipt.	80%	100 % of target achieved 100%

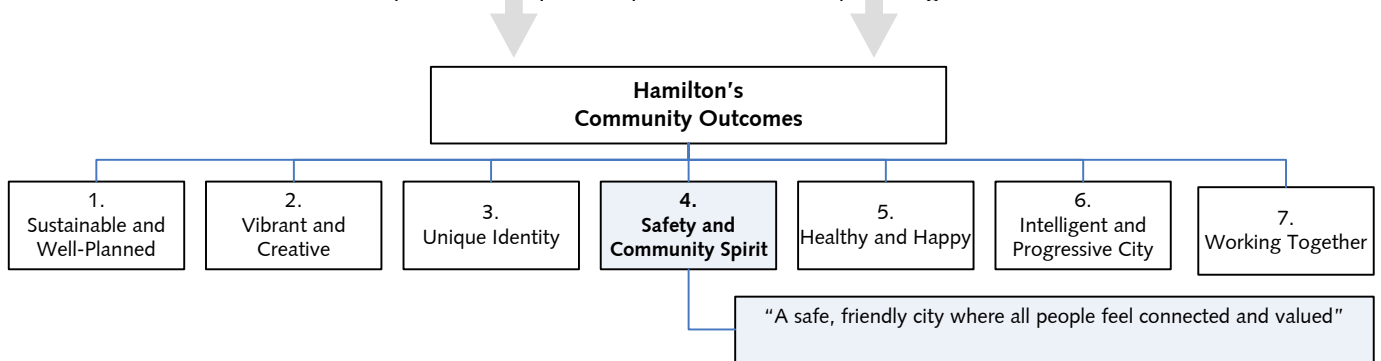
Performance measure		Target 2006/07	Results achieved in 2006/07
5.	Respond to routine requests for service within 48 hours of receipt.	90%	100 % of target achieved 92%

Note: A CSI (Customer Satisfaction Index) score is a measure of residents' or customers' overall satisfaction with a Council provided service or facility and is obtained through various Council surveys, e.g., Council's Quarterly Residents Survey.

Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> A safe environment where dog attacks are minimised. Residents are better informed on a range of issues relating to responsible dog ownership. Roaming dogs can be reunited with their owners. 	✓	✓		
	✓		✓	
	✓		✓	
Examples of Initiatives / Actions in 2006/07				
<ul style="list-style-type: none"> Organisation and facilitation of <i>A Dog Day Afternoon</i>. Undertook 47 presentations to community groups on issues such as dog safety and responsible dog ownership. Provided and maintained the Adopt a Dog section on Council's website – www.hamilton.co.nz/adoptadog Provision of dog registration rebates to encourage responsible dog ownership, e.g. property fencing, dog desexing, obedience training, dog owner test. 				

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators
There are no relevant indicators in the set of Community Outcomes Progress Indicators that are influenced by this significant service.

Identified Effects on Community Well-Being: Significant Negative Effects

No significant negative effects were identified as a result of Council providing this significant service.

Building Control

(MANA WHAKAHAERE WHARE)

(Page 124 of Council's 2006-16 Long-Term Plan)

Contact: Building Control

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📠 838 6684

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Service Level Provision for Building Control

Building Control works with people to ensure that buildings meet the requirements of the Building Act 2004, the Building Regulations (which include the New Zealand Building Code) and Acceptable Solutions¹⁵ during their plan approval and construction phases. This is achieved by ensuring that the health and safety of building users is maintained through application of the following processes:

- The processing of project information memoranda (PIMs) and building consents to check for compliance with the New Zealand Building Code. Around 3,000 PIMs and building consents are processed each year.
- Undertaking inspections of buildings during their construction to check for compliance with the approved building consent documents. Approximately 26,000 inspections are undertaken each year.
- The monitoring of building warrant of fitness records for 1,800 buildings in the city containing essential health and safety systems such as lifts, air conditioning, sprinkler systems and emergency lighting.

The Building Control Unit works closely with customers and the general public in an advisory and education role and uses a number of ways to keep people informed, including pamphlets, seminars, awareness campaigns, customer advisory groups, the Waikato Building Consent initiative and their website www.BuildHamilton.co.nz.

Reason For Providing Building Control

The Building Control Unit is required by the Building Act 2004 to ensure that buildings are constructed to an acceptable standard and comply with the New Zealand Building Code. Health and safety for people in and around buildings is essential to avoid injury and in the worst case, loss of life. If buildings are not constructed and maintained to an acceptable standard then the risk of a serious failure is magnified.

The Unit is required by Section 212 of the Building Act 2004 to achieve registration with the Department of Building and Housing (DBH) as a Building Consent Authority (BCA) and to maintain that registration indefinitely. The DBH will audit the Unit to ensure that the appropriate quality standards, processes and number of qualified staff sufficient for the Unit to carry out its role are maintained.

¹⁵ Acceptable Solutions are approved by the Department of Building and Housing (DBH). They contain building methods, which are intended to assist people to comply with the Building Code. Acceptable Solutions are not mandatory; alternative ways of building can also be used, provided these also come up to the required performance standards stipulated in the Building Code. These other methods are known as Alternative Solutions.

Key Performance Measures and Targets: 2006/07 Results**Objective:**

To protect and promote public safety relating to the construction and maintenance of new and existing buildings and to educate people to comply with relevant legislation.

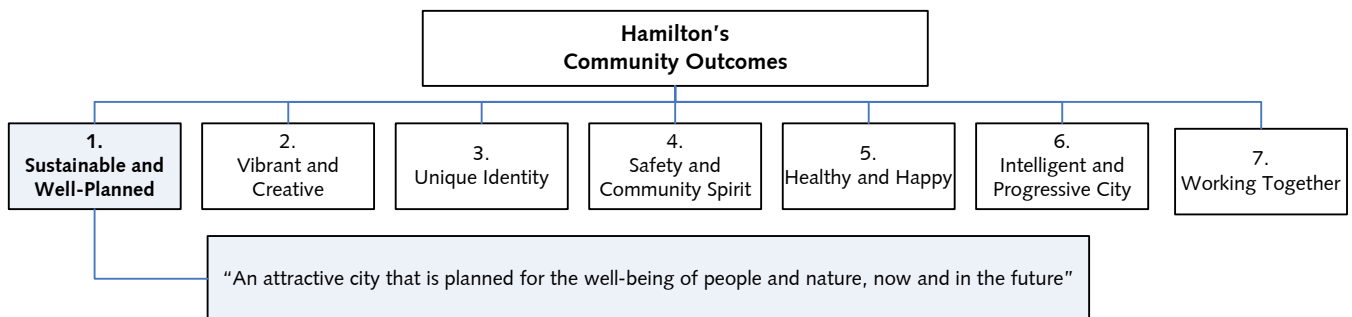
Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Achieve the following CSI score for overall customer satisfaction with the building consent process, as measured every two years by Council's customer satisfaction survey programme.	80	100 % of target achieved 80.6 CSI
2.	Process 100% of all building consents and project information memoranda in less than the 20-day timeframe set out in the New Zealand Building Regulations.	✓	>80% of target achieved 99.9% of all consents were processed within the 20 day timeframe. One consent out of 2,850 went over the timeframe.
3.	Inspect all buildings that are subject to a building consent within timeframes set out in the New Zealand Building Regulations (48 hours for the initial inspection, 24 hours for all subsequent inspections).	✓	>80% of target achieved 90% of inspections were completed within the timeframes. 10% of the inspections were unable to be completed within the timeframes, due demand on resources caused by a large amount of activity in the building industry.
4.	Audit 100% of the building warrant of fitness records for buildings subject to a compliance schedule.	1,800	100 % of target achieved 1,800 records audited.
5.	Process 100% of all Land Information Memoranda (LIMs) in accordance with timeframes set out in the Local Government Official Information and Meetings Act 1987.	✓	100 % of target achieved
6.	Run a public awareness campaign to educate swimming pool owners on the pool fencing requirements and ongoing maintenance.	✓	100 % of target achieved The campaign was carried out from late November through until the end of December 2006.

Note: A CSI (Customer Satisfaction Index) score is a measure of residents' or customers' overall satisfaction with a Council provided service or facility and is obtained through various Council surveys, e.g., Council's Quarterly Residents Survey.

Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> Public health and safety of building users is maintained through the application of relevant legislation and standardised processes. 	✓	✓	✓	
<ul style="list-style-type: none"> The public has access to advice on the building consent process as well as other information such as building materials and sustainable building practices. 	✓	✓	✓	
Examples of Initiatives / Actions in 2006/07				
<ul style="list-style-type: none"> Safety awareness campaign for swimming pool owners. The Build Hamilton website, an online information service for anyone with a building project – www.buildhamilton.co.nz. Employment of an Eco-design Advisor in July 2006 who provides information on a range of environmental design issues. Use of the standardised Waikato Building Consent Group Application Form for all building consent applications throughout the Waikato. Implementation of the Earthquake-Prone Buildings Policy 2006. Development of a register for potential earthquake-prone buildings and advising owners that remedial work may be required. Regular information seminars held for building industry representatives. 				

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators			
Community Outcome Progress Indicator	Latest Results		Results at a Glance
Number of new residential dwellings consented.	2006 1,004 Year ended June.	2007 1,029 Source: Statistics New Zealand	↑
Value of consents for new non-residential buildings.	Year ended March 2006 \$172.8m	Year ended March 2007 \$159.4m Source: Statistics New Zealand	↓

Identified Effects on Community Well-Being: Significant Negative Effects

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
1.	If the Building Control Unit does not meet the statutory timeframes for processing building consent applications, this may have adverse effects in the community.		✓	✓		The Building Control Unit is adequately resourced to meet statutory timeframes. The Unit Plan has stretch targets to achieve timeframes that are less than the minimum statutory timeframe. Achieving and maintaining registration with the Department of Building and Housing ensures that the Building Control Unit meets industry best practice standards.	No issues arose.
2.	Possibility for failure of a structural building component could lead to subsequent damage to buildings.	✓	✓	✓		Building consent processing and inspection of critical construction phases are documented and checked against performance measures and targets. Standard operating procedures ensure that specific design elements of building construction are checked at all stages. Effective monitoring of staff undertaking inspection processes ensures that a high level of consistency is maintained.	No issues arose.

Parking Enforcement

(URUHI (NA) WAAHI TUU O NGAA WAKA)

(Page 127 of Council's 2006-16 Long-Term Plan)

Contact: Animal Care and Parking Enforcement

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📠 838 6429

@ ParkingEnforcement@hcc.govt.nz

Service Level Provision for Parking Enforcement

Parking Enforcement manages the turnover and availability of on-street and Council operated off-street parking spaces in Hamilton. This service also helps to ensure that vehicles in the city are safe for the roads by monitoring warrants of fitness and vehicle licenses.

In addition, parking officers enforce heavy motor vehicle parking regulations, abandoned vehicle removal and give aid and assistance to the public in the course of their duties. They also monitor compliance with the city's Public Places and Signs, Trading in Public Places and Skating Bylaws, ensuring that the footpaths are safe for pedestrians to use.

Reason For Providing Parking Enforcement

Council is required to provide parking enforcement under the Local Government Act 2002 and the Land Transport Act 1998. Ensuring the turnover and availability of parking spaces for the public means that residents and visitors have access to the retail outlets and businesses in the CBD and that there is a safe and efficient flow of traffic in the city.

Key Performance Measures and Targets: 2006/07 Results

Objective:

To ensure maximum availability of parking spaces within the city and that motor vehicles have a current warrant of fitness and vehicle license.

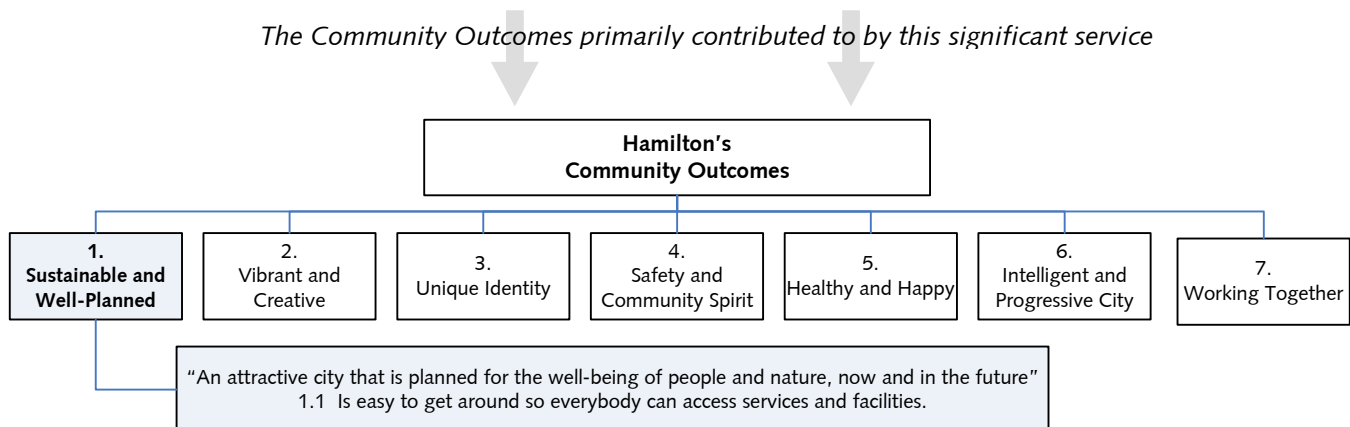
Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Achieve the following coverage of parking officer patrols on a continuous scheduled basis throughout the central business district and suburbs.	75%	100 % of target achieved 81% coverage on a continuous scheduled basis.
2.	Achieve a turnover of parking spaces in the city that is equal to or less than the time limits set for those areas.	75%	100 % of target achieved 82% turnover of parking spaces.
3.	100% of abandoned vehicle complaints and responses to suburban complaints are actioned within 2 hours of any working day.	✓	100 % of target achieved
4.	100% of bylaws complaints and requests for service are actioned within 2 hours of any working day.	✓	100 % of target achieved

Note: A CSI (Customer Satisfaction Index) score is a measure of residents' or customers' overall satisfaction with a Council provided service or facility and is obtained through various Council surveys, e.g., Council's Quarterly Residents Survey.

Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> On-street and Council operated off-street parking spaces are available through enforcement of time limits on parking. Assists in ensuring that all vehicles are safe for operation on public roads through monitoring Warrants of Fitness and vehicle licences. Traffic in the inner city is kept moving. Abandoned vehicles are removed from city streets and public places. A range of Council's bylaws (e.g. Public Places and Signs, Skating) are actively monitored and enforced. 	✓	✓		
Examples of Initiatives / Actions in 2006/07				
<ul style="list-style-type: none"> Replacement and installation of additional parking meters in the central city. Towing of illegally parked vehicles from clearways and bus stops. Parking meters upgraded for the introduction of new coins. Ensuring that road closure restrictions are adhered to for city events. Use of an electronic ticketing system. First aid and general assistance provided by parking wardens. 				

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators
There are no relevant indicators in the set of Community Outcomes Progress Indicators that are influenced by this significant service.

Identified Effects on Community Well-Being: Significant Negative Effects

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
1.	Vehicles may not be able to flow freely along city streets due to number of vehicles seeking parking.	✓	✓			Council uses a range of measures to ensure a high level of parking turnover. Parking officer patrols are provided on a continuous scheduled basis throughout the city, ensuring turnover and availability of parking spaces. Time limits on parking spaces have been set to ensure maximum turnover of spaces in the central business district. Council also provides off-street parking spaces to ensure parking in the central business district is available to shoppers and visitors. The Hamilton City District Plan includes requirements for developments to make provision for off-street parking spaces.	No issues arose.

Planning Guidance**(HANGA TIKANGA AARAHITANGA)**

(Page 130 of Council's 2006-16 Long-Term Plan)

Contact: Planning Guidance

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📠 838 6819

@ PlanningGuidance@hcc.govt.nz

Service Level Provision for Planning Guidance

Good city planning has many benefits for the city. It not only supports growth and development, but also protects the environment and residents' quality of life, now and in the future.

This service ensures that development is consistent with the intention of the District Plan(s), particularly in terms of the spatial distribution of activities and ensuring that activities are undertaken in a way that avoids, mitigates or remedies adverse effects on the environment.

The Planning Guidance Unit provides planning advice and processes applications for resource consents and subdivision consents in accordance with the District Plan(s) and the Resource Management Act 1991 (RMA). They also monitor and investigate compliance with resource consent conditions, the District Plan(s), the RMA, the Prostitution Bylaw 2004 and Gambling Venue Policies 2004.

Each year the Planning Guidance Unit issues approximately 950 consents and certificates, approves around 1,000 scheme lots and issues around 400 certificates for approval of land Transfer Survey Plans.

As part of the city's new city design strategy – CityScope, pre-application meetings will be held with developers at the pre-design stage to foster more collaboration between Council and developers. The focus of these meetings is to promote the principles of good urban design and sustainability.

Reason For Providing Planning Guidance

The Planning Guidance Unit administers Council's responsibilities under the Resource Management Act 1991. This includes the administration of the Hamilton City Council District Plan(s) and part of the Waipa District Plan (Temple View area), administration of policies developed under legislation, monitoring, response to complaints and enforcement action when necessary. In addition, Council is required to take into account policy plans of other authorities and other legislation that may have an impact on planning issues, e.g. the Building Act 2004, the Sale of Liquor Act 1989 and the Historic Places Act 1993.

Key Performance Measures and Targets: 2006/07 Results**Objective:**

To administer the District Plan(s) and Resource Management Act 1991 in relation to development within the city in a consistent, accurate and timely manner.

Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Achieve the following CSI score for overall customer satisfaction, as measured every two years by Council's customer satisfaction survey programme.	73	100 % of target achieved 74.4 CSI
2.	All resource consent applications and certificates processed within the statutory time limits of the Resource Management Act 1991 and Hamilton City District Plan(s).	✓	100 % of target achieved All 597 resource consent applications (notified, non-notified, controlled, discretionary, and subdivision applications) were granted within statutory timeframe.
3.	Non-notified resource consent customers refunded 100% of application fees if the consent is not issued within the statutory timeframes.	✓	100 % of target achieved No refunds were required as all of the 589 non-notified resource consent applications were granted within the statutory timeframe.
4.	90% of all staff recommendations for notified resource consent applications are supported by Council's Statutory Management Committee.	✓	100 % of target achieved 100% of all staff recommendations supported.
5.	95% of cases taken to the Environment Court and supported by staff are successful.	✓	100 % of target achieved 100% of all cases supported by staff were successful.
6.	Inspect and effectively monitor at least 65 resource consents per month.	✓	100 % of target achieved 81 per month. (In total, 970 consents were monitored during 2006/07).

Note: A CSI (Customer Satisfaction Index) score is a measure of residents' or customers' overall satisfaction with a Council provided service or facility and is obtained through various Council surveys, e.g., Council's Quarterly Residents Survey.

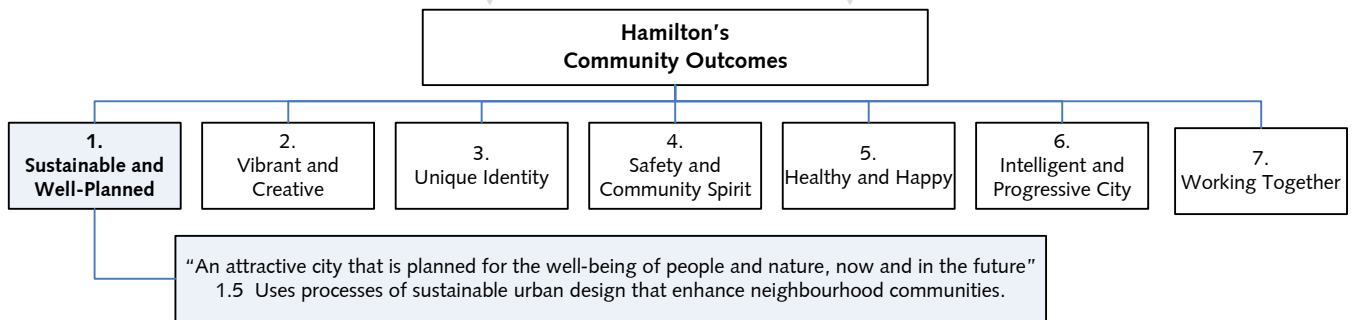
Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
• Adverse effects on the city's environment avoided, mitigated or remedied through the application of District Plan provisions.	✓	✓	✓	✓
• Working towards better outcomes for the city's urban environment through the use of pre-application meetings with developers.	✓	✓	✓	

Examples of Initiatives / Actions in 2006/07

- Resource consent pre-application meetings held with developers at the pre-design stage as part of CityScope (Council's urban design strategy).
- Money back guarantee programme for non-notified resource consents not issued within the statutory timeframe.
- Land Information New Zealand Landonline territorial authority online certification of land transfer survey plans.

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators

There are no relevant indicators in the set of Community Outcomes Progress Indicators that are influenced by this significant service.

Identified Effects on Community Well-Being: Significant Negative Effects

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
1.	Resource consent conditions may not be met, which may cause adverse environmental effects.			✓		Ongoing inspection and monitoring of resource consents is carried out as per a monthly monitoring schedule. A request for service facility is in place to respond to complaints. Enforcement provisions are also in place to ensure compliance with resource consent conditions.	No adverse environmental effects were recorded. (A total of 970 consents were monitored during 2006/07).
2.	Activities permitted through the District Plan(s) may still be viewed by some as being incompatible with local surroundings.	✓		✓		As part of Council's CityScope – city design strategy, pre-application meetings are held for developments that do not tie in with Council's future plans for the city. Council's plans for the development of the city will be proactively discussed with property developers and architects to ensure a shared vision for what Hamilton will look like in the future.	Public feedback on a range of issues has resulted in Council promulgating a number of new studies and variations to the District Plan (e.g. as a result of public submissions to Council's Proposed 2007/08 Annual Plan in April 2007, comprehensive local area plans will be developed for Hamilton East and Frankton residential areas).

Economic Development (RATONGA PUTEA)

(Page 134 of Council's 2006-16 Long-Term Plan)

Contact: Strategic

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📠 838 6464

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Service Level Provision for Economic Development

Council plays a crucial role in ensuring a citywide collaborative approach to fostering economic development in and around Hamilton. While many aspects of economic development in the city are a function of the whole of Council (e.g., provision of infrastructure, facility and amenity development, city planning, city promotion and events, and major shareholding in assets such as Hamilton International Airport), Council recognises the growth of key city partnerships is important for economic development. With this consideration Council funds and supports the economic development agency The Katolyst Group, which comprises:

- The Business Development Centre
- Waikato Innovation Park
- B2H (Business to Hamilton).

The relationship between Council and these organisations is managed through the Communication and Marketing Group of Council.

Hamilton's current Economic Development Strategy (last updated in 2005) provides the framework and guidance for economic development priorities in and around the city. This strategy positions Ag-Biotech as a priority for the city's ongoing economic development. Council also provides a range of economic data about the city and its performance that is relevant for Hamilton's development.

The 2005 Economic Development Strategy is to be reviewed in 2007/08 to ensure consistency with CityScope and the new Social Well-Being and Creativity and Identity strategies. A high-level leadership group is being formed and will commence the strategy development process from mid-September 2007.

Reason For Providing Economic Development

Council has an important role in making Hamilton a competitive, attractive and profitable place for businesses to operate. A healthy economy and employment base will in turn contribute towards improved living standards across the city. To fulfill this role, Council fosters and facilitates economic development through partnerships and initiatives that contribute to the city's sustainable economic future.

Key Performance Measures and Targets: 2006/07 Results

Objective:

To support and promote organisations and initiatives that contribute to the city's ongoing sustainable economic development.

Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Develop sustainable industry cluster(s) in Hamilton's key industry sectors in conjunction with Katolyst, chiefly: ag-bio, light aviation, transport logistics and light engineering.	✓	100 % of target achieved <u>Light Engineering</u> : Met 7 times and focused on improving industry capabilities. <u>Ag-bio</u> : 12 events arranged at Waikato Innovation Park. <u>Aviation</u> : Events arranged with each of the 3 major aircraft manufacturing companies to meet and develop relationships with engineering supply companies. <u>Transport Logistics</u> : Katolyst is undertaking market research with the Hamilton International Airport to investigate future freight opportunities.
2.	Key information about Hamilton's economic performance is distributed quarterly through the publication of Hamilton Economic Update and Hamilton Quarterly Review.	✓	100 % of target achieved The four editions of both the Hamilton Economic Update and Hamilton Quarterly Review are available on Council's website at www.hamilton.co.nz .
3.	Complete ongoing annual funding of the Katolyst Group, including 6 monthly reviews of The Katolyst Group's key performance indicators.	✓	100 % of target achieved
4.	Support development of Waikato Innovation Park, ensuring ongoing building occupancy of 90% minimum.	✓	100 % of target achieved Occupancy during 2006/07 was greater than 95%.
5.	As a 50% shareholder in Waikato Regional Airport Limited, support ongoing infrastructure development, chiefly: <ul style="list-style-type: none"> extension of runway to 2500m (06/07) terminal upgrade (06/07). 	✓	100 % of target achieved
6.	Manage City Development Committee funding to a minimum of 3 projects per year to support economic development in Hamilton.	✓	50-80% of target achieved 2 projects were funded: <ul style="list-style-type: none"> The Chamber of Commerce 100 Centenary Book Business Excellence Awards Sponsorship.

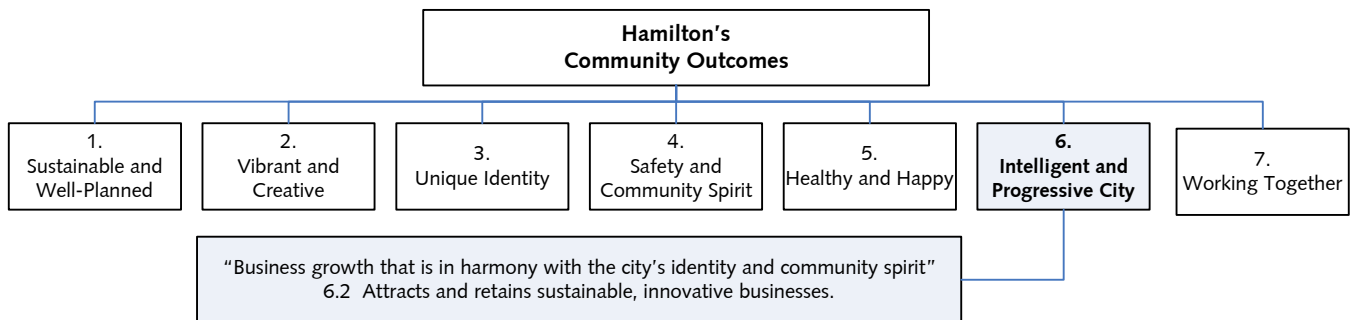
Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
• Support for and partnering with key economic development agencies provides a mechanism for fostering economic development in the city, with a focus on developing key industry clusters (e.g. light aviation, ag-biotechnology).	✓	✓	✓	
• Services and activities provided by Council to develop the city assist in creating a positive and attractive environment for economic growth.	✓	✓	✓	

Examples of Initiatives / Actions in 2006/07

- Ongoing partnership with key economic development agencies, e.g. The Katolyst Group.
- Ongoing promotion and support of Waikato Innovation Park.
- Provision of economic information (e.g. Hamilton Quarterly Review, Hamilton Economic Update – www.hamilton.co.nz) to a range of organisations and responding to requests for statistical information.
- Support for development of industry clusters in Hamilton's key industry sectors, e.g. ag-biotechnology, light aviation, transport logistics and light engineering.
- Support for infrastructure development at Waikato International Airport.
- Government funding of \$3.29m secured for a major broadband initiative for Hamilton.

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators										
Community Outcome Progress Indicator	Latest Results	Results at a Glance								
Proportion of employees in Hamilton to that of the Waikato Region. <ul style="list-style-type: none">• Hamilton City• Waikato Region• Proportion (%) in Hamilton.	<table><tr><th>2005</th><th>2006</th></tr><tr><td>69,190</td><td>72,150</td></tr><tr><td>142,860</td><td>146,490</td></tr><tr><td>48.4%</td><td>49.3%</td></tr></table> <p>Source: Statistics New Zealand Business Frame Survey</p>	2005	2006	69,190	72,150	142,860	146,490	48.4%	49.3%	<div>↑</div> <div>↑</div> <div>↑</div>
2005	2006									
69,190	72,150									
142,860	146,490									
48.4%	49.3%									
Number of businesses and total employment. <ul style="list-style-type: none">• Businesses• Total Employment.	<table><tr><th>2005</th><th>2006</th></tr><tr><td>10,693</td><td>11,047</td></tr><tr><td>69,190</td><td>72,150</td></tr></table> <p>Source: Statistics New Zealand Business Frame Survey</p>	2005	2006	10,693	11,047	69,190	72,150	<div>↑</div> <div>↑</div>		
2005	2006									
10,693	11,047									
69,190	72,150									

Identified Effects on Community Well-Being: Significant Negative Effects

No significant negative effects were identified as a result of Council providing this significant service.

City Promotion**(NGAA RATONGA WHAKAPIKI)**

(Page 137 of Council's 2006-16 Long-Term Plan)

Contact: Communication and Marketing

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@ CommunicationAndMarketing@hcc.govt.nz

Service Level Provision for City Promotion

City Promotion is about communicating to local residents and those living outside the city the points of difference and advantages that Hamilton has to offer. Council is committed to ongoing investment in the Hamilton brand as a crucial promotional mechanism. The communication reflects the substance of key Council strategies and projects that, when developed, contribute to a better quality of life in the city. Council uses www.hamilton.co.nz and City News to communicate and market the city to a variety of audiences. News media relations are also an important function of City Promotion.

The attraction and support of events is a key strategy in city promotion. Council is a strong supporter of events through its Event Sponsorship Fund. In particular, Council is seeking to establish and support icon events (e.g., V8 Supercars Street Race, World Rally Championship, The Gallagher Great Race, Balloons Over Waikato, Hamilton Gardens Summer Festival) that add to the vibrancy of the city. Through the event strategy Council also supports the attraction of conventions and conferences as a key mechanism for bringing visitors to Hamilton.

The operation of the i-SITE Visitor Information Centre formed part of Council's direct service delivery from 1 July 2006. i-SITE had been run under contract by Tourism Waikato but now forms part of Council's Communication and Marketing Group. As well as offering a travel and accommodation booking service, i-SITE will also be a 'shop window' for the promotion of the city and be heavily involved in events and the leverage of the Hamilton brand.

Council participates in a Sister Cities Programme and has links with three cities (Saitama in Japan, Wuxi in China and Sacramento in the United States) as a way of promoting the city internationally.

Reason For Providing City Promotion

Promoting Hamilton to its residents has a positive influence on how people feel about their city and their quality of life. Promoting the city to people who live outside Hamilton (both nationally and internationally) also has a positive influence on the city's local economy. Attracting visitors, residents and jobs to the city through the promotion of Hamilton are all important contributors to city growth and adding value to our economy.

Key Performance Measures and Targets: 2006/07 Results**Objective:**

To provide a high level of city promotion through a variety of communication and marketing mechanisms.

Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Attain the following average number of monthly visits to the website www.hamilton.co.nz .	50,000	50% - 80% of target achieved 30,193*
2.	Achieve the following CSI score for City News, as measured by Council's Annual Residents Survey.	78	100 % of target achieved 80.7 CSI
3.	Increase the annual number of events held in and around Hamilton that bring \$1m or more in new money to the city economy.	6 events	100 % of target achieved The six events in 2006/07 were: <ul style="list-style-type: none"> • Balloons Over Waikato • Fuel Festival • Hamilton Gardens Summer Festival • World Rally Championship • International Cricket • International Rugby.
4.	Increase the annual number of event listings on www.WhatsOnHamilton.co.nz .	800 listings	100 % of target achieved 1,200 listed at 30 June 07
5.	Establish the following number of months of media time on central city billboards promoting events, Hamilton city and facilities	18 months	<50% of target achieved 6 months (higher number not achieved due to difficulty in securing commercial billboard site in the city).
6.	Update 10% of the 100 promotional images of Hamilton city available for free download from www.hamilton.co.nz .	✓	100 % of target achieved 10% of the promotional images updated.

* Statistics for **www.hamilton.co.nz** are now measured by Google Analytics. This has been determined to be the most robust and consistent measurement. The benchmark of 50,000 visits was based on a measurement package that used a different and less reliable methodology. Google Analytics has provided data to determine that the benchmark should be set at 30,000 going forward. The current benchmark of 50,000 visits will be amended for the 2009-19 Long-Term Plan.

Note: A CSI (Customer Satisfaction Index) score is a measure of residents' or customers' overall satisfaction with a Council provided service or facility and is obtained through various Council surveys, e.g., Council's Quarterly Residents Survey.

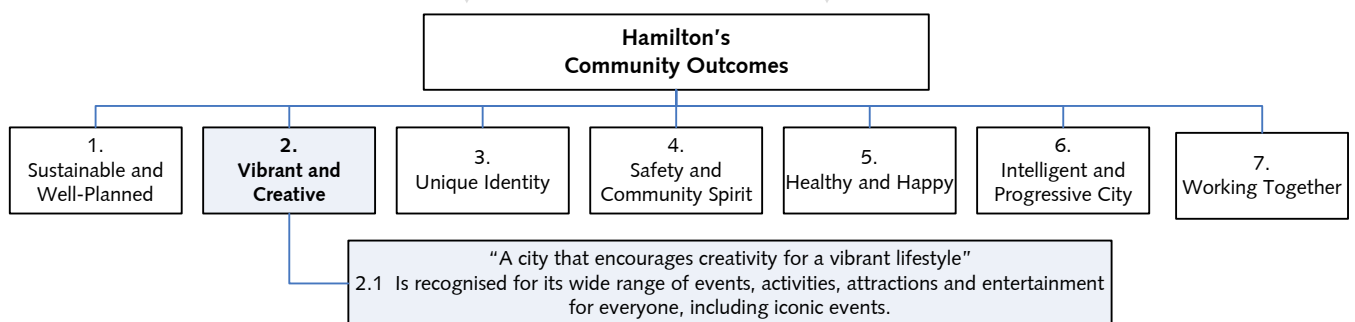
Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
Residents feel positive about Hamilton as a place to live.	✓	✓		
The city's points of difference and advantages are promoted.	✓	✓		
People have the opportunity to participate in a range of events and activities.	✓	✓		✓









Examples of Initiatives / Actions in 2006/07

- City News delivered to all Hamilton households each month.
- Continued development of Council's website www.hamilton.co.nz as a communication, business and promotional tool for the city.
- Support and coordination of key city events, e.g. V8 Supercars event, World Rally Championship, The Gallagher Great Race, Balloons Over Waikato, Hamilton Gardens Summer Festival.
- Provision of the *What's On Hamilton* website www.WhatsOnHamilton.co.nz to list events happening in the city.
- Resource consent granted for Hamilton's V8 Supercars event – www.hamilton.co.nz/v8supercars
- The operation of i-SITE Visitor Information Centre became part of Council's service delivery from 1 July 2006 - www.visithamilton.co.nz/i-site
- Material displayed on billboards throughout the central city promoting the city's events and facilities.
- A range of promotional images of Hamilton City available for free download from www.hamilton.co.nz.

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators																		
Community Outcome Progress Indicator	Latest Results	Results at a Glance																
Residents' rating of sense of pride in the way their city looks and feels.	<table><tr><td><u>2004</u></td><td><u>2006</u></td></tr><tr><td>70%</td><td>69%</td></tr><tr><td colspan="2">Agreed or strongly agreed.</td></tr><tr><td colspan="2">Source: 2006 Quality of Life Survey</td></tr></table>	<u>2004</u>	<u>2006</u>	70%	69%	Agreed or strongly agreed.		Source: 2006 Quality of Life Survey										
<u>2004</u>	<u>2006</u>																	
70%	69%																	
Agreed or strongly agreed.																		
Source: 2006 Quality of Life Survey																		
Visitor guest nights and hotel/motel occupancy rates.	<table><tr><td colspan="2">Guest nights for year ended March:</td></tr><tr><td><u>2006</u></td><td><u>2007</u></td></tr><tr><td>557,268</td><td>569,061</td></tr><tr><td colspan="2">Average occupancy rates for year ended March:</td></tr><tr><td><u>2006</u></td><td><u>2007</u></td></tr><tr><td>50.8%</td><td>54.2%</td></tr><tr><td colspan="2">Source: Statistics New Zealand Accommodation Survey</td></tr></table>	Guest nights for year ended March:		<u>2006</u>	<u>2007</u>	557,268	569,061	Average occupancy rates for year ended March:		<u>2006</u>	<u>2007</u>	50.8%	54.2%	Source: Statistics New Zealand Accommodation Survey		<table><tr><td></td></tr><tr><td></td></tr></table>		
Guest nights for year ended March:																		
<u>2006</u>	<u>2007</u>																	
557,268	569,061																	
Average occupancy rates for year ended March:																		
<u>2006</u>	<u>2007</u>																	
50.8%	54.2%																	
Source: Statistics New Zealand Accommodation Survey																		
																		
																		
Number of conferences held.	<table><tr><td><u>2005/06</u></td><td><u>2006/07</u></td></tr><tr><td>954 conferences</td><td>895 conferences</td></tr><tr><td colspan="2">Source: Hamilton City Council</td></tr></table>	<u>2005/06</u>	<u>2006/07</u>	954 conferences	895 conferences	Source: Hamilton City Council												
<u>2005/06</u>	<u>2006/07</u>																	
954 conferences	895 conferences																	
Source: Hamilton City Council																		

Identified Effects on Community Well-Being: Significant Negative Effects

No significant negative effects were identified as a result of Council providing this significant service.

Hamilton City Theatres¹⁶**(NGAA WHARE TAPERE O KIRIKIRIROA)**

(Page 140 of Council's 2006-16 Long-Term Plan)

Contact: Arts and Culture

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📠 838 6601

@ HamiltonCityTheatres@hcc.govt.nz**Service Level Provision for Hamilton City Theatres**

Hamilton City Theatres facilitates theatre experiences and provides facility management and associated event support, ticketing agency services, specialised theatre equipment and services for events at Hamilton theatres and within the community. Council provides three performance venues in the city:

- Founders Memorial Theatre (large scale professional theatre and events)
- The Meteor (contemporary professional theatre)
- Clarence St Theatre (professional theatre).

Each performance venue provides a distinctive yet complementary range of performance experiences.

The management of Hamilton City Theatres is provided through the following functions: venue management, event management, box office management and presenter programme.

Council also provides financial assistance to the WEL Energy Trust Academy of Performing Arts at the University of Waikato.

Reason For Providing Hamilton City Theatres

Council has a responsibility under the Local Government Act 2002 to promote the community's social and cultural well-being. Hamilton City Theatres ensures that theatre experiences are within the reach of all Hamilton residents as well as residents in the region, and that the city has a thriving arts and culture sector.

Key Performance Measures and Targets: 2006/07 Results**Objective:**

To provide exciting theatre experiences to the people of Hamilton and the Waikato Region.

Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Achieve an annual utilisation of: <ul style="list-style-type: none"> • Founders Theatre • The Meteor • Clarence St Theatre as measured by the percentage of available time each facility is hired for use.	51%	>80% of target achieved 41%

¹⁶ The Hamilton City Theatres significant service is shown in Council's 2006-16 Long-Term Plan as Performing Arts. The name of this significant service was changed to better reflect the current branding of Council-owned theatres (Founders Memorial Theatre, The Meteor and Clarence Street Theatre). The name change was also recorded as a variation in Council's 2007/08 Annual Plan.

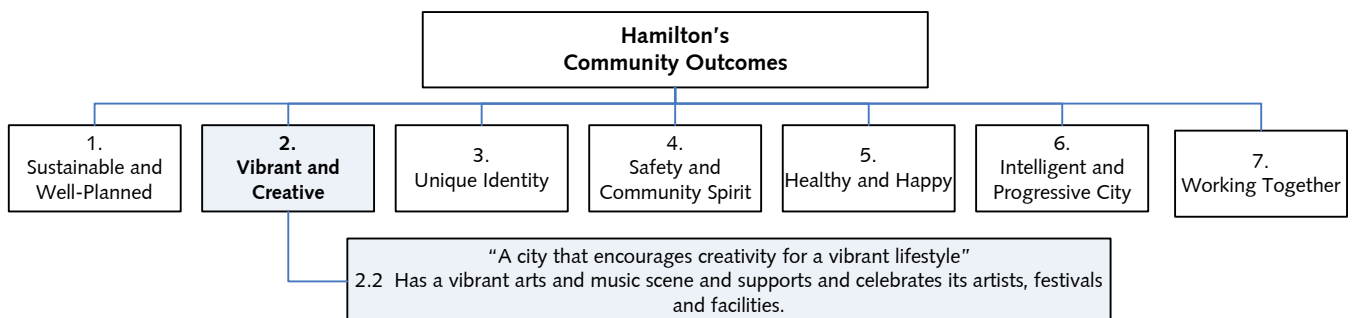
Performance measure		Target 2006/07	Results achieved in 2006/07
2.	Achieve the following percentage of available seats booked for shows at: <ul style="list-style-type: none"> Founders Theatre The Meteor Clarence St Theatre 	35%	100 % of target achieved 61%
3.	Achieve the following CSI scores, as measured by Council's Annual Residents Survey: <ul style="list-style-type: none"> Founders Memorial Theatre The Meteor Clarence St Theatre 	75 65 71	100 % of target achieved 77.5 CSI 65.6 CSI 71.9 CSI

Note: A CSI (Customer Satisfaction Index) score is a measure of residents' or customers' overall satisfaction with a Council provided service or facility and is obtained through various Council surveys, e.g., Council's Quarterly Residents Survey.

Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> Residents have the opportunity to experience a range of theatre performances. Theatres contributed to the city's and community's cultural and artistic scene. 	✓	✓		✓
Examples of Initiatives / Actions in 2006/07				
<ul style="list-style-type: none"> Air conditioning upgrade of Founders Theatre. Upgrade of The Meteor. Programmed own inaugural drama series (featuring <i>Maui</i>, <i>The Tutor</i>, and Roger Hall's <i>Who Needs Sleep Anyway?</i>) plus <i>500 Letters</i>, <i>Bjorn Again in Concert</i>. Annual operating grant provided to the Academy of Performing Arts. 				

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators										
Community Outcome Progress Indicator	Latest Results		Results at a Glance							
Residents' use of arts and culture facilities. <ul style="list-style-type: none">Founders TheatreClarence Street TheatreThe Meteor.	<table><tr><th>2006</th><th>2007</th></tr><tr><td>54.4%</td><td>51.7%</td></tr><tr><td>25.1%</td><td>25.0%</td></tr><tr><td>11.0%</td><td>12.9%</td></tr></table> Used in the past 12 months. Source: Hamilton City Council's Residents Survey 2007	2006	2007	54.4%	51.7%	25.1%	25.0%	11.0%	12.9%	<div>↓ ↓ ↑</div>
2006	2007									
54.4%	51.7%									
25.1%	25.0%									
11.0%	12.9%									
Residents' perception that their city is a place that has a culturally rich and diverse arts scene.	<table><tr><th>2004</th><th>2006</th></tr><tr><td>56%</td><td>59%</td></tr></table> Agreed or strongly agreed. Source: 2006 Quality of Life Survey	2004	2006	56%	59%	<div>↑</div>				
2004	2006									
56%	59%									

Identified Effects on Community Well-Being: Significant Negative Effects

No significant negative effects were identified as a result of Council providing this significant service.

Hamilton City Libraries

(TE WHARE PUKAPUKA O KIRIKIRIROA)

(Page 143 of Council's 2006-16 Long-Term Plan)

Contact: Hamilton City Libraries

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📠 838 6858

@ Libadmin@hcc.govt.nz

Service Level Provision for Hamilton City Libraries

Council provides library services across the city through a central library in Garden Place and five community libraries at Chartwell, St Andrews, Dinsdale, Hillcrest and Glenview. The objective of the Hamilton City Libraries service is to assist in meeting the changing aspirations and expectations of an emerging knowledge society.

The library service reflects community values and provides an increasing range of electronic information and media in addition to traditional hard copy reading and research material. Free membership is offered to the city's residents. Hamilton City Libraries has a collection of 380,000 items and has 1.1 million visits per year.

Floating collections ensure clients can borrow and return from any library of their choice, while online databases allow web-based access to reference databases and catalogues.

Examples of items available from all Hamilton City Libraries include books, DVDs and CDs, magazines, newspapers and archives, e.g., digital historic photographs.

Library resources can be viewed and ordered from the library website www.HamiltonLibraries.co.nz.

Reason For Providing Hamilton City Libraries

Council has a responsibility under the Local Government Act 2002 to promote the community's social and cultural well-being. Hamilton City Libraries are provided in response to community demand as they are used extensively by a wide cross-section of the community. Libraries benefit both individuals and the community as a whole, and Hamilton residents place a high value on them. The likelihood that libraries could be provided by a non-publicly funded organisation is very low, and user charges necessary to cover the full costs of such a library service would exclude most Hamilton residents.

Key Performance Measures and Targets: 2006/07 Results

Objective:

To provide a customer-focused library service that supports and enables the expectations of a knowledge community.

Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Achieve the following active registered borrowers as a percentage of city residents.	60%	>80% of target achieved 50%
2.	Achieve the following number of visits to the Hamilton City Libraries web site per year.	240,000	100 % of target achieved 495,094

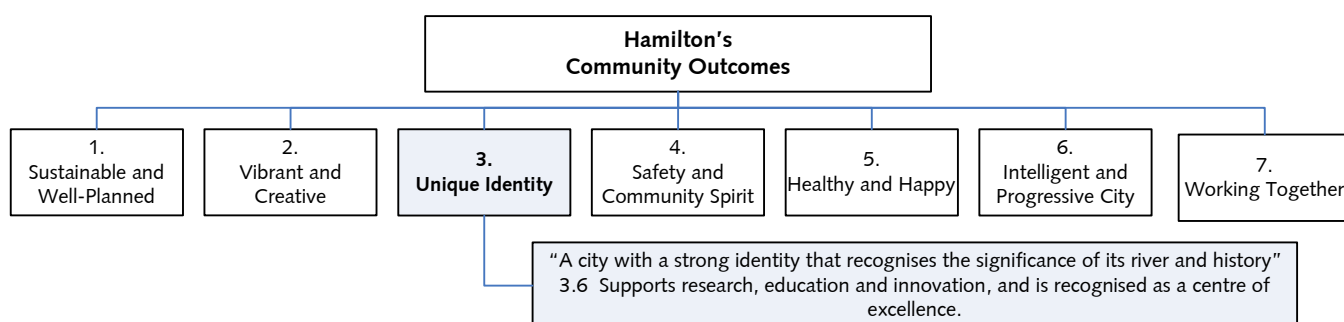
Performance measure		Target 2006/07	Results achieved in 2006/07
3.	Achieve the following number of issues per 1000 of the population each year.	13,000	100 % of target achieved 13,248
4.	Achieve the following CSI scores, as measured by Council's Annual Residents Survey: <ul style="list-style-type: none"> Central Library Community libraries 	85 80	100 % of target achieved 85.5 CSI 81.1 CSI

Note: A CSI (Customer Satisfaction Index) score is a measure of residents' or customers' overall satisfaction with a Council provided service or facility and is obtained through various Council surveys, e.g., Council's Quarterly Residents Survey.




Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> Contributes towards increased literacy. Provides access for all ages to a range of information sources to cater to a variety of needs (e.g. books, DVD's, music CD's, Internet access and an archives section including digital historic photographs). Enriches people's general knowledge. Helps foster a sense of place through being a focal point for community activities. 	✓	✓		✓
	✓	✓		✓
	✓	✓	✓	✓
	✓	✓		✓
Examples of Initiatives / Actions in 2006/07				
<ul style="list-style-type: none"> Summer / school holiday reading programmes at libraries. Installation of Internet terminals at all Hamilton City Libraries. LearnIT tutorials were launched to improve customer and staff information literacy skills. Addition of new electronic databases (e.g. family history, art, music) accessible through the Libraries' website www.hamiltonlibraries.co.nz. Appointment of a Maori Services Leader and the development of associated Te Reo Maori services (e.g. introduction of Maori language web pages, bilingual signage).. 				

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators		
Community Outcome Progress Indicator	Latest Results	Results at a Glance
Residents' use of arts and culture facilities.	Central Library: 2006 55.3% 2007 59.7% Used in the past 12 months. Community libraries: 2006 53.3% 2007 56.1% Used in the past 12 months. Source: Hamilton City Council Residents Survey 2007	 
Residents' perception that their city is a place that has a culturally rich and diverse arts scene.	2004 56% 2006 59% Agreed or strongly agreed. Source: 2006 Quality of Life Survey	

Identified Effects on Community Well-Being: Significant Negative Effects

No significant negative effects were identified as a result of Council providing this significant service.

Waikato Museum of Art and History**(TE WHARE TAONGA O WAIKATO)**

(Page 146 of Council's 2006-16 Long-Term Plan)

Contact: Waikato Museum

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@ WaikatoMuseum@hcc.govt.nz**Service Level Provision for Waikato Museum of Art and History**

The Waikato Museum of Art and History (Te Whare Taonga o Waikato) provides a cultural and artistic showpiece for the people of Hamilton and the region. The Museum's collections are focused on the Waikato Region and cover the four key areas of social history, visual arts, tangata whenua and sciences, constituting a major resource and asset for the city and region. The Waikato Museum of Art and History is located at the southern end of Hamilton's Central Business District.

ArtsPost, a heritage building adjacent to the Museum, houses an art school, gallery and shop. Its purpose is to encourage, support and promote the arts in Hamilton.

Beale Cottage in Hamilton East, one of Hamilton's longest surviving examples of colonial architecture, and the historic vessel Rangiriri on the riverbank of Memorial Park (which represents the arrival of founding militia settlers to Hamilton) are also managed by the Museum.

The Museum manages four pieces of public art in the city: The Farming Family, Ripples, Riff Raff and Nga Hinetuparimaunga (earth blanket) at Hamilton Gardens.

Reason For Providing Waikato Museum of Art and History

Council has a responsibility under the Local Government Act 2002 to promote the community's social and cultural well-being. Council provides the Waikato Museum of Art and History to support the city and region's distinctive cultural and artistic identity. The Waikato Museum of Art and History preserves and cares for Hamilton's heritage and provides opportunities for the public to value the city's rich culture and artistic achievements.

Key Performance Measures and Targets: 2006/07 Results**Objective:**

To provide a museum that creates a difference in our community by making the Waikato Region renowned for its rich cultural heritage and artistic vibrancy.

Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Achieve the following number of visitors, as measured by attendance records: <ul style="list-style-type: none"> Waikato Museum of Art and History ArtsPost 	150,000 30,000	50% - 80% of target achieved 108,534 31,044
2.	Achieve a 25% exhibition balance for each of the following at the Waikato Museum of Art and History: <ul style="list-style-type: none"> Art History Maori Culture 	✓	100 % of target achieved

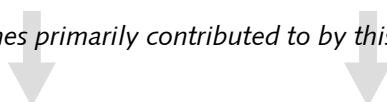
Performance measure		Target 2006/07	Results achieved in 2006/07
	<ul style="list-style-type: none"> Science. 		
3.	Achieve the following CSI scores, as measured by Council's Annual Residents Survey: <ul style="list-style-type: none"> Waikato Museum of Art and History ArtsPost 	85 80	>80% of target achieved 75.2 CSI 75.1 CSI
4.	Achieve the following CSI score for Museum visitors, as measured by Council's Customer Satisfaction Survey Programme.	85	Not achieved A survey was not conducted in 2006/07. The planned Customer Satisfaction Survey was postponed due to disruptions in service from the upgrade to Hood Street. The survey has now been scheduled for September 2007.

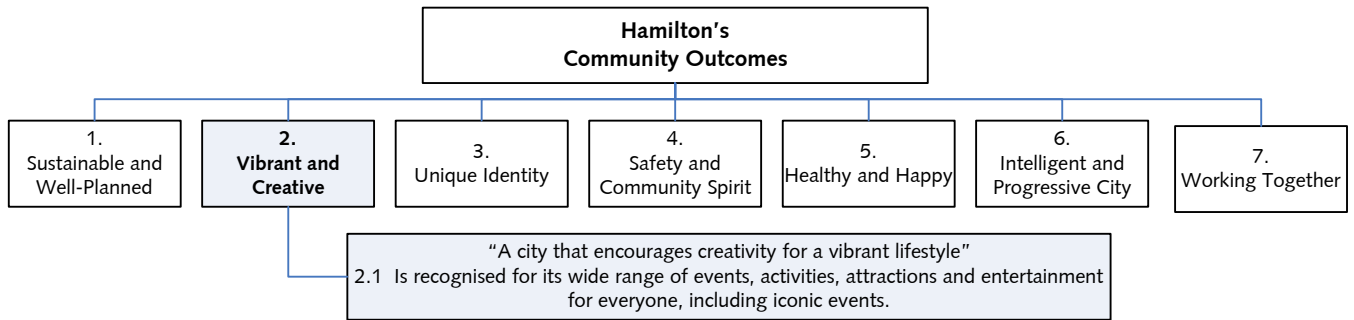
Note: A CSI (Customer Satisfaction Index) score is a measure of residents' or customers' overall satisfaction with a Council provided service or facility and is obtained through various Council surveys, e.g., Council's Quarterly Residents Survey.

Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> Access to a range of arts and culture experiences (with a focus on art, history, Maori culture and science) is provided to all ages. The Waikato Region's cultural heritage is widely promoted. People's understanding of the place of the arts in the community is enriched. The arts in Hamilton is supported and promoted by providing an opportunity for local artists to display their work and gain recognition. 	✓ ✓ ✓ ✓	✓ ✓ ✓		✓ ✓ ✓ ✓
Examples of Initiatives / Actions in 2006/07				
<ul style="list-style-type: none"> Well-attended community days for Anzac Day commemorations, Mrs Brown's Big Day Out, and More than Looking. Launch of new Museum website and branding – www.waikatomuseum.co.nz Range of educational programmes at the Museum. Council assumed management of ArtsPost in 2006/07. Strong links developed with Waikato University and Wintec around music performances at Waikato Museum, the Trust Waikato National Contemporary Art Awards and SPARK. Significant partnerships around sponsorship developed to enhance Museum exhibitions and activities. 				

The Community Outcomes primarily contributed to by this significant service





The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators		
Community Outcome Progress Indicator	Latest Results	Results at a Glance
Residents' use of arts and culture facilities.	Waikato Museum: <u>2006</u> <u>2007</u> 43.3% 42.4% Used in the past 12 months.	↓
	ArtsPost: <u>2006</u> <u>2007</u> 22.2% 21.4% Used in the past 12 months. Source: Hamilton City Council Residents Survey 2007	↓
Residents' perception that their city is a place that has a culturally rich and diverse arts scene.	<u>2004</u> <u>2006</u> 56% 59% Agreed or strongly agreed. Source: 2006 Quality of Life Survey	↑

Identified Effects on Community Well-Being: Significant Negative Effects

No significant negative effects were identified as a result of Council providing this significant service.

Event Facilities**(WAAHI TAIWHANGA)**

(Page 149 of Council's 2006-16 Long-Term Plan)

Contact: Waikato Stadium

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Service Level Provision for Event Facilities

Waikato Stadium, Seddon Park, Claudelands Events Centre and the Hamilton Leisure Centre are event facilities that host local, national and international sporting and special events, exhibitions and functions.

Waikato Stadium has established itself as one of New Zealand's finest 'boutique' venues, hosting high profile sporting fixtures such as All Black internationals, National Rugby League (NRL), Super 14 and NPC Rugby. It has also hosted a wide range of other sporting and cultural events. A superbly equipped, modern venue with a capacity of 26,800, including 10,000 covered seats, the stadium has earned its reputation for providing quality events. Waikato Stadium also has a number of lounges for conferences, corporate functions, private banquets, seminars, product launches, receptions and weddings.

Claudelands Events Centre is a versatile events complex that caters for a wide range of events and functions ranging from indoor and outdoor expos, cultural shows and rallies to festivals, music performances and sporting fixtures.

Seddon Park is a purpose-built international quality cricket facility with a seating capacity of 11,500. With a village green setting and picnic like atmosphere, it is utilised for one day and test cricket internationals, domestic cricket, concerts, live outdoor productions, exhibitions, festivals and cultural events.

The Hamilton City Leisure Centre facility is owned by Council and leased to the YMCA (Metro Y) for provision of indoor sporting activities. The Leisure Centre is available to a broad cross-section of the community with a wide range of cost effective, affordable health and fitness, sport and leisure programmes and activities that make best use of the leisure centre facilities.

Council undertook a needs analysis of recreational facilities in Hamilton in 2006/07. As a result of this initial research, Council has commenced a feasibility study to develop a proposal for a new community indoor facility, in partnership with other stakeholders.

Reason For Providing Event Facilities

Council has a responsibility under the Local Government Act 2002 to promote the community's social well-being. It is important that Council invests in facilities that provide people the opportunity to attend and participate in a variety of events. The facilities provided ensure that both national and international events are held in Hamilton, which in turn provides a range of economic and social benefits.

Key Performance Measures and Targets: 2006/07 Results**Objective:**

To ensure that Waikato Stadium, Seddon Park, Claudelands Events Centre and the Hamilton City Leisure Centre meet community expectations and attain optimum use.

Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Achieve the following CSI scores, as measured annually by Council's customer satisfaction survey programme: <ul style="list-style-type: none"> • Waikato Stadium • Seddon Park • Claudelands Events Centre. 	84 75 65	100 % of target achieved 87.5 CSI 79.4 CSI 79.5 CSI
2.	Achieve the following CSI score for Waikato Stadium venue hirers, as measured annually by Council's customer satisfaction survey programme.	85	100 % of target achieved 88 CSI
3.	Achieve the following CSI score for the Hamilton City Leisure Centre, as measured by Council's Annual Residents Survey.	65	100 % of target achieved 66.4 CSI
4.	Achieve optimum utilisation of the facilities, as measured by the annual number of event days for: <ul style="list-style-type: none"> • Waikato Stadium • Seddon Park • Claudelands Events Centre. 	30 30 45	>80% of target achieved 40 21 122
5.	Facilities are at a standard that attracts international and national events, as measured by the annual number of national and international events held at the facilities: <ul style="list-style-type: none"> • Waikato Stadium • Seddon Park • Claudelands Events Centre. 	16 6 5	100 % of target achieved 23 8 16

Note: A CSI (Customer Satisfaction Index) score is a measure of residents' or customers' overall satisfaction with a Council provided service or facility and is obtained through various Council surveys, e.g., Council's Quarterly Residents Survey.

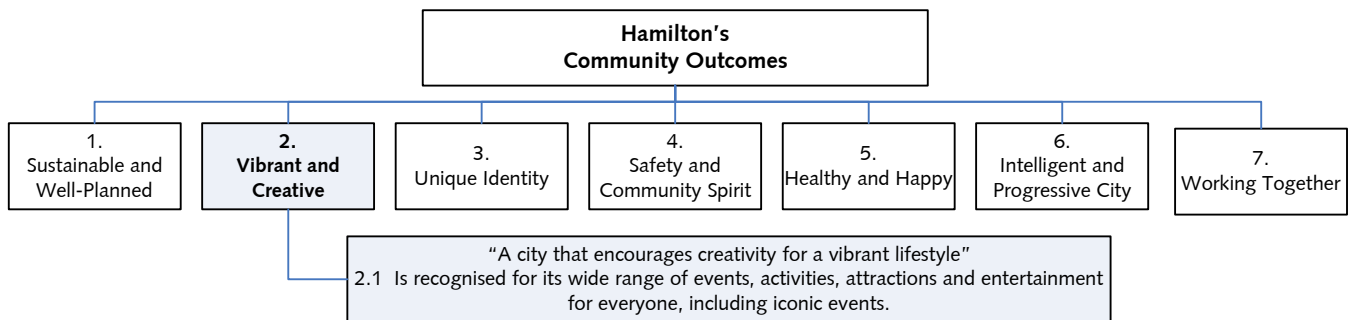
Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> • Provides the community with a range of local, national and international sporting and special events, exhibitions and functions. 	✓	✓		✓
<ul style="list-style-type: none"> • Assists in promoting healthy lifestyles through promotion of sport. 	✓	✓		✓
<ul style="list-style-type: none"> • Assists in promoting and fostering the city and region's economic development, particularly through large events and sports fixtures (e.g. The Waikato Home and Garden Show, Crusty Demons freestyle motorcross tour and international rugby tests). 	✓	✓		✓

Examples of Initiatives / Actions in 2006/07

- Canada vs All Blacks rugby test match held on 16 June 2007 at Waikato Stadium (this was the 6th annual All Black match held consecutively at Waikato Stadium).
- New Zealand vs. Australia Chappell Hadlee One Day International Cricket Match held on 20 February 2007 at Seddon Park.
- On 29 June 2007 Council approved a revised \$61.1m project to upgrade Claudelands Events Centre. The project has a commercial events focus and will enable construction of an indoor events arena with a seating capacity of 3,500 (with a footprint for 5,000) that caters for music concerts, special events, national and international sports, conferences and exhibitions.

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators		
Community Outcome Progress Indicator	Latest Results	Results at a Glance
Residents' use of Council's sports and recreational facilities.	Waikato Stadium: 2006 45.6% 2007 46.1% Used in the past 12 months. Claudeland's Events Centre: 2006 66.4% 2007 65.9% Used in the past 12 months. Seddon Park: 2006 12.1% 2007 16.3% Used in the past 12 months. Hamilton Leisure Centre 2006 12.3% 2007 11.2% Used in the past 12 months. Source: Hamilton City Council Residents Survey 2007	↑ ↓ ↑ ↓
Residents' satisfaction with Council's sports and recreational facilities.	Waikato Stadium: 2006 81.3 CSI 2007 83.6 CSI Claudeland's Events Centre: 2006 66.4 CSI 2007 65.9 CSI Seddon Park: 2006 69.1 CSI 2007 75.3 CSI Hamilton Leisure Centre 2006 67.9 CSI 2007 66.4 CSI Source: Hamilton City Council Residents Survey 2007	↑ ↑ ↑ ↓

Identified Effects on Community Well-Being: Significant Negative Effects

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
1.	Excessive noise from events and activities held at the venues.			✓		The number of noisy events are limited as per the resource consent allowances. Events that are deemed noisy are managed via monitoring and contract conditions. The public and neighbours are advised of upcoming events that could generate noise.	For each noisy event neighbouring residents were notified prior to the event being undertaken.
2.	Pyrotechnic displays held during events at the venues.			✓		Resource consent conditions, public and neighbourhood communication, Council policy and health and safety obligations are adhered to.	Pyrotechnic displays held adhered to consent conditions imposed.
3.	Floodlight spill onto surrounding residents' properties.			✓		Usage of floodlights is kept within resource consent conditions. The spill onto the neighbours' properties is measured on an annual basis.	Floodlight use adhered to the consent conditions imposed.
4.	Traffic management, congestion and parking issues during events.			✓		Traffic Management Plans are instigated for any event over 8,000 patrons. Road closures and 'no parking' areas are publicly notified along with neighbour communications. Pre 'no parking' notification is undertaken for roads affected by commuter parking if an event is held during the working week.	Traffic issues arose at a number of events but the effects were mitigated through Council imposed conditions (refer opposite column).
5.	Anti-social crowd behaviour with alcohol influences before, during and after events.	✓				There are security patrols on the streets during and after an event to move patrons along and react to any neighbour complaints or needs for assistance. Patrons are not allowed to take alcohol out of the venues after an event. Risk Management and Health and Safety plans have been completed	No recorded instances.
6.	Litter and debris on surrounding streets after an event.			✓		Litter is cleared away from the streets by 7.00 am the following morning.	All litter was cleared away by specified time.

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
7.	Health and safety of patrons attending an event.	✓				Staff are trained to react to any emergency. There are adequate numbers of security staff to handle any difficulties There is a Police presence on site during most of the larger events. Pre-venue checks are undertaken prior to and during events. Risk Management and Health and Safety Plans are completed for each venue.	No recorded instances of health and safety issues.

Hamilton Zoo**(TE WHARE KARAREHE)**

Contact: Hamilton Zoo

(Page 153 of Council's 2006-16 Long-Term Plan)

☎ 838 6720

📠 838 6960

@ zooinfo@hcc.govt.nz**Service Level Provision for Hamilton Zoo**

Hamilton Zoo is committed to the delivery and further development of a high quality, modern zoo that emphasises conservation, education, recreation and scientific study, while progressively encouraging an understanding and appreciation of the living world.

The zoo is home to over 600 native New Zealand and exotic animals in 25 hectares of tranquil surroundings, with the largest walk-through aviary in Australasia. It is renowned for its generous habitats and a New Zealand approach to conservation. It offers beautiful garden settings, paved pathways and boardwalks, and guided tours. Facilities also include a café, souvenir shop, barbeques and wheelchair access.

Hamilton Zoo is committed to worldwide conservation programmes designed for the long-term protection and preservation of threatened and endangered species. The zoo takes part in breeding programmes for native and exotic endangered species, is a member of the Australasian Regional Association of Zoo Parks and Aquaria and participates in Australasian Species Management Programmes. It was the first zoo in Australasia to achieve ISO 9001 and ISO 14001 quality management certifications.

With fully qualified teaching staff on site, the zoo provides resources and lessons for school students and community education for all. Other initiatives include Club Zoo – a zoo membership for children, holiday programmes, activity days and eye-to-eye encounters where visitors get a behind the scenes animal experience which allows them to meet the animals and support the conservation programme at the zoo.

Reason For Providing Hamilton Zoo

Council has a responsibility under the Local Government Act 2002 to promote the community's social well-being.

Hamilton Zoo is one of the four major zoological facilities in New Zealand. The Hamilton Zoo is focused on maintaining and educating about conservation. The Zoo aims to raise visitors' awareness of conservation issues facing its resident animal species. The Zoo is also actively involved in international captive breeding programmes for both native and exotic endangered species. The aim is to maintain sufficient genetic diversity to sustain viable breeding populations.

The Zoo allows residents to not only learn and appreciate the living world around us, but also see exotic and native animal species in a controlled environment.

Key Performance Measures and Targets: 2006/07 Results**Objective:**

To ensure that Hamilton Zoo complies with legislation, meets community expectations and attains optimum use.

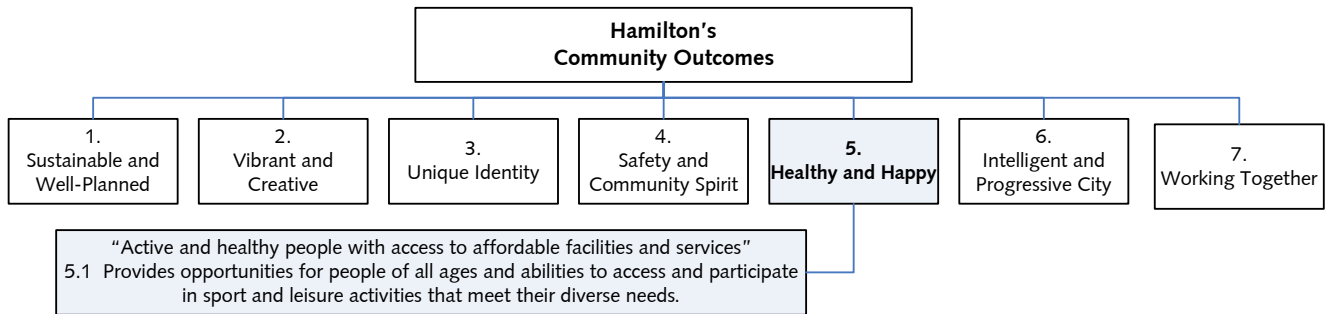
Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Achieve the following CSI score for user satisfaction with Hamilton Zoo, as measured by Council's customer satisfaction survey programme.	90	100 % of target achieved 90.5 CSI
2.	Achieve the following usage of Hamilton Zoo, as measured by Council's Annual Residents Survey.	50%	100 % of target achieved 57.2%
3.	Achieve the following number of visits to Hamilton Zoo annually.	120,000	>80% of target achieved 117,732 (98% of target).
4.	No non-compliance reports received from audits carried out by the Ministry of Agriculture and Forestry and license status maintained.	✓	100 % of target achieved No non-compliances were recorded and the Zoo License has been maintained.
5.	Achieve the following number of education visits to the zoo per year (including real or virtual visits).	10,000	>80% of target achieved 9,261 (93% of target).

Note: A CSI (Customer Satisfaction Index) score is a measure of residents' or customers' overall satisfaction with a Council provided service or facility and is obtained through various Council surveys, e.g., Council's Quarterly Residents Survey.

Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> Provides a key recreational opportunity for the enjoyment of residents and other visitors. A key tourist attraction for Hamilton. Visitors are provided with various learning opportunities regarding conservation issues. Provides areas for social/family gatherings. 	✓ ✓ ✓ ✓	✓ ✓	✓	
Examples of Initiatives / Actions in 2006/07				
<ul style="list-style-type: none"> Participation in cooperative breeding programmes for endangered New Zealand native and exotic species e.g. breeding programmes for species such as native frogs and Kokako. Zoo animal <i>Eye To Eye Encounters</i> (enables people to 'get close' to animals such as rhinos and chimpanzees). Conservation Fund – Hamilton Zoo is involved in gifting a percentage of profits made from <i>Eye To Eye Encounters</i> to various conservation funds worldwide to assist with the protection of endangered species. Volunteer programme – around 50 volunteers are rostered to provide customer assistance and help with animal enrichment. Closer relationship developed with Auckland Zoo, focusing on breeding programmes and increasing the gene pool for rare and endangered animals. 				

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators		
Community Outcome Progress Indicator	Latest Results	Results at a Glance
Residents' use of Council's sports and recreational facilities.	Hamilton Zoo: 2006 50.3% 2007 57.2% Used in the past 12 months. Source: Hamilton City Council Residents Survey 2007	

Identified Effects on Community Well-Being: Significant Negative Effects

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
1.	The potential of animal escape and harm to the public.	✓				The Hamilton Zoo must adhere to the containment standards outlined by the Ministry of Agriculture and Forestry (MAF), for housing all Zoo animals including those considered dangerous. MAF inspects enclosures to ensure that they meet the standards. Council ensures that policies and procedures are in place, and that staff are trained and aware of the procedures if a situation like this occurs. There are also trained gun handlers at the Zoo with specified procedures to follow.	A Red Panda escaped from the Zoo on 14 August 2006 and died after being hit by a car. There were no other recorded cases of animal escapes from the Zoo.

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
2.	The potential for the public to get into enclosures.	✓				Enclosure fencing is checked on a regular basis to ensure that the enclosures are secure for animals staying in and the public staying out. There is also signage erected in key areas to ensure the public are made aware of the dangers of getting too close to the fence, and in some situations the fences are electrified.	No recorded instances.
3.	The potential for the public to catch infectious diseases from imported animals.	✓				Policies and procedures have been established to ensure that any new animal added to the collection is held in quarantine until the registered vet has passed the animal as a non-threat to the collection and the public.	No recorded instances.

Strategic Framework C: Protecting Our Future

(KAUPAPA RAUTAKI MO TE TAONE NUI C: KO TE HAPAI O KI MUA)

Hamilton is a city experiencing rapid and sustained growth. Our vision for the city is to see development achieved sustainably, efficiently and creatively. Good planning today will benefit the city of tomorrow. As a city we are protecting our future by:

- Focusing on sustainable growth.
- Developing and maintaining a robust framework of policies and strategies that balance the short-term and long-term interests of the city.
- Taking a visionary yet disciplined approach to long-term planning and decision-making.
- Ensuring the provision of sustainable, well planned city infrastructure.
- Sustainably managing and enhancing our natural environment
- Maintaining prudent financial management.
- Ensuring that social infrastructure keeps pace with community growth and needs.
- Setting high standards of governance, planning and development within the city and throughout the region.

Significant Services

City Strategic Framework C: Protecting Our Future	
• Wastewater Management	Contributes to the protection of public health and the environment through the collection and treatment of urban wastewater.
• Stormwater Management	Operates and maintains the stormwater network to ensure community safety and the protection of property by draining stormwater from roadways and public land through pipes and open watercourses to the city's streams, lakes and the Waikato River.
• Refuse/Recycling Collection	Provides for the weekly collection of household recyclables and refuse from residential properties in the city. Manages the Refuse Transfer Station (including the Recycling Centre), the Horotiu Landfill, three closed landfills and also provides a composting facility at the Hamilton Organic Centre.
• Water Supply	Provides for water treatment, storage and distribution in Hamilton City. Raw water is drawn from the Waikato River into the Hamilton City Water Treatment Station where it is treated to provide a high standard of drinking water.
• Sustainable Environment	Provides leadership for sustainable living and works to engage and support the different sectors of the Hamilton community (including schools, householders and community groups) to achieve positive environmental outcomes for the city.
• Transport: Road Network Management	Provides for the ongoing management of the operation, maintenance, growth and development of the city's transportation network.

• Transport: Access Hamilton	Provides a sustainable, integrated transport system for the city through infrastructure improvements and incentives to encourage the use of alternative travel modes. Also increases public awareness of options and effects of travel behaviour and travel choices.
• Endowment and Investment Property Portfolio Management	Manages two funds: the Domain Endowment Fund and the Municipal Endowment Fund. Both funds are required by legislation to be invested in property, in order to maximise the financial return to the city.

Council's Contribution (by Role) Towards Hamilton's Community Outcomes

The table below shows (by various roles) how each significant service in *Protecting Our Future* contributes towards Hamilton's Community Outcomes. In most cases a significant service will contribute to a number of community outcomes. However, the community outcomes shown are those that the significant service primarily contributes to.

Significant Service	Primary Community Outcome	Council's Primary Role			
		Provision of Facilities and Services	Funding Assistance	Regulation	Advocacy and Promotion
Wastewater Management	Sustainable and Well-Planned (1.6)	✓		✓	✓
Stormwater Management	Sustainable and Well-Planned (1.6)	✓		✓	✓
Refuse/Recycling Collection	Sustainable and Well-Planned (1.7)	✓	✓		✓
Water Supply	Sustainable and Well-Planned (1.6)	✓		✓	✓
Sustainable Environment	Sustainable and Well-Planned (1)	✓	✓		✓
Transport: Road Network Management	Sustainable and Well-Planned (1.1 and 1.2)	✓		✓	✓
Transport: Access Hamilton	Sustainable and Well-Planned (1.1 and 1.2)	✓	✓	✓	✓
Endowment and Investment Property Portfolio Management	Intelligent and Progressive City (6.5)	✓			

Key: Primary Community Outcome

For the specific community outcome refer Section 9.0.

Primary Role

Provision of facilities and services

- Takes full responsibility for funding and providing the facility/service.

Funding Assistance

- Provides financial assistance (eg. grants) and/or support in kind towards organisations who provide services Council considers to be of key benefit to Hamilton residents.

Regulation

- Administers and enforces a range of national and local legislation.

Advocacy and Promotion

- Promotes the role and benefits of the significant service to Hamilton's residents and visitors
- Represents the views of its residents and communities to a range of organisations, eg. territorial local authorities, central government.

Residents Survey Results 2005 – 2007

Facility / Service	Customer Satisfaction Index		
	2005	2006	2007
Wastewater Management			
City's wastewater system	77.4	76.2	80.1
Stormwater Management			
City's stormwater system	72.2	70.0	75.8
Recycling/Refuse Collection			
Household refuse collection	82.1	81.5	84.3
Kerbside recyclable collection	81.1	82.2	82.8
Hamilton Organic Centre	82.8	79.8	81.8
Hamilton Refuse Transfer Station	81.4	78.6	78.7
Water Supply			
Continuity of water supply	85.4	83.9	88.4
Water pressure	85.1	80.9	85.0
Clarity of the water	78.0	76.2	80.8
Taste and odour of the water	70.0	67.0	72.6
Transport: Road Network Management			
Street lighting in general	70.8	77.7	73.2
Street lighting in your area	68.6	76.1	70.9
Footpaths in general	71.0	76.6	73.9
Footpaths in your area	71.0	77.2	74.0
Streets in general	67.8	74.6	70.0
Streets where you live	70.2	76.7	72.5
Traffic management	68.4	73.8	71.4
Locations of crossings	*	*	70.9
Off street car parking	59.3	65.7	62.0
Central City car parking in general	56.2	59.1	59.7
Knox Street Commuter Car Park	*	*	78.9
Transport: Access Hamilton			
Pedestrian facilities	68.3	76.9	71.6
Pedestrian safety	*	*	69.9
Cycling facilities	65.6	67.5	65.2
Getting around in non-peak traffic	*	*	73.6
Getting around in peak traffic	*	*	47.1

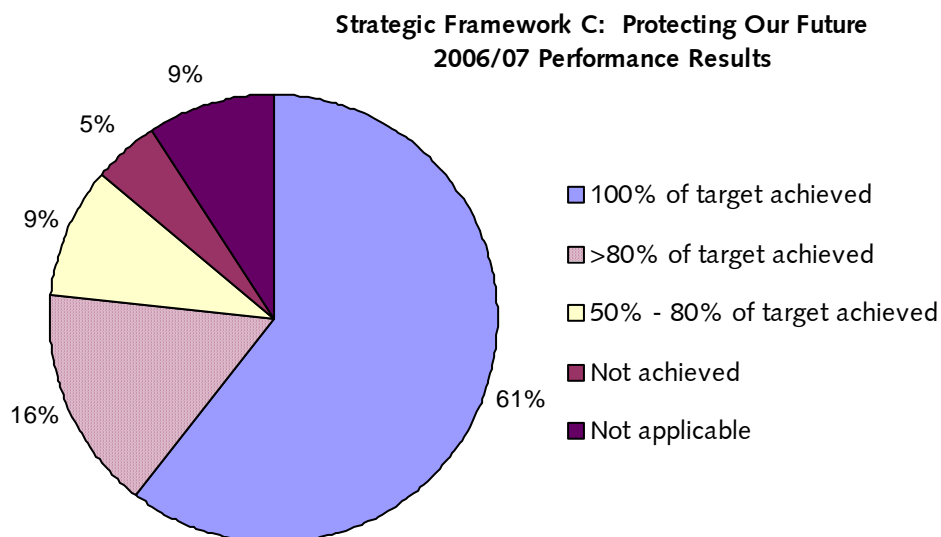
*Question not asked in that year

Note:

- The CSI (Customer Satisfaction Index) is based on an 11-point satisfaction scale (0 = very dissatisfied to 10 = very satisfied). Scores from individual survey respondents are then aggregated into a single index out of 100.
- Refer to Section 8.0 (Monitoring Our Performance) for further information about Council's Residents Survey.

Performance Results for 2006/07

The pie graph below shows the overall performance results for year one (2006/07) of Council's 2006-16 Long-Term Plan for *Protecting Our Future*.



In 2006/07 there were 43 performance measures for *Creating Identity and Prosperity*. Of these, 26 (61%) were fully achieved, 7 (16%) were over 80% achieved, 4 (9%) were 50% to 80% achieved, 2 (5%) were not achieved and 4 (9%) were not applicable in 2006/07¹⁷.

The significant services that follow in this section show the results for each performance measure in detail.

¹⁷ The performance measures that were not applicable were for Water Supply (two measures) and Transport: Road Network Management (two measures). Details for these measures are included in the each of these significant services.

Cost of Service for the Year Ended 30 June 2007

	Actual 2007 \$000	Budget 2007 \$000	Actual 2006 \$000
Operating expenditure			
Wastewater management	16,203	12,911	14,389
Stormwater management	6,869	6,257	6,431
Recycling/refuse collection	8,583	10,217	11,989
Water supply	13,200	12,018	11,288
Sustainable environment	573	730	613
Transport: Road network management	24,270	23,453	22,936
Transport: Access Hamilton	3,853	3,691	794
Endowment and investment property portfolio	2,452	2,218	2,183
Total operating expenditure	76,003	71,495	70,623
Less operating revenue			
Wastewater management	2,885	2,048	1,620
Stormwater management	7	10	2
Recycling/refuse collection	5,119	4,958	8,972
Water supply	4,480	4,258	3,957
Sustainable environment	-	-	-
Transport: Road network management	3,503	3,760	3,378
Transport: Access Hamilton	207	149	122
Endowment and investment property portfolio	4,660	4,925	4,521
Total operating revenue	20,861	20,108	22,572
Net cost of service	55,142	51,387	48,051
Total operating expenditure funded by:			
Operating revenue	20,861	20,108	22,572
Loans (reserves and Access Hamilton)	2,269	14	-
Loans (rates)	176	-	-
Other reserves	1,840	1,856	674
Rates	50,857	49,517	47,377
Total operating expenditure	76,003	71,495	70,623
Capital expenditure			
Wastewater management	3,805	7,087	3,231
Stormwater management	3,695	7,363	1,737
Recycling/refuse collection	292	737	3,107
Water supply	5,383	9,769	21,157
Transport: Road network management	14,945	37,788	10,472
Transport: Access Hamilton	2,223	20,387	9,947
Endowment and investment property portfolio	474	4,000	-
Total capital expenditure	30,817	87,131	49,651
Total capital expenditure funded by:			
Loans (reserves and Access Hamilton)	1,105	9,926	8,651
Loans (development contributions)	8,964	28,321	10,631
Loans (rates)	6,321	24,516	11,620
Other reserves	1,243	2,008	6,122
Subsidies	2,654	8,000	2,986
Other revenue	2,308	1,080	817
Depreciation (rates)	8,222	13,280	8,824
Total capital expenditure	30,817	87,131	49,651

Significant Acquisitions or Replacements of Assets

This section describes any significant acquisitions or replacements of assets, the reasons for the acquisitions or replacements, and the reasons for any significant variation from that shown in year 1 (2006/07) of the 2006-16 Long-Term Plan (for capital projects exceeding \$1m).

WASTEWATERExtension of Far Eastern Interceptor (budget \$1.339m)

To facilitate growth in the Rototuna and eastern lands areas. Works yet to fully commence so surplus budget of \$1.339m will be carried forward to 2007/08.

Rototuna Wastewater Trunks (budget \$0.426m + \$0.848m carried over from 2005-06)

Extension of wastewater network trunks to enable urban growth in Rototuna. Actual expenditure was \$2.078m due to additional work completed under the contract which was approved by Council during the year.

Rotokauri Wastewater Trunkmain (budget \$1.044m)

Extension of network trunks to enable future growth in Rototuna. Works yet to fully commence so surplus budget of \$1.026m will be carried forward to 2007/08.

STORMWATERRototuna/Flagstaff Trunks (budget \$3.083m)

Extension of stormwater trunk mains to enable urban growth in Rototuna. Expenditure was \$2.488m with work still due to be completed so budget of \$0.595m will be carried forward to 2007/08.

Rotokauri Pipe Network (budget \$2.351m)

Extension of trunk stormwater services into the growth cell of Rototuna to accommodate urban development. Works are yet to commence so budget of \$2.351m will be carried forward to 2007/08.

WATER SUPPLYWater Treatment Station Emergency Electricity Supply (budget \$1.2m)

Installation of a generator at the Water Treatment Station to provide emergency electrical supply in case of emergency. Works yet to commence. \$0.4m of external funding from WEL is no longer available so budget of \$0.8m (\$0.6m from rates loan, and \$0.2m from development and financial contributions levy loan) will be carried forward to 2007/08.

TRANSPORT: ROAD NETWORK MANAGEMENTBridge Refurbishment (budget \$1.2m)

Refurbishment of city bridges, including the painting of the superstructure to renew existing bridge components at the end of their economic lives. Works are yet to commence so budget of \$1.2m will be carried forward to 2007/08.

Rotokauri Future Growth (budget \$4.99m)

Urban upgrade of existing roads, construction of new arterials, and upsizing collector roads within and bounding the Rototuna growth cell to enable urban growth in

Rototuna. Works yet to fully commence so surplus budget of \$4.779m will be carried forward to 2007/08.

Rototuna Roding Growth (budget \$17.511m)

Urban upgrade of existing roads, construction of new arterials, and upsizing collector roads within and bounding the Rototuna Growth Cell to enable urban growth in Rototuna. Works yet to fully commence so surplus budget of \$12.376m will be carried forward to 2007/08.

CBD Improvements (budget \$3.4m)

Construction of Hood Street streetscape upgrade to meet Council's CBD improvement strategy.

Footways, Verge Shape Correction (budget \$1.2m)

Resurfacing and reconstruction of existing footpaths to renew existing footpaths at the end of their economic lives.

TRANSPORT: ACCESS HAMILTON

E1 Arterial Land (budget \$3.75m + \$2.521m carried over from 2005-06)

To purchase several parcels of land for future roading development. Negotiations yet to be finalised, so surplus budget of \$6.258m will be carried forward to 2007/08.

Wairere Drive (budget \$9.359 + \$1.079 carried over from 2005-06)

Extension of Wairere Drive (including intersections) to improve the existing ring road networks, and provide strategic intersections to connect to the existing road network. Works yet to fully commence so surplus budget of \$9.78m will be carried forward to 2007/08.

ENDOWMENT AND INVESTMENT PROPERTY PORTFOLIO MANAGEMENT

Smart subdivision land (budget \$4.4m)

Waiwhakareke Lake subdivision development to create an environmentally friendly subdivision in keeping with adjacent surroundings. Works yet to fully commence due to the review of the Rotokauri Structure Plan so surplus budget of \$3.844m will be carried forward to 2007/08.

Wastewater Management**(TE ROOPUU WHAKAHAERE PARAWHAKAKINO)**

(Page 162 of Council's 2006-16 Long-Term Plan)

Contact: Water and Waste Services

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📠 838 6998

@ WaterAndWasteServices@hcc.govt.nz**Service Level Provision for Wastewater Management**

Wastewater Management contributes to the protection of public health and the environment through the collection and treatment of urban wastewater.

Wastewater is piped to the Wastewater Treatment Plant where it is treated to a high standard, including nutrient removal and disinfection, prior to the wastewater being discharged into the Waikato River. Solids are disposed of to ensure that there is no degradation of soils.

An average of 40 million litres of wastewater is treated by the Wastewater Treatment Plant on a daily basis. The wastewater network includes:

- 761km of pipes ranging from 100mm to 1800mm in diameter
- 14,304 manholes
- 129 pumping stations
- Five major wastewater pipe bridges
- One wastewater treatment plant.

Reason For Providing Wastewater Management

A suitable wastewater collection, treatment and disposal system is essential for maintaining public health and minimising impacts on the environment.

There are several statutes that relate to Council's involvement in the management of wastewater services, including the:

- Health Act 1956
- Local Government Acts 1974 and 2002
- Resource Management Act 1991
- Building Act 2004
- Local Government (Rating) Act 2002.

The Health Act 1956 provides the Ministry of Health with the power to require a local authority to provide sanitary works, which include wastewater treatment systems. The Local Government Act 2002 requires every local authority to, from time to time, assess the provision of wastewater services within its district. The Local Government Act 2002 also provides local authorities with powers to control the discharge of wastewater within their area of jurisdiction.

Key Performance Measures and Targets: 2006/07 Results**Objective:**

To provide a wastewater network that caters for Hamilton's ongoing development, complies with legislative requirements, and is consistent with the principles of Kaitiakitanga (stewardship).

Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Achieve the following CSI score for the wastewater system, as measured by Council's Annual Residents Survey.	75	100% of target achieved 80.1 CSI
2.	Achieve a high level of compliance for the Wastewater Treatment Plant's (WWTP) resource consents reported to and audited by Environment Waikato annually.	✓	>80% of target achieved The WWTP site was evaluated as Partially Compliant with its resource consents, due to the introduction of a significant trade waste discharge to the system in 2006, which caused significant treatment issues. These issues have now been resolved.
3.	The annual number of wastewater blockages per 100km of network is limited to the following.	45	50% - 80% of target achieved 59 blockages per 100km of network occurred.
4.	No wastewater overflows from pump stations due to mechanical or electrical equipment failure.	✓	Not achieved 16 overflows were caused by mechanical or electrical failure.
5.	100% of urgent works responded to within 1 hour.	✓	50% - 80% of target achieved 74% of urgent works were responded to within 1 hour.
6.	Cost of service is less than the median cost when compared with five other similar New Zealand local authorities.	✓	100% of target achieved Hamilton: \$83.72 Median: \$287.87 for 2006/07 (cost of service comparison compiled where data available).

Note: A CSI (Customer Satisfaction Index) score is a measure of residents' or customers' overall satisfaction with a Council provided service or facility and is obtained through various Council surveys, e.g., Council's Quarterly Residents Survey.

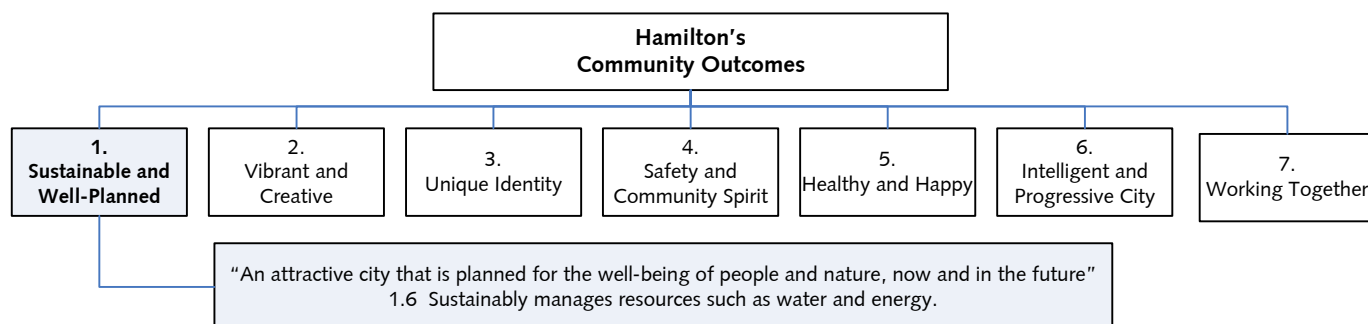
Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> Residents are supplied with a sanitary and reliable means of wastewater disposal. 	✓	✓	✓	✓

Examples of Initiatives / Actions in 2006/07

- A project outline and design scope were undertaken for the extension of the Far Eastern Wastewater Interceptor.
- Refurbishment of the old wastewater interceptor sewer downstream of the Lorne Street pump station. This has extended the useful life of the pipe by at least 50 years.

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators		
Community Outcome Progress Indicator	Latest Results	Results at a Glance
Ecological health of the Waikato River.	2% of samples (17 sites monitored) exceeded the Ministry for the Environment and Ministry of Health guidelines for marine and freshwater quality.	–

Identified Effects on Community Well-Being: Significant Negative Effects

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
1.	Untreated wastewater is accidentally discharged into the Waikato River.			✓	✓	Council has an ongoing programme to install additional storage chambers to key pump stations within the network. All pump stations are monitored 24 hours per day. The wastewater treatment plant is being upgraded to provide sufficient capacity for the next 25 years. Preventative maintenance programmes, stormwater infiltration/ inflow detection programmes and business continuity plans are in place for both the wastewater network and treatment plant.	No recorded instances.

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
2.	As a result of failure in the wastewater network, untreated wastewater could contaminate various properties throughout the city.	✓		✓		Council has an ongoing programme to install additional storage chambers to key pump stations within the network. All pump stations are monitored 24 hours per day via telemetry. Preventative maintenance programmes, stormwater infiltration/inflow detection programmes and business continuity plans are in place for the wastewater network.	All customer requests to investigate overflows were addressed. No recorded instances of property contamination.
3.	Trade waste costs may be perceived as too high and could adversely affect industries expanding within and/or relocating to Hamilton.		✓			The cost of providing the wastewater service is benchmarked against five similar New Zealand local authorities. Businesses are charged for trade waste on a user-pays basis.	No issues arose. Benchmarking undertaken in 2006/07 showed Hamilton's cost of wastewater service to be considerably lower when compared against the median cost of five similar New Zealand local authorities.
4.	Operation of the wastewater treatment plant may cause odour and noise nuisance to surrounding residential properties.	✓		✓		The wastewater treatment plant is fully fenced and has a vegetation buffer zone to create distance from the surrounding residential properties. Treatment processes are designed to minimise odour and noise nuisance.	13 odour complaints received and actioned as required by the resource consent
5.	Discharge of treated wastewater into the Waikato River may be considered offensive by Maori.				✓	Maori cultural values are considered as part of any resource consent process relating to the discharge of wastewater into the Waikato River.	No issues raised (resource consent conditions met).

Stormwater Management**(TE ROOPUU WHAKAHAERE WAI-AAWHA)**

(Page 166 of Council's 2006-16 Long-Term Plan)

Contact: Water and Waste Services

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✉ WaterAndWasteServices@hcc.govt.nz

Service Level Provision for Stormwater Management

The stormwater network ensures community safety and the protection of property by draining stormwater from roadways and public land through pipes and open watercourses to the city's streams, lakes and the Waikato River.

The stormwater network comprises:

- 617km of piping (ranging from 225mm to 2300mm in diameter)
- 11,640 manholes
- 85km of open drains and natural watercourses.

Reason For Providing Stormwater Management

A suitable stormwater collection and disposal system is essential for maintaining public health and protecting property from flood damage.

There are several acts that impact on Council's management of stormwater services, including the:

- Land Drainage Act 1908
- Health Act 1956
- Local Government Acts 1974 and 2002
- Resource Management Act 1991
- Building Act 2004
- Local Government (Rating) Act 2002.

The Land Drainage Act 1908 provides for Land Drainage Boards and empowers their function in administering land drainage schemes. Hamilton City Council has this function within the city's boundary.

The Health Act 1956 provides the Ministry of Health with the power to require a local authority to provide sanitary works, which includes stormwater systems.

The Local Government Act 2002 requires every local authority to, from time to time, assess the provision of stormwater services within its district.

Key Performance Measures and Targets: 2006/07 Results**Objective:**

To provide a stormwater network for Hamilton that provides for community safety and the protection of property, minimises flooding and complies with legislative requirements.

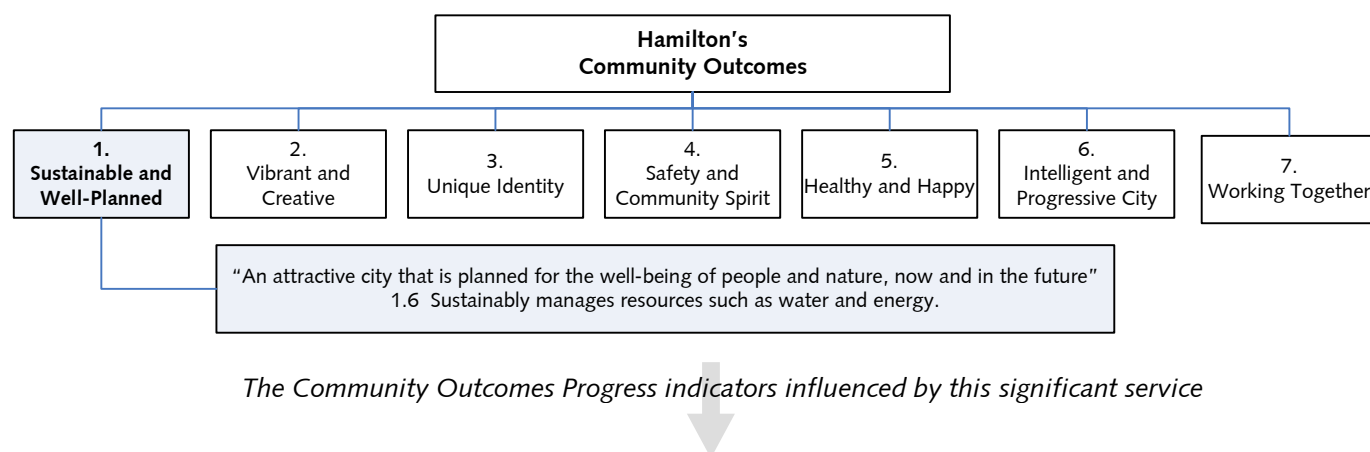
Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Achieve the following CSI score for the stormwater system, as measured by Council's Annual Residents Survey.	70	100% of target achieved 75.8 CSI
2.	No major concerns raised by Environment Waikato for stormwater consent compliance.	✓	100% of target achieved
3.	100% of urgent stormwater works responded to within 1 hour.	✓	50% - 80% of target achieved 67% of urgent work requests were responded to within one hour.
4.	The cost of providing the service is less than the median cost when compared with five other similar New Zealand local authorities.	✓	100% of target achieved Hamilton: \$100.88 Median: \$120.75 for 2006/07 (cost of service comparison compiled where data available).

Note: A CSI (Customer Satisfaction Index) score is a measure of residents' or customers' overall satisfaction with a Council provided service or facility and is obtained through various Council surveys, e.g., Council's Quarterly Residents Survey.

Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> The community and property (including private/public and roadways) are protected from flooding. 	✓	✓	✓	✓
Examples of Initiatives / Actions in 2006/07				
<ul style="list-style-type: none"> Development of stormwater drainage in Rototuna – installation of 1.2 km of 2-metre diameter stormwater pipe in Borman Road, east from Resolution Drive. All stormwater services from future subdivisions in the area will be connected to this new pipeline. Continuation of Council's 'Fish on Drains' initiative. This campaign promotes awareness that the purpose of stormwater drains are to remove surface water from the roads directly to the river and are for rainwater only. Commenced development of a new hydraulic model of Hamilton's stormwater network to ensure the stormwater network is designed to best practice standards, therefore minimising flooding of public property. 				

The Community Outcomes primarily contributed to by this significant service



Monitored Through Relevant Community Outcomes Progress Indicators		
Community Outcome Progress Indicator	Latest Results	Results at a Glance
Ecological health of the Waikato River.	2% of samples (17 sites monitored) exceeded the Ministry for the Environment and Ministry of Health guidelines for marine and freshwater quality	-

Identified Effects on Community Well-Being: Significant Negative Effects

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
1.	Illness caused by contact with microbiological or chemical contaminants from stormwater in the streams and rivers used for recreational purposes.	✓				Hamilton has separate wastewater and stormwater networks, which minimises the risk of wastewater entering streams and rivers. An annual programme is in place to identify illegal connections to the stormwater and wastewater networks. Catchpits provide a form of pre-treatment by screening and preventing objects from entering the stormwater system. Non-domestic waste producers are required to comply with provisions in Council's Trade Waste Bylaw 1999 and are monitored on a regular basis. Council must comply with resource consent conditions for all stormwater outlets to waterways.	<p>No recorded instances. Illegal connections to the network were identified.</p> <p>Ongoing trade waste monitoring was undertaken.</p> <p>Council's resource consent conditions met.</p>

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
2.	Excessive quantities of stormwater being discharged from point sources during periods of heavy rain or contaminants entering rivers and streams and affecting fish and other aquatic life.			✓		Hamilton has separate wastewater and stormwater networks, which minimises the risk of wastewater entering streams and rivers. An annual programme is in place to identify illegal connections to the stormwater and wastewater networks. Catchpits provide a form of pre-treatment by screening and preventing objects from entering the stormwater system. Non-domestic waste producers are required to comply with provisions in Council's Trade Waste Bylaw 1999 and are monitored on a regular basis. Council must comply with resource consent conditions for all stormwater outlets to waterways.	No recorded instances.
3.	Open channels in urban areas can become habitat for vermin, or a danger to life and property in some areas when streams rise rapidly and overflow during storm events.	✓				Open channels throughout the city are cleaned and maintained on a regular basis to prevent flooding and the establishment of vermin.	One recorded instance of vermin in a gully, which was addressed.
4.	The mixing of water from different catchments is not considered appropriate by Maori.				✓	Council consults with local iwi regarding stormwater management as part of the resource consent process for this activity.	No issues raised. All resource consent conditions were met.

Recycling / Refuse Collection**(WHAKAHOU (TIA) KOOHINGA RAAPIHI)**

(Page 170 of Council's 2006-16 Long-Term Plan)

Contact: Water and Waste Services

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Service Level Provision for Recycling/Refuse Collection

Recycling and Refuse Collection provides for the weekly collection of household recyclables and refuse from over 48,000 residential properties in the city. Refuse and Recycling Collection also manages and operates the Refuse Transfer Station (including the recycling centre) and the Horotiu Landfill.

This significant service ensures that closed landfills (Rototuna, Cobham and Willoughby) are managed to minimise adverse effects on public health and the environment and provides a composting facility at the Hamilton Organic Centre as a means of sustainably disposing of garden waste.

Reason For Providing Recycling/Refuse Collection

A suitable waste collection and disposal system is essential for maintaining public health. Recyclables are also collected to minimise disposal impacts on the environment and to encourage environmental sustainability.

There are several statutes relevant to local authorities being involved in the management of refuse services, including the:

- Heath Act 1956
- Local Government Acts 1974 and 2002
- Resource Management Act 1991
- Building Act 2004
- Local Government (Rating) Act 2002.

The Health Act 1956 provides the Ministry of Health with the power to require a local authority to provide sanitary works, including the collection of refuse. The Local Government Acts 1974 and 2002 require local authorities to manage waste in their district and to have a Waste Management Plan.

The Local Government Act 2002 requires every local authority to, from time to time, assess the provision of refuse services within its district.

Key Performance Measures and Targets: 2006/07 Results**Objective:**

To ensure that adequate and appropriate waste collection and reduction, re-use, recycling, recovery, treatment and disposal services are provided for the city in order to protect public health and the environment.

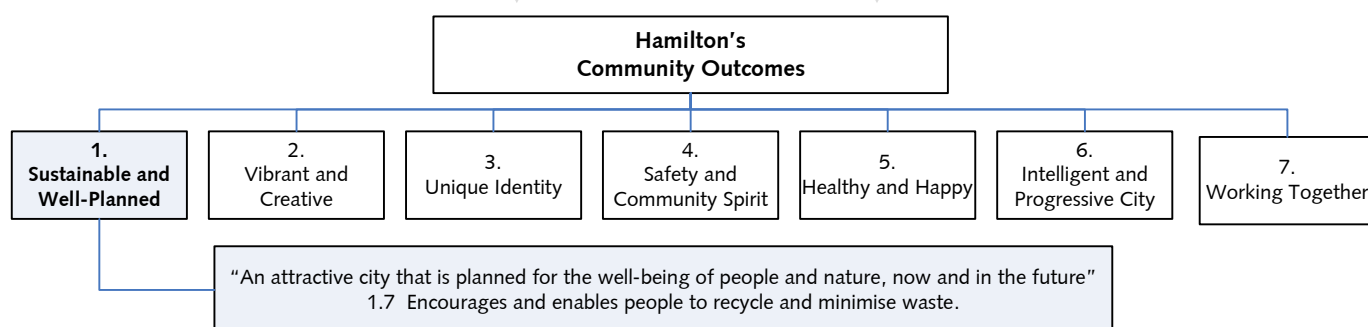
Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Achieve the following CSI scores, as measured by Council's Annual Residents Survey: <ul style="list-style-type: none"> Household Recyclable Collection Household Refuse Collection Refuse Transfer Station Hamilton Organic Centre. 	83 83 80 84	>80% of target achieved 82.8 CSI 84.3 CSI 78.7 CSI 81.8 CSI
2.	Percentage of requests relating to non-collection of household refuse resolved within 24 hours.	90%	100% of target achieved 98.4% of non-collection enquiries were satisfied within 24 hours.
3.	Percentage of requests relating to non-collection of household recyclables resolved within 24 hours.	90%	100% of target achieved 96.9% of kerbside recycling enquiries were satisfied within 24 hours.
4.	Achieve a high level of compliance for the Horotiu Landfill resource consents as reported to and audited by Environment Waikato and Waikato District Council annually.	✓	100% of target achieved
5.	Closed landfills comply with resource consent conditions.	✓	100% of target achieved
6.	Achieve the following tonnes of waste diverted for recycling through kerbside recycling, recycling centre operations, and greenwaste composting at the Hamilton Organic Centre.	25,000	100% of target achieved 31,766 tonnes of waste were diverted from the landfill.
7.	Achieve all waste reduction targets in Council's Waste Management Plan within agreed timeframes.	✓	100% of target achieved Implementation of Waste reduction targets continued. Specific projects in 2006/07 were: <ul style="list-style-type: none"> Kerbside recycling extended to high schools Council's internal recycling services extended to the Duke Street site The Waikato Waste Advisory Service for Business continued.

Note: A CSI (Customer Satisfaction Index) score is a measure of residents' or customers' overall satisfaction with a Council provided service or facility and is obtained through various Council surveys, e.g., Council's Quarterly Residents Survey.

Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> Domestic and commercial refuse is disposed of appropriately and safely. Recycling schemes and facilities are available to all city residents. The city is kept clean and litter-free. 	✓	✓	✓	✓
Examples of Initiatives / Actions in 2006/07				
<ul style="list-style-type: none"> Continuation of kerbside recycling scheme <i>Sort it Out</i> with exceptional residents satisfaction rating of 82.8 CSI. Kerbside recycling collection services are available for primary and secondary schools. The liquid component of Hamilton's Waste Management Plan was implemented and progress towards ongoing targets is being monitored. Closure and capping of Horotiu Landfill in December 2006 to meet resource consent conditions. 				

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators			
Community Outcome Progress Indicator	Latest Results		Results at a Glance
Waste per person from the household kerbside collection.	2004/05 163.4 kgs / year <small>Source: Quality of Life Project/Ministry for the Environment</small>	2005/06 170.7 kgs / year	↑
Recyclables per person from the household kerbside collection.	2005/06 68.6kgs / year	2006/07 69.9kgs / year <small>Source: Hamilton City Council</small>	↑
Materials collected for re-use/recycling at Hamilton's Refuse Transfer Station.	2005/06 4,553 tonnes	2006/07 3,337 tonnes <small>Source: Hamilton City Council</small>	↓
Waste diverted from landfill via the Hamilton Organic Centre.	2005/06 17,155 tonnes	2006/07 18,690 tonnes <small>Source: Hamilton City Council</small>	↑

Identified Effects on Community Well-Being: Significant Negative Effects

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
1.	Uncollected or dumped refuse becoming a health risk to the public.	✓				The Refuse Bylaw 2002 and collection contracts include provisions to minimise the risk of occurrence.	There was a significant reduction in the number of customer calls regarding uncollected or illegally dumped refuse. All calls made to Council were actioned expediently.
2.	Gas or leachate from landfill/transfer station site polluting the natural environment and entering natural watercourses.			✓		The landfill has gas and leachate collection and treatment systems. Leachate is collected at the Refuse Transfer Station and disposed of via the wastewater network.	The leachate from landfill was dealt with through the wastewater network. No instances of pollution to natural watercourses occurred.
3.	Nuisance problems with vermin, odour, dust/litter or noise from landfills or transfer station sites.	✓		✓		Council has management plans and maintenance procedures in place to control nuisance problems at its landfill and transfer station sites. Both sites hold current resource consents.	No issues raised. All maintenance procedures met. Resource consent conditions met.
4.	Recycling/refuse practices contradict Maori cultural beliefs or practices.				✓	Council consults with local iwi regarding recycling/refuse management as part of the resource consent processes for this activity.	No issues raised.

Water Supply (TUKUA WAI)

(Page 173 of Council's 2006-16 Long-Term Plan)

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Service Level Provision for Water Supply

The Water Supply service provides for water treatment, storage and distribution in Hamilton City. Raw water is drawn from the Waikato River into the Hamilton City Water Treatment Station where it is treated to provide a high standard of drinking water. Hamilton's water supply was graded by the Waikato District Health Board's Public Health Unit (on behalf of the Ministry of Health) in 2006. The outcome of the assessment was the retention of the 'Aa' grade for the treatment plant and source, as well as the Hamilton and Temple View distribution zones. The 'A' grades the water treatment process and the 'a' grades the water reticulation (distribution) network.

An average of 50 million litres of water is produced by the Water Treatment Station on a daily basis. The system services over 130,000 Hamilton residents through more than 48,000 household connections and over 3,000 commercial and industrial properties in Hamilton. Residential properties account for approximately 70 per cent of the city's water usage, and commercial and industrial properties are provided water on a user-pays basis. Water conservation programmes are also in place to encourage the efficient use of water and minimise wastage.

The water supplied complies with standards set out in the Drinking-Water Standards for New Zealand 2005, the New Zealand Fire Service Code of Practice for Firefighting Water Supplies, the Hamilton City Water Supply Bylaw 1999 and the Hamilton City Development Manual.

The water supply network includes:

- One water treatment station
- Seven reservoirs
- Two pump stations
- 1,035km of pipes ranging from 20mm to 620mm in diameter.

Reason For Providing Water Supply

A reliable and plentiful supply of drinking water is essential for maintaining public health. Piped water is also a necessity for maintaining homes and businesses in a modern city. There are several acts relevant to Council's involvement in the management of water supply services. These include the:

- Health Act 1956
- Local Government Acts 1974 and 2002
- Resource Management Act 1991
- Building Act 2004
- Local Government (Rating) Act 2002.

The Health Act 1956 provides the Ministry of Health with the power to require a local authority to provide sanitary work, which includes water supply systems. The Local

Government Act 2002 provides obligations and restrictions on the supply of water services, including the requirement for local authorities to maintain water supply services within their territory.

Key Performance Measures and Targets: 2006/07 Results

Objective:

To provide a continuous supply of high quality water that caters for Hamilton's ongoing development, meets community expectations and complies with legislative requirements.

Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Retain the Ministry of Health's grading of the city's water treatment operation at 'A' and the city's water reticulation network at 'a'.	✓	Not applicable The Waikato District Health Board Public Health Unit did not complete any MoH grading assessments on Hamilton's water supply during 2006/07. An 'Aa' grading was received in 2006 and the next grading assessment is scheduled to be completed before the end of December 2007.
2.	100% of flow and pressure tests comply with the standards set out in the Hamilton City Development Manual.	✓	>80% of target achieved Random water pressure testing is undertaken at selected properties throughout the water distribution network, particularly in newly developed areas in the city as well as in elevated areas. Although one result was below the minimum 10-metre water pressure head standard, this occurred at non-peak usage time, i.e. between 10pm – 6am. In addition, requests for service relating to low water pressure form part of the overall monitoring programme. 19 complaints relating to low water pressure were logged in regard to flow or pressure in the Council's network. These complaints have all been addressed.
3.	Achieve the following CSI scores, as measured by Council's Annual Residents Survey: <ul style="list-style-type: none"> • Water pressure • Clarity of water • Taste and odour • Continuity of supply. 	82 76 68 84	100% of target achieved 85.0 CSI 80.8 CSI 72.6 CSI 88.4 CSI
4.	Average water supply interruptions are no more than: <ul style="list-style-type: none"> • 7 minutes per connection (unplanned shutdowns) per year • 4 hours per shutdown per year. 	✓	>80% of target achieved Achieved (shutdowns averaged five minutes per connection). Out of 492 shutdowns, 9 exceeded 4 hours duration.

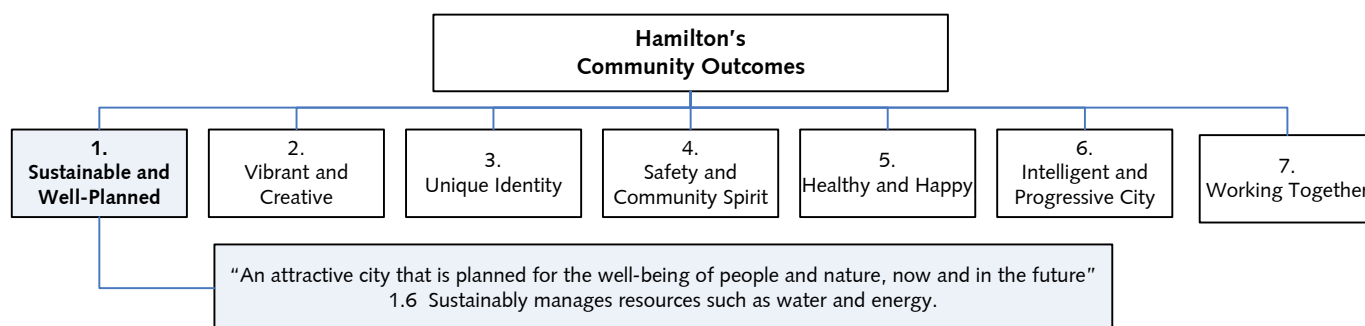
Performance measure		Target 2006/07	Results achieved in 2006/07
5.	100% of urgent works responded to within 1 hour.	✓	Not applicable No urgent work requests occurred in 2006/07.
6.	Cost of service is less than the median cost when compared with five other similar New Zealand local authorities.	✓	100% of target achieved Hamilton: \$150.28 Median: \$256.24 for 2006/07 (cost of service comparison compiled where data available).

Note: A CSI (Customer Satisfaction Index) score is a measure of residents' or customers' overall satisfaction with a Council provided service or facility and is obtained through various Council surveys, e.g., Council's Quarterly Residents Survey.



Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> The city's residents and businesses are supplied with a sustainable source of clean, drinkable water of a high standard (Aa grading by the Ministry of Health). 	✓	✓	✓	✓
Examples of Initiatives / Actions in 2006/07				
<ul style="list-style-type: none"> Council places restrictions on sprinkler use from 1 December to 1 March each year. The programme aims to maintain the relatively low cost of water supply and reduce water demand during high consumption days in summer. Ongoing promotion of water conservation actions to the city's residents (e.g. The Water Booklet, December 2006). Major upgrade of Hamilton's Water Treatment Station (\$22m) completed in February 2007. 				

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators		
Community Outcome Progress Indicator	Latest Results	Results at a Glance
Average daily water usage per person.	Domestic Use: 2004/05 241.4 litres 2005/06 230.2 litres Total Use (Domestic and Commercial / Industrial): 2004/05 5,602,258 m ³ 2005/06 5,813,898 m ³ Source: Quality of Life Project	 
Drinking water standard.	2005/06 Aa 2006/07 Aa Note: the Aa grading received in 2005/06 for Hamilton's water supply was maintained in 2006/07. 'A' relates to the treatment plant and 'a' relates to the distribution network. Source: Ministry of Health	-

Identified Effects on Community Well-Being: Significant Negative Effects

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
1.	Lack of treated water supply may cause health problems in the community.	✓				Preventative maintenance is carried out on the water treatment and supply network to ensure a treated water supply is maintained. A Public Health Risk Management Plan and business continuity plan is also in place.	No recorded instances.
2.	Malicious tampering of the water supply.	✓				Security systems are in place. Sites are audited and the water supply is tested regularly. Risk management plans are in place to minimise the chances of this occurring.	No recorded instances.
3.	Water costs could potentially be too high and adversely affect industries expanding and/or relocating to Hamilton.		✓			The cost of providing the water supply service is benchmarked against five similar New Zealand local authorities. Businesses are charged for water on a user-pays basis.	Benchmarking achieved in 2006/07.
4.	Accidental discharge of chemicals used to treat water into the Waikato River.			✓		Chemicals are stored in purpose-built facilities and audited on a regular basis. Risk management plans are in place to prevent this occurring.	No recorded instances.

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
5.	Discharge of reservoir water into local waterways.			✓		Emergency shutoff valves are installed in all reservoirs. All reservoirs comply with New Zealand building standards and are subject to a regular maintenance programme.	No recorded instances of unauthorised discharges to the Waikato River.
6.	Water supply practices contradict Maori cultural beliefs or practices.				✓	Council consults with local iwi regarding water supply management as part of the resource consent processes for this significant service.	Resource consent conditions met.

Sustainable Environment**(TAUTOKO TE TAIAO)**

(Page 177 of Council's 2006-16 Long-Term Plan)

Contact: Strategic

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Service Level Provision for Sustainable Environment

Through creative partnerships and the delivery of a wide range of environmental education programmes, Sustainable Environment raises awareness about urban sustainability and the principles of Agenda 21. This significant service provides leadership for sustainable living and works to engage and support the different sectors of the Hamilton community (including schools, householders and community groups) to achieve positive environmental outcomes for the city.

Projects and programmes include:

- The Envirofund – financial assistance for individuals, groups and community agencies for projects which encourage sound environmental improvement in Hamilton and contribute to the sustainability of the city.
- The 'Know it?...Live it!' Community Environmental Education Programme.
- The Gully Restoration Programme – raising an awareness and appreciation of Hamilton's gully systems. Promotes and enables the restoration of gullies.
- The Enviroschools Programme – a whole school approach to environmental education where staff, students and the wider school community work together to integrate sustainability into key areas of school life.
- Waste Management Plan development.
- Addressing corporate sustainability issues.

Reason For Providing Sustainable Environment

The Local Government Act 2002 requires Council to promote the community's environmental and social well-being. Council's Environmental Education Strategy, 'Learning to Create a Sustainable City', is the primary vehicle to assist Council to encourage and empower the people of Hamilton to have positive impacts on the environment. Environmental education is essential in raising people's awareness of environmental issues and in enabling them to take action to create sustainable ways to live. An important part of Council's work is to ensure that Hamilton becomes a more sustainable city. The Local Government Amendment Act (No. 4) 1996 and the Local Government Act 2002 (Section 286) also requires Council to adopt and implement a Waste Management Plan.

Key Performance Measures and Targets: 2006/07 Results**Objective:**

To increase community knowledge and awareness of environmental issues and empower people to take environmental action in their daily lives.

Performance measure		Target 2006/07	Results achieved in 2006/07
1.	'Know It?...Live it' community environmental education programme database membership increased by 10% annually.	750	100% of target achieved 1,255 members
2.	Gully restoration programme membership increased by 10% annually.	660	100% of target achieved 707 members
3.	Achieve the following number of schools participating in the Enviroschools programme.	23	100% of target achieved 24 schools participating
4.	Review and implement components of the 10-year Waste Management Plan.	Liquid component of implemented	100% of target achieved The liquid component of the plan was adopted by Council on 28 February 2007 and has been implemented. Progress towards ongoing targets is being monitored.
5.	Achieve the following weights for Council's internal daily waste stream.	48kg	>80% of target achieved 58kg (In 2006/07 the number of staff in the main building went up by 14% (339 to 447 people). An additional floor of the building was also included in the waste audit for the first time).
6.	Administer and distribute the Envirofund to groups undertaking projects and programmes that contribute to environmental sustainability in the city.	✓	100% of target achieved (20 applications were received and \$50,000 funding was distributed).

Note: A CSI (Customer Satisfaction Index) score is a measure of residents' or customers' overall satisfaction with a Council provided service or facility and is obtained through various Council surveys, e.g., Council's Quarterly Residents Survey.

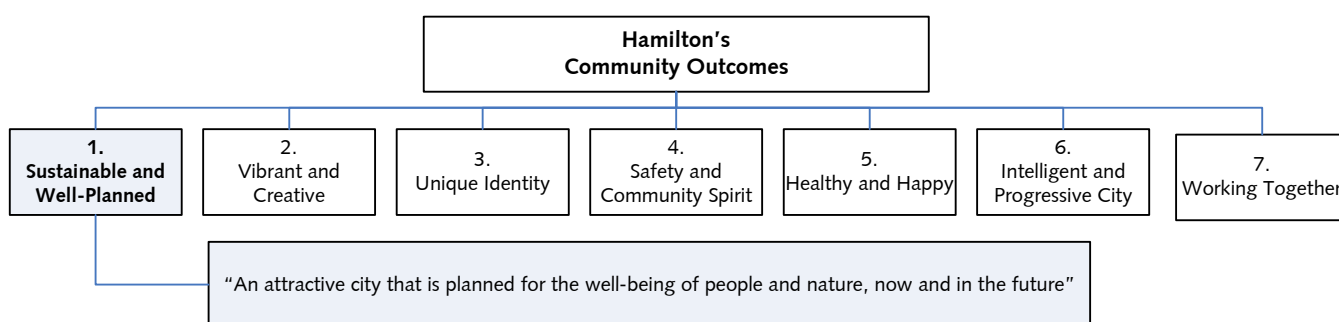
Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> Residents' knowledge and awareness is raised of the environment they live in and the positive actions they can take in order to enhance the city's sustainability. Assists in increasing biodiversity within Hamilton City. 	✓	✓	✓	✓
	✓	✓	✓	✓

Examples of Initiatives / Actions in 2006/07

- Communities for Climate Protection (a world-wide campaign that provides a framework through which councils and their communities can take action to reduce greenhouse gas emissions) - adoption of Milestones 2 and 3.
- Free Sustainable Urban Design lecture series (in collaboration with the Centre for Continuing Education at the University of Waikato).
- Sustainable Urban Design Workshop on Ecobuilding - covered a wide range of activities such as passive solar heating, insulation, energy conservation and water conservation.
- Earthbuilding Seminar - provided an opportunity for Hamiltonians to gain expertise from architects, designers and builders experienced in earth-based dwellings.
- Hamilton BioBlitz – over 24 hours a team of over 30 biologists worked with school groups, community groups and members of the public on Hamilton's riverbanks to search for every kind of life, from plants to fungi, fish and insects.
- Administration of Council's Envirofund.
- Ongoing promotion of the 'Know It... Live It!' community environmental education programme, including the water watch and fish on drains programme and booklets covering energy, transport, water, waste and shopping.
- Ongoing support of the EnviroSchools programme.
- Ongoing support of biodiversity through the gully restoration programme and supporting the Waikato Biodiversity Forum and Eco Sourced Waikato.

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators			
Community Outcome Progress Indicator	Latest Results		Results at a Glance
Participation in the Enviro-Schools programme.	<u>2005/06</u> 22 schools	<u>2006/07</u> 24 schools <small>Source: Hamilton City Council</small>	↑
Participation in native tree restoration projects.	<u>2005/06</u> 650 households	<u>2006/07</u> 707 households <small>Source: Hamilton City Council</small>	↑

Identified Effects on Community Well-Being: Significant Negative Effects

No significant negative effects have been identified as a result of Council providing this significant service.

Transport: Road Network Management (NGA WHAKAHAERE O NGA HARI WAKA)

(Page 182 of Council's 2006-16 Long-Term Plan)

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Service Level Provision for Road Network Management

Road Network Management provides for ongoing management of the operation, maintenance, growth and development of the city's transportation network.

The goal is to provide and efficiently manage a safe, effective and sustainable transport system that integrates roads with other forms of transport such as public transport, walking and cycling.

Activities include the general maintenance, rehabilitation and construction of the carriageway component of roading projects, improvement and day-to-day operation and maintenance of the traffic network (including the Road Safety Programme), and maintenance and improvement of the city's footpaths, cycleways, and verges. The road network comprises:

- 586.7km of carriageways
- 1,046km of kerb and channel (excluding state highway)
- 58 traffic bridges, large culverts, pedestrian/cycle bridges and underpasses
- traffic signals at 52 intersections (including state highways)
- Hamilton Transport Centre
- 148 bus shelters
- 13,877 signs
- 14,908 street lights
- 907.5km of footpaths
- 47.3km of on-road cycle lanes and off-road cycle paths
- 1,019 off-street car park spaces
- 830 metered and 490 time-controlled, on-street parking spaces in the CBD.

Reason For Providing Road Network Management

Council is the 'owner' and road controlling authority for all public roads (excluding State Highways) within the city and has a duty under the Local Government Act 2002 to ensure that the roads are safe and sustainably managed, including planning for the future.

Key Performance Measures and Targets: 2006/07 Results

Objective:

To operate and maintain a safe, efficient and sustainable transport system that caters for Hamilton's ongoing development, meets the community's needs, and complies with legislative requirements.

Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Achieve the following CSI scores, as measured by Council's Annual Residents Survey: <ul style="list-style-type: none"> • Streets throughout the city 	70	100% of target achieved 72.8 CSI

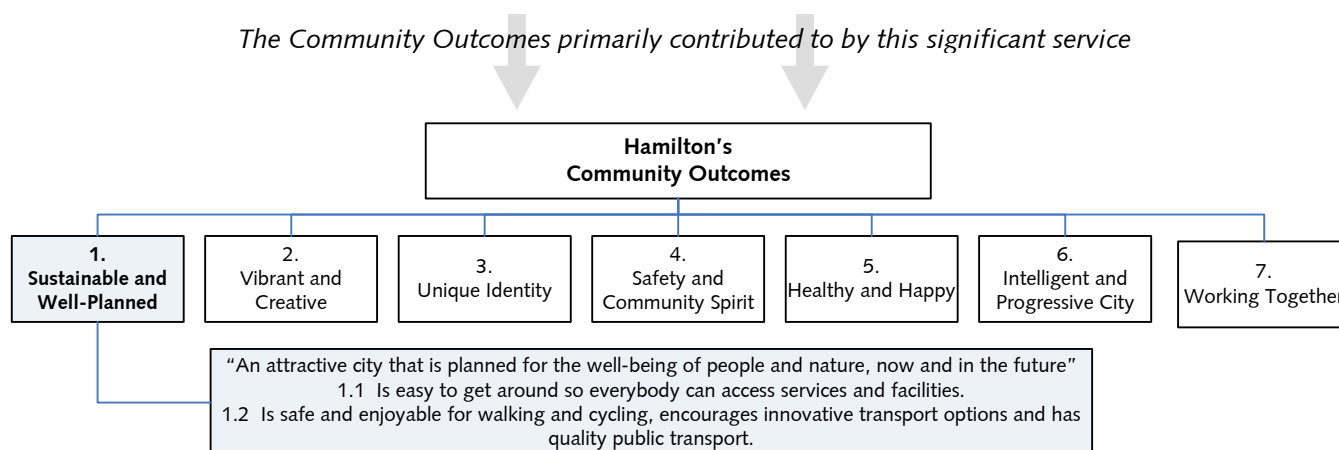
Performance measure		Target 2006/07	Results achieved in 2006/07
	<ul style="list-style-type: none"> Streets around here Traffic management Street lighting throughout the city Street lighting around here Footpaths in general throughout the city Footpaths around here Pedestrian facilities 	73 70 70 68 70 70 70	76.2 CSI 75.4 CSI 76.1 CSI 74.6 CSI 75.6 CSI 76.3 CSI 73.3 CSI
2.	Achieve the following satisfaction rating for acknowledgement of, and response to, requests for service, as measured by the Roads and Traffic Unit's monthly feedback surveys (reported six monthly).	80%	100% of target achieved A satisfaction rating of 81.9% was recorded for the period April 2006 to March 2007.
3.	Achieve the following percentage of roads defined as smooth by Land Transport New Zealand (in vehicle km travelled).	85%	Not applicable A survey was not undertaken in 2006/07. The survey is undertaken two-yearly. 85% was achieved in the last survey (2005) and the next one is scheduled for November 2007.
4.	The number of potholes requiring repair is less than 250 per annum.	✓	100% of target achieved 190 potholes.
5.	The footpath and road resurfacing programmes are achieved to within 2km of the annual target.	✓	>80% of target achieved 21.4 km of footpath resurfacing was undertaken (target: 20.5km). 34.675 km of road resurfacing was undertaken (target: 38.37km).
6.	The total cost of service per km of road is less than the median cost of seven other selected NZ cities.	✓	Not applicable Land Transport New Zealand did not undertake a cost comparison during 2006/07. The comparison is completed every two years. The figures for 2005/06 were: Hamilton's cost was \$7,000/km Median cost was \$12,160/km.

Note: A CSI (Customer Satisfaction Index) score is a measure of residents' or customers' overall satisfaction with a Council provided service or facility and is obtained through various Council surveys, e.g., Council's Quarterly Residents Survey.

Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> People can move throughout the city in a convenient and safe manner. Growth areas are serviced by a range of infrastructure that enables residents and visitors to select from a variety of transport options. Transportation within the city is made safer for all users through regular maintenance, safety improvements and education campaigns. 	✓	✓	✓	
Examples of Initiatives / Actions in 2006/07				
<ul style="list-style-type: none"> Road Safety Campaigns e.g. the INDIK8 campaign began in February 2007 prompting drivers to indicate at roundabouts through installation of signs at key intersections and organisation of a competition rewarding drivers who indicated correctly. Hood Street upgrade as first stage of CBD redevelopment. Land purchase and design for the Borman Road extension. Design of urban upgrades for River, Horsham Downs and Brymer Roads. Ongoing maintenance of existing infrastructure. 				

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators			
Community Outcome Progress Indicator	Latest Results		Results at a Glance
Resident's means of travel to work. <ul style="list-style-type: none"> Drove a car, van or truck Passenger in motor vehicle Bus Motorcycle or bicycle Walked. 	2001 62.7% 4.5% 1.5% 5.0% 5.4%	2006 64.6% 5.0% 1.8% 3.4% 5.4%	 -
Source: 2001 and 2006 Census of Population and Dwellings			
Car ownership per household. <ul style="list-style-type: none"> Total number of motor vehicles Average number of motor vehicles per household. 	2001 59,079 ¹⁸ 1.44	2006 70,098 1.53	
Source: 2001 and 2006 Census of Population and Dwellings			

¹⁸ Figures are conservative as the census only records up to three motor vehicles per household i.e. households which have more than three motor vehicles are recorded as having only three motor vehicles.

Monitored Through Relevant Community Outcomes Progress Indicators		
Community Outcome Progress Indicator	Latest Results	Results at a Glance
Total passenger numbers using public transport.	<u>2005/06</u> 1,951,267 <u>2006/07</u> 2,689,855 <small>Source: Environment Waikato</small>	↑
Resident's satisfaction with Council provided cycling facilities.	<u>2006</u> 65.2 CSI <u>2007</u> 63.4 CSI <small>Source: 2007 Hamilton City Council Residents Survey</small>	↓
Resident's satisfaction with Council provided footpaths (in general).	<u>2006</u> 73.9 CSI <u>2007</u> 75.6 CSI <small>Source: 2007 Hamilton City Council Residents Survey</small>	↑
Resident's satisfaction with Council provided walkways in parks and reserves.	<u>2006</u> 79.6 CSI <u>2007</u> 80.9 CSI <small>Source: 2007 Hamilton City Council Residents Survey</small>	↑
Road crashes and casualties. <ul style="list-style-type: none"> Estimated social cost of injuries from crashes on Hamilton's roads 	<u>2005</u> \$63.9m <u>2006</u> \$57.3m <small>Source: Quality of Life Project / Ministry of Transport</small>	↓
Air Pollution: <ul style="list-style-type: none"> Particulate Matter (PM₁₀) Benzene Levels <ul style="list-style-type: none"> ➢ Bridge Street ➢ Claudelands Road ➢ Peachgrove Road. Residents Perception of Air Pollution as a problem. 	<u>2005</u> 0 Days (guideline exceedances – days per year). <small>Source: Quality of Life Project</small> <u>2006</u> 2 Days <u>2003/04</u> 5.8 µg m-3 Not available 3.3 µg m-3 <u>2005/06</u> 3.1µg m-3 3.4µg m-3 1.9µg m-3 <small>Source: Environment Waikato</small> <u>2004</u> 20% <u>2006</u> 13% (% indicating that air pollution had been a problem in Hamilton in the last 12 months). <small>Source: 2004 and 2006 Quality of Life Survey</small>	↑ ↓ - ↓ ↓
Residents perception of dangerous driving as a problem.	<u>2004</u> 64% <u>2006</u> 74% (% indicating that dangerous driving, including drink driving and speeding, had been a problem in Hamilton in the last 12 months). <small>Source: 2004 and 2006 Quality of Life Survey</small>	↑
Road Traffic Volumes. <ul style="list-style-type: none"> Vehicles per day crossing the city boundary cordon. 	<u>2005</u> 105,520 <u>2006</u> 107,960 <small>Source: Hamilton City Council</small>	↑
Resident's satisfaction with the Hamilton City Bus Service.	<u>2006</u> 74.2 CSI <u>2007</u> 81.1 CSI <small>Source: 2007 Hamilton City Council Residents Survey</small>	↑
Road traffic volumes – Residents perception of traffic congestion when driving on Hamilton's roads.	Peak Traffic: <u>2006</u> 47.1 CSI <u>2007</u> 50.6 CSI Non-Peak Traffic: <u>2006</u> 73.6 CSI <u>2007</u> 79.0 CSI <small>Source: 2007 Hamilton City Council Residents Survey</small>	↑ ↑

Identified Effects on Community Well-Being: Significant Negative Effects

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
1.	Potential division of communities by roads.	✓				Council consults the community over all roading projects using a range of mechanisms. It also ensures that provision is made for pedestrians and cyclists within the road network.	The three-laning of Boundary Road between Victoria Street and east of Heaphy Terrace was completed in 2006/07. While the volume of traffic on this road has remained constant since the alterations, the perception of pedestrians crossing Boundary Road safely has been compromised. The three-laning added additional pedestrian facilities but further work to improve the ease of crossing Boundary Road is envisaged over the next 2-3 years.
2.	Perceived high levels of traffic noise, particularly in residential areas.			✓		All arterial roads carrying greater than 10,000 vehicles per day are surfaced with quiet road surfacing.	All quiet road surfacing on identified roads was completed.
3.	Negative effect on air quality from vehicle emissions, particularly from busy intersections at peak travel times.	✓		✓		Best practice roading design ensures the efficient and effective movement of traffic throughout the city and minimises congestion points within the road network. Council operates a comprehensive transport model which is used to minimise congestion and assist in the smooth flow of traffic within the city. Alternative transport options are promoted and actioned through Access Hamilton community education initiatives.	Community outcome Progress indicators (benzene level and residents perception) show that overall Hamilton's air quality appears to be improving. However in 2006 there were two days where particulate matter (PM ¹⁰) levels exceeded the guideline.
4.	Accidents occurring on the road network.	✓	✓			Engineering, education and enforcement programmes are developed in conjunction with Council's major transport partners, e.g., the Ministry of Transport, Transit New Zealand and Land Transport New Zealand.	The rate of serious and fatal road crash injuries per 10,000 people in Hamilton is decreasing: 2005 = 3.9 per 10,000 people 2006 = 3.1 per 10,000 people.

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
5.	Increasing amounts of land are used for roading.		✓			Council ensures robust decision-making around land requirements and land use. Promotion of alternative forms of transport is undertaken (particularly through Access Hamilton) to maximise the existing road network.	No significant issues arose.

Transport: Access Hamilton (TE ROOPUU TAUTOKO HAPORI)

(Page 187 of Council's 2006-16 Long-Term Plan)

Contact: Roads and Traffic

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Service Level Provision for Access Hamilton

Access Hamilton is a strategy that addresses Hamilton's increasing traffic congestion and population growth, and aims to create a sustainable, integrated transport system for the city. A work programme (that focuses on 10 years and beyond) has been developed for Access Hamilton, which includes financial contributions from Land Transport New Zealand and Environment Waikato to ensure a coordinated approach to Hamilton's transport system. This programme is based on Hamilton's Growth Strategy and Land Transport Management Act criteria.

Access Hamilton includes both infrastructure improvements and incentives to encourage the use of alternative travel modes. It aims to increase public awareness of transport options and the effects of travel behaviour and travel choices. Access Hamilton focuses on four key areas:

- Key roading projects that will address current traffic congestion and future city growth, including arterial intersection improvements and completion of the ring road and cross-city connector
- Promoting public transport use and improving the priority for buses on our roads so that they become more attractive to commuters
- Encouraging active transport, such as walking and cycling
- Developing travel demand management plans and improving community education and awareness of travel choices.

Reason For Providing Access Hamilton

Hamilton City is growing rapidly and there is an increasing awareness that the city's roading networks are reaching capacity at peak times. Dealing with current traffic congestion levels and planning for future growth will ensure that Hamilton has an integrated transport system that functions effectively and enables people and goods to move in and around the city freely in years to come.

Key Performance Measures and Targets: 2006/07 Results

Objective:

To develop and support an integrated, safe, efficient and sustainable transport system that provides for ease of access in and around Hamilton City and ensures community awareness around travel choices.

Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Achieve the following CSI scores, as measured by Council's Annual Residents Survey: <ul style="list-style-type: none"> Residents' perception of traffic congestion when driving on Hamilton's roads 	55	100% of target achieved Getting around in peak traffic = 50.6

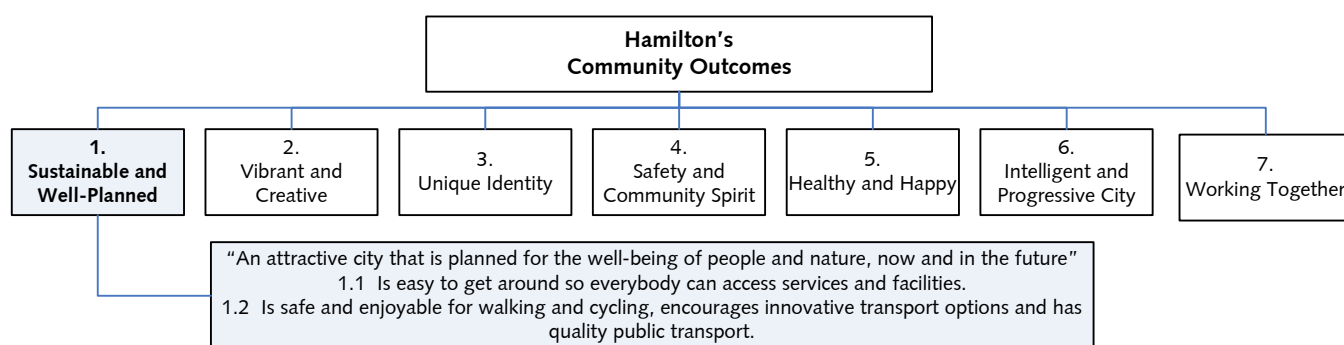
Performance measure		Target 2006/07	Results achieved in 2006/07
	<ul style="list-style-type: none"> Cycle facilities throughout the city. 	60	Getting around in non-peak traffic = 79.0 Cycle facilities = 63.4
2.	Achieve the following total number of kilometres of pedestrian and cycle networks in the city.	45km	100% of target achieved 47.3 km
3.	Maintain current journey times at 2006 levels, as measured at key intersections in the city.	✓	Not achieved Travel times for the four key intersections increased.
4.	Achieve the following number of schools participating in the walking school bus initiative.	10	50% - 80% of target achieved 7 schools operating 14 routes.
5.	Achieve the following usage of cycling facilities within the city, as measured by Council's Annual Residents Survey.	25%	>80% of target achieved 21.9%

Note: A CSI (Customer Satisfaction Index) score is a measure of residents' or customers' overall satisfaction with a Council provided service or facility and is obtained through various Council surveys, e.g., Council's Quarterly Residents Survey.











Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> People can move throughout the city in a convenient and safe manner. Growth areas are serviced by a range of Infrastructure that enables residents and visitors to select from a variety of transport options. The community is more aware of transport options and the effects of travel behaviour and travel choices on sustainability. 	✓	✓	✓	
Examples of Initiatives / Actions in 2006/07				
<ul style="list-style-type: none"> Construction of two kilometres of new off-road shared-use cycle and walkways. Continuation and promotion of the free CBD Shuttle bus service. Free bus rides provided to city residents (through October 2005 edition of City News) to encourage increased bus patronage. Four-laning of Wairere Drive between Te Rapa Road and Pukete Road. Detailed design and planning for construction of Wairere Drive extension between Hukanui Road and Tramway Road. Ongoing provision of new bus infrastructure (including installation of additional Adshel bus shelters). Ongoing implementation of the Safer Routes Programme. This is a community-based road safety project that aims to make project areas safer for vulnerable road users such as cyclists and pedestrians. Development and implementation of a Corporate Travel Plan to systematically promote sustainable travel across Council. Designation of the Hamilton Eastern Arterial (Wairere Drive). Design undertaken for the Norton Road upgrade. 				

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators			
Community Outcome Progress Indicator	Latest Results		Results at a Glance
Resident's means of travel to work. <ul style="list-style-type: none"> • Drove a car, van or truck • Passenger in motor vehicle • Bus • Motorcycle or bicycle • Walked. 	<u>2001</u> 62.7% 4.5% 1.5% 5.0% 5.4%	<u>2006</u> 64.6% 5.0% 1.8% 3.4% 5.4%	
Source: 2001 and 2006 Census of Population and Dwellings			
Car ownership per household. <ul style="list-style-type: none"> • Total number of motor vehicles • Average number of motor vehicles per household. 	<u>2001</u> 59,079 ¹⁹ 1.44	<u>2006</u> 70,098 1.53	
Source: 2001 and 2006 Census of Population and Dwellings			
Total passenger numbers using public transport.	<u>2005/06</u> 1,951,267	<u>2006/07</u> 2,689,855	
Source: Environment Waikato			
Resident's satisfaction with Council provided cycling facilities.	<u>2006</u> 65.2 CSI	<u>2007</u> 63.4 CSI	
Source: 2007 Hamilton City Council Residents Survey			
Resident's satisfaction with Council provided footpaths (in general).	<u>2006</u> 73.9 CSI	<u>2007</u> 75.6 CSI	
Source: 2007 Hamilton City Council Residents Survey			
Resident's satisfaction with Council provided walkways in parks and reserves.	<u>2006</u> 79.6 CSI	<u>2007</u> 80.9 CSI	
Source: 2007 Hamilton City Council Residents Survey			
Road crashes and casualties. <ul style="list-style-type: none"> • Estimated social cost of injuries from crashes on Hamilton's roads. 	<u>2005</u> \$63.9m	<u>2006</u> \$57.3m	
Source: Quality of Life Project / Ministry of Transport			
Air Pollution. <ul style="list-style-type: none"> • Particulate Matter (PM₁₀) 	<u>2005</u> 0 Days (guideline exceedances – days per year).	<u>2006</u> 2 Days (guideline exceedances – days per year).	
Source: Quality of Life Project			
<ul style="list-style-type: none"> • Benzene Levels <ul style="list-style-type: none"> ➢ Bridge Street ➢ Claudelands Road ➢ Peachgrove Road 	<u>2003/04</u> 5.8 µg m-3 Not available 3.3 µg m-3	<u>2005/06</u> 3.1µg m-3 3.4µg m-3 1.9µg m-3	
Source: Environment Waikato			
<ul style="list-style-type: none"> • Residents Perception of Air Pollution as a problem. 	<u>2004</u> 20%	<u>2006</u> 13%	
Source: 2004 and 2006 Quality of Life Survey			

¹⁹ Figures are conservative as the census only records up to three motor vehicles per household i.e. households which have more than three motor vehicles are recorded as having only three motor vehicles.

Monitored Through Relevant Community Outcomes Progress Indicators		
Community Outcome Progress Indicator	Latest Results	Results at a Glance
Residents perception of dangerous driving as a problem.	<p>2004 2006 64% 74% (% indicating that dangerous driving, including drink driving and speeding, had been a problem in Hamilton in the last 12 months). Source: 2004 and 2006 Quality of Life Survey</p>	↑
Road Traffic Volumes. • Vehicles per day crossing the city boundary cordon.	<p>2005 2006 105,520 107,960 Source: Hamilton City Council</p>	↑
Resident's satisfaction with the Hamilton City Bus Service.	<p>2006 2007 74.2 CSI 81.1 CSI Source: Hamilton City Council Residents Survey 2007</p>	↑
Road traffic volumes – Residents perception of traffic congestion when driving on Hamilton's roads.	<p>Peak Traffic: 2006 2007 47.1 CSI 50.6 CSI Non-Peak Traffic: 2006 2007 73.6 CSI 79.0 CSI Source: Hamilton City Council Residents Survey 2007</p>	↑

Identified Effects on Community Well-Being: Significant Negative Effects

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
1.	The potential for separation of communities as a result of major arterial roading projects.	✓			✓	Council ensures that there is adequate provision of pedestrian and cycle access in any new roading developments and consults with local communities as part of the decision-making process.	No issues arose.

Significant Negative Effect		Well-Being				How Council Mitigates the Effect	Did the Effect Occur in 2006/07?
		Social	Economic	Environmental	Cultural		
2.	<ul style="list-style-type: none"> The possibility of a decrease in air quality from vehicle emissions as a result of an increase in the number of motor vehicles on Hamilton's roads (in particular from congestion at high volume intersections). An increase in the capacity and quality of the road network could encourage more motor vehicle usage and in turn increase congestion levels. 	✓		✓		<p>Council uses best practice roading design to ensure the efficient and effective movement of traffic throughout the city and to minimise congestion points within the road network.</p> <p>Council operates a transport model which is used to minimise congestion, assist in the smooth flow of traffic within the city and assist in the planning for efficient transport networks in the future. A computerised traffic signal system is also operated to assist in the efficiency of vehicle movement.</p> <p>Alternative transport options (e.g., bus service, cycle and pedestrian facilities) are promoted through Access Hamilton community education initiatives.</p>	<p>Community outcome Progress indicators (benzene level and residents perception) show that overall Hamilton's air quality appears to be improving. However in 2006 there were two days where particulate matter (PM¹⁰) levels exceeded the guideline.</p> <p>Residents perception of traffic congestion when driving on Hamilton's roads:</p> <p>Peak Traffic: 2006 = 47.1 CSI 2007 = 50.6 CSI</p> <p>Non-Peak Traffic: 2006 = 73.6 CSI 2007 = 79.0 CSI.</p> <p>Source: Hamilton City Council Residents Survey 2007.</p>
3.	The possibility of a poor response by the community to public education on transport alternatives and public transport initiatives.	✓				<p>Council consults with the community in the planning stages of any new transport initiatives to determine the needs and priorities of the community. Council will monitor any new transport initiatives under Access Hamilton and adjust their delivery where necessary.</p>	<p>Hamilton's bus patronage has increased significantly in recent years:</p> <p>2005/06 = 1,951,267 2006/07 = 2,689,855</p> <p>Source: Environment Waikato</p>

Endowment and Investment Property Portfolio Management (TE TAIAO WHAI TIKANGA ROOPUU WHAKAHAERE)

(Page 192 of Council's 2006-16 Long-Term Plan)

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Service Level Provision for Endowment and Investment Property Portfolio Management

Endowment and Investment Property Portfolio Management administers 114 Council owned properties throughout Hamilton.

This significant service manages two funds: the Domain Endowment Fund and the Municipal Endowment Fund. Both funds are required by legislation to be invested in property, in order to maximise the financial return to the city.

The Domain Endowment Fund proceeds are used for the purchase of land for reserves and for the creation, improvement and development of reserves and parks within Hamilton City. The Municipal Endowment Fund is invested in commercial properties and income from the fund is used to reduce the rates requirement of the city.

Other properties include small perpetual leases, Council owned and occupied buildings, Council owned and leased buildings and stakes in significant city development.

Reason For Providing Endowment and Investment Property Portfolio Management

Historically, Council was provided land by the Crown for the purposes of assisting the city of Hamilton to grow and develop. Council maintains a portfolio of commercial investments as a means of reducing the rates requirement of ratepayers within the city.

Key Performance Measures and Targets: 2006/07 Results

Objective:

To manage Council's property portfolio in a manner that fulfils legislative requirements and ensures returns are in line with the current market average for similar properties.

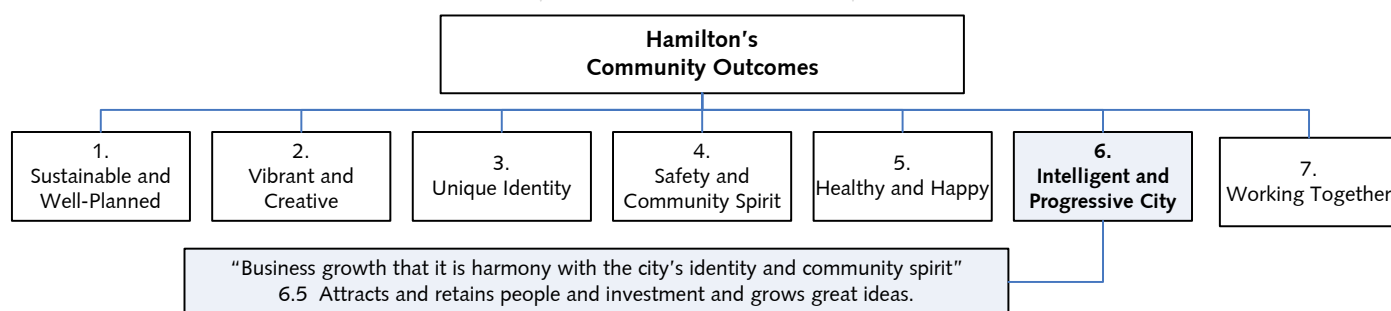
Performance measure		Target 2006/07	Results achieved in 2006/07
1.	Achieve an annual gross return on Municipal Endowment Fund investment properties (as assessed by an independent registered valuer) that is typical for the Hamilton property market.	✓	100% of target achieved Financial returns were assessed by an independent registered valuer, who confirmed them as being typical for the Hamilton market.
2.	Domain Endowment Fund ground leases achieve a return in line with the average market return of similar properties.	✓	
3.	Ensure statutory compliance with the Building Act 2004 and the Health and Safety in Employment Amendment Act 2002, in respect of all Council owned buildings.	✓	100% of target achieved

Note: A CSI (Customer Satisfaction Index) score is a measure of residents' or customers' overall satisfaction with a Council provided service or facility and is obtained through various Council surveys, e.g., Council's Quarterly Residents Survey.

Identified Effects on Community Well-Being: Positive Effects

Identified Positive Effects on Community Well-Being	Well-being			
	Social	Economic	Environmental	Cultural
<ul style="list-style-type: none"> Council is provided with revenue from two property funds that maximises financial return to the city, reducing the city's rates requirement and enabling the purchase of land for new reserves and further development of existing reserves. 	✓	✓	✓	
Examples of Initiatives / Actions in 2006/07				
<ul style="list-style-type: none"> Expansion of existing Council-owned commercial premises in Kaimiro Street (Pukete Industrial Estate). These premises are now leased to C I Munro (caravan manufacturing company). 				

The Community Outcomes primarily contributed to by this significant service



The Community Outcomes Progress indicators influenced by this significant service

Monitored Through Relevant Community Outcomes Progress Indicators
There are no relevant indicators in the set of Community Outcomes Progress Indicators that are influenced by this significant service.

Identified Effects on Community Well-Being: Significant Negative Effects

No significant negative effects have been identified as a result of Council providing this significant service.

Financial Section

WAHANGA MONI AAWHINA

11.0 Financial Statements for the Year Ended 30 June 2007

(HE PURONGO PUTEA MO TE MUTUNGA O TE TAU 30 O HUNE 2007)

Statement of Financial Performance

FOR THE YEAR ENDED 30 JUNE 2007

FOR THE YEAR ENDED 30 JUNE 2007

		Council and Consolidated		
		Actual	Budget	Actual
		2007	2007	2006
	Note	\$000	\$000	\$000
REVENUE				
Rates revenue	1	85,461	85,031	78,289
Other revenue	2	67,645	67,531	70,296
Other gains/(losses)	3	13,442	-	9,396
Total operating revenue		166,548	152,562	157,981
EXPENDITURE				
Employee benefit expenses	4	43,257	42,607	38,426
Depreciation and amortisation	13/14	36,150	33,746	35,908
Other expenses	5	52,825	49,145	49,017
Finance costs	6	9,897	15,081	9,465
Total operating expenditure		142,129	140,579	132,816
Operating surplus before tax		24,419	11,983	25,165
Share of associate surplus/(deficit)	16	2,133	670	2,703
Surplus before tax		26,552	12,653	27,868
Income tax expense	7	-	-	-
Surplus after tax		26,552	12,653	27,868

The accompanying notes form part of these financial statements.

Statement of Changes in Equity

FOR THE YEAR ENDED 30 JUNE 2007

	Council and Consolidated		
	Actual 2007 \$000	Budget 2007 \$000	Actual 2006 \$000
Equity balance at 1 July	2,004,115	1,623,012	1,562,158
Surplus after tax	26,552	12,653	27,868
Transfer from asset revaluation reserve on asset disposals	363	-	(5)
Net increase in revaluation of assets	696,012	5,000	401,372
Net increase/(decrease) in revaluation of shareholdings	(2,195)	-	13,015
Net adjustments to investment properties revaluation reserves	-	-	(338)
Net increase in fair value through equity reserve	55	-	45
Total recognised revenue/(expense) for the year	720,787	17,653	441,957
Equity balance at 30 June	2,724,902	1,640,665	2,004,115

The accompanying notes form part of these financial statements.

Statement of Financial Position
AS AT 30 JUNE 2007

		Council and Consolidated		
	Note	Actual 2007 \$000	Budget 2007 \$000	Actual 2006 \$000
ASSETS				
Current assets				
Cash and cash equivalents	8	558	-	290
Trade and other receivables	9	12,387	10,000	9,188
Inventories	10	546	571	655
Other financial assets	11	346	351	4,980
Derivative financial instruments	12	113	543	317
Total current assets		13,950	11,465	15,430
Non-current assets				
Property, plant and equipment	13	2,788,835	1,835,030	2,067,067
Intangible assets	14	4,643	5,039	4,251
Investment property	15	58,151	42,201	49,468
Investment in associates	16	29,224	14,597	29,286
Other financial assets	11	5,394	5,020	5,437
Derivative financial instruments	12	5,908	-	531
Total non-current assets		2,892,155	1,901,887	2,156,040
Total assets		2,906,105	1,913,352	2,171,470
LIABILITIES				
Current liabilities				
Trade and other payables	17	22,800	20,000	16,541
Provisions	18	1,314	-	-
Employee benefit liabilities	19	4,145	3,500	3,475
Borrowings	20	19,455	28,276	34,652
Derivative financial instruments	12	-	506	59
Total current liabilities		47,714	52,282	54,727
Non-current liabilities				
Provisions	18	3,760	4,185	6,285
Employee benefit liabilities	19	1,304	1,500	1,334
Borrowings	20	128,425	213,920	105,009
Derivative financial instruments	12	-	800	-
Total non-current liabilities		133,489	220,405	112,628
Total liabilities		181,203	272,687	167,355
EQUITY				
Retained earnings	21	1,587,208	1,356,686	1,553,133
Other reserves	21	1,137,694	283,979	450,982
Total equity		2,724,902	1,640,665	2,004,115
Total liabilities and equity		2,906,105	1,913,352	2,171,470

The accompanying notes form part of these financial statements.

Statement of Cash Flows
FOR THE YEAR ENDED 30 JUNE 2007

FOR THE YEAR ENDED 30 JUNE 2007		Council and Consolidated		
		Actual 2007 \$000	Budget 2007 \$000	Actual 2006 \$000
	Note			
CASH FLOWS FROM OPERATING ACTIVITIES				
Cash was provided from:				
Rates revenue		85,327	85,031	78,132
Fees, rents and charges		35,568	38,003	38,462
Petrol tax		1,001	1,000	952
Government operating subsidies and grants		3,344	-	2,598
Government capital subsidies and grants		2,654	7,757	3,241
Other capital contributions		15,108	10,631	10,902
Interest received		346	300	325
Dividends received		26	250	426
		143,374	142,972	135,038
Cash was applied to:				
Salaries and wages		42,617	42,605	37,696
Payments for supplies and services		48,125	44,453	51,009
Interest paid		9,802	14,493	8,521
Net GST paid		1,765	-	285
		102,309	101,551	97,511
Net cash inflow/(outflow) from operating activities	22	41,065	41,421	37,527
CASH FLOWS FROM INVESTING ACTIVITIES				
Cash was provided from:				
Proceeds from sale of investment property		170	-	566
Proceeds from sale of property, plant and equipment		6,101	500	435
Proceeds from sale of investments		4,693	-	4
		10,964	500	1,005
Cash was applied to:				
Acquisition of investments		-	-	841
Purchase of investment property		3,636	-	79
Purchase of property, plant and equipment		54,891	122,806	67,998
		58,527	122,806	68,918
Net cash inflow/(outflow) from investing activities		(47,563)	(122,306)	(67,913)
CASH FLOWS FROM FINANCING ACTIVITIES				
Cash was provided from:				
Loan raised		18,263	108,970	39,059
Finance leases raised		825	-	683
		19,088	108,970	39,742
Cash was applied to:				
Loan repayments		11,457	27,592	8,556
Finance lease repayments		865	600	617
		12,322	28,192	9,173
Net cash inflow/(outflow) from financing activities		6,766	80,778	30,569
Net increase/(decrease) in cash held		268	(107)	183
Opening cash and cash equivalents balance		290	107	107
Closing cash and cash equivalents balance	8	558	-	290

The accompanying notes form part of these financial statements.

Statement of Accounting Policies for the Year Ended 30 June 2007

Reporting Entity

Hamilton City Council is a territorial local authority governed by the Local Government Act 2002.

The financial statements cover all the activities of Hamilton City Council and its 100 per cent owned Council-Controlled Organisation (CCO), Hamilton Properties Ltd. As this CCO is non-trading, Council and consolidated figures have not been disclosed separately in the financial statements.

Under New Zealand International Financial Reporting Standards (NZ IFRS), Hamilton City Council is a public benefit entity (PBE) and will be subject to policies and exemptions that may not apply to Hamilton Properties Ltd. Where PBE treatment of specific issues differs from the usual treatment, this fact is noted in each policy.

The financial statements of Hamilton City Council are for the year ended 30 June 2007. The financial statements were authorised for issue for Council on 28 September 2007.

Basis of Preparation

The financial statements of Hamilton City Council have been prepared in accordance with the requirements of the Local Government Act 2002: Part 6, Section 98 and Part 3 of Schedule 10, which includes the requirement to comply with New Zealand generally accepted accounting practice (NZ GAAP).

These financial statements have been prepared in accordance with NZ GAAP. They comply with NZ IFRS, and other applicable Financial Reporting Standards, as appropriate for public benefit entities.

This is the first set of financial statements prepared using NZ IFRS and comparatives for the year ended 30 June 2006 have been restated to NZ IFRS accordingly. Reconciliations of equity and net surplus/(deficit) for the year ended 30 June 2006 under NZ IFRS to the balances reported in the 30 June 2006 financial statements are detailed in the note "Explanation of transitions to NZ IFRS".

The accounting policies set out below have been applied consistently to all periods presented in these financial statements and in preparing an opening NZ IFRS statement of financial position as at 1 July 2005 for the purposes of the transition to NZ IFRS.

The financial statements have been prepared on a historical cost basis, modified by the revaluation of land and buildings, certain infrastructural assets, investment property and financial instruments (including derivative instruments).

The financial statements are presented in New Zealand dollars and all values are rounded to the nearest thousand dollars (\$'000). The functional currency of Council is New Zealand dollars.

Foreign currency transactions are translated into the functional currency using the exchange rates prevailing at the dates of the transactions. Foreign exchange gains and losses resulting from the settlement of such transactions are recognised in the statement of financial performance.

Standards and interpretation issued and not yet adopted –

There are no standards, interpretations, and amendments that have been issued, but are not yet effective, that Council has not yet applied.

1. Basis of Consolidation**Subsidiaries**

The results of Hamilton Properties Ltd have been consolidated using the purchase method. The company's balance date is 30 June. The company is inactive.

Associate Companies

These are entities which the Council has significant influence, but not control, over operating and financial policies.

The results of Waikato Regional Airport Ltd and Hamilton Riverview Hotel Ltd have been reflected in the financial statements on an equity accounting basis. This method shows the share of surpluses/deficits in the Statement of Financial Performance and the original investment updated for the share of post-acquisition changes in net assets of the associates, in the Statement of Financial Position.

2. Revenue Recognition

Revenue is measured at the fair value of consideration received.

Rates Revenue

Rates are set annually by a resolution from Council and relate to a financial year. All ratepayers are invoiced within the financial year to which the rates have been set. Rates revenue is recognised when payable.

Other Revenue

Water billing revenue is recognised on an accrual basis. Unbilled usage, as a result of unread meters at year-end, is accrued on an average usage basis.

Traffic and parking infringements are recognised when tickets are issued.

Land Transport New Zealand roading subsidies are recognised as revenue upon entitlement, which is when conditions pertaining to eligible expenditure have been fulfilled.

Other grants and bequests, and assets vested in Council (with or without conditions) are recognised as revenue when control over the assets is obtained.

Interest income is recognised as it accrues, using the effective interest method. The effective interest rate exactly discounts estimated future cash receipts through the expected life of the financial asset to that asset's net carrying amount. The method applies this rate to the principal outstanding to determine interest income each period.

Dividend income is recognised when the right to receive payment is established.

Development and Financial Contributions are recognised in the Statement of Financial Performance on the date the contributions are invoiced, on the basis these contributions relate to projects within the 2006-16 Long-Term Plan, and contributions have been taken in anticipation of these projects being undertaken.

3. Borrowing Costs

Borrowing costs are recognised as an expense in the period in which they are incurred.

4. Goods and Services Tax (GST)

All items in the financial statements are stated exclusive of GST, except for receivables and payables, which are stated on a GST inclusive basis. Where GST is not recoverable as input tax then it is recognised as part of the related asset or expense.

The net amount of GST recoverable from, or payable to, the Inland Revenue Department (IRD) is included as part of receivables or payables in the statement of financial position.

The net GST paid to, or received from the IRD, including the GST relating to investing and financing activities, is classified as an operating cash flow in the statement of cash flows.

Commitments and contingencies are disclosed exclusive of GST.

5. Income Tax

Income tax expense in relation to the surplus or deficit for the period comprises current tax and deferred tax.

Current tax is the amount of income tax payable based on the taxable profit for the current year, plus any adjustments to income tax payable in respect of prior years. Current tax is calculated using rates that have been enacted or substantially enacted by balance date.

Deferred tax is the amount of income tax payable or recoverable in future periods in respect of temporary differences and unused tax losses. Temporary differences are differences between the carrying amount of assets and liabilities in the financial statements and the corresponding tax bases used in the computation of taxable profit.

Deferred tax liabilities are generally recognised for all taxable temporary differences. Deferred tax assets are recognised to the extent that it is probable that taxable profits will be available against which the deductible temporary differences or tax losses can be utilised.

Deferred tax is not recognised if the temporary difference arises from the initial recognition of goodwill or from the initial recognition of an asset and liability in

a transaction that is not a business combination, and at the time of the transaction, affects neither accounting profit nor taxable profit.

Deferred tax is recognised on taxable temporary differences arising on investments in subsidiaries and associates, and interests in joint ventures, except where the company can control the reversal of the temporary difference and it is probable that the temporary difference will not reverse in the foreseeable future.

Deferred tax is calculated at the tax rates that are expected to apply in the period when the liability is settled or the asset realised, using tax rates that have been enacted or substantially enacted by balance date.

Current tax and deferred tax is charged or credited to the statement of financial performance, except when it relates to items charged or credited directly to equity, in which case the tax is dealt with in equity.

6. Property, Plant and Equipment

- (i) (a) Property, plant and equipment consists of:

Operational Assets

These include land, buildings (which includes cultural assets, community and leisure facilities), improvements, non-restricted parks and gardens, plant and equipment, vehicles, sports areas and library books.

Zoo Animals

Zoo animals are held primarily for a social and recreational purpose. The capital cost consists of the actual expense incurred in acquiring the Zoo animals.

Restricted Assets

These are parks and reserves owned by Council that cannot be disposed of because of legal or other restrictions and provide a benefit or service to the community.

Heritage Assets

These are museum collections and library collections (New Zealand Room).

Infrastructural Assets

These are the fixed utility systems owned by Council. Each asset type includes all items that are required for the network to function.

- (b) Property, plant and equipment is shown at cost or valuation, less accumulated depreciation and impairment losses.

Additions

The cost of an item of property, plant and equipment is recognised as an asset if, and only if, it is probable that future economic benefits or service potential associated with the item will flow to Council and the cost of the item can be measured reliably.

In most instances, an item of property, plant and equipment is recognised at its cost. Where an asset is acquired at no cost, or for a nominal cost, it is recognised at fair value as at the date of acquisition.

Disposals

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount of the asset. Gains and losses on disposals are included in the statement of financial performance. When revalued assets are sold, the amounts included in asset revaluation reserves in respect of those assets are transferred to retained earnings.

Subsequent Costs

Costs incurred subsequent to initial acquisition are capitalised only when it is probable that future economic benefits or service potential associated with the item will flow to Council and the cost of the item can be measured reliably.

(ii) Valuation

Unless stated, valuations are carried out or reviewed by independent qualified valuers and are carried at least on five yearly cycles. Valuations will be undertaken more regularly if necessary to ensure no individual item of property, plant and equipment within a class has a carrying value that is materially different from its fair value.

Revaluation increases and decreases relating to individual assets within a class of assets are offset. Revaluation increases and decreases in respect of assets in different classes are not offset.

Where the carrying amount of a class of assets is increased as a result of a revaluation, the net revaluation increase is credited to the revaluation reserve. The net revaluation increase shall be recognised in the Statement of Financial Performance to the extent that it reverses a net revaluation decrease of the same class of assets previously recognised in the Statement of Financial Performance.

A net revaluation decrease for a class of assets is recognised in the Statement of Financial Performance, except to the extent that it reverses a revaluation increase previously recognised in the revaluation reserve provided a credit balance exists for the same class of asset in the revaluation reserve.

Assets have been valued as follows:

- **Operational Buildings** have been valued at fair value as determined from market-based evidence by an independent valuer, otherwise depreciated replacement cost. The most recent valuation was performed by SPM Consultants Ltd and the valuation effective as at 1 July 2006.
- **Parks and Garden Improvements** have been valued at replacement value. The most recent valuation was performed by MWH and the valuation was effective from 1 July 2006.

- **Plant and Equipment (excluding Vehicles)** have been valued at market value where possible otherwise cost less depreciation. The most recent valuation was performed by Beca and the valuation effective as at 1 July 2001.
- **Zoo Animals** have been valued at estimated replacement cost by the Zoo Manager. The most recent valuation was effective as at 1 July 2001.
- **Heritage Assets** have been valued by professionally qualified library staff (library collection) and an independent consultant (museum collection). The most recent valuation was effective as at 1 July 2006.
- **Infrastructural Assets (excluding Land)** have been valued at depreciated replacement cost by independent valuers. The most recent valuations were performed by Beca and MWH, and the valuations were effective as at 1 July 2005.

The valuations from the Water Treatment Station and Wastewater Treatment Station were performed by MWH, and the valuations were effective as at 1 July 2006.

- **All Land (excluding Land Under Roads)** was valued at fair value as determined from market-based evidence by an independent valuer. The most recent valuation was performed by Quotable Value and the valuation effective as at 1 July 2006.
- **Land Under Roads** was valued based on fair value of adjacent land determined by Beca effective 1 July 2001. Under NZ IFRS, Council has elected to use the fair value of land under roads at 1 July 2001 as deemed cost. Land under roads is no longer revalued.
- **Work in Progress.** All costs associated with the development of land and buildings and other assets are initially capitalised as work in progress. On completion, the total cost of the project is transferred to the appropriate asset class and then depreciated.
- **Vested Assets.** Certain infrastructural assets and land have been vested in Council as part of the sub-divisional consent process. The vested reserve land has been valued at the latest appropriate valuation or at a mutually agreed market value or at a value determined through arbitration. Vested infrastructural assets have been based on the actual quantities of infrastructural components vested and current 'in the ground' cost of providing identical services.

(iii) Depreciation

Depreciation is provided on a straight-line basis at rates, which will write off the cost (or valuation) of the assets to their estimated residual values over their useful lives.

The useful lives and associated depreciation rates of major classes of assets have been estimated as follows:

▪ Buildings	40 - 100 years	1%-2.5%
▪ Plant and Vehicles	3 - 15 years	6.6%-33.3%
▪ Furniture, Fittings and Equipment	5 - 10 years	10%-20%

▪ Library Books	14 years	7.1%
▪ Zoo Animal (acquisition costs)	10 years	10%
▪ Roads and Traffic Network:		
top surface (seal)	6 - 18 years	5.5%-16.6%
pavement (basecourse)	25 - 50 years	2%-4%
catchpits	50 years	2%
culverts	60 - 80 years	1.25%-1.6%
footpaths	50 - 70 years	1.4%-2%
kerbs and traffic islands	70 years	1.4%
signs	12 years	8.3%
street lights	25 years	4%
bridges	150 years	0.6%
traffic signals	15 years	6.6%
barriers	25 - 40 years	2.5%-4%
bus shelters and parking meters	4 - 10 years	10%-25%
verge, embankment and retaining walls	60 years	1.6%
▪ Wastewater Reticulation:		
pipes	60 - 100 years	1%-1.6%
manholes	75 years	1.3%
treatment plant	5 - 100 years	1%-20%
bridges	75 - 100 years	1%-1.3%
pump-stations	15 - 100 years	1%-6.6%
▪ Stormwater System:		
pipes	100 years	1%
manholes, cesspits	100 years	1%
service connections and outlets	30 - 100 years	1%-3.3%
▪ Water Reticulation:		
pipes	60 - 80 years	1.25%-1.6%
butterfly valves	50 - 75 years	1.3%-2%
treatment plant	10 - 120 years	0.8%-10%
meters	20 years	5%
hydrants	50 years	2%
reservoirs	30 - 80 years	1.25%-3.3%

- Heritage assets are depreciated by a nominal amount to reflect their extremely long life and heritage value.

Depreciation is not provided in these statements on the following assets:

- Land
- Formation costs associated with roading
- Investment properties
- Properties for resale
- Work in progress and assets under construction

Any work undertaken on infrastructural assets to reinstate (termed 'renewal') or add to the service potential is capitalised.

7. Investment Properties

Investment properties, which are held to earn rental income and/or for capital appreciation, are stated at fair value. These assets consist of investment properties owned by Council, funded either from Corporate Funds, the Domain Sales Endowment Fund or the Municipal Crown Endowment Fund.

Gains or losses arising from changes in the fair value of investment property are included in the Statement of Financial Performance for the period in which they arise.

The investment property portfolio is valued on an annual basis by two independent valuers, Telfer Young (Waikato) Limited and Darroch Valuations.

8. Non-Current Assets Held for Sale

Non-current assets held for sale are classified as held for sale if their carrying amount will be recovered principally through a sale transaction, not through use. Non-current assets held for sale are measured at the lower of their carrying amount and fair value less costs to sell.

Any impairment losses for write-downs of non-current assets held for sale are recognised in the statement of financial performance.

Any increases in fair value (less costs to sell) are recognised up to the level of any impairment losses that have been previously recognised.

Non-current assets (including those that are part of a disposal group) are not depreciated or amortised while they are classified as held for sale. Interest and other expenses attributable to the liabilities of a disposal group classified as held for sale continue to be recognised.

9. Intangible Assets

Intangible assets comprise:

- Computer software licences. They are capitalised at historic cost and are amortised on a straight-line basis over their estimated useful lives (5 years).
- Resource consents which are not attributed to a specific asset. They are capitalised at historic cost and are amortised on a straight-line basis over their estimated useful lives (7 to 35 years).

10. Impairment of Non-Financial Assets

The carrying amount of the Council's assets, other than investment property and inventories are reviewed at each balance date to determine whether there is any indication of impairment. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any). Where it is not possible to estimate the recoverable amount of an individual asset, the Council estimates the recoverable amount of the cash-generating unit to which the asset belongs.

Where the future economic benefits of an asset are not primarily dependant on the asset's ability to generate net cash flows, and where the Council, if deprived of the asset, replace its remaining future economic benefits, value in use shall be determined as the depreciated replacement cost of the asset.

Where the Council accounts for revaluations of property, plant and equipment on a class of asset basis, an impairment loss on a revalued asset is recognised

directly against any revaluation reserve in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation reserve for that same class of asset.

Where the Council accounts for revaluations of property, plant and equipment on a class of asset basis, a reversal of an impairment loss on a revalued asset is credited directly to the revaluation reserve. However, to the extent that an impairment loss on the same class of asset was previously recognised in the Statement of Financial Performance, a reversal of that impairment loss is also recognised in the Statement of Financial Performance.

11. Inventories

Inventories are stated at the lower of cost and net realisable value. Net realisable value is the estimated selling price in the ordinary course of business, less any estimated costs of completion and selling expenses.

The cost of inventories is based on the first-in first-out principle and includes expenditure incurred in acquiring the inventories and bringing them to their existing location and condition.

12. Financial Instruments

Financial assets and liabilities are recognised on the Council's Statement of Financial Position when the Council becomes a party to the contractual provisions of the instrument.

(i) Financial Assets

▪ Trade and Other Receivables

Trade and other receivables are stated at cost less provision for impairment.

▪ Investments

The Council classifies its investments in the following categories:

Loans and Receivables

Loans and receivables, such as general and community loans, mortgages, deposits and term deposits, are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. They are measured at initial recognition, at fair value, and subsequently carried at amortised cost less impairment losses.

Held-to-Maturity Investments

Held-to-maturity investments, such as the Sinking Fund, are non-derivative financial assets with fixed or determinable payments and fixed maturities that management has the positive intention and ability to hold to maturity. They are measured at initial recognition at fair value, and subsequently carried at amortised cost less impairment losses.

Other Investments

Investments other than held-to-maturity are classed as either investments held-for-trading or as available-for-sale and are stated at

cost less the annual test for impairment. For assets designated as held-for-trading, any resultant gain or loss from changes in the value are recognised in the Statement of Financial Performance. For assets designated as available-for-sale which are measured at fair value, any resultant gain or loss from changes in the fair value is recognised in equity e.g. the 7.69 per cent share in Local Shared Services Ltd.

- **Cash and Cash Equivalents**

Cash and cash equivalents comprise cash on hand and demand deposits, and other short term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of changes in value.

(ii) Financial Liabilities

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into and the definitions of a financial liability and equity instruments. An equity instrument is any contract that evidences a residual interest in the assets of the Council after deducting all of its liabilities.

- **Bank Borrowings**

Interest-bearing bank loans and overdrafts are initially measured at fair value, and are subsequently measured at amortised cost, using the effective interest rate method. Finance charges, premiums payable on settlement or redemption and direct costs are accounted for on an accrual basis to the Statement of Financial Performance using the effective interest method and are added to the carrying amount of the instrument to the extent that they are not settled in the period in which they arise.

- **Net Debt**

Net debt will be reported in total (Total Net Debt), as well as under two subtotals:

- Council Net Debt, comprising debt which is to be funded from:

- Reserves,
- Access Hamilton, and
- Rates.

- Development Contributions Net Debt, which is to be funded from:

- Development and Financial Contributions (DCL)

Refer to Liability Management Policy in Section 5 of Volume II of the 2006-16 Long-Term Plan for more information.

- **Trade and Other Payables**

Trade and other payables are initially measured at fair value, and where appropriate are subsequently measured at amortised cost, using the effective interest rate method.

- **Derivative Financial Instruments and Hedge Accounting**

The Council's activities expose it primarily to the financial risks of changes in foreign exchange rates and interest rates. Council uses

foreign exchange forward contracts and interest rate swaps to manage their foreign currency and interest rate exposure. Derivative financial instruments are recognised initially at fair value. The Council has elected not to hedge account for these derivative financial instruments.

Changes in the fair value of the derivative financial instruments that do not qualify for hedge accounting are recognised in the Statement of Financial Performance.

13. Employee Benefits

Provision is made in respect of the liability for annual leave, long service leave, retirement gratuities and short-term compensated absences.

The provision for annual leave and long service leave has been calculated on an actual entitlement basis at current rates of pay.

The provision for retirement gratuities has been calculated on an actuarial basis bringing to account what is likely to be payable in the future in respect of service that employees have accumulated up until twelve months after balance date.

Payments to defined contribution superannuation schemes are recognised as an expense in the financial statements as incurred.

The provision for short-term compensated absences (e.g. sick leave) has been measured as the amount of unused entitlement accumulated at the pay period ending immediately prior to the balance date, that the entity anticipates employees will use in future periods, in excess of the days that they will be entitled to in each of those periods.

14. Leases

Leases consist of:

Finance Leases

A finance lease is a lease that transfers to the lessee substantially all the risks and rewards incidental to ownership of an asset, whether or not title is eventually transferred.

At the commencement of the lease term, Council recognises finance leases as assets and liabilities in the statement of financial position at the lower of the fair value of the leased item or the present value of the minimum lease payments.

The amount recognised as an asset is depreciated over its useful life. If there is no certainty as to whether Council will obtain ownership at the end of the lease term, the asset is fully depreciated over the shorter of the lease term and its useful life.

Operating Leases

An operating lease is a lease that does not transfer substantially all the risks and rewards incidental to ownership of an asset. Lease payments under an operating lease are recognised as an expense on a straight-line basis over the lease term.

15. Provisions

A provision is recognised in the Statement of Financial Position when the Council has a present obligation as a result of a past event, it is probable that an outflow of economic benefits, and the amount of which can be reliably estimated, the Council will be required to settle that obligation. If the effect is material, provisions are determined by discounting the expected future cash flows at a pre-tax rate that reflects current market assessments of the time value of money and, where appropriate, the risks specific to the liability.

16. Landfill Post-Closure Costs

Council, as operator of the Horotiu landfill which was closed on 31 December 2006, has a legal obligation under the resource consent to provide ongoing maintenance and monitoring services at the landfill site after closure. A provision for post-closure costs is recognised as a liability when the obligation for post-closure arises.

The provision is measured based on the present value of future cash flows expected to be incurred, taking into account future events including legal requirements and known improvements in technology. The provision includes all costs associated with landfill post-closure.

Amounts provided for landfill post-closure are capitalised to the landfill asset where they give rise to future economic benefits to be obtained. Components of the capitalised landfill asset are depreciated over their useful lives.

The discount rate used is a rate that reflects current market assessments of the time value of money and the risks specific to Council.

All subsequent changes in the liability shall be recognised in the Statement of Financial Performance and the periodic unwinding of the discount will also be recognised in the Statement of Financial Performance as a finance cost as it occurs.

17. Equity

Equity is the community's interest in Council and is measured as the difference between total assets and total liabilities. Equity is disaggregated and classified into a number of reserves.

The components of equity are:

- Retained earnings
- Revaluation reserves
- Restricted reserves

- Council created reserves

Retained earnings comprise accumulated surpluses over the years.

Revaluation Reserves comprise accumulated revaluation Increments / decrements.

Restricted Reserves are those funds subject to external restrictions accepted as binding by Council, which may not be revised by Council without reference to the Courts or a third party.

Council Created Reserves are formally imposed designations of public equity that indicate Council's intention to use a certain level of resources for a special purpose.

18. Contingent Assets and Contingent Liabilities

Contingent assets and contingent liabilities are recorded at the point at which the contingency is evident and if the possibility that they will materialise is not remote. Contingent assets are disclosed if it is probable that the benefits will be realised.

19. Statement of Cash Flows

Cash comprises cash balances on hand, held in bank accounts, demand deposits and other highly liquid investments in which Council invests as part of its day-to-day cash management.

Operating activities include cash received from all income sources of Council and cash payments made for goods and services.

Investing activities are those activities relating to the acquisition and disposal of non-current assets.

Financing activities comprise the change in debt capital structure of Council.

20. Cost of Service Statements

The Cost of Service Statements reports the costs and revenues relating to the significant activities of Council.

Expenditure includes an allocation of support services and an allocation of interest.

- Support services are those activities, which are not considered to be direct services to the public and are allocated across the significant activities on a basis, which reflects usage of the support services. Included in the allocation for support services is an allocation of the business unit surpluses/deficits. These are allocated where possible on a usage basis.
- Interest is allocated to the outcome area on the basis of the book value of land and buildings employed for each item in the Cost of Service Statements except for water, wastewater, stormwater, refuse, transport centre, outdoor

stadium, community assistance grants, economic development grants, property improvements and any other specific projects where the interest on the value of loans appropriated for those activities are allocated entirely to the outcome area.

21. Critical Judgements and Estimations in Applying the Council's Accounting Policies

The preparation of financial statements in conformity with NZ IFRS requires judgements, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income and expenses.

The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revisions affect both current and future periods.

Management has made the following judgements and estimations that have the most significant effect on the amounts recognised in the financial statements:

Property Plant and Equipment

As the Council is a Public Benefit Entity, property plant and equipment are valued at depreciated replacement cost that is based on an estimate of either fair value or current gross replacement costs of improvements less allowances for physical deterioration, and optimisation for obsolescence and relevant surplus capacity. There are certain assets such as wastewater or stormwater related assets which may be affected by changes in the measurement of qualitative standards which could affect the results of future periods.

The depreciation method used reflects the service potential of assets and is reviewed each year to ensure that there is no under maintenance of assets which could affect the results of future periods.

Landfill Post-closure Provision

The estimate of the provision for landfill post-closure costs is based on assumptions which may be influenced by changes in technology and society's expectations and could affect future results.

22. Budget Figures

The budget figures are those approved by the Council at the beginning of the year in the annual plan. The budget figures have been prepared in accordance with NZ GAAP, using accounting policies that are consistent with those adopted by Council for the preparation of the financial statements.

Explanation of Transitions to NZ IFRS

Transition to NZ IFRS

Council's financial statements for the year ended 30 June 2007 are the first financial statements that comply with NZ IFRS. Council has applied NZ IFRS 1 in preparing these financial statements.

Council's transition date is 1 July 2005. Council prepared its opening NZ IFRS statement of financial position at that date. The reporting date of these financial statements is 30 June 2007. Council's NZ IFRS adoption date is 1 July 2006.

In preparing these consolidated financial statements in accordance with NZ IFRS 1, Council has applied the mandatory exceptions and certain optional exemptions from full retrospective application of NZ IFRS.

Exemptions from full retrospective application elected by Council

Council has elected to apply the following optional exemptions from full retrospective application:

(a) Business combinations exemption

Council has applied the business combinations exemption in NZ IFRS 1. It has not restated business combinations that took place prior to the 1 July 2005 transition date.

(b) Fair value as deemed cost exemption

Council has elected to measure plant, property and equipment at fair value as at 1 July 2005 and use that fair value as the deemed cost at that date.

(c) Designation of financial assets and financial liabilities exemption

Council designated various securities as financial assets at fair value through equity at the date of transition to NZ IFRS.

Council is required to make the following mandatory exception from retrospective application:

(a) Estimates exception

Estimates under NZ IFRS at 1 July 2005 are consistent with estimates made for the same date under previous NZ GAAP.

Reconciliation of equity

The following table shows the changes in equity, resulting from transition from previous NZ GAAP to NZ IFRS as at 1 July 2005 and 30 June 2006.

RECONCILIATION OF EQUITY

Council and Consolidated				Council and Consolidated			
		Previous NZ GAAP 1 July 2005	Transition to IFRS 1 July 2005	NZ IFRS Actual 1 July 2005	Previous NZ GAAP 30 June 2006	Transition to IFRS 30 June 2006	NZ IFRS Actual 30 June 2006
	Note	\$000	\$000	\$000	\$000	\$000	\$000
Assets							
Current assets							
Cash and cash equivalents		107	-	107	290	-	290
Trade and other receivables		9,176	-	9,176	9,188	-	9,188
Inventories		571	-	571	655	-	655
Other financial assets		42	-	42	4,980	-	4,980
Derivative financial instruments	a	-	543	543	-	317	317
Non-current assets for sale	b	545	(545)	-	-	-	-
Total current assets		10,441	(2)	10,439	15,113	317	15,430
Non-current assets							
Property, plant and equipment	b,c	1,626,903	(1,834)	1,625,069	2,071,318	(4,251)	2,067,067
Intangible assets	c	-	2,379	2,379	-	4,251	4,251
Investment property		42,201	-	42,201	49,468	-	49,468
Investment in associates	d	-	13,569	13,569	-	29,286	29,286
Other financial assets	d,e	23,867	(14,596)	9,271	35,628	(30,191)	5,437
Derivative financial instruments	a	-	-	-	-	531	531
Total non-current assets		1,692,971	(482)	1,692,489	2,156,414	(374)	2,156,040
Total assets		1,703,412	(484)	1,702,928	2,171,527	(57)	2,171,470
Liabilities							
Current liabilities							
Trade and other payables		18,673	-	18,673	16,541	-	16,541
Provisions		-	-	-	-	-	-
Employee benefits	f	3,255	53	3,308	3,416	59	3,475
Borrowings	g	6,962	157	7,119	34,553	99	34,652
Derivative financial instruments	a	-	506	506	-	59	59
Total current liabilities		28,890	716	29,606	54,510	217	54,727
Non-current liabilities							
Provisions		7,247	-	7,247	6,285	-	6,285
Employee benefits		1,377	-	1,377	1,334	-	1,334
Borrowings	g	101,740	-	101,740	104,719	290	105,009
Derivative financial instruments	a	-	800	800	-	-	-
Total non-current liabilities		110,364	800	111,164	112,338	290	112,628
Total liabilities		139,254	1,516	140,770	166,848	507	167,355
Equity							
Retained earnings	a,d,f,g,h,i	1,301,457	224,765	1,526,222	1,316,357	236,776	1,553,133
Other reserves	d,h,i	262,701	(226,765)	35,936	688,322	(237,340)	450,982
Total equity		1,564,158	(2,000)	1,562,158	2,004,679	(564)	2,004,115
Total liabilities and equity		1,703,412	(484)	1,702,928	2,171,527	(57)	2,171,470

The accompanying notes form part of these financial statements.

Explanatory Notes - Reconciliation of Equity**(a) Financial derivatives**

Financial derivatives were not recognised in the statement of financial position under previous NZ GAAP. NZ IFRS requires financial derivatives to be recognised in the statement of financial position at their fair value (i.e. interest swaps and foreign currency forward exchange contracts).

(b) Non-Current Assets for Sale

Previous property held for sale is reclassified to property, plant and equipment, as the intention for sale of asset is not probable.

(c) Intangible Assets*Computer software*

Computer software was classified as part of property, plant and equipment under previous NZ GAAP. The net book value of computer software reclassified as an intangible asset on transition to NZ IFRS is \$1,522,000 and at 30 June 2006 is \$1,159,000.

Resource Consents

Resource consents was classified as part of property, plant and equipment under previous NZ GAAP. The net book value of resource consents reclassified as an intangible asset on transition is \$857,000 and at 30 June 2006 is \$3,092,000.

(d) Investment in Associates

Investment in associates, i.e. Waikato Regional Airport Ltd (WRAL) and Hamilton Riverview Hotel Ltd (Novotel) have been classified separately.

The investment in WRAL is restated at 1 July 2005 and 30 June 2006 to reflect the transition to NZ IFRS. The investment in Novotel is restated at 30 June 2007 to reflect the transition to NZ IFRS.

(e) Other Financial Assets

Other financial assets (non-current assets) includes mortgages, short-term deposits, sinking funds investments, loan to CTC Aviation Training (NZ) Ltd, and shares in Local Authority Shared Services Ltd and NZ Local Government Insurance Co. Ltd.

(f) Sick Leave

Sick leave was not recognised as a liability under previous NZ GAAP. NZ IAS 19 requires Council to recognise employees unused sick leave entitlement that can be carried forward at balance date, to the extent that Council anticipates it will be used by staff to cover future absences.

(g) Borrowings

NZ IFRS requires borrowings to be recognised at their fair value.

(h) Investment Property Revaluation Reserve

Movements in the value of investment property were taken to an investment property revaluation reserve under previous NZ GAAP. NZ IAS 40 requires these

movements to be taken to the statement of financial performance. The investment property revaluation reserve has therefore been transferred to retained earnings. The revaluation reserve balance of \$14,637,000 at transition date and \$13,754,000 at 30 June 2006 was transferred to retained earnings.

(i) **Deemed Cost**

Council has applied the deemed cost exemption that is available under NZ IFRS 1, for property, plant and equipment. This exemption allows Council to measure an item of property, plant and equipment at its fair value, and use that fair value as its deemed cost on transition to NZ IFRS. The effect of this change is to transfer revaluation reserves attributed to property, plant and equipment of \$211,505,000 to retained earnings.

Reconciliation of Surplus
For the year ended 30 June 2006

		Council and Consolidated Effect on		
	Note	Previous NZ GAAP 30 June 2006 \$000	Transition to IFRS 30 June 2006 \$000	NZ IFRS Actual 30 June 2006 \$000
Revenue				
Rates revenue		78,289	-	78,289
Other revenue	a	70,327	(31)	70,296
Other gains/(losses)	a,b	-	9,396	9,396
Total operating revenue		148,616	9,365	157,981
Expenditure				
Employee benefit expenses	c	38,420	6	38,426
Depreciation and amortisation		35,908	-	35,908
Other expenses		49,017	-	49,017
Finance costs	d	9,233	232	9,465
Total operating expenditure		132,578	238	132,816
Operating surplus before tax		16,038	9,127	25,165
Share of associate surplus/(deficit)	e	(181)	2,884	2,703
Surplus before tax		15,857	12,011	27,868
Income tax expense		-	-	-
Surplus after tax		15,857	12,011	27,868

The accompanying notes form part of these financial statements.

Explanatory Notes - Reconciliation of Surplus**(a) Other Revenue**

Gain on disposal of property, plant and equipment \$31,000 is reclassified from other revenue to other gains/(losses) - see financial statements note 3.

(b) Other Gains/(Losses)

Gain resulting from recognising the change in fair value of investment properties \$7,814,000 is reclassified from the investment property revaluation reserve to revenue- refer financial statements note 3.

Gain resulting from recognising the change in fair value for interest rate swaps \$1,557,000 - refer financial statements note 3.

Loss resulting from recognising foreign currency forward exchange contracts at fair value \$6,000 - refer financial statements note 3.

(c) Sick Leave Liability

This represents the movement in provision for sick leave \$6,000, which was not recognised under previous NZ GAAP.

(d) Finance Costs

Loss resulting from recognising the fair value adjustment for bank borrowings \$232,000 - refer financial statements note 6.

(e) Share of Associate/(Surplus)

The share of surplus in NZ Local Government Insurance Co. Ltd \$45,000 is reclassified from share of associate surplus to fair value through equity reserve.

The share of surplus in WRAL is restated to reflect the transition to NZ IFRS.

Statement of Cash Flows

There have been no material adjustments to the statement of cash flows for the year ended 30 June 2006, on transition to NZ IFRS. However, the reconciliation of net surplus to net cash inflow from operating activities reflects the IFRS adjustments - see financial statements note 22.

Notes to the Financial Statements

Note 1: Rates Revenue

	Council and Consolidated		
	Actual 2007 \$000	Budget 2007 \$000	Actual 2006 \$000
General rates	82,729	82,341	75,375
Targeted rates attributable to activities:			
Access Hamilton	2,586	2,560	2,586
Refuse	18	18	17
Templeview loan	-	-	136
Wastewater	367	320	332
Water	82	82	78
	85,782	85,321	78,524
Rates penalties	553	550	510
Less rates remissions	(270)	(212)	(141)
Less rates charged to Council properties	(604)	(628)	(604)
Total rates revenue	85,461	85,031	78,289

Note 2: Other Revenue

	Council and Consolidated		
	Actual 2007 \$000	Budget 2007 \$000	Actual 2006 \$000
Revenue			
Investing in our people *	6,733	6,793	6,748
Creating identity and prosperity *	17,722	15,383	15,844
Protecting our future *	20,861	20,108	22,572
	45,316	42,284	45,164
Less internal revenue	(2,867)	(3,800)	(4,137)
Less gain on disposal of property, plant and equipment **	(2,993)	-	(31)
	39,456	38,484	40,996
Capital contributions			
Land Transport New Zealand capital subsidies	2,654	8,005	3,241
Housing New Zealand subsidies	363	810	-
Vested assets	8,410	8,000	13,112
Contributions to project watershed reserve	602	602	431
Contributions to development contribution & infrastructure reserves	7,750	7,749	3,407
Contributions for bus shelter (adshel) reserve	25	57	8
Other contributions/grants	6,881	2,273	7,056
Total capital contributions	26,685	27,496	27,255
Sundry revenue			
Petrol tax	1,001	1,000	952
Dividends	26	250	426
Investment income	362	301	325
Other sundry revenue	115	-	342
Total sundry revenue	1,504	1,551	2,045
Total other revenue	67,645	67,531	70,296

* refer cost of service statements

** reclassified to other gains/(losses) - see note 3

Revenue items included in the cost of service statements are noted below:

	Council and Consolidated		
	Actual	Budget	Actual
	2007	2007	2006
	\$000	\$000	\$000
User charges	23,618	21,297	22,542
Infringements and fines	3,284	2,111	3,733
Rental income from investment properties	3,292	3,494	3,131
Other rental income	4,487	4,453	4,300
Internal revenue	2,867	3,800	4,137
Other	7,768	7,129	7,321
Total	45,316	42,284	45,164

Note 3: Other Gains/(Losses)

	Council and Consolidated		
	Actual	Budget	Actual
	2007	2007	2006
	\$000	\$000	\$000
Gain/(loss) on disposal of property, plant and equipment	2,993	-	31
Gain/(loss) on disposal of investment properties	(6)	-	-
Gain/(loss) on changes in fair value of investment properties	5,223	-	7,814
Fair value gain on interest rate swaps	5,226	-	1,557
Gain/(loss) on foreign currency forward exchange contracts	6	-	(6)
Total other gains/(losses)	13,442	-	9,396

Note 4: Employee Benefit Expenses

	Council and Consolidated		
	Actual	Budget	Actual
	2007	2007	2006
	\$000	\$000	\$000
Salaries and wages	42,617	42,605	38,448
Increase/(decrease) in employee benefit liabilities	640	2	(22)
Total employee benefit expenses	43,257	42,607	38,426

Note 5: Other Expenses

		Council and Consolidated		
		Actual	Budget	Actual
		2007	2007	2006
		\$000	\$000	\$000
Investing in our people	*	30,472	37,083	33,224
Creating identity and prosperity	*	40,016	37,518	35,290
Protecting our future	*	76,003	71,495	70,623
		146,491	146,096	139,137
Less internal expenses		(2,867)	(3,800)	(4,137)
Less rates charged to Council properties		(604)	(628)	(604)
Less interest on internal borrowing		(1,929)	(1,119)	(1,880)
		141,091	140,549	132,516
Sundry expenditure		1,415	30	68
		142,506	140,579	132,584
Less employee benefit expenses		(43,257)	(42,607)	(38,426)
Less depreciation and amortisation		(36,150)	(33,746)	(35,908)
Less interest expense		(10,274)	(15,081)	(9,233)
Total other expenses		52,825	49,145	49,017

* refer to cost of service statements

Items included in other expenses are noted below:

		Council and Consolidated		
		Actual	Budget	Actual
		2007	2007	2006
		\$000	\$000	\$000
Fees to principal auditor:				
Audit fees for annual report		121	121	104
Audit fees for council's long term community plan		14	4	54
ACC partnership programme		391	292	292
Inventories		683	-	667
Donations		-	-	-
Impairment of receivables		702	-	1,070
Impairment of property, plant and equipment		-	-	-
Devaluation of property, plant and equipment		1,109	-	-
Minimum lease payments under operating leases		985	1,498	1,187
Insurance premiums		1,237	1,232	1,156
Direct expenses from investment properties generating income		601	597	506
Other operating expenses		46,982	45,401	43,981
Total other expenses		52,825	49,145	49,017

Note 6: Finance Costs

	Council and Consolidated		
	Actual	Budget	Actual
	2007	2007	2006
	\$000	\$000	\$000
Interest expense			
Interest on bank borrowings	9,684	14,980	8,587
Interest on leased assets	150	101	139
Provisions - discount unwinding (note 18)	440	-	507
Total interest expense	10,274	15,081	9,233
Fair value losses/(gains)			
Fair value adjustment for bank borrowings	(377)	-	232
Total fair value losses/(gains)	(377)	-	232
Total finance costs	9,897	15,081	9,465

Note 7: Tax**Components of tax expense**

	Council and Consolidated	
	Actual	Actual
	2007	2006
	\$000	\$000
Current tax expense	-	-
Deferred tax expense	-	-
Income tax expense	-	-

Relationship between tax expense and accounting profit

	Council and Consolidated	
	Actual	Actual
	2007	2006
	\$000	\$000
Surplus before tax	26,552	27,868
Tax at 33 %	8,762	9,196
Effect of tax exempt income	(8,060)	(8,491)
Taxation loss not recognised	2	1
Equity accounted earnings of associates less dividends received	(704)	(706)
Tax expense	-	-

Income tax recognised directly in equity

The amount of current and deferred tax charged or credited to equity during the period was \$nil (2006 \$nil).

Unrecognised deferred tax liabilities

As at 30 June 2007 Council had an unrecognised deferred tax liability of \$nil (2006 \$nil).

Unrecognised deferred tax assets

Deferred tax assets have not been recognised in respect of the following items:

	Council and Consolidated Actual 2007 \$	Actual 2006 \$
Tax losses - Council	21,008	22,573
Tax losses - Hamilton Properties Limited	143,913	158,304
	164,921	180,877

Under current income tax legislation the tax losses do not expire.

Deferred tax assets have not been recognised in respect of these items, as it is not probable that future taxable profits will be available against which the benefit of the losses can be utilised.

Movement in unrecognised deferred tax assets and liabilities during the year

	Tax Losses \$
Balance as at 1 July 2005	179,689
Additions/(reductions) during the year	1,188
Recognised during the year	-
Balance as at 30 June 2006	180,877
Additions/(reductions) during the year	487
Recognised during the year	-
Reduction due to tax rate change for tax years beginning on or after 1 April 2008 ¹	(16,443)
Balance as at 30 June 2007	164,921

¹ On 17 May 2007, the Government announced that the company income tax rate would reduce from 33% to 30% effective for tax years beginning on or after 1 April 2008. Consequently, the unrecognised deferred tax assets for the company that are unlikely to be recognised in the 2008 income year have been restated to reflect the financial effects of the change as at 30 June 2007.

Note 8: Cash and Cash Equivalents

	Council and Consolidated Actual 2007 \$000	Actual 2006 \$000
Cash at bank and in hand	519	290
Short term deposits maturing 3 months or less from date of acquisition	39	-
Total cash and cash equivalents	558	290

Council has a bank overdraft facility on the daily trading account that is secured by way of debenture trust deed over general rates. The facility totals \$500,000. At 30 June 2007 the interest rate on the facility was 9.5 per cent per annum.

Council has a bank overdraft facility on the direct fees account that is also secured by way of debenture trust deed over general rates. The facility totals \$10,000. At 30 June 2007 the interest rate was 11.9 per cent per annum.

Note 9: Trade and Other Receivables

	Council and Consolidated	
	Actual	Actual
	2007	2006
	\$000	\$000
Rates receivables	1,320	1,282
Land Transport New Zealand	773	1,341
Water by meter	1,111	1,229
GST refund due	2,425	508
Sundry debtors	8,008	5,500
Prepayments	704	580
Related party receivables (note 25)	-	-
	14,341	10,440
Less provision for impairment of receivables	(1,954)	(1,252)
Total trade and other receivables	12,387	9,188

The carrying value of trade and other receivables approximates their fair value.

There is no concentration of credit risk with respect to receivables outside the group, as the group has a large number of customers.

Council does not provide for any impairment on rates receivable as it has various powers under the Local Government (Rating) Act 2002 to recover outstanding debts. These powers allow Council to commence legal proceedings to recover any rates that remain unpaid 4 months after the due date for payment. If payment has not been made within 3 months of the Court's judgement, then Council can apply to the Registrar of the High Court to have the judgement enforced by sale or lease of the rating unit.

The provision for impairment of receivables includes \$1,836,000 for parking fines being recovered through the Courts (2006 \$983,000). Recovery of these debts is not certain and if recoverable may take several years to collect.

The age of rates receivable overdue, whose payment terms have been renegotiated, but not impaired are as follows:

	Council and Consolidated	
	Actual	Actual
	2007	2006
	\$000	\$000
0 to 3 months	657	653
3 to 6 months	338	330
6 to 9 months	171	164
9 to 12 months	152	135
> 12 months	2	-
Carrying amount	1,320	1,282

As of 30 June 2007 and 2006, all overdue receivables, except for rates receivable, have been assessed for impairment and appropriate provisions applied. Council holds no collateral as security or other credit enhancements over receivables that are either past due or impaired.

The impairment provision has been calculated based on expected losses for Council's pool of debtors. Expected losses have been determined based on an analysis of Council's losses in previous periods, and review of specific debtors.

Movements in the provision for impairment of receivables are as follows:

	Council and Consolidated	
	Actual 2007 \$000	Actual 2006 \$000
At 1 July	1,252	182
Additional provisions made during the year	779	1,072
Receivables written off during the period	(77)	(2)
At 30 June	1,954	1,252

Note 10: Inventories

	Council and Consolidated	
	Actual 2007 \$000	Actual 2006 \$000
Nursery	330	344
Utilities	175	305
Other	41	6
Total inventories	546	655

The write-down of inventories held for distribution amounted to \$25,000 (2006 \$17,000). There were no reversals of write-downs (2006 \$nil).

The carrying amount of inventories pledged as security for liabilities is \$nil (2006 \$nil).

Note 11: Other Financial Assets

	Council and Consolidated	
	Actual 2007 \$000	Actual 2006 \$000
Current portion:		
Loans and receivables		
Mortgage	1	5
Short term deposits with maturities of 4 -12 months	-	39
Fair value through equity		
Sinking fund investments	345	4,936
Total current portion	346	4,980
Non-current portion:		
Loans and receivables		
Mortgage	4	8
Loan to CTC Aviation Training (NZ) Ltd	3,259	3,259
Fair value through equity		
Sinking fund investments	1,345	1,439
Unlisted shares in Hamilton Properties Ltd	-	-
Unlisted shares in Local Authority Shared Services Ltd	222	222
Unlisted shares in NZ Local Government Insurance Co Ltd	564	509
Total non-current portion	5,394	5,437
Total other financial assets	5,740	10,417

There were no impairment provisions for other financial assets.

The fair value of sinking funds are determined by reference to published price quotations in an active market.

Sinking fund investments are restricted in use to the repayment of associated borrowings and are administered by the sinking fund Commissioners.

Investments in unlisted shares are initially recognised at cost and the carrying amount is increased or decreased to recognise Council's share of the surplus or deficit after the date of acquisition.

Council's share of the surplus for NZ Local Government Insurance Co Ltd for 2007 was \$54,737 (2006 \$44,601) and has been recognised directly in equity.

Council investments include \$1,000 in Hamilton Properties Ltd which has been eliminated on consolidation.

	Number of Shares	% Holding	Balance Date	Council and Consolidated	
				Actual 2007 \$000	Actual 2006 \$000
Unlisted Shares					
Hamilton Properties Ltd	1,000	100.00	30 Jun	-	-
Local Authority Shared Services Ltd					
- Ordinary shares	1	7.69	30 Jun	1	1
- Shared Valuation Data shares	220,514	13.72	30 Jun	221	221
NZ Local Government Insurance Co Ltd	202,729	3.17	31 Dec	564	509
Total unlisted shares				786	731

Maturity Analysis and Effective Interest Rates

The maturity dates for all financial assets with the exception of equity investments are as follows:

	Less Than 1 Year \$000	1 - 2 Years \$000	2 - 5 Years \$000	Over 5 Years \$000	Total \$000
2007					
Mortgages	1	4	-	-	5
Loans to CTC Aviation Training (NZ) Ltd	-	3,259	-	-	3,259
Sinking fund investments	345	1,345	-	-	1,690
	346	4,608	-	-	4,954

	Less Than 1 Year \$000	1 - 2 Years \$000	2 - 5 Years \$000	Over 5 Years \$000	Total \$000
2006					
Mortgages	5	6	2	-	13
Short-term deposit	39	-	-	-	39
Loans to CTC Aviation Training (NZ) Ltd	-	-	3,259	-	3,259
Sinking fund investments	4,936	299	1,140	-	6,375
	4,980	305	4,401	-	9,686

The weighted average interest rates for financial assets (current and non-current) were as follows:

	Council and Consolidated	
	Actual 2007 \$000	Actual 2006 \$000
Mortgages	6.00%	6.00%
Short-term deposit	7.72%	7.48%
Loans to CTC Aviation Training (NZ) Ltd	6.84%	6.84%
Sinking fund investments	7.44%	7.23%

Council has loaned CTC Training (NZ) Ltd \$3,259,135 to construct an aviation training facility at Hamilton International Airport. This is an interest only loan with the principal repayable on 15 October 2008. The loan is secured by a first mortgage over the building including fixtures, partitions and fittings included in the original construction.

Note 12: Derivative Financial Instruments

	Council and Consolidated	
	Actual 2007 \$000	Actual 2006 \$000
Current asset portion		
Interest rate swaps - fair value hedge	113	264
Foreign currency forward exchange contracts	-	53
Total current asset portion	113	317
Non-current asset portion		
Interest rate swaps - fair value hedge	5,908	531
Total non-current asset portion	5,908	531
Current liability portion		
Foreign currency forward exchange contracts	-	59
Total current liability portion	-	59

Interest rate swaps

The revaluation of interest rate swaps held by Council shows an unrealised mark-to-market revaluation gain for 2007 of \$5,225,989 (2006 gain \$795,890). This non-cash revaluation gain is brought about by comparison of the swap fixed rate with the interest yield curve and is recognised in the Statement of Financial Performance per note 3.

The notional principal amounts of outstanding interest rate swap contracts at 30 June 2007 were \$132,255,000 (2006 \$118,255,000). This is shown as follows:

	Council and Consolidated	
	Actual 2007 \$000	Actual 2006 \$000
Payable no later than one year	21,255	22,000
Later than one, not later than five years	61,000	41,255
Later than five years	50,000	55,000
Total interest rate swaps	132,255	118,255

Foreign currency forward exchange contracts

Council held no foreign currency forward exchange contracts at 30 June 2007 (2006 \$59,000). The fair value of the forward exchange contracts at 30 June 2007 was \$nil (2006 \$53,000).

The foreign currency forward exchange gain/(loss) is recognised in the Statement of Financial Performance per note 3.

Note 13: Property, Plant and Equipment

2007 (\$'000)

	Cost/ revaluation 1-Jul-06	Accumulated depreciation & impairment charges 1-Jul-06	Carrying amount 1-Jul-06	Current year additions	Current year disposals	Current year impairment charges	Current year depreciation	Revaluation	Cost/ revaluation 30-Jun-07	Accumulated depreciation & impairment charges 30-Jun-07	Carrying amount 30-Jun-07
Operational Assets											
Land	22,612	-	22,612	4,469	-	-	-	34,339	61,420	-	61,420
Buildings	143,867	(27,939)	115,928	53	(939)	-	(7,704)	68,712	211,693	(7,668)	204,024
Land - parks and gardens	103,346	-	103,346	3,031	(449)	-	-	540,736	646,664	-	646,664
Improvements - parks and gardens	33,318	(8,883)	24,435	-	-	-	(1,389)	(2,285)	31,033	(1,389)	29,644
Plant and equipment	15,428	(8,240)	7,188	729	(309)	-	(1,269)	-	15,848	(9,558)	6,290
Vehicles	4,347	(2,155)	2,192	1,261	(510)	-	(556)	-	5,098	(2,427)	2,671
Library books	9,862	(4,013)	5,849	2,328	-	-	(822)	-	12,190	(4,837)	7,353
Zoo animals	971	(486)	485	-	-	-	(97)	-	971	(583)	388
Finance Lease	-	-	-	2,022	-	-	(742)	-	2,022	(742)	1,280
	333,751	(51,716)	282,035	13,893	(2,207)	-	(12,579)	641,502	986,939	(27,204)	959,734
Restricted Assets											
Land	6,450	-	6,450	-	-	-	-	19,015	25,465	-	25,465
Heritage assets											
Museum and library	22,242	(135)	22,107	-	(263)	-	(285)	6,227	28,206	(34)	28,172
Infrastructure Assets											
Land	3,392	-	3,392	-	-	-	-	14,586	17,978	-	17,978
Refuse	45,156	(1,584)	43,572	4,187	-	-	(227)	-	49,343	(1,810)	47,533
Roads and traffic network	1,016,595	(9,241)	1,007,354	8,697	(1,193)	-	(9,436)	13,400	1,037,500	(18,582)	1,018,918
Stormwater system	208,552	(3,147)	205,405	2,792	(11)	-	(3,233)	-	211,333	(6,381)	204,952
Wastewater system	169,990	(3,493)	166,497	3,179	-	-	(3,828)	-	173,169	(7,321)	165,849
Wastewater treatment plant	41,625	(2,184)	39,441	-	-	-	(1,412)	9,962	51,587	(1,424)	50,163
Water system	160,170	(3,594)	156,576	10,973	(589)	-	(3,713)	-	170,554	(7,306)	163,248
Water treatment station	23,628	(490)	23,138	26,678	-	-	(882)	(1,737)	48,569	(1,153)	47,416
	1,669,108	(23,733)	1,645,375	56,507	(1,793)	-	(22,732)	36,211	1,760,032	(43,977)	1,716,056
Work in Progress	111,100	-	111,100	59,407	-	-	-	-	59,407	-	59,407
Total Property, Plant and Equipment	2,142,651	(75,584)	2,067,067	129,807	(4,264)	-	(35,595)	702,955	2,860,049	(71,215)	2,788,835

2006 (\$000)

	Cost/ revaluation 1-Jul-05	Accumulated depreciation & impairment charges 1-Jul-05	Carrying amount 1-Jul-05	Current year additions	Current year disposals	Current year impairment charges	Current year depreciation	Revaluation	Cost/ revaluation 30-Jun-06	Accumulated depreciation & impairment charges 30-Jun-06	Carrying amount 30-Jun-06
Operational Assets											
Land	22,451	-	22,451	161	-	-	-	-	22,612	-	22,612
Buildings	138,952	(21,507)	117,445	4,944	(29)	-	(6,461)	-	143,867	(27,939)	115,928
Land-parks and gardens	101,796	-	101,796	1,550	-	-	-	-	103,346	-	103,346
Improvements-parks and gardens	32,279	(7,096)	25,183	1,039	-	-	(1,787)	-	33,318	(8,883)	24,435
Plant and equipment	14,667	(6,539)	8,128	915	(154)	-	(1,820)	-	15,428	(8,240)	7,188
Vehicles	3,873	(2,030)	1,843	904	(430)	-	(480)	-	4,347	(2,155)	2,192
Library books	9,862	(3,288)	6,574	-	-	-	(725)	-	9,862	(4,013)	5,849
Zoo animals	971	(389)	582	-	-	-	(97)	-	971	(486)	485
	324,851	(40,849)	284,002	9,513	(613)	-	(11,370)	-	333,751	(51,716)	282,035
Restricted Assets											
Land	5,504	-	5,504	946	-	-	-	-	6,450	-	6,450
Heritage assets											
Museum and library	22,242	(106)	22,136	-	-	-	(29)	-	22,242	(135)	22,107
Infrastructure Assets											
Land	3,392	-	3,392	-	-	-	-	-	3,392	-	3,392
Refuse	20,221	(8,456)	11,765	-	(1,470)	-	(1,584)	26,405	45,156	(1,584)	43,572
Roads and traffic network	886,087	(34,068)	852,019	3,416	-	-	(9,241)	127,092	1,016,595	(9,241)	1,007,354
Stormwater system	150,818	(8,349)	142,469	-	-	-	(3,165)	57,734	208,552	(3,147)	205,405
Wastewater system	87,885	(7,015)	80,870	-	-	-	(3,572)	82,105	169,990	(3,493)	166,497
Wastewater treatment plant	40,656	(5,557)	35,099	393	-	-	(2,185)	576	41,625	(2,184)	39,441
Water system	95,646	(8,679)	86,967	-	-	-	(3,594)	64,524	160,170	(3,594)	156,576
Water treatment station	23,788	(2,050)	21,738	-	-	-	(496)	(160)	23,628	(490)	23,138
	1,308,493	(74,174)	1,234,319	3,809	(1,470)	-	(23,837)	358,276	1,669,108	(23,733)	1,645,375
Work in Progress	79,108	-	79,108	111,100	-	-	-	-	111,100	-	111,100
Total property, plant and equipment	1,740,198	(115,129)	1,625,069	125,368	(2,083)	-	(35,236)	358,276	2,142,651	(75,584)	2,067,067

Note 14: Intangible Assets

Intangible assets are defined as identifiable non-monetary assets without physical form.

Amortisation is the systematic allocation of the depreciable amount of an intangible asset over its useful life.

	Council and Consolidated		
	Cost	Amortisation/ Impairment	Total
	\$000	\$000	\$000
Software			
Balance at 1 July 2005	2,983	(1,461)	1,522
Movement 2005/06			
Additions	258	-	258
Amortisation charge	-	(621)	(621)
Balance at 30 June 2006	3,241	(2,082)	1,159
Balance at 1 July 2006	3,241	(2,082)	1,159
Movement 2006/07			
Additions	201	-	201
Amortisation charge	-	(509)	(509)
Balance at 30 June 2007	3,442	(2,591)	851
Consents			
Balance at 1 July 2005	961	(104)	857
Movement 2005/06			
Additions	2,233	-	2,233
Revaluation	53	-	53
Amortisation charge	-	(51)	(51)
Balance at 30 June 2006	3,247	(155)	3,092
Balance at 1 July 2006	3,247	(155)	3,092
Movement 2006/07			
Additions	746	-	746
Amortisation charge	-	(46)	(46)
Balance at 30 June 2007	3,993	(201)	3,792
Total intangible assets			
Balance at 1 July 2005	3,944	(1,565)	2,379
Movement 2005/06			
Additions	2,491	-	2,491
Revaluation	53	-	53
Amortisation charge	-	(672)	(672)
Balance at 30 June 2006	6,488	(2,237)	4,251
Balance at 30 June 2006			
Balance at 1 July 2006	6,488	(2,237)	4,251
Movement 2006/07			
Additions	947	-	947
Amortisation charge	-	(555)	(555)
Balance at 30 June 2007	7,435	(2,792)	4,643

Note 15: Investment Property

	Council and Consolidated	
	Actual 2007 \$000	Actual 2006 \$000
Balance at 1 July	49,468	42,201
Additions	3,636	-
Disposals	(176)	(547)
Fair value gains/(losses) on valuation	5,223	7,814
Balance at 30 June	58,151	49,468

Investment properties are valued annually at fair value effective 30 June. All investment properties were valued based on open market evidence. The valuations were performed by Telfer Young (Waikato) Ltd and Darroch Valuations, registered valuers and property consultants.

Contractual obligations in relation to investment properties at balance date but not recognised in the financial statements are as follows:

	Council and Consolidated	
	Actual 2007 \$000	Actual 2006 \$000
Contractual obligations for capital expenditure	3,782	-
Contractual obligations for operating expenditure	-	-
Total	3,782	-

Note 16: Investments in Associates

	Council and Consolidated				
	Number of Shares	% Holding	Balance Date	Actual 2007 \$000	Actual 2006 \$000
Hamilton Riverview Hotel Ltd (Novotel)	6,000,000	41.38	31 Dec	10,593	12,091
Waikato Regional Airport Ltd	1,430,000	50.00	30 Jun	18,631	17,195
Total investments in associates				29,224	29,286

Investments in associates are initially recognised at cost and the carrying amount is increased or decreased to recognise Council's share of the surplus or deficit after the date of acquisition.

Hamilton Riverview Hotel has a balance date different to that of Council of more than three months. In order to comply with NZ IAS-28 for 2007, Council has included the interim financial results for 6 months to 30 June 2007 and the annual results for 12 months to 31 December 2006 for Hamilton Riverview Hotel.

Movements in the carrying amount of investments in associates:

	Hamilton Riverview Hotel \$000	Waikato Regional Airport \$000	Total \$000
2007			
Balance at 1 July 2006	12,091	17,195	29,286
Share of surplus/(deficit)	662	1,471	2,133
Share of increase/(decrease) in asset revaluation reserve	(2,160)	(35)	(2,195)
Balance at 30 June 2007	10,593	18,631	29,224

	Hamilton Riverview Hotel \$000	Waikato Regional Airport \$000	Total \$000
2006			
Balance at 1 July 2005	4,223	9,346	13,569
Share of surplus/(deficit)	647	2,056	2,703
Share of increase/(decrease) in asset revaluation reserve	7,221	5,793	13,014
Balance at 30 June 2006	12,091	17,195	29,286

Summary financial information of associate companies *

	Hamilton Riverview Hotel \$000	Waikato Regional Airport \$000
2007		
Assets	42,527	63,648
Liabilities	16,927	26,385
Revenue	15,777	8,009
Surplus/(deficit)	1,557	2,943

	Hamilton Riverview Hotel \$000	Waikato Regional Airport \$000
2006		
Assets	34,085	54,320
Liabilities	4,865	19,930
Revenue	10,296	11,873
Surplus/(deficit)	2,078	4,110

* These are gross amounts from the associates financial statements.

The Waikato Regional Airport financial statements for 2006 have been restated for NZ IFRS.

Associates contingencies

Detail of any contingent liabilities arising from the group's involvement in the associate are disclosed separately in note 24.

Note 17: Trade and Other Payables

	Council and Consolidated Actual 2007 \$000	Actual 2006 \$000
Trade creditors and accruals	20,671	14,149
Agency funds	200	404
Income in advance	1,919	1,988
Amounts due to related parties (note 25)	10	-
Total trade and other payables	22,800	16,541

Trade and other payables are non interest bearing and are normally settled on 30 day terms, therefore the carrying value of trade and other payables approximates their fair value.

Note 18: Provisions

	Council and Consolidated	
	Actual	Actual
	2007	2006
	\$000	\$000
Current provisions		
Weathertight homes resolution services claims	1,040	-
Landfill aftercare	274	-
Total current provisions	1,314	-
Non-current provisions		
Landfill aftercare	3,760	6,285
Total non-current provisions	3,760	6,285

Weathertight homes resolution services claims provision

At 30 June 2007 there are 37 claims lodged with the Weathertight Homes Resolution Services outstanding, with an estimated exposure of \$1,040,000. Council's provision recognises insurance excesses potentially payable on each claim and the fact that the insurer (RiskPool) will pay out a maximum of \$500,000 in any one year.

Landfill aftercare provision

Hamilton City Council was granted resource consent in October 1985 to operate the Horotiu landfill. Council has the responsibility under the resource consent to provide ongoing maintenance and monitoring of the landfill after the site was closed on 31 December 2006. There are closure and post-closure responsibilities such as the following:

Closure responsibilities:

- final cover application and vegetation
- incremental drainage control features
- completing facilities for leachate collection and monitoring
- completing facilities for water quality monitoring
- completing facilities for monitoring and recovery of gas

Post-closure responsibilities:

- treatment and monitoring of leachate
- groundwater and surface monitoring
- gas monitoring and recovery
- implementation of remedial measures such as needed for cover, and control systems
- ongoing site maintenance for drainage systems, final cover and control

The cash outflows for the landfill post closure are expected to occur between 2007 and 2056. The long-term nature of the liability means that there are inherent uncertainties in estimating costs that will be incurred. The provision has been estimated taking into account existing technology and is discounted using a discount rate of 7 per cent.

	Council and Consolidated	
	Actual	Actual
	2007	2006
	\$000	\$000
Statement of movements in landfill aftercare provision		
Opening balance	6,285	7,247
Actual closure costs	(2,962)	-
Increase/(decrease) due to aftercare cost assumption	271	(1,469)
Increase in discount amount from passage of time	440	507
Closing balance	4,034	6,285

ACC partnership programme

Hamilton City Council belongs to the ACC Partnership Programme whereby Council accepts the management and financial responsibility of work related illnesses and accidents of employees. Under the ACC Partnership Programme, Council is effectively providing accident insurance to employees for work related accidents equal to 80% of the first week of absence from work. No provision has been made for any outstanding liability at balance date as the liability is not material for Council's financial statements based on payments made in prior years.

Note 19: Employee Benefit Liabilities

	Council and Consolidated	
	Actual	Actual
	2007	2006
	\$000	\$000
Accrued pay	720	706
Annual leave and long service leave	3,049	2,432
Retiring gratuities	1,621	1,612
Sick leave	59	59
Total employee benefit liabilities	5,449	4,809
Current portion	4,145	3,475
Non-current portion	1,304	1,334
Total employee benefit liabilities	5,449	4,809

Note 20: Borrowings

	Council and Consolidated	
	Actual	Actual
	2007	2006
	\$000	\$000
Current		
Bank overdraft	-	-
Secured loans	18,498	33,964
EECA loans	50	50
Lease liabilities	907	638
Total current borrowings	19,455	34,652
Non-current		
Secured loans	127,138	103,442
EECA loans	57	108
Lease liabilities	1,230	1,459
Total non-current borrowings	128,425	105,009
Total borrowings	147,880	139,661
less Lease liabilities	(2,137)	(2,097)
Total borrowings (excluding lease liabilities)	145,743	137,564

Fixed rate debt

Council has \$10,182,000 of its total secured debt of \$145,636,000 issued at fixed rates of interest (2006 \$18,113,000 of \$137,406,000).

Floating rate debt

The remainder of Council's secured debt, \$135,454,000 (2006 \$119,293,000), is at a floating interest rate. Council uses synthetic instruments (swaps and FRAs) to manage its interest rate risk profile based on independent professional advice (see note 12). At 30 June 2007 synthetic instruments totalled \$132,255,000 (2006 \$118,255,000).

Security

Council's secured loans have been issued in accordance with the Local Government Act 2002. The loans are secured through the debenture trust deed over all rates with two exceptions. The \$5,204,000 loan used to purchase Claudelands Park is secured by way of mortgage over the Claudelands Park property. The \$1,750,000 vendor loan to purchase land on behalf of WRAL is secured by way of second mortgage over the property.

Fair value

Adjustments have been made to decrease current secured loans by \$2,000 (2006 increase \$99,000) and increase non-current secured loans by \$14,000 (2006 increase \$290,000) to reflect the fair value of the loans (refer note 6).

	Carrying Amounts		Fair value	
	2007 \$000	2006 \$000	2007 \$000	2006 \$000
Secured loans - current	18,500	33,865	18,498	33,964
Secured loans - non-current	127,124	103,152	127,138	103,442
Total secured loans	145,624	137,017	145,636	137,406
Unsecured loans - EECA	107	158	107	158
Fair value debt adjustment	12	389	-	-
Total Loans	145,743	137,564	145,743	137,564

Maturity analysis and effective interest rates

The following is a maturity analysis of Council's borrowings (excluding finance leases, which are shown separately below).

	Council and Consolidated	
	Actual 2007 \$000	Actual 2006 \$000
Payable no later than one year	18,548	54,292
<i>weighted average effective interest rate</i>	7.86%	6.89%
Later than one, not later than five years	44,991	25,568
<i>weighted average effective interest rate</i>	6.71%	6.65%
Later than five years	82,204	57,704
<i>weighted average effective interest rate</i>	6.69%	6.70%
Total borrowings (excluding lease liabilities)	145,743	137,564
Payable within one year	18,548	54,292
Less renewal loans to be raised*	(10,133)	(20,278)
Current	8,415	34,014
Non Current	137,328	103,550
Total borrowings (excluding lease liabilities)	145,743	137,564

*Renewal loans to be raised is bank funding to be refinanced within the next 12 months through evergreen facilities, less asset sales and total debt repayments.

Under authority of the Local Government Act 1974 (Local Authorities Loans Act 1956), sinking funds to the value of \$1,690,000 (2006 \$6,375,000) are held to provide for the repayment of debt.

Under the Local Government Act 2002, Section 98(1), there have been no significant variations or material departures from Council's liability management policy.

Council reduces its financing costs by utilising an internal borrowing programme. Rather than sourcing all its borrowings externally, Council utilises funds from reserves and working capital cash to reduce external borrowing and charges an internal interest rate on these funds. Provision for the repayment of internal borrowing is covered via committed external bank funding facilities.

Internal borrowing from cash held for special funds and working capital as at 30 June 2007 is \$43,526,000 (2006 \$29,910,000). If this is added to Council's net debt of \$143,946,000 (2006 \$131,031,000) the overall net debt (excluding EECA) at 30 June 2007 is \$187,472,000 (2006 \$160,941,000).

Council introduced a policy of development and financial contributions from 1 July 2005 which provides a dedicated funding stream to support urban growth. In line with the introduction of this policy, Council has analysed the overall net debt based on the sources of funding used to repay the principal and interest cost for subsequent financial years as outlined below:

	Council and Consolidated	
	Actual 2007 \$000	Actual 2006 \$000
Total borrowings (excluding lease liabilities)	145,743	137,564
Less sinking funds	(1,690)	(6,375)
Less EECA loans	(107)	(158)
Net debt (excluding internal borrowing)	143,946	131,031
Add internal borrowings	43,526	29,910
Net debt (including internal borrowing)	187,472	160,941
Overall net debt will be funded in subsequent years as follows:		
Rates	110,912	89,676
Reserves	11,644	9,383
Development and financial contributions	64,916	61,882
Net debt (including internal borrowing)	187,472	160,941

The statement of financial performance, reflects a net off of internal borrowing interest of \$1,929,000 (2006 \$1,880,000) to eliminate the internal interest charged to strategic areas.

Analysis of lease liabilities

	Council and Consolidated	
	Actual 2007 \$000	Actual 2006 \$000
Total minimum finance lease payments are payable		
Not later than one year	1,032	804
Later than one, not later than five years	1,341	1,572
Later than five years	-	-
Total minimum finance lease payments	2,373	2,376
Future finance charges	(236)	(279)
Present value of minimum finance lease payments	2,137	2,097

	Council and Consolidated	
	Actual 2007 \$000	Actual 2006 \$000
Present value of minimum finance lease payments are payable		
Not later than one year	907	638
Later than one, not later than five years	1,230	1,459
Later than five years	-	-
Total minimum finance lease payments	2,137	2,097
Current portion	907	638
Non-current portion	1,230	1,459
Total finance lease liabilities	2,137	2,097

Interest Rate

The interest rates applying to lease liabilities for 2007 range from 7.10% to 8.40% (2006 range from 5.24% to 7.40%).

Description of material leasing arrangements

Council has entered into finance leases for various plant and equipment. The net carrying amount of leased items within each class of property, plant and equipment is included in the numbers disclosed in note 14.

The finance leases can be renewed at Council's option, with rents set by reference to current market rates for items of equivalent age and condition. Council does have the option to purchase the asset at the end of the lease term.

There are no restrictions placed on Council by any of the finance leasing arrangements.

Note 21: Equity

	Council and Consolidated	
	Actual 2007 \$000	Actual 2006 \$000
Retained earnings		
Opening balance	1,553,133	1,526,222
Net surplus	26,552	27,868
Transfer from asset revaluation reserve on disposal of assets	363	(5)
Transfers from restricted and Council created reserves	38,519	63,829
Transfers to restricted and Council created reserves	(31,359)	(64,781)
Total retained earnings	1,587,208	1,553,133
Revaluation reserves		
Asset revaluation reserves		
Opening balance	420,099	5,712
Transfer to retained earnings on disposal of assets	-	5
Increase in revaluation of assets	696,012	401,367
Increase in revaluation of shareholdings	(2,195)	13,015
Closing balance	1,113,916	420,099

Asset revaluation reserves consist of:
Operational assets

Buildings	77,621	45
Heritage assets	6,336	-
Land	34,596	546
Parks and gardens improvement	258	-
Parks and gardens land	535,317	-
Plant and equipment	-	89
Zoo animals	-	-

Restricted assets

Land	18,967	-
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Infrastructure assets

Land	14,976	-
Refuse	34,995	34,995
Roads and streets	138,855	137,801
Storm water	63,623	63,876
Wastewater	87,887	88,215
Wastewater treatment station	16,145	4,761
Water supply	68,482	70,720
Water treatment station	-	998

Shares	15,858	18,053
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Total asset revaluation reserves	1,113,916	420,099
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Investment property revaluation reserves

Opening balance	-	338
Transfer to Statement of Financial Performance on disposal of assets	-	(338)

Closing balance	-	-
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Total revaluation reserves	1,113,916	420,099
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Restricted reserves

	Transfers to	Transfers from		
Cemetery plot maintenance in perpetuity	125	70	1,505	1,450
Domain sales endowment reserve	366	212	2,676	2,522
Municipal crown endowment reserve	287	605	3,579	3,897
Waikato art gallery endowment reserve	3	-	35	32
Total restricted reserves	781	887	7,795	7,901

Council created reserves				
Access Hamilton reserve	4,537	2,464	4,097	2,024
Berm levy reserve	8	-	9	1
Bus shelter (Adshel) reserve	28	29	39	40
CBD improvement reserve	38	741	187	890
Dame Hilda Ross library memorial	-	-	2	2
Development contributions	11,117	11,549	-	432
Disaster recovery fund	449	-	3,473	3,024
EECA loan	5	-	71	66
General interest reserve	-	4	-	4
Horotiu landfill reserve	2,643	3,465	-	822
Housing upgrade reserve	693	632	61	-
Infrastructure subdivision reserve	1,782	3,447	-	1,665
Lake Domain Drive reserve	9	19	115	125
Loan repayment reserve	-	6,375	-	6,375
Mighty River Power fund	54	495	287	728
Museum collection reserve	38	3	140	105
Peachgrove lounge site development	3	-	36	33
Project watershed - Environment Waikato	631	634	360	363
Public transport and parking reserve	-	1,611	-	1,611
Reserve contributions fund	4,107	5,650	2,782	4,325
Roman catholic schools library fund	-	-	5	5
Rotokauri land sale reserve	4,321	209	4,112	-
Septic tank reserve	40	61	(21)	-
Storm damage reserve	28	-	211	183
Waitawhiriwhiri plant reserve	2	39	-	37
Waiwhakareke Reserve	-	176	(176)	-
Water reticulation reserve	4	-	4	-
Wintec recreation area development	-	-	(2)	(2)
Zoo animal purchases reserve	41	29	91	79
Total Council created reserves	30,578	37,632	15,883	22,937
Total restricted and Council created reserves	31,359	38,519	23,678	30,838
Fair value through equity reserve				
Opening balance			45	-
Fair value gains/(losses) on NZ Local Government Insurance Co Ltd			55	45
Total fair value through equity reserve			100	45
Total other reserves			1,137,694	450,982
Total equity			2,724,902	2,004,115

Note 22: Reconciliation of Net Surplus to Net Cash Inflow from Operating Activities

	Note	Actual 2007 \$000	Actual 2006 \$000
Net surplus		26,552	27,868
Add/(less) non-cash items:			
Depreciation and amortisation		36,150	35,908
Landfill aftercare interest		440	507
Landfill aftercare provision		271	-
Weathertight homes resolution services claims provision		1,040	-
Realisation of revaluation reserve on disposal of investment properties		-	(338)
Revaluation decrement expensed		1,109	-
Unrealised fair value loss/(gain) on bank borrowings		(377)	232
Unrealised fair value loss/(gain) on forward exchange contracts		(6)	6
Unrealised fair value loss/(gain) on swaps		(5,226)	(1,557)
Vested assets		(8,410)	(13,112)
Total non-cash items		24,991	21,646
Add/(less) movements in working capital:			
Change in trade and other receivables		(3,199)	(12)
Change in inventory		109	(84)
Change in trade and other payables		6,259	(2,132)
Change in employee benefit liabilities (including non-current portion)		640	124
Total movements in working capital		3,809	(2,104)
Add/(less) items classified as investing activities:			
Change in capital expenditure accruals		(3,944)	665
Loss/(gain) in fair value of investment properties		(5,223)	(7,814)
Loss/(gain) on disposal of investment property		6	-
Loss/(gain) on disposal of property, plant and equipment		(2,993)	(31)
Share of associates deficit/(surplus)		(2,133)	(2,703)
Total items classified as investing activities		(14,287)	(9,883)
Net cash inflow from operating activities		41,065	37,527

Note 23: Capital Commitments and Operating Leases

	Council and Consolidated	
	Actual	Actual
	2007	2006
	\$000	\$000
Capital commitments		
Approved and committed	16,372	6,619
Total commitments	16,372	6,619

Refer to note 15 for capital commitments for investment properties.

In addition to the above commitments, Council has authorised the following capital projects:

	Council and Consolidated	
	Actual	Actual
	2007	2006
	\$000	\$000
Roads	40,079	7,113
Stormwater	3,747	479
Wastewater	4,230	1,683
Water supply	2,827	5,039
Parks and gardens	20,842	4,771
Other activities	7,513	5,474
Total authorised capital projects	79,238	24,559

Non-cancellable operating leases as lessee

Council leases property plant and equipment in the normal course of its business. The majority of these leases have a non-cancellable term of 36 months. The future aggregate minimum lease payments to be made under non-cancellable operating leases are as follows:

	Council and Consolidated	
	Actual	Actual
	2007	2006
	\$000	\$000
Not later than one year	546	990
Later than one year and not later than five years	152	607
Later than five years	120	128
Total non-cancellable operating lease commitments	818	1,725

The total minimum future sublease payments expected to be received under non-cancellable subleases at balance date is \$nil (2006 \$nil).

Leases can be renewed at Council's option, with rents set by reference to current market rates for items of equivalent age and condition. Council has the option to purchase the asset at the end of the lease term. There are no restrictions placed on Council by any of the leasing arrangements.

Non-cancellable operating leases as lessor

Council leases its investment property under operating leases.

The future aggregate minimum lease payments to be collected under non-cancellable operating leases are as follows:

	Council and Consolidated	
	Actual	Actual
	2007	2006
	\$000	\$000
Not later than one year	3,690	3,518
Later than one year and not later than five years	13,531	14,022
Later than five years	39,732	28,216
Total non-cancellable operating leases as a lessor	56,953	45,756

Note 24: Contingencies

Guarantees

Council is at times requested to act as guarantor to loans raised by community organisations and sports clubs to construct facilities on Council reserve land. These structures form part of the reserve but are not included in the fixed asset figures. Council's potential liability under the guarantees is as follows:

Lending Institution	Council and Consolidated	
	Actual	Actual
	2007	2006
	\$000	\$000
ASB Bank	186	230
Bank of New Zealand	56	96
Westpac	176	201
Total loans guaranteed	418	527

Insurance and Liability Claims

Council was involved as defendant in various public liability and professional indemnity claims at 30 June 2007. Council's potential liability, if at all, would be its insurance excess. Council has also estimated its other liability claims.

	Council and Consolidated	
	Actual	Actual
	2007	2006
	\$000	\$000
Insurance claim excess	359	321
Other liability claims	869	1,034
Total insurance and liability claims	1,228	1,355

Uncalled capital or loans

During May 2004, the shareholders of Waikato Regional Airport Ltd (WRAL) of which Hamilton City Council has a 50% shareholding, authorised the company issuing further shares totalling \$21.6m to existing shareholders. This capital restructure is part of the WRAL airport development and allows WRAL to borrow at commercially favourable interest rates.

The WRAL airport development is estimated to cost \$20.5m over 5 years, which is being funded by new external borrowings of \$14.6m and retained earnings. Whilst there are no plans to call up the capital, Council has a contingent liability for \$10.8m for uncalled capital.

	Council and Consolidated	
	Actual	Actual
	2007	2006
	\$000	\$000
Uncalled capital - Waikato Regional Airport Ltd	10,800	10,800
Uncalled capital or loans - Waikato Regional Airport Ltd	-	1,000
Total uncalled capital or loans	10,800	11,800

WEL Energy Trust

Council is a 63 per cent capital beneficiary of the WEL Energy Trust. The life of the Trust ends in 2073 unless terminated earlier if its purpose is completed. Given the uncertainties surrounding the life of the Trust, Council is unable to accurately establish the appropriate value of its 63 per cent share.

Defined benefit superannuation schemes

Hamilton City Council is a participating employer in the DBP Contributors Scheme ("the Scheme") which is a multi-employer defined benefit scheme. If the other participating employers ceased to participate in the Scheme, the employer could be responsible for the entire deficit of the scheme. Similarly, if a number of employers ceased to participate in the Scheme, Hamilton City Council could be responsible for an increased share of the deficit.

Insufficient information is available to use defined benefit accounting as it is not possible to determine from the terms of the Scheme the extent to which the deficit will affect future contributions by employers, as there is no prescribed basis for allocation.

As at 31 March 2006, the Scheme had a past service surplus of \$16.5 million (5% of the liabilities). This amount is exclusive of Specified Superannuation Contribution Withholding Tax. This surplus was calculated using a discount rate equal to the expected return on the assets, but otherwise the assumptions and methodology were consistent with the requirements of NZ IAS 19. The Actuary to the Scheme has recommended the employer contribution continues at 2 times contributors' contributions at present. This is inclusive of Specified Superannuation Contribution Withholding Tax.

Note 25: Related Party Transactions

Council's wholly owned subsidiary, Hamilton Properties Ltd which previously managed Council's property portfolio and received most of its income from management fees, ceased trading as at 31 October 1998. As a result, there are no related party transactions between the two entities included in these accounts. Hamilton City Council has significant influence over Waikato Regional Airport Ltd and Hamilton Riverview Hotel Ltd (Novotel) as associates.

The following transactions were carried out with related parties:

	Actual 2007 \$000	Actual 2006 \$000
Waikato Regional Airport Ltd		
Services provided by Council	12	9
Hamilton Riverview Hotel Ltd (Novotel)		
Services provided to Council	7	4
Services provided by Council	24	34
Rates paid to Council	91	86

Key management personnel

During the year Councillors and key management, as part of a normal customer relationship, were involved in minor transactions with Council (such as payment of rates, use of Council facilities, etc).

Prior to the 2004 Triennial Election Michael Redman became a Director and Shareholder of Sport and Uniform (2004) Ltd who historically provided some of the staff uniforms to Council. This role has continued after Michael Redman was elected as His Worship the Mayor in October 2004 and ceased on 2 July 2007 as his interest in this business was sold on 2 July 2007. He had no involvement in the decisions concerning the proposed contracts with Council. The actual spend with Sport and Uniform (2004) Ltd for the year ended 30 June 2007 was \$30,833 (2006 \$42,807), which has been approved by the Office of The Controller and Auditor General.

Versus Research Ltd, of which Councillor Gordon Chesterman is a shareholder, provided services to Council in the normal course of business for the year ended 30 June 2007 totalling \$4,890 (2006 \$13,889). This was within the \$25,000 allowable without having to gain approval by the Office of The Controller and Auditor General.

Balloons Over Waikato Charitable Trust, of which Councillor Glenda Saunders is chairperson, received funding for the year of \$30,000 (2006 \$50,000). There is a balance of \$10,000 (2006 \$nil) outstanding for unpaid invoices at year end.

Key management personnel compensation

	Actual 2007 \$000	Actual 2006 \$000
Salaries and other short term employee benefits	2,230	2,049
Post employment benefits	-	-
Other long term benefits	-	-
Termination benefits	-	-
	2,230	2,049

Key management personnel include the Mayor, Councillors, Chief Executive and other senior management personnel. For the period 12 May 2007 to 30 June 2007 one member of senior management acted as Chief Executive while this position was vacant. This effectively meant that there was one fewer key management personnel for this period. There was also a senior management vacancy for the period 21 January 2006 to 16 June 2006.

Note 26: Remuneration of Mayor, Councillors and Chief Executive

Mayor and Councillors

The following people held office as elected members of Council during the year ended June 2007. The total remuneration received by elected members during the year totalled \$863,679 (2006 \$854,929) which was within the allowable pool determined by the Remuneration Authority. Remuneration includes salary, statutory meeting allowances, directors fees, motor vehicle allowance and other taxable allowances. In 2005/06 whilst the total remuneration pool was not exceeded, the remuneration paid to 12 councillors exceeded the individual remuneration limits set by the Remuneration Authority by \$117 each. The Remuneration Authority has declined the request to retrospectively approve the change, and there will be no further action taken.

	Council and Consolidated	
	Actual 2007 \$	Actual 2006 \$
Mayor		
Michael Redman (resigned on 22 May 2007)		
Salary and taxable allowances	99,500	106,274
Motor vehicle	4,545	4,986
Bob Simcock (appointed on 23 May 2007)		
Salary and taxable allowances	9,661	-
Motor vehicle	441	-
Councillors		
Daphne Bell	55,473	55,074
Peter Bos (Includes payment of Novotel directors fees \$6,300 (2006: \$6,300))	61,239	60,554
Gordon Chesterman	60,511	59,426
Joe Di Maio	55,125	54,670
John Gower	62,296	62,968
Roger Hennebry	58,777	57,615
Dave Macpherson	61,740	60,002
Pippa Mahood	62,070	61,134
Glenda Saunders	55,817	56,054
Bob Simcock (until 22 May 2007)	55,155	58,879
Grant Thomas	53,361	51,641
Maria Westphal	53,658	51,656
Ewan Wilson	54,310	53,996
Total Mayor and Councillors remuneration	863,679	854,929

Chief Executive

The former Chief Executive of Hamilton City Council, Tony Marryatt was appointed under section 42(1) of the Local Government Act 2002. Tony Marryatt resigned as of 11 May 2007. For the year ended June 2007, the total annual cost to Hamilton City Council of the remuneration package received by Tony Marryatt was \$347,429 (2006 \$287,526). This remuneration included accumulated annual leave paid out in his final pay of \$61,902.

Tony Marryatt was also a Director of Hamilton Riverview Hotel Limited (appointed by Hamilton City Council) up until his resignation. He received directors fees of \$15,067 (2006 \$22,600) for his work in that capacity.

General Manager of Environmental Services, Graeme Fleming, was appointed as Acting Chief Executive from 12 May 2007 to 30 June 2007. During this period remuneration received was \$33,169.

	Council and Consolidated Actual 2007 \$	Actual 2006 \$
Tony Marryatt - Salary	320,733	254,657
- Motor vehicle	8,788	19,662
- Superannuation subsidy	17,908	13,207
Graeme Fleming - Salary	33,169	-
Total Chief Executive remuneration	380,598	287,526

Note 27: Severance Payments

For the year ended 30 June 2007, the Council made severance payments to four employees totaling \$67,842 (2006 \$1,000).

The individual values of each of the severance payments are \$4,000, \$8,500, \$10,000 and \$45,342.

Note 28: Events After Balance Date

There were no significant events after balance date.

Note 29: Financial Instrument Risks

Hamilton City Council has a series of policies to manage risks associated with financial instruments. Council is risk averse and seeks to minimise exposure from its treasury activities. Council has established Council approved liability management and investment policies. These policies do not allow any transactions that are speculative in nature to be entered into.

Market risk

Currency risk

Currency risk is the risk that the value of a financial instrument will fluctuate due to changes in foreign exchange rates. Council uses foreign currency forward exchange contracts to manage its foreign currency exposure. Council's policy is that foreign currency exposure of amounts greater than \$25,000 are to be covered by way of forward exchange contracts (refer note 12).

Interest rate risk

The interest rates on Council's investments are disclosed in note 11, and on borrowings in note 20.

Fair value interest rate risk

Fair value interest rate risk is the risk that the value of a financial instrument will fluctuate due to changes in market interest rates. Borrowing issued at fixed rates expose Hamilton City Council to fair value interest rate risk. Council's Liability Management policy outlines the level of borrowing that is to be secured using fixed interest rate instruments.

In addition, investments at fixed interest rates expose Council to fair value interest rate risk.

Cash flow interest rate risk

Cash flow interest rate risk is the risk that the cash flows from a financial instrument will fluctuate because of changes in market interest rates. Borrowing and Investments issued at variable interest rates expose Council to cash flow interest rate risk.

Council manages its cash flow interest rate risk on borrowings by using floating-to-fixed interest rate swaps. Such interest rate swaps have the economic effect of converting borrowings at floating rates and swaps them into fixed rates that are generally lower than those available if Council borrowed at fixed rates directly. Under the interest rate swaps, Council agrees with other parties to exchange, at specific intervals, the difference between fixed contract rates and floating-rate interest amounts calculated by reference to the agreed notional principal amounts.

Fixed to floating interest rate swaps are entered into to hedge the fair value interest rate risk where Council has borrowed at fixed rates. To date, Council has entered twenty such arrangements (eighteen interest rate swaps, one interest rate collar, and one swaption).

If interest rates on investments at 30 June 2007 had fluctuated by plus or minus 0.5%, the effect would have been to decrease/increase the fair value through equity reserve by \$24,770 (2006 \$48,430).

If interest rates on borrowings at 30 June 2007 had fluctuated by plus or minus 0.5%, the effect would have been to decrease/increase the surplus after tax by \$728,715 (2006 \$687,820) as a result of higher/lower interest expense on floating borrowings.

Credit risk

Credit risk is the risk that a third party will default on its obligation to Hamilton City Council, causing Council to incur a loss. Council has no significant concentrations of credit risk, as it has a large number of credit customers, mainly ratepayers, and Council has powers under the Local Government (Rating) Act 2002 to recover debts from ratepayers.

Council invests funds in mortgages, short term deposits with registered banks, a loan to CTC Aviation Training NZ Ltd, and sinking funds invested with the Public Trust.

Mortgages are secured by charges over property, and the CTC loan is secured by a charge over assets. Council may by specific resolution, make investments (or sell or dispose of such investments) in accordance with the provisions outlined in 4.2.7 of Council's Investment Policy.

Funding Risk

Funding risk is the risk of not having funding facilities spread over a reasonable period of years and being able to source funding when required. To manage this risk Council has in place committed facilities with three banks and also issues term debt under its Debenture Trust Deed.

Settlement Risk.

Settlement risk is the risk that a counterparty fails to transfer funds or equities as agreed in a borrowing or investment contract. To manage this risk Council has become an associate member of Austraclear (a Reserve Bank operated facility to ensure simultaneous transfer of cash and securities at settlement) and only uses counterparties on the approved counterparty list disclosed in Council's Liability Management Policy.

Liquidity risk

Liquidity risk is the risk that Hamilton City Council will encounter difficulty raising liquid funds to meet commitments as they fall due. Prudent liquidity management implies maintaining sufficient cash, the availability of funding through an adequate amount of committed credit facilities and the ability to close out market positions. Council aims to maintain flexibility in funding by keeping credit lines available.

Council manages its borrowings in accordance with its funding and financial policies, which includes a liability management policy. These policies have been adopted as part of Council's Long Term Council Community Plan.

Council has a maximum amount that can be drawn down against its overdraft facility of \$500,000 (2006 \$500,000).

The maturity profiles of Council's interest bearing investments and borrowings are disclosed in notes 11 and 20 respectively.

Note 30: Capital Management

The Council's capital is its equity (or ratepayers' funds), which is comprised of retained earnings and reserves. Equity is represented by net assets.

The Local Government Act 2002 (the Act) requires Council to manage its revenues, expenses, assets, liabilities, investments and general financial dealings prudently and in a manner that promotes the current and future interests of the community. Ratepayers' funds are largely managed as a by-product of managing revenues, expenses, assets, liabilities, investments, and general financial dealings.

The objective of managing these items is to achieve intergenerational equity, which is a principal promoted in the Act and applied by the Council. Intergenerational equity requires today's ratepayers to meet the cost of utilising the Council's assets and not expecting them to meet the full cost of long term assets that will benefit ratepayers in future generations. Additionally, the Council has in place asset management plans for major classes of assets detailing renewal and maintenance programmes, to ensure ratepayers in future generations are not required to meet the costs of deferred renewals and maintenance.

The Act requires the Council to make adequate and effective provision in its Long Term Council Community Plan (LTCCP) and its annual plan to meet the expenditure needs identified in those plans. The Act also sets out the factors that the Council is required to consider when determining the most appropriate sources of funding for each of its activities. The sources and levels of funding are set out in the funding and financial policies in the Council's LTCCP.

Hamilton City Council has the following Council created reserves:

- reserves for different areas of benefit;
- self-insurance reserves;
- trust and bequest reserves; and
- other reserves.

Reserves for different areas of benefit are used where there is a discrete set of rate or levy payers as distinct from the general rate. Any surplus or benefit relating to these separate areas of benefit is applied to the specific reserves.

Self-insurance reserves are built up annually from general rates and are made available for specific unforeseen events. The release of these funds generally can only be approved by Council.

Trust and bequest reserves are set up where Council has been donated funds that are restricted for specific purposes. Deductions are made where funds have been used for the purpose they were donated.

Other reserves are created to set aside funding from general rates for future expenditure on specific projects or activities as approved by Council.

Council uses funds from reserves to reduce external borrowing requirements and reduce financing costs. An internal interest rate is paid to all reserves and provision for the repayment of internal borrowing is covered via committed external bank funding facilities.

Note 31: Transit New Zealand Act Disclosures

This information is presented in accordance with section 31 of the Transit New Zealand Act which requires Council to separately disclose those activities that use their own staff or assets in providing in-house professional services for which funding is received from the Land Transport Disbursement Account.

	Council	
	Actual 2007 \$000	Actual 2006 \$000
Transportation Unit		
Revenue		
In-house professional services	674	608
Other revenue	1,523	1,119
Less operating expenditure	(2,199)	(1,898)
Net surplus/(deficit)	(2)	(171)

The net surplus/(deficit) on operation of the roads and traffic business unit is allocated to relevant strategic areas.

	Council	
	Actual 2007 \$000	Actual 2006 \$000
Design Services Business Unit		
Revenue		
In-house professional services	773	574
Other revenue	2,903	2,234
Less operating expenditure	(3,286)	(2,997)
Net surplus/(deficit)	390	(189)

The net surplus/(deficit) on operation of the design services business unit is allocated to relevant strategic areas.

Note 32: Explanation of Major Variances Against Budget

Explanations for major variances from Council's estimated figures in the 2006/07 Long Term Plan are as follows.

Statement of financial performance

The Council result of a net surplus of \$26.55m is a variance of \$13.90m over the budgeted net surplus of \$12.65m.

The major reasons for this favourable variance were: a gain in the fair value of investment properties \$5.22m, gain on fair value of interest rate swaps \$5.23m, gains on disposal of property, plant and equipment \$2.99m, and finance costs being \$5.18m less than budget due to delayed timing of loan funding requirements. Offsetting these favourable variances was depreciation/amortisation that was greater than budget by \$2.4m due to the revaluation of the water and wastewater treatment plants, operational buildings and heritage assets.

Statement of movement in equity

The level of equity as at 30 June 2007 was \$1,084.24m greater than budget. This was mainly due to the net surplus noted above, the earlier than budgeted revaluation of assets due to the significant increase in asset values \$696.01m, and the variance of \$381.10m that already existed in the opening balance.

Statement of financial position

Total assets as at 30 June 2007 were \$992.75m greater than budget mainly due to asset revaluations in the past two years that were included at significantly lower levels in the budget.

Total liabilities as at 30 June 2007 were \$91.48m lower than budget due to various loan funded projects being deferred to the 2007/08 financial year.

Statement of cash flows

The overall movement in cash held was \$0.38m greater than budget.

Net cash inflows from operating activities was \$0.36m lower than budget. The main unfavourable variance was interest payments due to deferred loan funded expenditure.

Net cash outflows from investing activities was \$74.74m lower than budget. This was due to capital expenditure for the 2006/07 year being deferred to the 2007/08 financial year.

Net cash inflows from financing activities was \$74.01m lower than budget. Gross borrowings were less than budget due to the timing of refinancing requirements. This was partially offset by lower than budgeted loan repayments.

Note 33: Reconciliation of Approved to Restated Budget

	Approved Budget \$000	Carryover from 05/06 \$000	Other \$000	Restated Budget \$000
REVENUE				
Rates revenue	85,031	-	-	85,031
Other revenue	65,941	1,185	405	67,531
Other gains/(losses)	-	-	-	-
Total operating revenue	150,972	1,185	405	152,562
EXPENDITURE				
Employee benefit expenses	42,424	60	123	42,607
Depreciation and amortisation	33,746	-	-	33,746
Other expenses	45,606	3,257	282	49,145
Finance costs	15,081	-	-	15,081
Total operating expenditure	136,857	3,317	405	140,579
Operating surplus before tax	14,115	(2,132)	-	11,983
Share of associate surplus/(deficit)	670	-	-	670
Surplus before tax	14,785	(2,132)	-	12,653
Income tax expense	-	-	-	-
Surplus after tax	14,785	(2,132)	-	12,653

This is a reconciliation of the annual plan budgets to restated budgets as presented in the Statement of Financial Performance and notes 1 to 7. Restated amounts relate to approved budgets carried over from 2005/06, transfers of budgets, and presentation of internal charges that were not included in the annual plan.

STATEMENT OF FINANCIAL POSITION

	Approved Budget \$000	Carryover from 05/06 \$000	Other \$000	Restated Budget \$000
Equity	1,630,684	9,981	-	1,640,665
Current liabilities - Borrowings	15,284	12,992	-	28,276
Property, plant and equipment	1,812,057	22,973	-	1,835,030

The annual plan budgets as presented in the Statement of Financial Position have been restated as above. Restated amounts relate to approved budgets carried over from 2005/06, and transfers of budgets. All other budgets not shown are as per the annual plan.

Information on Council Controlled Organisations and Council Organisations

Council has interest in three Council Controlled Organisations (CCOs), Hamilton Properties Ltd, Waikato Regional Airport Ltd and Local Authority Shared Services Ltd.

Council also has interests in Council Organisations (CO's) including a shareholding in a Joint Venture in Hamilton Riverview Hotel Ltd (Novotel) and a minor shareholding in NZ Local Government Insurance Co. Ltd (Civic Assurance). The latter organisation has been specifically exempted as a CCO in accordance with section 6(4)(f) of the Local Government Act 2002).

The following explains what these organisations do and their performance:

HAMILTON PROPERTIES LTD

Hamilton Properties Ltd is no longer trading and is 100% owned by Council. Council has retained Hamilton Properties Ltd as a non-operating company, with the view to utilising its tax losses in the future.

For more information on the activities of Hamilton Properties Ltd, contact Mike Garrett, General Manager Corporate, Hamilton City Council, Private Bag 3010, Hamilton.

WAIKATO REGIONAL AIRPORT LTD

Waikato Regional Airport Ltd replaced the Airport Authority in 1989, which previously ran Hamilton Airport (and in which Council had a shareholding).

The objective of the airport company is to operate a successful commercial business, providing safe, appropriate and efficient services for the transportation of people and freight in and out of the port of Hamilton.

Council holds 50% of the airport company's shares. The remaining shares are owned by Matamata-Piako, Otorohanga, Waikato and Waipa District Councils.

Waikato Regional Airport Ltd reported a net surplus of \$2,714,277 for the year ended 30 June 2007 (2006 net surplus \$4,211,357). The results for 2006 have been restated under NZ IFRS to reflect fair value adjustments for investment properties and interest swaps.

No dividend was paid in 2007 (2006 nil).

Refer to Note 16 of the financial statements for investment details and Council's share of the net surplus.

A comparison of the company's financial and performance measures for the year ended 30 June 2007 is shown below.

	Actual	Statement of Corporate Intent Targets
Operating surplus/(deficit) after tax to shareholders' funds	1.70%	1.84%
Operating surplus/(deficit) before tax and interest to total assets	2.47%	3.28%
Operating surplus/(deficit) after tax to total assets	0.96%	1.13%
Operating surplus/(deficit) before tax and interest to average shareholders' funds	4.39%	5.34%
Percentage of non-landing charges revenue to total revenue	78.43%	77.65%
Net asset backing per share	\$13.06	\$14.25
Interest rate cover	2.8	2.0
Total liabilities to shareholders' funds	41:59	38:62

For more information on the activities of the Waikato Regional Airport Ltd, contact: Chris Doak, Chief Executive, Airport Road, RD2, Hamilton.

LOCAL AUTHORITY SHARED SERVICES LTD

Council became a shareholder, along with all other local authorities within the Waikato Region, in a CCO called Local Authority Shared Services Ltd, to provide local authorities within the region with shared services. The first shared initiative of this company has been the establishment and operation of a Shared Valuation Database Service (SVDS).

Council holds 7.69% of the shares in Local Shared Services Ltd. The remaining shares are owned by Waikato Regional Council, Franklin, Waikato, Thames-Coromandel, Hauraki, Matamata-Piako, Waipa, Otorohanga, Waitomo, South Waikato, Taupo and Rotorua District Councils.

Council has contributed \$220,500 of capital (by way of its contribution to the capital cost development of SVDS), which represents 13.72% of the services shares in the SDVS.

The performance measures for Local Authority Shared Services Ltd for the year ended 30 June 2007 are shown below.

Performance Measure	Actual Outcome
Initial performance targets are shown as best estimates and will be fully reviewed year by year to ensure that the products offered continue to provide state-of-the-art cost effective processes for shareholders.	The performance targets have been reviewed and changed in line with comments received from the shareholders and after debate by the Directors. With the intent of keeping the operational costs to a minimum the new performance targets have been reduced in number and focus on financial management and customer satisfaction.

Performance Measure	Actual Outcome
All shared services to be fully costed, including development costs, and recovered from revenue over a maximum of five years.	<p>The full costs of SVDS have been determined. These include development costs of the initial application, data load processes and refinement of business processes. The medium to long-term operational costs have been determined based on the existing numbers of properties and confirmed contracts. Two of the SVDS shareholders are in the process of implementation.</p> <p>One new service (Waikato Regional Transport Model) WRTM has been accepted by the directors for implementation in the next financial year.</p> <p>The Directors require a full business case to be presented for their endorsement prior to acceptance. All services are required to have business plans which include a full cost breakdown of development and operational costs and will identify how these costs will be funded.</p>
The company will enter into long-term contracts of at least three years with each participating party for any service development to ensure costs of development are spread equitably between the partners and over a realistic time frame.	<p>Contracts are presently being negotiated between LASS and various service providers including Environment Waikato.</p> <p>Environment Waikato is currently providing company management and support services.</p>
The participating parties will guarantee to provide capital and cash requirements of the organisation and provide guarantees to the company based on prevailing interest rates in the market to cover the cost of new product development.	<p>The cost of development of services has been financed by those councils participating in the services.</p> <p>The ongoing development of the SVDS is being financed by councils through a service levy. Expenditure in excess of budget in 2005/06 was funded by a loan at prevailing interest rates.</p> <p>In the 2006/07 financial year the SVDS ended the year under budget and the surplus cash will be used to partly repay the loan.</p>
Positive cash flow will be maintained so that equity ratio is maintained at least 40 percent.	<p>Funding for the LASS is provided by Environment Waikato and Hamilton City Council. The equity ratio at 30 June 2007 was 84 per cent.</p>
Customers will be surveyed annually to ensure that there is at least 90 percent satisfaction with the services provided.	<p>Sales contracts are in the final process of signing at the end of this financial year. No customer surveys were undertaken.</p>

For more information on the activities of Local Authority Shared Services Ltd, contact Mike Garrett, General Manager Corporate, Hamilton City Council, Private Bag 3010, Hamilton.

HAMILTON RIVERVIEW HOTEL LTD (NOVOTEL)

In May 1998, Council entered into a joint venture agreement for the purpose of developing a Hotel and Conference Centre on a site bounded by Victoria Street, Alma Street and the Waikato River in Hamilton.

Council holds 41.38% of the shares in the Hamilton Riverview Hotel Ltd. Tainui Development Ltd and AAPC NZ PTY Ltd hold the remaining shares.

Hamilton Riverview Hotel has a balance date different to that of Council of more than three months. In order to comply with NZ IAS-28 for 2007, Council has included the interim financial results for 6 months to 30 June 2007 and the annual results for 12 months to 31 December 2006 for Hamilton Riverview Hotel under NZ IFRS.

Hamilton Riverview Hotel Ltd reported a net surplus of \$1,109,137 (restated under NZ IFRS) for the year ended 31 December 2006 (2005 net surplus \$2,078,139), and a net surplus of \$448,021 for the six months ended 30 June 2007.

For the year ended 30 June 2007, Council did not receive a dividend. Due to timing, Council received two dividends of \$212,891 (on the 19 July 2005) and (28 June 2006) for the year ended 30 June 2006.

Refer to Note 16 of the financial statements for investment details and Council's share of the net surplus.

For more information on the activities of Hamilton Riverview Hotel Ltd, contact Mike Garrett, General Manager Corporate, Hamilton City Council, Private Bag 3010, Hamilton.

NZ LOCAL GOVERNMENT INSURANCE CO. LTD (CIVIC ASSURANCE)

NZ Local Government Insurance Co. Ltd's prime objective is to ensure the long-term provision of stable and cost effective risk financing products for local government in New Zealand.

Council holds 3.17% of the shares in the NZ Local Government Insurance Co. Ltd. The remaining shares are held by other Councils in New Zealand.

NZ Local Government Insurance Co. Ltd reported a net surplus after tax of \$2,524,351 for the year ended 31 December 2006 (2005 net surplus \$2,182,553).

For the year ended 30 June 2007, Council received a net dividend of \$25,544 (2006 \$24,327).

Refer to Note 11 of the financial statements for investment details and Council's share of the net surplus.

COUNCIL ORGANISATIONS (CO)

In order to achieve its objectives for Hamilton City Council, Council is involved and represented in a number of organisations. The following table shows what the organisations do, how their performance is measured, and the results achieved in 2006/07.

The list of organisations Council is involved in and represented on, is based on:

- any organisation that Council controls, directly or indirectly, one or more of the votes at any meeting of the members or controlling body of the organisation, and
- any organisation that Council has the right to directly or indirectly, appoint one or more of the trustees, directors or managers of the organisation.

Organisation Representation (total members)	Why does it exist and what does it do?	What are its performance measures? (key performance targets)	Measurement against performance for 2006/07
Community Well-being Grants Allocation Committee <i>Representation: 2 (6)</i>	<ul style="list-style-type: none"> • To provide financial assistance to not-for-profit community groups and to allocate funds annually. • Representation is by Council policy. 	Annually report to Community Development Unit and minutes to Community and Leisure Committee.	Achieved.
Creative Communities Scheme Allocation Committee <i>Representation: 1 (8)</i>	<ul style="list-style-type: none"> • To administer and allocate funding under Creative New Zealand's Creative Communities Scheme. • Representation is by Council policy. 	Annually report to Arts & Culture Unit and Community and Leisure Committee.	Achieved.
Hamilton City Crime Prevention Trust <i>Representation: 1 (4)</i>	<ul style="list-style-type: none"> • To promote safety and security for the public in the central city areas of Hamilton. The Trust previously owned 16 cameras (together with a control system) installed at the Hamilton Police Headquarters. The security camera network (including the transmission cable) assists the New Zealand Police with crime prevention. This network has now been transferred to Council. • Constitution allows for the appointment of one member of Council. 	The Trust is in remission. It oversees the contractual agreement with Council. Meets annually but does not report formally back to Council.	Not applicable.
Hamilton Community Arts Council <i>Representation: 1 (12)</i>	<ul style="list-style-type: none"> • To promote and develop the arts in the community. • To distribute funds, acts as an advisory agency for the arts, and manages projects and events in relation to local arts and culture activities. • Constitution requires appointment of one member of Council. 	Reports to Arts and Culture Unit and Community and Leisure Committee.	Achieved.

Organisation Representation (total members)	Why does it exist and what does it do?	What are its performance measures? (key performance targets)	Measurement against performance for 2006/07
Hamilton Community Environmental Programme <i>Representation: 1 (7)</i>	<ul style="list-style-type: none"> • Its purpose is to address and resolve environmental issues through collective action. • Representation is by Council request. 	Not applicable.	Not applicable.
Keep Hamilton Beautiful Beautification Fund Trust <i>Representation: 1 (12)</i>	<ul style="list-style-type: none"> • To raise environmental awareness and encourage action within the local community. • To undertake programmes and projects that encourage individuals and organisations to take responsibility for their environment. • Representation is by Council request. 	Annual Reports circulated to elected members.	Annual Report will be circulated to elected members September 2007.
Lake Rotokauri Advisory Committee <i>Representation: 1 (8)</i>	<ul style="list-style-type: none"> • The Committee was set up by the Waikato District Council in 2001, after it gained powers from the Department of Conservation to control and manage Lake Rotokauri reserve. • The Committee oversees the management of the lake in line with the Lake Rotokauri Management Plan (the reserve is vested in the Crown). • Council representation was requested. 	Annually report to the Community and Leisure Committee.	Not Achieved. The report is to be discussed at the Sept 2007 Community and Leisure Committee meeting.
Te Runanga o Kirikiriroa Joint Committee <i>Representation: 3 (6)</i>	<ul style="list-style-type: none"> • To promote the partnership established between Hamilton City Council and Te Runanga o Kirikiriroa and administer the Maori Project Fund. • The Committee oversees the service delivery contract between the two agencies and works to promote the well being of Maori and Pacific people in Hamilton City. A subcommittee of the Joint Venture Committee is also responsible for the allocation of the Maori project fund. 	Meets every six weeks with minutes presented to Community and Leisure Committee.	The Joint subcommittee has not met in 2006/07. A comprehensive review of Council's relationship with Maori organisations (including governance relationships) is to be undertaken in 2007/08.
The Katolyst Group (Katolyst) <i>Representation: 1 (9)</i>	<ul style="list-style-type: none"> • Formed to bring together under one agency Business 2 Hamilton (B2H), Innovation Waikato Ltd (Innovation Park) and the Business Development Centre. • An economic development agency formed with the goal of accelerating economic growth in Hamilton and the Waikato Region, through increased development of 	Reports six monthly to Council through the City Development Committee on performance for the previous year and its business plan for the coming year.	Katolyst reported as required. Council has asked for a more comprehensive business plan for the coming year, which is to be supplied.

Organisation Representation (total members)	Why does it exist and what does it do?	What are its performance measures? (key performance targets)	Measurement against performance for 2006/07
	strategic industries and small business.		
University of Waikato Council Representation: Mayor (13)	<ul style="list-style-type: none"> The functions, duties and powers of the University are defined under the Education Act 1989. Constitution requires one member appointed by the Council in the capacity as the Mayor. The University is constituted under provisions of the Education Act 1989. 	Annual budget and audited accounts publicly available and published.	Achieved.
University of Waikato Ethics Committee: On the Welfare of Experimental Animals Representation: 1(7)	<ul style="list-style-type: none"> To have an approved code of ethical conduct, and to ensure that individual projects are approved by the Animal Ethics Council and carried out in accordance with any conditions imposed. Constitution requires Council representation, on the basis that a layperson, who is not a member of staff or otherwise associated with the scientific community or any animal welfare agency, is nominated by a territorial authority or regional council. Established in accordance with the provisions of the Animal Welfare Act 1999. 	Not applicable.	Not applicable.
University of Waikato Institutional Biological Safety Committee Representation: 1 (9)	<ul style="list-style-type: none"> To put in place processes to consider applications to develop genetically modified organisms. To approve or decline such applications. To keep a register of approved experiments. To notify any conflict of interest. Constitution requires Council representation on the basis that a layperson, not associated with the institution, who can consider wider community interests, is nominated by a territorial authority or regional council. The University has a statutory obligation to ensure that all genetically modified organisms developed or imported into containment have approval from the Environmental Management Authority. 	Not applicable.	Not applicable.

Organisation <i>Representation (total members)</i>	Why does it exist and what does it do?	What are its performance measures? (key performance targets)	Measurement against performance for 2006/07
Waikato Civil Defence Emergency Management Group* <i>Representation: 1 (11)</i>	<ul style="list-style-type: none"> Coordinates civil defence response and recovery for the whole region. Constitution requires appointment of one member of Council. The Group is set up under the provisions of the Civil Defence Emergency Management Act 2002. 	Quarterly reporting of minutes to City Development Committee.	The Group met three times during 2006/07 financial year. Minutes of these meeting were reported to the Committee.
Waikato Institute of Technology (Wintec) <i>Representation: 1 (22)</i>	<ul style="list-style-type: none"> Offers courses of study for the national and international student community. Constitution requires appointment of one member of Council. Established as the governing body to manage the functions of the institute. 	Annual budget and audited accounts publicly available and published.	Achieved.
Waikato SPCA Trust <i>Representation: 1 (8)</i>	<ul style="list-style-type: none"> To manage the investment funds arising from the sale of Higgins Road. Council representation requested. The trust is responsible for the rent at the animal centre. 	Does not currently report formally to Council.	Not applicable.
WEL Energy Trust Joint Territorial Capital Beneficiaries Working Party* <i>Representation: Mayor and 1 (6)</i>	<ul style="list-style-type: none"> A group comprising representatives from Hamilton City, Waikato District and Waipa District Councils, formed to monitor and influence WEL Energy Trust. To act in the best interests of the capital beneficiaries and the communities they represent. 	Reports to the City Development Committee, although no formal report is presented.	Not applicable.

* Hamilton City Council and other councils jointly control 50 per cent or more of the votes or controlling body of the organisation. These organisations however do not operate as a trading undertaking. These organisations are Council Controlled Organisations (CCO's) and need to obtain a section 7 Local Government Act 2002 exemption for reporting as a CCO.

Report on Funding and Financial Policies

Introduction

Each local authority is required to prepare and adopt a Revenue and Financing Policy, Funding Impact Statement, Investment Policy, and Liability Management Policy as part of its Long-Term Council Community Plan (LTCCP).

Schedule 10 of the Local Government Act 2002 specifies that every local authority must provide in its annual report sufficient information about each of the documents listed above to enable an informed assessment of the extent to which the objectives and provisions of the strategy and policies have been met during that year.

The information required should include an explanation of any significant variation between:

- the objectives and policies of the Funding and Financial Policy set out in the LTCCP for the financial year, and
- the actual achievement of those objectives and policies.

Overview

During 2006/07 Council made significant progress towards the achievement of objectives and policies for the year as set out in the Funding and Financing Policy of the LTCCP relating to its Revenue and Financing Policy, Funding Impact Statement, Investment Policy and Liability Management Policy.

Details of achievement against the objectives and policy are set out below.

1. REVENUE AND FINANCING POLICY

Background

The Long-Term Council Community Plan (LTCCP) identifies significant activities of Council and provides for the associated estimated future expenses, revenues, cashflows and other movements in the Statement of Financial Performance and Statement of Financial Position. The general aim of the LTCCP is to ensure that Council has adequately considered and accounted for its future operations in accordance with the following six principles:

- prudent management of Council activities in the interest of the city and its inhabitants
- adequate provision for expenditure needs of Council
- adequate consideration and assessment of benefits and costs of different options
- lawful funding mechanisms that on reasonable grounds can be considered as appropriate
- maintaining prudent levels of debt in accordance with the Liability Management Policy, and
- operating revenue to cover all projected operating expenses.

Overall Performance

The net surplus for the year 2006/07 was \$26.552m, which is \$13.899m more than that outlined in the LTCCP of \$12.653m.

Major variations to year 1 of the 2006-16 LTCCP are noted below:

- Other gains - \$13.442m above LTCCP. This included the unbudgeted impact of New Zealand International Financial Reporting Standards (NZIFRS) - fair value gain on Interest Rate SWAPS \$5.226m, and gains on Investment Properties \$5.223m. There were also gains on Property Plant & Equipment disposals of \$2.993m.
- Depreciation - \$2.404m above LTCCP (due to the revaluation of key business assets)
- Finance Costs - \$5.184m below LTCCP (due to lower than anticipated project spending).

Specific Objectives and Targets

Objective	2006/07 Targets	Performance	Significant Variations, Comments
To maintain the direction specified in the LTCCP	Achieve the budgeted figures specified in the LTCCP	Net surplus of \$26.552m against a LTCCP net surplus of \$12,653m	Refer to comments noted above for explanation of major variances
To manage the level of commitments and contingencies	That controllable financial carryovers be no greater than 15% of the approved special and capital projects budget for that financial year.	Controllable financial carryovers were 32.3% of the approved special and capital projects budget for that financial year.	Significant delays in starting or completing projects outlined in the LTCCP. Council intends to re-phase the timing of capital projects for the remaining 9 years of the LTCCP in 2007/08 to reflect more accurate and achievable timing, taking into consideration capacity constraints in progressing the projects, contractor availability, land acquisition delays, and other significant impacts to the delivery of each project.
	Total contingencies do not exceed 2% of the general rate levied or the preceding financial year, (noting that for loan guarantees to only include the total annual contingent	Achieved. Current contingencies are 1.99% of the general rate levied for the 2006/07 financial year. This figure is based on the total annual contingent loan servicing charges on loans Council has guaranteed, plus any	No significant variation

Objective	2006/07 Targets	Performance	Significant Variations, Comments
	loan servicing charges of the loans, not the full value of the loan guarantees).	insurance claim excess and other liability claims, as disclosed in note 24 of the financial statements.	
To maintain a mix of funding mechanisms to meet the total funding requirements of the city	Fees and charges comprise at least 20% of total revenue Differentials on property sectors maintained to achieve the rate recovery specified in the LTCCP	Achieved. Fees and charges comprised 20.5% of total revenue Achieved	No significant variation No significant variation

2. FUNDING IMPACT STATEMENT

Background

The Revenue and Financing Policy, as outlined in the LTCCP, is designed to ensure that the allocation of costs by function is met by the people or groups benefiting from the function. The Funding Impact Statement disclosed in the LTCCP outlines the funding and rating mechanisms of Council for the following year, in accordance with the policies outlined in the Revenue and Financing Policy.

Overall Performance

Council has generally achieved the planned mix of funding and rating.

The actual allocation of the costs of Council's functions is not significantly changed from the LTCCP.

3. INVESTMENT POLICY

Background

Council delegates responsibility for management, monitoring and reporting of Council's investments and activities to its Finance and Audit Committee, and its Finance and Administration Unit.

The investment policy document sets out the parameters for the operation of the Finance and Administration Unit, and the volume of investments that Council will be involved with. The mix of investments between current and non-current is determined according to Council's working capital needs. Refer to the LTCCP for detailed outline of the policy.

Overall Performance

There are no significant variations or material departures from Council's Investment Policy as reported in the LTCCP or as revised by Council during the year.

Specific Objectives and Targets

Objective	2006/07 Targets	Performance	Significant Variations, Comments
To manage risks associated with the investments	Investment policy Section 4.3 complied with	Council has been a net borrower during the reporting period. All sinking funds and trust funds have been invested on a rolling 90-day basis in keeping with Section 5.2.2 of the Liability Management Policy. Any operating cashflow surpluses have been managed on a prudent cash management basis.	No significant variation
To use the proceeds from the sale of assets to reduce the overall level of public debt	Investment policy Section 4.7 complied with	Proceeds from the sale of assets have been used to reduce the overall debt of Council	No significant variation

4. LIABILITY MANAGEMENT POLICY

Background

Council delegates responsibility for the management, monitoring and reporting of Council's debt and associated risks to its Finance and Audit Committee and its Finance and Administration Unit.

The main function of the Liability Management Policy is to ensure that Council's debt and its associated risks are maintained at prudent levels. Refer to the LTCCP for a detailed outline of the policy.

Overall Performance

There are no significant variations or material departures from Council's Liability Management Policy as reported in the LTCCP or as revised by Council during the year.

Specific Objectives and Targets

Objective	2007 Year Targets	Performance	Significant Variations, Comments
To manage interest rate risk exposure.	Minimum (50%) and maximum (95%) levels of fixed borrowing is not exceeded.	Achieved	No significant variations
To maintain debt	For: Council Debt		

Objective	2007 Year Targets	Performance	Significant Variations, Comments
within specified limits and ensure adequate provision for repayments to maintain adequate liquidity.	<p>Net debt interest payments on Council debt (excluding interest on DCL debt) do not exceed 20% of the total rating income for the year.</p> <p>Net debt (Council) does not exceed 180% of total income (excluding total DCL contributions received p.a. in income) for the year.</p> <p>For: Total Net Debt Net debt does not exceed 25% of total assets</p> <p>Net debt does not exceed 300% of total income for the year.</p>	<p>Achieved: 7.7%</p> <p>Achieved: 89.5%</p> <p>Achieved: 6.5%</p> <p>Achieved: 129.5%</p>	
	<p>Net debt interest payments on total debt do not exceed 20% of the total income for the year (including total DCL contributions received p.a. in income).</p> <p>Liquidity ratio to exceed 110%. Liquidity ratio defined as: Term debt and committed borrowing facilities is not less than 110% of the existing net debt, including working capital requirements.</p>	<p>Achieved: 8.0%.</p> <p>Achieved. 125.8%.</p>	
To report annually Council net debt against the population of the city	<p>For: Council Net Debt Net debt (Council) does not exceed \$1,800 per capita.</p>	Achieved - \$891 per capita	
To maintain security for public	Security documentation is reviewed to ensure	Achieved	

Objective	2007 Year Targets	Performance	Significant Variations, Comments
debt by way of a charge over rates through the Debenture Trust Deed, or registered mortgage over specific assets	compliance.		
To ensure that transactions involving foreign currency exceeding \$25,000 in value are hedged by way of forward cover contracts	Compliance with this policy is monitored by reviewing payments in foreign currency	Achieved. All known foreign currency payments hedged. Nil balance year-end.	

Statement of Compliance

Compliance

The Council of Hamilton City Council confirms that all statutory requirements in relation to the annual report, as outlined in the Local Government Act 2002, have been complied with.

Responsibility

Council and management of Hamilton City Council accept responsibility for the preparation of the financial statements in accordance with generally accepted accounting practice and International Financial Reporting Standards.

Council and management of Hamilton City Council considers that the financial statements have been prepared using appropriate accounting policies, which have been consistently applied and adequately disclosed and supported by reasonable judgements and estimates, and that all relevant financial reporting and accounting standards have been followed.

Council and management of Hamilton City Council accept responsibility for establishing and maintaining a system of internal control designed to provide reasonable assurance as to the integrity and reliability of financial reporting.

In the opinion of Council and management of Hamilton City Council, the financial statements fairly reflect the financial position of Council and the group as at 30 June 2007, and the results of its operations and cash flows and the service performance achievements for year ended on that date.



Bob Simcock
HAMILTON MAYOR
28 September 2007



Michael Redman
CHIEF EXECUTIVE
28 September 2007

12.0 Profile of Hamilton City

(HE WHAKAATURANGA MO TE TAAONE NUI O KIRIKIRIROA)

A selection of comparisons (as at 30 June)

	2005	2006	2007
Population	126,650 ¹	133,700 ²	137,503 ³
City area	9,860 ha	9,860 ha	9,860
Businesses ⁴	10,693	11,047	not available
Employees ⁵	69,190	72,150	not available
Environment			
Number/area of parks and gardens ⁶	139 (563ha)	144 (582ha)	139 (652.4ha)
Number/area of sports areas ⁷	58 (426ha)	59 (441ha)	57 (432.9ha)
Number of play areas	83	85	94
Number of swimming pools ⁸	3	3	3
Walkways in parks and reserves	43.8km	43.8km	55.5km
Number of street trees	28,645	29,013	29,267
Infrastructure			
Traffic bridges over the Waikato River	6	6	6
Number of bridges ⁹	56	57	59
Length of streets (road centreline length)	575km	582km	586.7km
Length of footpaths	863km	882km	907.5km
Length of cycleways ¹⁰	45km	45km	47.3km
Length of wastewater pipes	743km	760km	761km
Length of stormwater pipes	598km	607km	617km
Length of open stormwater drains and natural water courses	85km	90km	85km
Length of water pipes	994km	1,011km	1,035km
Refuse Disposal			
Hamilton's residential and industrial/commercial waste sent to landfill	103,045 tonnes	123,499 tonnes	111,148 tonnes
Waste recycled through kerbside recycling, recycling centre operations and greenwaste composting at the Hamilton Organic Centre	23,101 tonnes	29,176 tonnes	30,527 tonnes
Rating Data			
Rating system	Land value	Land value	Land value
Rateable properties (all excluding not-rated)	48,002	50,167	50,789
Rateable land value (all excluding not-rated)	\$4,238m	\$4,301m	\$9,945m
Rateable capital value (all excluding not-rated)	\$12,590m	\$13,013m	\$21,049m
Date of city revaluation	1 Sept 2003	1 Sept 2003	1 Sept 2006
Years of rate revenue to repay city debt	1.84 years	1.96 years	2.09 years
Rates revenue	\$73.3m	\$82.1m	\$89.0m
Net city debt (including internal borrowing)	\$135.2m	\$160.6m	\$186.6m

Notes

- 1 Statistics New Zealand – Subnational Estimate
- 2 Statistics New Zealand – Subnational Estimate
- 3 Hamilton City Council/University of Waikato estimate.
- 4 Statistics New Zealand (Business Frame Survey).
- 5 Employee count includes all part-time and full-time workers.
- 6 Parks and Gardens – areas are defined as being available wholly or principally as recreational public open space. A change in criteria for 2007 has led to changes in numbers and areas reported, but there is no change in the underlying resource.
- 7 Sports Areas – areas are defined as providing a sports venue for the public. A change in criteria for 2007 has led to changes in numbers and areas reported, but there is no change in the underlying resource.
- 8 In addition Council has partner pool relationships and provides funding to the University of Waikato Campus Pool, Hillcrest Normal School, Te Rapa Primary School and Fairfield College.
- 9 Includes traffic bridges, large culverts, and pedestrian bridges/underpasses.
- 10 Includes on-road cycle lanes and off-road cycle paths.

13.0 Audit Report

(PURONGO KORERO O TE TARI TAATARI KAUTE)



AUDIT REPORT

TO THE READERS OF HAMILTON CITY COUNCIL AND GROUP'S FINANCIAL STATEMENTS AND PERFORMANCE INFORMATION FOR THE YEAR ENDED 30 JUNE 2007

The Auditor-General is the auditor of Hamilton City Council (the City Council) and group. The Auditor-General has appointed me, M G Taris, using the staff and resources of Audit New Zealand, to carry out an audit on his behalf. The audit covers the City Council's compliance with the requirements of Schedule 10 of the Local Government Act 2002 that apply to the annual report of the City Council and group for the year ended 30 June 2007, including the financial statements.

Unqualified Opinion

In our opinion:

- The financial statements of the City Council and group on pages 190 to 244:
 - comply with generally accepted accounting practice in New Zealand; and
 - fairly reflect :
 - the City Council and group's financial position as at 30 June 2007; and
 - the results of operations and cash flows for the year ended on that date.
- The service provision information of the City Council and group on pages 66 to 188 fairly reflects the levels of service provision as measured against the intended levels of service provision adopted, as well as the reasons for any significant variances, for the year ended on that date; and
- The Council has complied with the other requirements of Schedule 10 of the Local Government Act 2002 that apply to the annual report.

The audit was completed on 28 September 2007, and is the date at which our opinion is expressed.

The basis of our opinion is explained below. In addition, we outline the responsibilities of the Council and the Auditor, and explain our independence.

Basis of Opinion

We carried out the audit in accordance with the Auditor-General's Auditing Standards, which incorporate the New Zealand Auditing Standards.

We planned and performed the audit to obtain all the information and explanations we considered necessary in order to obtain reasonable assurance that the financial statements, performance information and the other requirements did not have material misstatements, whether caused by fraud or error.

Material misstatements are differences or omissions of amounts and disclosures that would affect a reader's overall understanding of the financial statements, performance information and the other requirements. If we had found material misstatements that were not corrected, we would have referred to them in our opinion.

The audit involved performing procedures to test the information presented in the financial statements, performance information and the other requirements. We assessed the results of those procedures in forming our opinion.

Audit procedures generally include:

- determining whether significant financial and management controls are working and can be relied on to produce complete and accurate data;
- verifying samples of transactions and account balances;
- performing analyses to identify anomalies in the reported data;
- reviewing significant estimates and judgements made by the Council;
- confirming year-end balances;
- determining whether accounting policies are appropriate and consistently applied; and
- determining whether all required disclosures are adequate.

We did not examine every transaction, nor do we guarantee complete accuracy of the financial statements, performance information and the other requirements.

We evaluated the overall adequacy of the presentation of information in the financial statements, performance information and the other requirements. We obtained all the information and explanations we required to support our opinion above.

Responsibilities of the Council and the Auditor

The Council is responsible for preparing financial statements in accordance with generally accepted accounting practice in New Zealand. Those financial statements must fairly reflect the financial position of the City Council and group as at 30 June 2007. They must also fairly reflect the results of operations and cash flows and the levels of service provision for the year ended on that date. The Council is also responsible for meeting the other requirements of Schedule 10 and including that information in the annual report. The Council's responsibilities arise from Section 98 and Schedule 10 of the Local Government Act 2002.

We are responsible for expressing an independent opinion on the financial statements, performance information and the other requirements and reporting that opinion to you. This responsibility arises from section 15 of the Public Audit Act 2001 and section 99 of the Local Government Act 2002.

Independence

When carrying out the audit we followed the independence requirements of the Auditor-General, which incorporate the independence requirements of the Institute of Chartered Accountants of New Zealand.

Other than the audit and in conducting the audit of the Long Term Council Community Plan, we have no relationship with or interests in the City Council or any of its subsidiaries.



M G Taris
Audit New Zealand
On behalf of the Auditor-General
Hamilton, New Zealand

Matters relating to the electronic presentation of the audited financial statements, performance information and the other requirements

This audit report relates to the financial statements, performance information and the other requirements of Hamilton City Council and group for the year ended 30 June 2007 included on Hamilton City Council and group's web-site. Council is responsible for the maintenance and integrity of Hamilton City Council and group's web site. We have not been engaged to report on the integrity of Hamilton City Council and group's web site. We accept no responsibility for any changes that may have occurred to the financial statements, performance information and the other requirements since they were initially presented on the web site.

The audit report refers only to the financial statements, performance information and the other requirements named above. It does not provide an opinion on any other information which may have been hyperlinked to or from the financial statements, performance information and the other requirements. If readers of this report are concerned with the inherent risks arising from electronic data communication they should refer to the published hard copy of the audited financial statements, performance information and the other requirements as well as the related audit report dated 28 September 2007 to confirm the information included in the audited financial statements, performance information and the other requirements presented on this web site.

Legislation in New Zealand governing the preparation and dissemination of financial information may differ from legislation in other jurisdictions.