

WAITAKERE ENTERPRISE TRUST BOARD

3rd QUARTER REPORT

FOR THE NINE MONTHS ENDED

31 MARCH 2007

A116

WAITAKERE ENTERPRISE TRUST BOARD

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WAITAKERE ENTERPRISE TRUST BOARD

STATEMENT OF RESPONSIBILITY

FOR THE NINE MONTHS ENDED 31 MARCH 2007

The Board of Trustees and management of Waitakere Enterprise Trust Board accept responsibility for the preparation of the annual Financial Statements and the judgements used them.

The Board of Trustees and management of Waitakere Enterprise Trust Board accept responsibility for establishing and maintaining a system of internal control designed to provide reasonable assurance as to the integrity and reliability of financial and non financial reporting.

In the opinion of the Board of Trustees and management of Waitakere Enterprise Trust Board the annual Financial Statements for the period ended 31 March 2007, fairly reflect the financial position and operations of Waitakere Enterprise Trust Board.

CHAIRPERSON

CHIEF EXECUTIVE

WAITAKERE ENTERPRISE TRUST BOARD

TRUST DIRECTORY

NATURE OF UNDERTAKING

A Charitable Trust established to undertake initiatives that accelerate the sustainable economic growth of Waitakere.

LOCATION

2nd Central One Building,
4 Henderson Valley Road,
Henderson,
WAITAKERE CITY

TRUSTEES -(To 14 December 2006)

Mr B.Mogridge O.N.Z.M (Chairman)

Dr M. Buchanan-Oliver
Mr T. Coddington
Mr T. Fasi
Mr T.Taua M.N.Z.M
Mr M.Williams

TRUSTEES -(From 14 December 2006)

Mr B.Mogridge O.N.Z.M (Chairman)

Mr B.Corban
Ms Y. Hawke
Mr P.Spoonley
Mr M.Williams

BANKERS

Bank of New Zealand
373 Great North Road
HENDERSON

SOLICITORS

Duthie Whyte
120 Mayoral Drive
AUCKLAND

AUDITORS

Audit New Zealand on behalf of the Auditor-General

CHAIRMAN - WAITAKERE ENTERPRISE TRUST BOARD

Mr B.Mogridge O.N.Z.M

CHIEF EXECUTIVE OFFICER - WAITAKERE ENTERPRISE TRUST BOARD

Mr J.Wadsworth

WAITAKERE ENTERPRISE TRUST BOARD

TRUST DIRECTORY

ENTRIES MADE IN THE INTERESTS REGISTER

Interests In Transactions

During the year there have been no transactions entered into by the Trustees of the Trust which would require disclosure.

Use Of Trust Information By Trustees

The Board of Trustees received no notices during the year from Trustees requesting to use Trust information in their capacity as Trustees which would not otherwise be available to them.

Remuneration

There have been no:-

- Payments for services other than those stated in note 9 page 22,
- Compensation for loss of office,
- Loans by the Trust to a Trustee,
- Guarantees given by the Trust for debts incurred by a Trustee,
- Entering of contracts to do any of the above.

Indemnity and Insurance : Trustees and Employees

The Trust has taken insurance for any Trustee and Employee in respect of any liability for any act or omission in his or her capacity as a Trustee or Employee.

Trustee Remuneration (Board Member Fees)

Approved

Chair	30,000
Directors (each)	10,000

Payment Basis

Chair - Base Fee	20,000
Chair - Meeting Fees (Max)	10,000

Director - Base Fee	3,000
Director - Meeting Fees (Max)	7,000

Annual Fees

Chair	30,000
Directors (4)	40,000
	<u>70,000</u>

Paid to Date

Fees	46,200
Incidentals	900
Travel	110
	<u>47,210</u>

WAITAKERE ENTERPRISE TRUST BOARD

3rd QUARTER IN REVIEW

NINE MONTHS ENDED 31 MARCH 2007

Trust Activities

The business of the Trust is to undertake initiatives that accelerate the sustainable economic growth of Waitakere. Activities include investment and expert facilitation, industry and skills development, business information, mentoring and training, annual business awards, community economic development and foundation employment skills training.

RESULTS AT A GLANCE

	<u>2007</u>
Revenue for the period	1,799,860
Expenses for the period	1,680,722

Surplus at 31 March 2007	<u>119,138</u>
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The state of the Trust's affairs as at 31 March 2007

Assets Totalled	<u>759,069</u>
------------------------	-----------------------

These were represented by:-

Trust Equity at 31 July 2006	437,233
Plus current surplus	119,138
Trust Equity at 31 March 2007	<u>556,371</u>

Liabilities of	<u>202,698</u>
	<u>759,069</u>

RESULTS AT A GLANCE

	<u>2006</u>
Revenue for the period	2,143,825
Expenses for the period	1,872,104

Surplus at 31 March 2005	<u>271,721</u>
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The state of the Trust's affairs as at 31 March 2006

Assets Totalled	<u>695,155</u>
------------------------	-----------------------

These were represented by:-

Trust Equity at 31 July 2005	324,418
Plus current surplus	271,721
Trust Equity at 31 March 2006	<u>596,139</u>

Liabilities of	<u>99,016</u>
	<u>695,155</u>

Donations

The Trust has made no donations during the year.

WAITAKERE ENTERPRISE TRUST BOARD

3rd QUARTER IN REVIEW

NINE MONTHS ENDED 31 MARCH 2007

Likely Developments

The Trust will continue to provide investment and expert facilitation, industry and skills development, business information, mentoring and training, annual business awards, community economic development and foundation employment skills training.

All under contract to Waitakere City Council, Tertiary Education Commission, Business Mentors N.Z, Work and Income N.Z, Auckland Regional Chamber of Commerce and other public and private sector agreements.

AUDIT GOVERNANCE AND INDEPENDENCE

Approach to audit governance

The Board is committed to three core principles:-

- That the Board's financial reports present a true and fair view,
- That the Board's accounting methods are comprehensive and relevant and comply with applicable accounting rules and policies and,
- That the external auditor is independent and serves stakeholder interests.

Engagement of the external auditor

The Auditor - General is the auditor of the Trust.

The Auditor - General has appointed Audit New Zealand to be the Trust's auditor.

Restrictions on non - audit services by the external auditor

To avoid possible independence or conflict of issues, the external auditor is not permitted to carry out certain types of non - audit services for the Trust, including:

Preparation of accounting records and financial statements;
Financial information systems design and implementation; and
Internal audit services.

Attendance at General Board Meetings

Any Trustee can request that the external auditor be available to answer questions on:

- The conduct of the audit;
- The preparation and content of the audit report;
- The accounting policies adopted by the Board in relation to the preparation of the financial statements; and
- The independence of the auditor in relation to the conduct of the audit.

Auditors' Remuneration

Audit Fees (2006)	\$7,874 Annual Report
Audit Fees (2006)	\$3,799 Financial Viability Report for Tertiary Education Commission.
Audit Fees (2005)	\$7,571 Annual Report
Audit Fees (2005)	\$3,700 Financial Viability Report for Tertiary Education Commission.

WAITAKERE ENTERPRISE TRUST BOARD

3rd QUARTER IN REVIEW

NINE MONTHS ENDED 31 MARCH 2007

CONTROLLING AND MANAGING RISK

The Board approaches risk management by identifying, assessing and managing the risks that affect its operations in accordance with a set of core risk management values. This approach enables the risks to be balanced against appropriate rewards and reflects the Trust's vision and values, objectives and strategies, and procedures and training.

The Trust identifies four main types of risk:

- **Credit risk**. The risk of financial loss where a customer fails to meet their financial obligations;
- **Market risk**. The risk to earnings from changes in market factors, such as Government or Council policy initiatives;
- **Operational risk**. The risk that arises from inadequate or failed internal processes, people and systems or from external events; and
- **Compliance risk**. The risk of failing to comply with the Trust's obligations under the law, based on the letter and spirit of a range of regulatory standards expected of the Trust.

Risk management responsibilities

The Board of Trustees is responsible for reviewing and approving the Trust's risk management strategy, frameworks and key parameters, including determining the Trust's appetite for risk.

REMUNERATION

The Trust's reward strategy provides a framework aimed at attracting and retaining talented employees and embedding a culture of achievement.

This is anchored by a philosophy of paying for performance, enterprise wide and by specific programs to achieve market competitiveness.

Changes in Accounting Policy

There are no changes in Accounting Policies. The Policies are consistent with those adopted in the previous period.

4. AUCKLAND WAR MEMORIAL MUSEUM – 10 YEAR PLAN 2008-2017

- A. That the Auckland War Memorial Museum be thanked for their presentation.**
- B. That the Electoral College notes the \$6 million increase in the 2014 levy request between the 2005-2008 10-year plans.**
- C. That the Electoral College notes that expenditure in the 2008-2014 10-year plan is increasing faster than income and the comments from numerous councils that levy requests well in excess of inflation are unsustainable.**
- D. That officers prepare a paper on a levy schedule based on the cost of depreciation plus inflation at 4 percent on non-depreciation expenditure items.**
- E. That officers request the Auckland War Memorial Museum executive to re-budget operational income and expenditure based on the new development in an effort to give a clearer picture of potential revenue streams, particularly over the next three years.**

CARRIED

There being no further business the Chairman declared the meeting closed at 2:56 pm.



Auckland City

**MINUTES OF A MEETING OF THE
TERRITORIAL LOCAL AUTHORITY
ELECTORAL COLLEGE - MUSEUMS COMMITTEE
HELD ON MONDAY, 30 APRIL 2007 AT 1:36 PM**

<u>PRESENT:</u>	Councillors:	Scott	Milne, JP	Auckland City Council
		Richard	Northey, ONZM	Auckland City Council
		Lionel	Petersen	Franklin District Council
		Neil	Morrison	Manukau City Council
		Heather	Brown	North Shore City Council [until 2:48pm]
		Katrina	Piggott	Papakura District Council
		Colin	MacGillivray	Rodney District Council
		Ross	Clow	Waitakere City Council
<u>ABSENT:</u>		Jamie Lee	Ross	Manukau City Council

1. APOLOGIES

That the apology from Councillors Glenda Fryer (Auckland City Council), Julia Parfitt (North Shore City) and Vanessa Neeson (Waitakere City Council) for non-attendance be accepted.

CARRIED

2. CONFIRMATION OF MINUTES

That the minutes of the Territorial Local Authority Electoral College - Museums Agenda meeting held on Friday, 16 March 2007 be confirmed as a true and correct record.

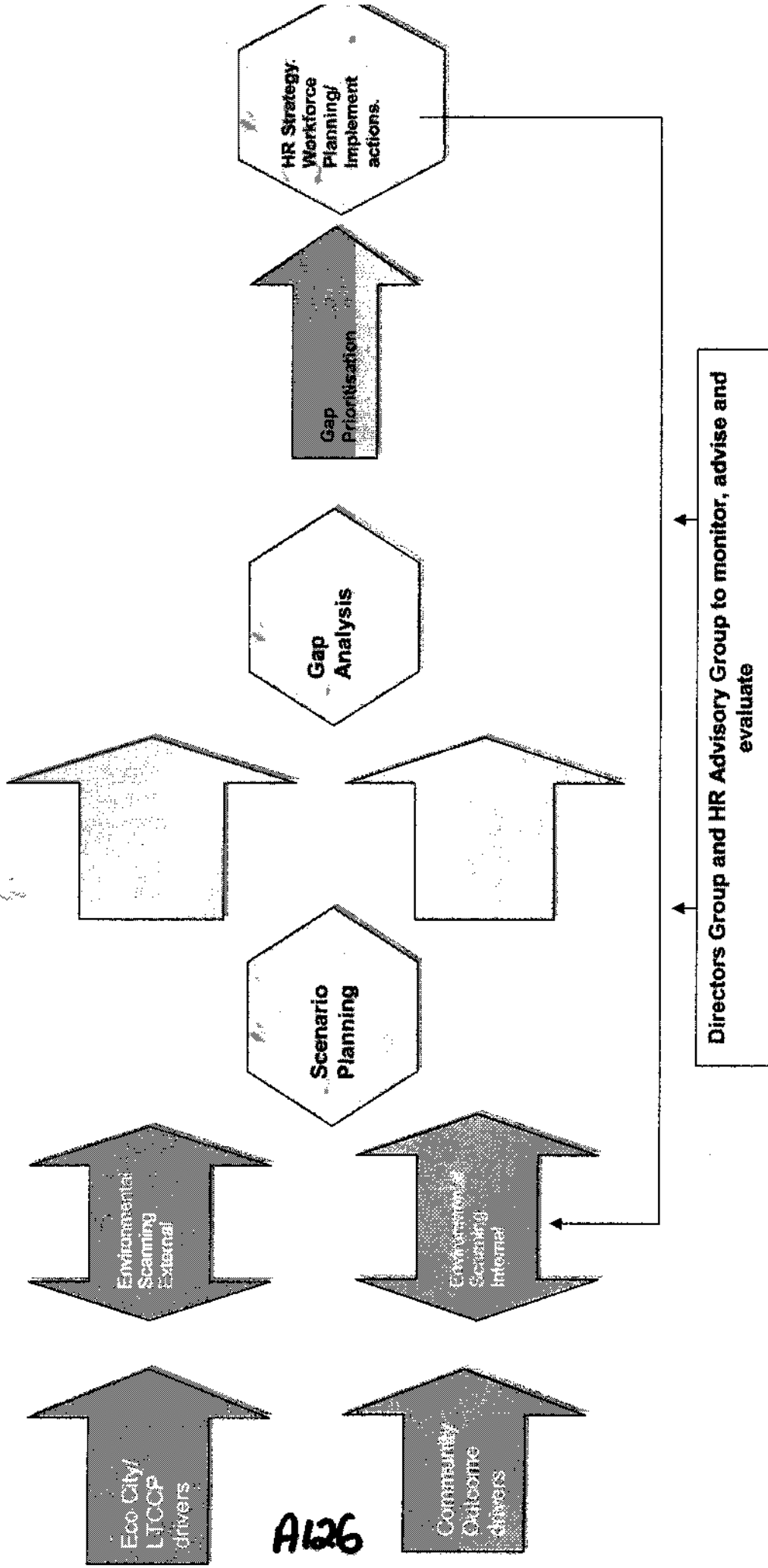
CARRIED

3. EXTRAORDINARY BUSINESS

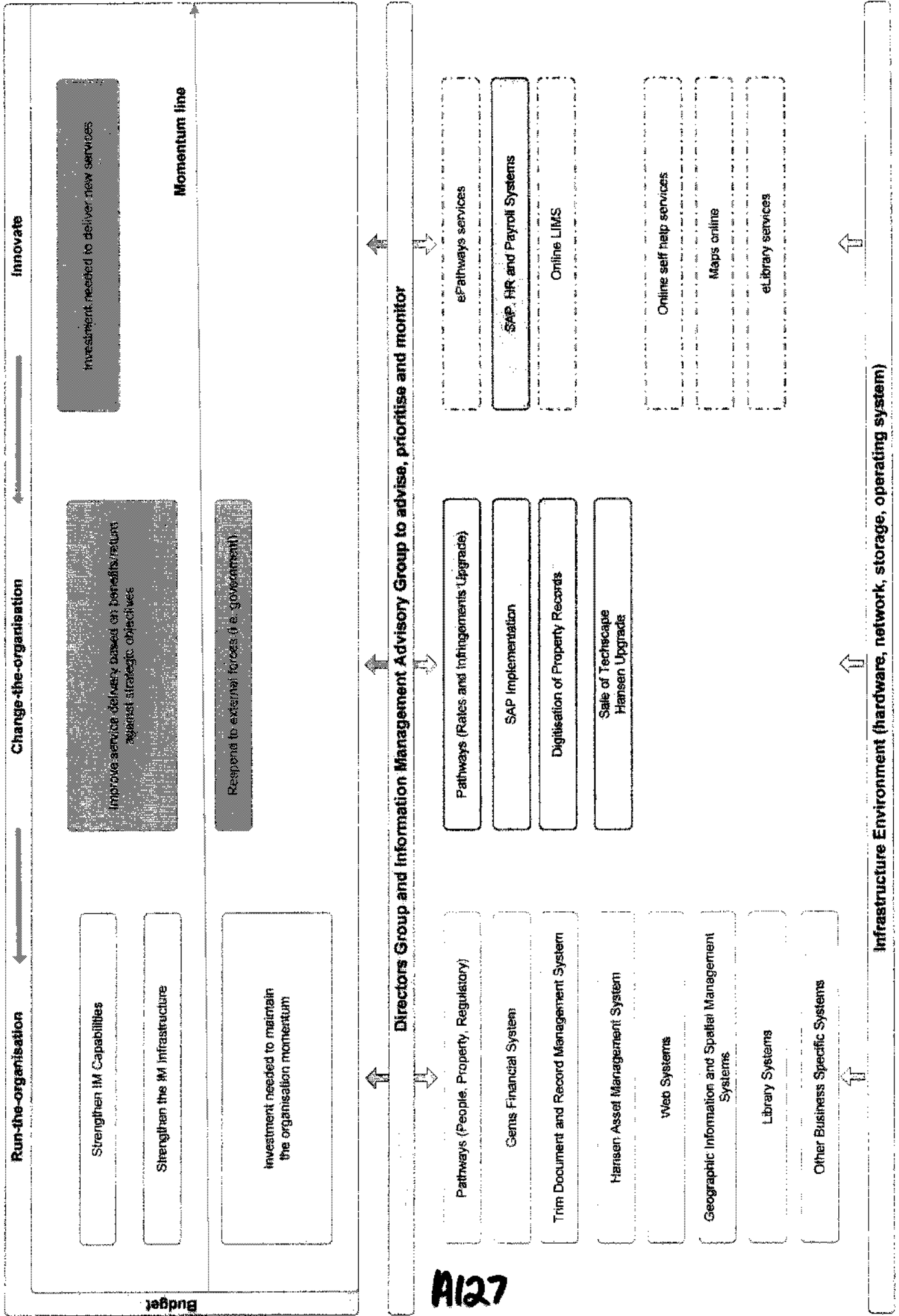
There was no extraordinary business.

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Appendix 1 the Organisational Capability Framework



Appendix 1 – Information Management Strategic Investment Framework



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SAP IMPLEMENTATION PROJECT UPDATE REPORT - ATTACHMENT 1

Report to Tenders Subcommittee, 15 December 2006

22 CONTRACT NO.'S CCIM06172A AND CCIM06172B - GOVERNMENT ENTERPRISE MANAGEMENT SYSTEM (GEMS) FINANCIAL REPLACEMENT

PURPOSE OF THE REPORT

The purpose of this report is to seek the Tenders Subcommittee's approval to award the GEMS Financial Replacement contracts to:

- SAP (Systems Applications and Products) for the supply of the SAP ERP (Enterprise Resource Planning) Application;
- Deloitte for the provision of services to implement SAP ERP Application;
- Datacom Systems Limited for the provision of additional Server hardware, Storage Area Network (SAN) hardware and associated services required for the SAP ERP Application.

OVERVIEW

The Tenders Subcommittee authorised the issue of a selective tender on the 14 July 2006 for the replacement of Council's GEMS financial component system and three responses were received by the closure date of 27 September 2006.

Table 1: Summary of Respondents

Technology One Limited	Level 11, Rifleman Tower, 120 Albert St, Auckland
Fujitsu New Zealand Limited	139 Carlton Gore Rd, Newmarket
Deloitte	Deloitte House, 8 Nelson St, Auckland

EVALUATION

A two envelope process was used and the non-price attributes have been evaluated based on the following criteria:

- Meets Core Functional Requirements:
 - The level to which the proposed solution meets or exceeds requirements detailed in the Request for Proposal.
- Technical Components:
 - How the solution is deployed and integrated with other Council computer systems and how closely this aligns with Council's strategic technology direction.
- Project:
 - How the supplier proposes to complete the work, including details of the technology to be used, business processes, staffing levels, experience.

The following table sets out the non-price evaluation matrix results:

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Table 2: Non-price evaluation matrix

	Functional (60)	Technical (20)	Project (10)	Total Score (90)
Technology One	48	11	5	64
Deloitte / SAP	40	16	8	64
Fujitsu / SAP	29	15	7	51

- Strategic:
 - The Directors Group assessed Council's overall strategic fit of the proposed solutions.

Pricing

The following table shows the proposed costs for software licences and implementation services. The annual ongoing costs include an estimate of the support staff costs based on existing sites.

Table 3: Proposal Costs

	Technology One \$	Deloitte / SAP \$	Fujitsu / SAP \$
Initial			
Finance System Licence	716,543	504,270	582,668
HR System Licence	137,000	200,000	253,000
Implementation - Finance System	515,360	530,200	426,000
Implementation - HR System	208,000	370,000	232,000
	\$1,576,903	\$1,604,470	\$1,493,668
Ongoing Annual (2007/2008)			
Finance System Licence	129,213	73,270	112,987
HR System Licence	25,000	29,000	65,000
Support Staff	225,000	450,000	450,000
	\$379,213	\$552,270	\$627,987

Evaluation Assessment

Fujitsu / SAP scored lowest in the functional evaluation due to the poor quality of their demonstration and concerns about their knowledge of local government and in some areas of the SAP ERP Application.

Both Deloitte / SAP and Technology One scored highly and met Council's core functional requirements. When the non-functional evaluation attributes were also considered the overall evaluation scores of Technology One and Deloitte / SAP were identical. In addition, the overall initial cost of each of their solutions is also very similar.

The ongoing cost of SAP is likely to be higher than Technology One (subject to future product interface issues) but the Directors Group believe that the breadth of SAP's functionality offers Council additional organisational wide capabilities to implement and consolidate future applications and therefore provides the most suitable overall solution. This is supported in that the SAP ERP

Application has working systems for HR, Project and Contract Management while Technology One is still developing these systems.

In addition, Auckland City Council and Auckland Regional Council have the SAP ERP Application installed and both are prepared to share their knowledge and processes with our Council.

Other Considerations

The recommended proposal contains no adverse conditions (or Tags) and the Finance Report (Credit Check) is in progress.

Infrastructure Upgrade

Council's computer server hardware and data storage (HP Blade servers and HP EVA 5000 SAN respectively) requires an upgrade to fully support the new SAP ERP Application. These costs are provided for within the Information Management Infrastructure budget. Datacom Systems Limited is currently Council's preferred supplier for both infrastructure technologies and a table of upgrade cost is set out below:

Table 4: Infrastructure Upgrade Costs

Initial	\$
Blade servers	458,972
SAN storage	85,142
Implementation services	23,660
	\$567,774
Ongoing Annual (2007/2008)	
Infrastructure Licence	\$21,500

It is recommended that the infrastructure required for the proposed new system be sourced from Council's preferred supplier Datacom Systems Limited.

JOB COSTS

The table below details the estimated value for the project including the contract prices.

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Table 5: Job costs

	2006/2007 \$	2007/2008 \$	2008/2009 \$
Initial			
Software -Finance System	504,270		
Software -HR System		200,000	
Implementation services -Finance System	435,700	94,500	
Implementation services -HR System		370,000	
Infrastructure	567,774		
Internal staff costs - Finance System	929,000	122,800	
Internal staff costs -HR System		272,000	
External contractors	445,800	16,200	
Training	94,000		
	\$2,976,544	\$1,075,500	\$ 0
Ongoing Annual (2007/2008)			
Finance System Licence		36,635	73,270
HR System Licence			29,000
Support Staff		450,000	450,000
Infrastructure Licence		10,750	\$21,500
		\$497,385	\$573,770

SOURCE OF FINANCE

Funding for these contracts and the ongoing annual cost is provided in the Long Term Council Community Plan 2006/2016.

RECOMMENDATIONS

1. That the Contract Nos. CCIM06172A and CCIM06172B - Government Enterprise Management System (GEMS) Financial Replacement report be received.
2. That approval be given to negotiate and enter into a contract with SAP (Systems Applications and Products) for the supply of the SAP ERP (Enterprise Resource Planning) Application - Contract No CCIM06172A.
3. That approval be given to negotiate and enter into a contract with Deloitte for the provision of services to implement SAP ERP (Enterprise Resource Planning) Application - Contract No CCIM06172B.
4. That approval be given to negotiate with Council's preferred supplier, Datacom Systems Limited - Contract No. IM04133A, for the provision of additional Server hardware, Storage Area Network (SAN) hardware and associated services required for the SAP ERP (Enterprise Resource Planning) Application.
5. That approval be given to commit expenditure incurred under Contract Nos. CCIM06172A and CCIM06172B - Government Enterprise Management System (GEMS) Financial Replacement over the next two financial years against the Long Term Council Community Plan 2006/2016.

6. That the Director: Corporate Civic Services be delegated authority to enter into the contracts on behalf of Council.
7. That the Contract Nos. CCIM06172A and CCIM06172B - Government Enterprise Management System (GEMS) Financial Replacement report Agenda report and associated resolutions remain confidential until such time as the reasons for confidentiality no longer exist.

Report prepared by: John Johnson, Information Management Manager.

Minutes, Tenders Subcommittee, 15 December 2006

PUBLIC EXCLUDED MATTER

22 CONTRACT NO.'S CCIM06172A AND CCIM06172B - GOVERNMENT ENTERPRISE MANAGEMENT SYSTEM (GEMS) FINANCIAL REPLACEMENT

1. That the Contract No.'s CCIM06172A and CCIM06172B - Government Enterprise Management System (GEMS) Financial Replacement report be received.
2. That approval be given to negotiate and enter into a contract with SAP (Systems Applications and Products) for the supply of the SAP ERP (Enterprise Resource Planning) Application - Contract No. CCIM06172A.
3. That approval be given to negotiate and enter into a contract with Deloitte for the provision of services to implement SAP ERP (Enterprise Resource Planning) Application - Contract No. CCIM06172B.
4. That approval be given to negotiate with Council's preferred supplier, Datacom Systems Limited - Contract No. IM04133A, for the provision of additional Server hardware, Storage Area Network (SAN) hardware and associated services required for the SAP ERP (Enterprise Resource Planning) Application.
5. That approval be given to commit expenditure incurred under Contract No.'s CCIM06172A and CCIM06172B - Government Enterprise Management System (GEMS) Financial Replacement over the next two financial years against the Long Term Council Community Plan.
6. That the Director: Corporate & Civic Services be delegated authority to enter into the contract on behalf of Council.
7. That the Contract No.'s CCIM06172A and CCIM06172B - Government Enterprise Management System (GEMS) Financial Replacement report Agenda report and associated resolutions remain confidential until such time as the reasons for confidentiality no longer exist.

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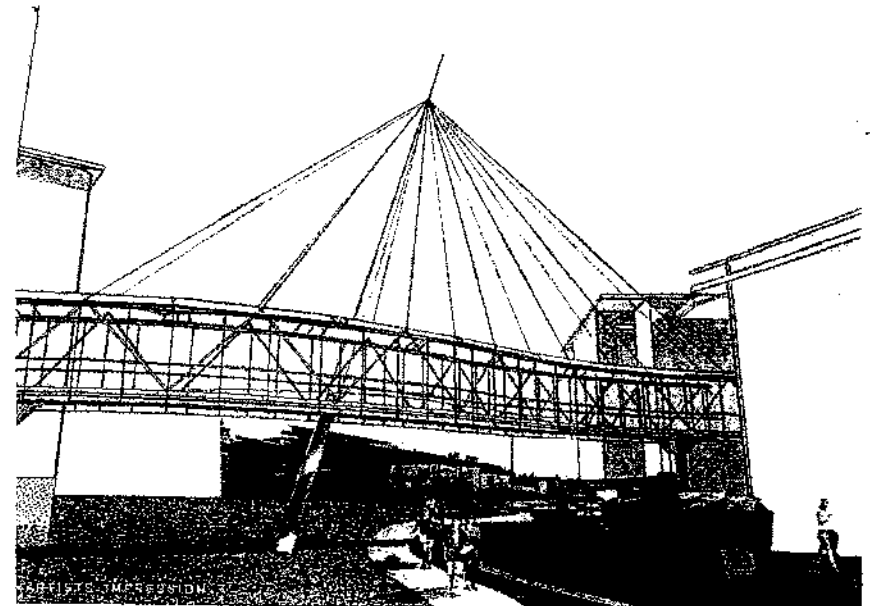
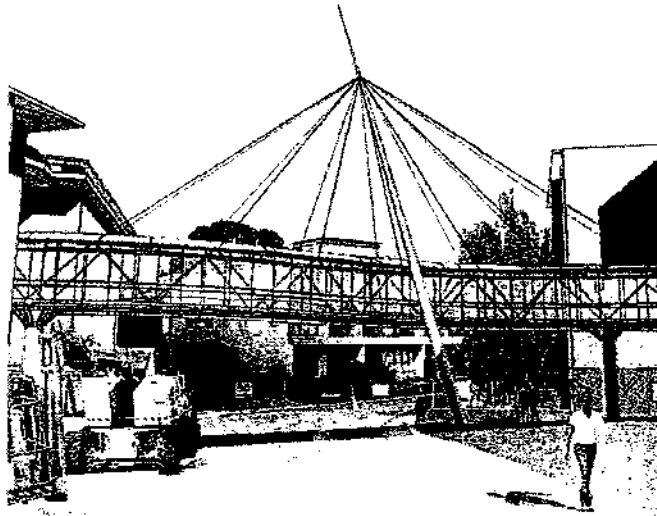
Waitakere Gardens - Sky Bridge

17. November 2006

- (0)00 COVER SHEET
- (0)01 EXISTING SITE PLAN
- (0)02 PROPOSED SITE PLAN

- (1)01 PROPOSED FLOOR PLAN
- (1)02 PROPOSED ROOF PLAN
- (1)03 PROPOSED ELEVATIONS AND SECTION
- (1)04 ARTISTS' IMPRESSIONS,
SCHEMATIC STREET ELEVATION

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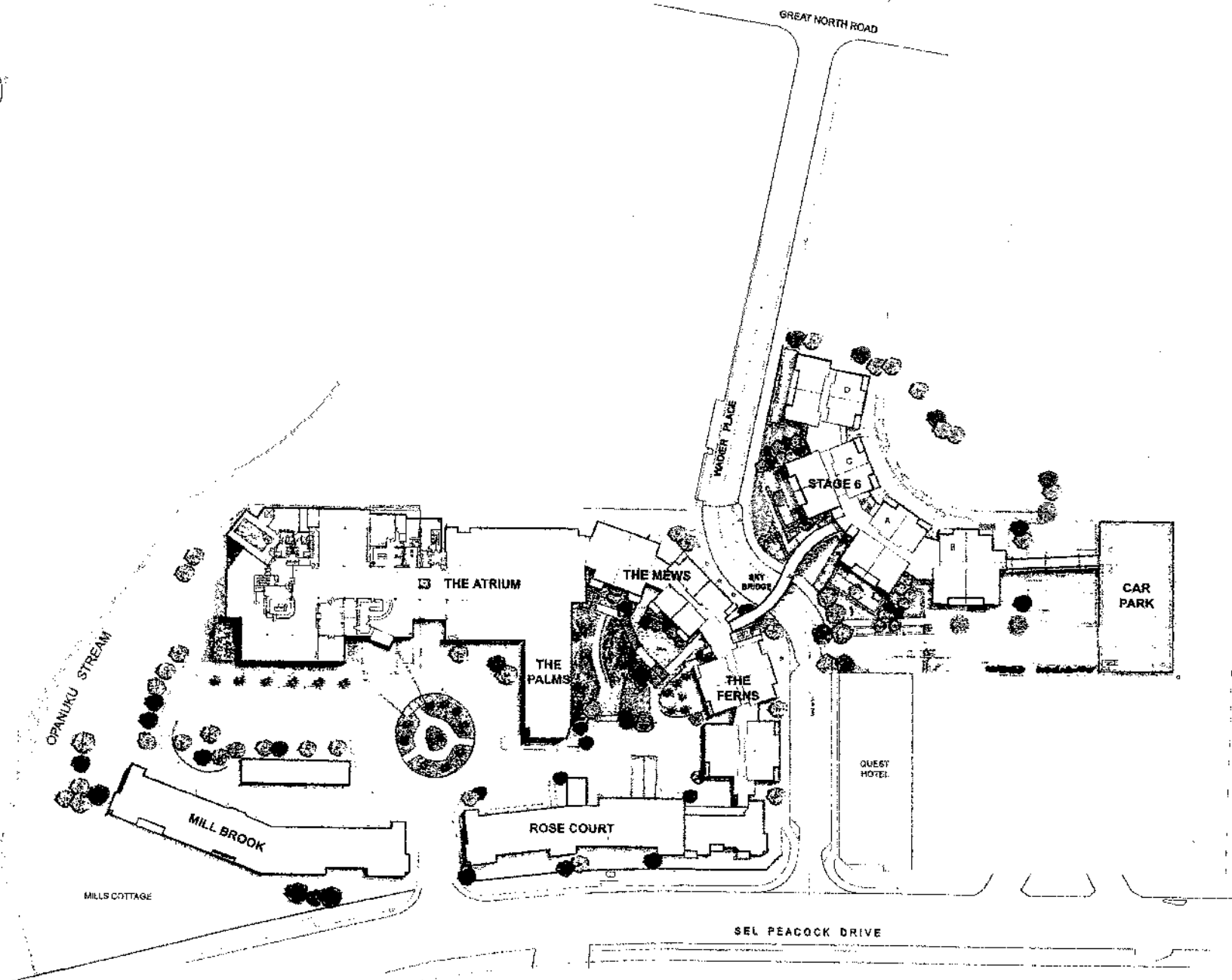




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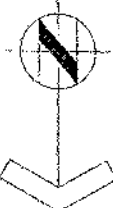
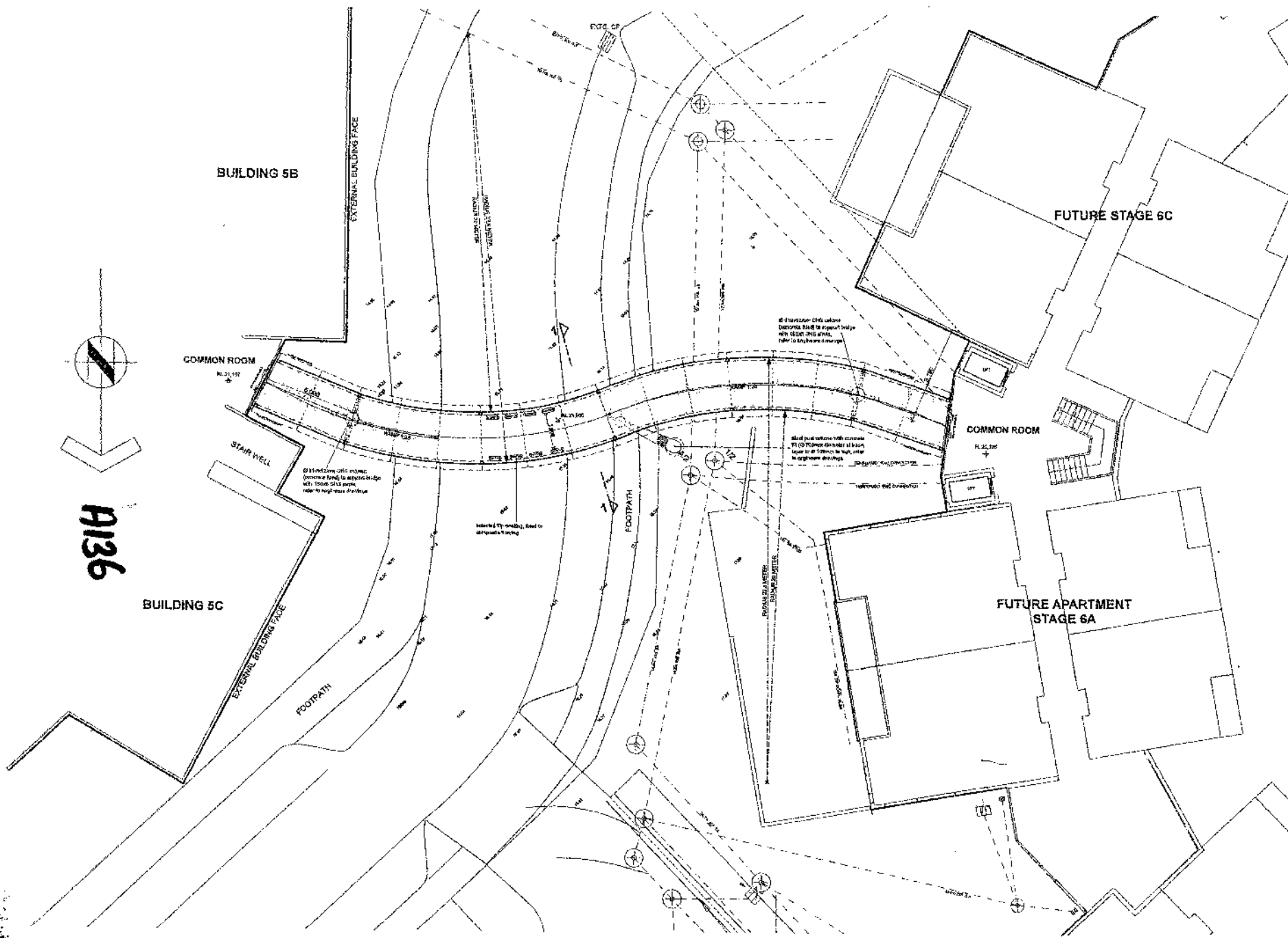


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Scale 1:500 @ A1 1:1000 @ A3

PAK'N SAVE



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Revised Date Checked



P.O. BOX 6623 WILSONS CREEK RD, WILSONS CREEK, AUCKLAND
 TELEPHONE (09) 204-8070 FACSIMILE (09) 204-306-072

RESOURCE CONSENT ISSUE 17/11/2006

project
**Vision Waitakere
 Gardens 'Sky Bridge'**
 consultants

code	12100 0 A1	date	17.11.2006
drawn	LJK	checked	WJS

Proposed Floor Plan

drawing ref
 RC

sheet no
 06052

sheet no
 (1)01

issued by
 The contractor shall check and verify all dimensions, levels and angles etc. etc. prior to commencing any work. The responsibility for this drawings and all parts hereon remains the property of Pacific Environmental Services Ltd. Do not scale dimensions from drawings. Original

Activity Plan Performance Measures for March 2007

City Promotion

Function	Level of Service Statement	How we will measure this	Target	Ref	Achieved
External Communications	To communicate the Council affairs in a relevant and timely fashion via proactive media activity	Percentage of media enquiries dealt with within 1 working day	95% per annum	1	93%
		Percentage of media statements that are approved and distributed within 24 hours of Council decisions or directives	95% per annum	2	92%
	To ensure relevant and timely media release material and information on the Council run events are put onto the Council's website	Percentage of press releases and event information posted on the Council's website within 24 hours	90% per annum	3	95%

1). & 2). The first and second measure results are slightly lower than for the previous quarter but variation is to be expected.
3). There has been an improvement in the third measure which is gratifying.

Democracy

Function	Level of Service Statement	How we will measure this	Target	Ref	Achieved
Democratic functions – the Council & committee meeting processes	To arrange and support Council, Standing Committees, Special Committees, Sub-Committees, and Community Board Meetings within statutory processes set out in the Local Government Official Information and meetings Act 1987(LGOIMA)	Number of breaches as documented from complaints of non-compliance as logged in the customer services database	100% compliance with LGOIMA provisions per annum	1	100%
		Survey of residents	75% per annum	2	Survey undertaken in April- May 2007

1). 100% compliance with LGOIMA provisions during the period.
2). No survey of residents undertaken during the period. the next survey was undertaken in the fourth quarter and will be reported on then.

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Activity Plan Performance Measures for March 2007

Emergency Management

Function	Level of Service Statement	How we will measure this	Target	Ref	Achieved
Maintaining Waitakere's Civil Defence Emergency Management Preparedness	Provision for exercising and training programmes for all (emergency centre staff, council staff and volunteers) involved in maintaining Waitakere's Civil Defence preparedness	Total number of courses run and total number of attendees	25 courses and 350 attendees or more per annum	1	27 courses with 304 trainees
		Total number of fully qualified volunteers (to NZQA standard)	Minimum of 12 qualified volunteers per annum	2	15 Rescue and 40 rural fire volunteers qualified. 183 NZQA unit Standards achieved
	Maintain a response organisation able to respond quickly to any incident or emergency	Council staff and volunteers are able to respond within 1 hour for each emergency activation exercise (run twice a year and prior to each holiday period)- Pass or fail rate of 1 hour response	100% pass rate for all exercises per annum	3	2 x EOC staff activations and one EOC exercise. 100 % response achieved
Community Awareness	Provide advice and information to the community on civil defence and emergency management in order to build community resilience	Percentage of enquiries responded to within 48 hours of being received (individuals, community groups and schools)	95% per annum	4	All responses responded to within 48 hours
	Presentations given to schools and community groups	Total number of presentations given and the total number of attendees	Minimum of 10 or more school presentations and 10 or more community presentations each year	5	7 schools and 11 community presentations, 1,364 attendees
Contribution to Regional Civil Defence Emergency Management Preparedness	To contribute to effective Regional Civil Defence Emergency Management arrangements	The Council is represented at the Co-ordinating Executive Group and the Civil Defence Emergency Management Group and provides input to regional plans	Minimum of 1 Council representative at each meeting	6	12 meetings with 29 representatives

- 1). On target but some reduced levels of service due to working from temporary accommodation.
- 2). Target achieved, NZQA training ongoing.
- 3). Activation exercises conducted Dec and Mar and full EOC exercise in March.
- 4). 100 % response required achieved at all times.
- 5). On target but requirement for school visits is declining due to the introduction of new Ministry of Education Civil Defence resource kits for in school teacher use. Staff visit emphasis is now directed to Principals and senior teacher level.
- 6). Target achieved.

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Activity Plan Performance Measures for March 2007

Westwave Aquatic Centre

Function	Level of Service Statement	How we will measure this	Target	Ref	Achieved
Westwave Management	To manage the Westwave Aquatic Centre effectively on behalf of Waitakere City	Attendance levels to the Westwave facility maintained or increased	716,000 visits or more in 2006/2007	1	555,034 for the past 9 months. The attendance in the summer months was reasonably strong and tracking indicates that this target will be met
	Lifeguards are appropriately trained to ensure the safety of pool users	All lifeguards have undergone the Centre's training course for pool supervision and health and safety	100% per annum	2	100% achieved
	Pool water is maintained to New Zealand public pool standards	Daily testing and monitoring	100% compliance per annum	3	100% achieved
	Customer Satisfaction	Customer satisfaction survey	95% of respondents consider the overall standard of service to be acceptable, very good or excellent per annum	4	Survey to be completed by late May 2007
Pool Facilities (includes sauna and spa)	To provide pool facilities for use by the community	Percentage of closures for reasons of maintenance, biohazards or plant failures	Less than 5% per annum	5	5.4% over past 9 months
Swim Lessons and Coaching	To provide swim lessons and coaching	Total number of individual enrolments per term	2,200 enrolments on average per annum	6	2,005 enrolments, on average, over the past 9 months

- 1). Attendance levels were 0.02% lower than planned last quarter due to closures for lifting machinery maintenance and cryptosporidium treatment (high chlorine fumes caused negative media attention), but were still on track to meet the annual attendance target.
- 2). Lifeguards training - 100% achieved.
- 3). Pool water maintenance and quality - 100% compliance achieved.
- 4). Customer satisfaction survey - this survey will be completed in early February 2007.
- 5). Pool facilities - 5.4% closures over the past 9 months, due to wave pool repairs (August), lifting machinery maintenance (mid December) and chlorine treatment of cryptosporidium (early December). It was expected that this annual target will still be met.
- 6). Swim lessons and coaching - The shorter first school term has adversely effected results and while a concentrated effort is being made, there is some doubt that this annual target will be met.

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Activity Plan Performance Measures for March 2007

Arts and Culture

Function	Level of Service Statement	How we will measure this	Target	Ref	Achieved
Events (includes civic, community, art, cultural and regional events)	To design, manage and deliver events	Total number of events run and total number of attendees (audience)	25 events and 85,000 attendees or more in 2006/2007.	1	57 events with 113,000 participants
		Residents satisfaction survey of city wide events and/or on site survey	80% of attendees surveyed rate the events acceptable, very good or excellent per annum	2	85% of attendees verbally surveyed rated events as very good or excellent
Community Arts Delivery	To support and develop art in the community, providing opportunities for the community to be involved in arts projects in their local area.	Number of community arts programmes delivered	85 programmes per annum	3	34 community arts programmes delivered - across both internal projects and external service delivery organisations
Public Arts Delivery	To manage and deliver art into the public arena, ensuring that public art is incorporated into 70% of all major Council buildings, bridges and parks projects	Percentage of public art as incorporated into major Council projects in a given year	70% or more of major Council projects have an art component per annum	4	8 projects in planning phase - includes 4 bridges, park and ride stations, youth centre, resource centre and Project Twin Stream cycleways

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Activity Plan Performance Measures for March 2007

Arts and Culture

The following Council initiated events were held in the quarter January to March 2007.

Event	Number Held	Visitor Numbers	Comment
Movies In Cranwell Park	6	3,000	New initiative for 2008
Waitakere Sounds	4	8,300	Now cemented into the summer events calendar
Waitakere Sounds - Solo Sundays	6	950	New initiative for 2008
Summerslamz	1	8,000	Youth event with a growing reputation
Studio Open Weekend	1	2,000	Annual arts event with a growing reputation
Eco Day	1	7,500	Very successful as a result of mainstreaming the programme
Slow and Steamy	1	100	Fund raising activity for the Going West Literary Festival
Henderson Redevelopment Open House	2	1,000	Public Open Days around Henderson Town Centre Revitalisation Project
Henderson Bus Interchange Opening	1	50	Formal opening of the Waitakere Central Bus Interchange
Twin Streams Cycle Ride	1	200	Leisure Initiative celebrating Cycle Week
Toddler Day Out	1	7,500	New venue and alignment with International Children's Day increased visitor numbers
Total	25	38,600	

In addition to Council initiated events, Council also participated in community events, through sponsorship (cash or in kind)

Event	Number Held	Visitor Numbers	Comment
Elvis in the Park	1	2,000	Council contribution is \$1,500 for sound stage hire
Waitakere City Wild Wild West	1	300	Council contribution was \$5,000 for marketing and traffic management support
Holi Mela Festival	1	5,500	Council contribution was marketing collateral and staff support
Whanau Day Out	1	7,500	Council contribution was marketing and printing collateral, port-a-loos and rubbish and staff
Art on the Beach	1	500	Council contribution was \$5,000 for event support
Maori Music in Parks	1	500	Council contribution was \$15,000 for marketing and event support
Marine Trade Show Challenge	1	200	Council contribution was marketing support
West Auckland Historical Society Garden Party	1	150	Council contribution was the waiver of hire costs
Te Raa Mokopuna Day	1	4,000	Council contribution was staff support
Waitakere Trolley Derby	1	2,000	Council support was \$6,000 plus staff support
Eric Orr Street Art Demonstration	2	300	Part of AK07 Programme, Council contribution was \$5,000
Mau Dance Performances	6	2,000	Part of AK07 Programme, Council contribution was \$5,000
Total	18	24,950	

For the quarter Council either ran in their own right or contributed to 43 events where were attended by 63,550 people

Community Arts Delivery

Artlink x 2

PTS Community engagement - Events x 2; Schools projects x 3

Community Arts Councils: Exhibitions x 3; Classes x 5

CEAC: Exhibitions x 4; Summer School delivered; Classes ongoing; Public programmes x 3

Lopdell House Gallery: Exhibitions x 5; Classes ongoing; Public programmes x 3.

Pacific Arts Centre: Markets x 3; Schools programmes and studio/retail ongoing.

Public Arts Delivery

Planning period:

PTS Cycleways

Bridges: (Piha, Trading Place, Gt Nth Rd, Sturges Rd)

Youth Facility

Park 'n Ride Stations

Resource Centre

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Activity Plan Performance Measures for March 2007

Cemetery

Function	Level of Service Statement	How we will measure this	Target	Ref	Achieved
Burials	To ensure that all burials are carried out within appropriate timeframes	Percentage of burials that have been carried out within the appropriate timeframes see note [2]	98% per annum	1	99%
Cremations	To ensure that all cremations are carried out within appropriate timeframes	Percentage of cremations that have been carried out within the appropriate timeframes	98% per annum	2	99%
Conservation of heritage sites	To conserve cultural and natural heritage sites for future generations	Compliance is maintained for all restoration work which impacts on the natural and cultural heritage features of the cemetery	100% compliance per annum	3	100%

1). & 2). 99% of burials and cremations were completed on the day of delivery. Exceptions due to client and legal issues.
 3). All the works had appropriate consents (building and resource management).

Leisure

Function	Level of Service Statement	How we will measure this	Target	Ref	Achieved
Leisure Management	To manage all leisure contracts effectively on behalf of Waitakere City (includes YMCA, Trusts Stadium, and Sport Waitakere)	Percentage of contractual targets met	80% per annum	1	100%
Massey Leisure Centre	To provide adequate leisure facilities that are well used by the community	Total number of visitors to the Massey Leisure Centre	192,000 or more in 2006/2007	2	147,605
Community Houses, Centres and Halls	To provide and support the management of community houses, centres and halls in Waitakere City	Total number of users to the community houses, centres and halls	550,000 or more per annum	3	368,242
		Three funding arrangement contracts in place	100% all contracts in place per annum	4	100%

1). All contracts are performing well with targets and KPI's being met.
 2). Massey Leisure Centre is on track to meet its visitor target for the year.
 3). Community Centres and Houses on track to achieve full year target. Community Centre users are slightly ahead of budget for the nine months with the previous shortfall arising from 6 week closure of New Lynn Community Centre being made up.
 4). All funding agreements and contracts are in place.

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Activity Plan Performance Measures for March 2007

Libraries

Function	Level of Service Statement	How we will measure this	Target	Ref	Achieved
Access to library Services	To provide access to the community, both physical and virtual, to library resources	Total number of visitors to Waitakere libraries and website (includes visits to online catalogue and e-resources)	Improvement achieved annually up to a target of 1,065,000 visits to branches and 50,000 website visits or more per annum	1	1,101,940
Collection management	To select, acquire, catalogue and protect new library material	Number of new holdings (library items) per capita	Improvement achieved annually up to a target of 2.47 books per resident	2	0.243 items per capita
Circulation Services	To provide circulation services to the community in terms of lending, reserving and borrowing	Total number of items issued	Improvement achieved annually up to a target of 2,100,000 issues per annum	3	1,271,191
Community Archive (Special Collections)	To preserve the documentary heritage of West Auckland	Number of collection items accessioned	200 collection items per annum	4	428
Learning centres	Operation of learning centres	Percentage of active use of the computers in the learning centres	85% average usage per annum	5	48%
Waitakere Citizens Advice Bureaux	Provide information and advice services	Total number of enquiries (including email)	44,000 per annum	6	29,756

- 1). Access to library service measure is exceed by 4%.
- 2). Collection Management - The measure was intended to be annual and cumulative and should be phrased as "Number of holdings per capita".
- 3). Circulation Services - The target set was based upon figures we had assessed from the library's original management system [DRA]. It has transpired that when data matching with Millennium that book issues figures have been in correct throughout the life of the system.
- 4). Community Archive - this measure has exceeded target by 214% this is the result of interested being generated by a number of successful events centred around the local history collections prompting members of the community to donate collections to the documentary heritage.
- 5). Learning Centres - the measure was set based upon a data collection process that has been unable to be replicated by current staff.
- 6). Waicab - is unable to supply measures quarterly so the current result is for a six month period not nine months.

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Activity Plan Performance Measures for March 2007

Parks

Function	Level of Service Statement	How we will measure this	Target	Ref	Achieved
Processing of resident queries and requests	To provide information and respond to requests about parks and open spaces	Response time for all queries and requests regarding parks and open spaces	95% within 48 hours per annum	1	87% - see note below
Maintenance and operations in parks and open spaces	To produce management plans for reserves	Reserve Management Plans in place (to cover all reserves in the City. 34 plans in total – 24 citywide and 10 collective plans)	30 completed plans	2	29 plans are adopted and currently in place. A further two are expected to be completed around Oct 2007
	Ensure safety and quality standards are not compromised for playgrounds	Programmed inspections of 151 playgrounds on a fortnightly basis with the 17 high use playgrounds receiving a weekly inspection	100% compliance with inspection safety and quality programme per annum	3	100% achieved with inspection programme on target
	Citizens have easy access to a safe and attractive local park	Residents are satisfied with the variety and location of parks within the city	80% satisfaction per annum	4	No information available at this time as survey not yet completed
Community Involvement	To encourage community involvement in partnership with the Council in Green Network projects.	Maintain or increase the number of people working in partnership with the Council in Green network projects involving planting and weed removal.	3,250 people or more each year	5	7,530 people have been involved YTD March 2007. Target was achieved during 2nd quarter
		Maintain or increase the number of park and open space clean-ups by the community	150 cleanups or more per annum	6	200 clean-ups have been carried out YTD March 2007. Target has been achieved
Green Network	To extend and enhance the city's natural ecosystems and biodiversity	100,000 or more eco-sourced native plants are planted in the city each year	100,000 or more per annum	7	No information available at this time as KPI reported at end of financial year

- 1). The transition to Pathways is believed to have contributed to this drop in response rates although these have been improved from the last quarter. The matter is currently being worked through with the contractor to ensure that the required levels of service are met in the future.
- 2). This was on target to achieve the 34 Reserve Management Plans by 2011.
- 3). 100% compliance achieved.
- 4). The customer satisfaction survey had not yet been completed.
- 5). Target was achieved in 2nd quarter. The figure includes volunteers from the following projects: Keep Waitakere Beautiful, Community Planting on Parks, GNCAP, Twin Streams and WWT Mentoring. A large increase in numbers occurred as a result of Project Twin Streams (3,000 volunteers in past 9 months).
- 6). On track to achieve target by end of financial year. The figure includes 122 clean-ups through the Keep Waitakere Beautiful project and 78 clean-ups through the Twin Streams project.
- 7). This KPI is an Annual measure.

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Activity Plan Performance Measures for March 2007

Housing for Older Adults

Function	Level of Service Statement	How we will measure this	Target	Ref	Achieved
Tenant Management	To manage tenants and ensure that all houses are reaching maximum occupancy	Percentage of occupancy rate	70% per annum	1	78%
	Tenants of the Council provided housing are satisfied with tenancy services	Satisfaction survey	80% of tenants are satisfied or very satisfied per annum	2	N/A
Building and Grounds Maintenance	Maintain all buildings and grounds	Requests for Service responded to within given timeframes in accordance with the nature of the request	95% per annum	3	95%

- 1). Some vacancies are being kept for relocating tenants during the upgrade project below. Most of the others are at Wilshire Village.
 2). Customer Satisfaction surveys are expected to be completed in mid 2007.
 3). The response times for Service Requests is an estimate only.

City Heritage

Function	Level of Service Statement	How we will measure this	Target	Ref	Achieved
Heritage advice	To respond to public heritage enquiries within an appropriate timeframe	Number of public heritage enquiries responded to within 2 working days	95% per annum	1	95%
Heritage Property Management	To maintain the Council owned heritage buildings	Number of heritage buildings inspected and maintenance plans completed	6 or more inspections and 6 or more maintenance plans completed each year	2	5
Heritage material	To protect and make available to the community when required, historic materials held within the Waitakere City Archive	Percentage of archival requests from the Council archives responded to within 5 working days	95% per annum	3	95% completed

- 2). Ambrico Kiln, Chapel of Faith in the Oaks, Sexton's House, Waikumete Crematorium and Chapels, Lopdell House inspections carried out and maintenance plans reviewed.

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Activity Plan Performance Measures for March 2007

Transport and Transport Assets

Function	Level of Service Statement	How we will measure this	Target	Ref	Achieved
Customer Service	To respond quickly, respectfully and efficiently when contacted about issues and problems.	There are no more than 5% of Requests for Service older than 30 days	95% per annum	1	95% achieved
Road Maintenance	Roads are maintained to a standard that is appropriate for their use, they are safe, comfortable to ride on, clean & tidy, with adequate signage and markings which enable easy navigation. Sealed and unsealed roads are maintained to prevent hazards	Land Transport New Zealand' audit of the Council's road maintenance programme to confirm an acceptable level of maintenance and to identify priorities for future maintenance Routine monthly inspection of the roading network to identify location of potholes, edge breaks, cracks, failed pavement layers along with database modelling	100% per annum Potholes or pavement failures which are hazards are repaired within 48 hours and other repairs are performed the next month. Reactive maintenance is also carried out upon requests through the Council's call centre	2 3	Data not yet available Repairs undertaken within scheduled timeframes
Road Condition Rating	Road condition is maintained to an affordable level, while ensuring that there is no significant long term deterioration.	Condition rating surveys of pavement and footpath condition. Measured as a percentage of the network rated as being in a very good condition, as defined in the International Infrastructure Asset management Manual	95% of the road network	4	Estimated to be 95% achieved
Road Safety	Roads are designed for safe use for motorists, cyclists and pedestrians with low crash and injury rates.	Completion of 33% of the Accident Investigation Study (AIS) programme per year as identified in the 3 yearly AIS study of 'blackspots'.	100% completion of 33% of the study for each year	5	Design and physical works on schedule to complete required 33% of 2006 study
Traffic Congestion	Major routes are free of congestion and traffic is flowing.	The levels of service are largely unchanged. However, some levels of service are expected to continue to fall, particularly where these are dependant on third party actions, but will continue to comply within the standards specified in the Highway Capacity	Less than 5% of non-complying travel per annum	6	Estimated to be less than 5%
Public Transport	To ensure that public transport is accessible, affordable and safe	More buses and trains into cities on a working day	Improvement achieved annually up to a target of 2056 buses and 180 trains operating in the city by 30 June 2009	7	No change in bus and train numbers in first 9 months. ARTA plans additional train services to Henderson from 2 July 2008

- 1). 95% achieved = less than 5% older than 30 days. No requests for service are older than 30 days.
- 2). Awaiting Land Transport New Zealand audit which is normally conducted every two years. Expected to occur in mid to late 2007.
- 3). Repairs are undertaken within scheduled timeframes.
- 4). Findings of condition rating reviews by Land Transport New Zealand indicate improvement in key measures eg. roughness.
- 5). Design and physical works on schedule to complete 33% of 2006 study.
- 6). Growth in traffic volumes and capacity conforming with national trends.
- 7). Bus services have been redirected to access the Henderson bus intercha, ARTA plans to increase rail services to Henderson from 2 July 2008.

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Activity Plan Performance Measures for March 2007

Animal Welfare

Function	Level of Service Statement	How we will measure this	Target	Ref	Achieved
Resident safety	To respond to resident complaints about dangerous dogs	Percentage of resident complaints responded to within 1 hour	95% per annum	1	100%
Animal Welfare	75% of animals are re-homed/adopted	75% of re-homing/adoption of animals per annum.	75% of re-homing/adoption of animals per annum	2	81%

- 1). "Dangerous dog" means a dog that is believed to have caused injury to a victim requiring medical treatment.
 "Response" means the officer has received the call and is proceeding to the incident, or has made direct contact with the caller.
 2). "Re-home" includes animals that are returned to their owners.

Vehicle Testing Station

Function	Level of Service Statement	How we will measure this	Target	Ref	Achieved
To provide accurate inspections in compliance with all legislation to ensure road safety	Total number of Warrant of Fitness vehicle inspections undertaken	Total number of Warrant of Fines vehicle inspections undertaken	32,000 inspections per annum	1	21,765
To encourage vehicle owners to participate in the offer of free emissions testings	Total number of vehicles that undergo emissions testing at the Council owned Vehicle Testing Station	Total number of vehicles that undergo emissions testing at the Council owned Vehicle Testing Station	Between 6,000 and 8,000 vehicles tested per annum	2	3,885

- 1). The results are lower than expected. Although maintaining market share, figures released by Land Transport show that vehicle registrations are down by 19% compared to the 2005/2006 year.
 2). There is no longer a dedicated resource to perform emissions testing. The situation will be reviewed when legislation regarding emissions testing is passed.

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Activity Plan Performance Measures for March 2007

Consents, Compliance and Enforcement

Function	Level of Service Statement	How we will measure this	Target	Ref	Achieved
Building & Resource Consent application processing	To provide information and consents for buildings and resources	Response time for building consents issued and processed within statutory timeframes (as per consents table in Volume 2 Activity Plan summary)	100% per annum	1	Building Consents: 40.12% Resource Consents: 56%
Licensing Services	To award licences and renew existing licences	All licensed premises are inspected each year (Liquor)	100% per annum	2	100% of premises due for inspection during the year are inspected
Inspection & Enforcement Services	To inspect and enforce compliance with consent and licensing legislation	Percentage of complaints responded to within the maximum 5 day statutory time frames e.g. illegal bush clearance, building complaints, vehicle crossings and street damage	80% per annum	3	79%
Inspection & Enforcement Services	To inspect and enforce compliance with consent and licensing legislation	All food premises will be inspected each year and graded accordingly	100% per annum	4	106%
Inspection & Enforcement Services	To inspect and enforce compliance with consent and licensing legislation	Inspections of swimming pools carried out on a 3 year cycle in the city to ensure compliance with Fencing of Swimming Pool Act 1987	Improvement achieved annually to a target of 95% completion of 1/3 of the five-year inspection cycle annually by 30 June 2009	5	78% for 3 Year cycle

- 1). Building Consent data of 40.12% is the registered performance for the Quarter Jan - Mar '07.
- 2). All licensed premises are inspected at time Renewal of an existing license (every three years) or on application for a new license (audited by the Liquor Licensing Authority) and food premises with a liquor license are inspected annually.
- 3). Response times to requests for service are tracking on target.
- 4). At the third quarter we are 6% ahead of the target rate of inspections to achieve 100% inspections for the year
- 5). At the third quarter we are slightly behind the rate of inspection required to achieve 95% inspected on a three year cycle.

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Activity Plan Performance Measures for March 2007

Waste Management

Function	Level of Service Statement	How we will measure this	Target	Ref	Achieved
Kerbside Collection (Residential)	To provide collection of residential kerbside bagged waste on a weekly basis	Tonnes of residential kerbside bagged waste collected by the council contractors	25,600 tonnes in 2006/2007 (128kg per person)	1	92.8 kg per person
Illegal Dumping	To respond to complaints ensuring that illegally dumped rubbish is removed	Percentage of jobs with full information provided that are logged & completed for illegally dumped waste to be collected by the council (excluding parks, beaches and private properties)	95% per annum	2	99%
		Number of enforcement actions taken on illegal dumpers (including warning letters)	300 per annum		264
Recycling and Reuse	To encourage waste reduction by providing the community with an avenue for recycling and reuse and reuse	Total tonnage of recyclable items collected (includes glass, plastic, aluminium, steel cans and paper)	16,000 tonnes in 2006/2007	3	12,482 tonnes
	Zero waste advocacy	Public perception of Zero Waste strategy as measured by annual survey	Improvement achieved annually up to a target of 60% of respondents being aware of the Zero Waste strategy by 30 June 2009		Survey results not yet available
Green Waste Composting	To provide a venue for turning all green waste into compost	Tonnes of green waste deposited at the transfer station for composting	5,700 in 2006/2007	4	4,011 tonnes
Waitakere Business Sector Sustainability	To encourage businesses to adopt more sustainable business practices	Number of businesses participating in environmental initiatives	60 new businesses or more per annum		97
Management of Closed Landfills (Council owned/operated)	To manage the closed landfills (Council owned/operated) and ensure there are no negative impacts on the environment	Regulatory compliance for consented landfills is maintained at the level of 2C (ARC Compliance Ratings) or higher	No breaches per annum		No breaches have occurred

- 1). Kerbside Collection (residential): the result for the first three quarters of the year is better than the set target.
- 2). Illegal Dumping: SR's have been completed within the time frame, and the YTD result @ 99% is excellent, and much better than the target. The result for the number of Enforcement actions is 17% better than the target due to the proactive work done by unit during the past quarter. However most of the actions have been warnings not infringement notices due to the very high standard of proof required.
- 3). Recycling: the kerbside collection during the first nine months of the year was 4% higher than the set target.
- 4). Green Waste composting: the amount composted was 6% below the target for the first three quarters although there was an improvement during the 3rd quarter. However, the lower volumes indicate the loss of green waste to a neighbouring transfer station and other private contractors.

AISO