

Categorisation of levels of service reviews per 28 May 2020 report to Council

Activity	Initial assessment only		Initial assessment and subsequent detailed review		
	Essential service	Recommended to continue	Reviewed and service continuation recommended	Reviewed and service continuation to be considered	Reviewed and temporary or full discontinuation or reduction in service recommended
Airport	All flight-related services				
	Commercial property leasing				
Animal Services	Dog registration		Response to animal behavioural issues where public not in danger	Educational programme into schools and community groups	
	Response to animal behavioural issues where public in danger				
Arts & Heritage		Management and maintenance of Heritage Collection		Short-term exhibitions and displays	
				Provision of 'Hands On Tauranga' service into schools and community groups	
				Services provided by Tauranga Art Gallery Trust	
Baycourt			Operation of Addison Theatre		

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			Operation of conference spaces		
			Ticketing services		
Building Services	All services				
Cemeteries	Burial, cremation and chapel services at Pyes Pa	Management and maintenance of denominational cemeteries			
City & Infrastructure Planning	Development and implementation of Development Contributions policy	Development and implementation of growth-planning framework			
		Management and review of City Plan			
City Events		Booking and facilitation services to externally-organised events			Financial support to events through the Event Funding Framework
					Event delivery of Council's New Year's Eve event

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					Other events organised by Council for the community
Community Development		Graffiti removal service		Advisory services	Project facilitation under Project Tauranga
		Commercial and community tenancies at Historic Village		Services funded by Council's grant to The Elms Foundation	Provision of space and services for functions and events at the Historic Village
				Services funded by Council's grant to Creative Bay of Plenty	Project management and support services for the Mayoral Taskforce on Homelessness
Democracy Services	Meeting management and administration				
	Responses to LGOIMA requests				
Economic Development			Small business advice service provided by the Chamber of Commerce	Services funded by the four Mainstreet targeted rates (Downtown, Mount, Papamoa, Greerton)	

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			Services provided under the contract with Priority One	Services provided by Tourism BoP (excluding VIC)	
				Operation of the visitor information centre service	
Elder Housing		Operation of elder housing units			
Emergency management	Maintenance of capacity, and training, for an emergency operations centre				Community education re: preparedness for emergency events
Environmental Planning	All services				
Environmental Regulation	All environmental health and licensing services	Parking enforcement			
		Monitoring of freedom camping sites			
		Monitoring of other bylaw complaints			

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Libraries			Library resources provided by opex funding (including newspapers, magazines and digital library)	Central library (incl. opening hours)	
			Provision of free wi-fi	Branch library (incl. opening hours)	
			Provision of computer suites	Mobile library (incl. operating hours)	
			Lending services	Provision of education programmes to schools	
				Provision of community programmes	
				Ngā Wāhi Rangahau (NZ Room) research collection and services	
Marine Facilities		Commercial leases on marine land			
Marine Precinct		All services			
Mount Beachside Holiday Park		Operation of cabins, caravans and camping sites	Visitor information services		

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Spaces and Places	Provision of public toilets	Provision of asset-based services such as playgrounds, walkways, cycleways, etc	Maintenance of street gardens	Services provided by Bay Venues Limited	Removal of harbour encroachments on reserve land
		Management and maintenance of Mauao	Booking services for passive recreation sites		Tropical display house (Robbins Park)
		Provision of sportsfields for training and competitive use	Educational services (learning through discovery) at McLaren Falls Park, coast, wetlands and estuary		Hanging baskets
		Provision of cabin and camping services at McLaren Falls Park	Restoration of special ecological areas		Services provided by Council contract with Sport Bay of Plenty
		Services provided by Council contract with Surf Lifesaving BoP			
Stormwater	All flood protection, flood minimisation, and flood response services		Proactive pollution prevention services and consents		
	Reactive pollution event response				

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Sustainability & Waste	Operation of transfer stations	Glass recycling service	Sustainability and waste education programmes (Resource Wise)		Energy, carbon and sustainability management and advisory services
	Rubbish collection service	Street-cleaning services including CBD 'janitor' service			
	Responding to dumped rubbish complaints where a public health risk exists or could develop	Litter collection services			
Three Waters					Waterline education programme and advisory services
Transportation	All maintenance and safety aspects with regard to local roads, cycleways and footpaths	24/7 monitoring of TTOC cameras	Travel Safe educational programme into schools, businesses and the community		
	All road-related stormwater management services	Maintenance of city centre 'street furniture', lighting, fountain, etc			
	Operation of parking-related infrastructure				

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	Temporary traffic management and corridor access services				
Urban Spaces					Our Place
Wastewater	All collection, treatment and disposal of wastewater services				
	Management of any sewage overflow events				
	Trade waste management services				
Water Supply	All services relating to the direct provision of potable water (including the management of catchments and backflow prevention)				
Support services (selected externally-focused services only)	Provision of Land Information Memoranda	Strategic advisor services		Policy and bylaw development and review	

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	Customer call centre			Operation of the Customer Service Centre (Willow Street) – face-to-face service	
	Development engineering services				
	Management of external property leases				
	Corporate planning services (mostly legislatively driven)				
	Services provided by the Takawaenga Maori unit				
	Land development information and service connection administration				
	IDC management				
	Management of as-built information				