



ATTACHMENTS

**Strategy, Finance and Risk Committee
meeting
Separate Attachments 1**

Monday, 7 August 2023

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Introduction, Objectives and Method

Introduction:

The Community Perceptions Monitor measures the perceptions of residents regarding various aspects of services that Council provides. The results of this study inform the Tauranga City Council Long-term Plan process and allow Council staff to assess the performance of the Council against a set of pre-determined actions and performance levels.

To this end, Key Research has undertaken the annual Community Perceptions Study from 2006 to present (2023) to gauge residents' perceptions of Council's services and initiatives.

Research Objectives:

- To determine residents' satisfaction with various Council services and facilities;
- To determine residents' perceptions about aspects of living, working and playing in Tauranga;
- To identify progress towards Key Performance Indicators (KPIs) in Council's Annual Report;
- To assess trends in perceptions and satisfaction through comparisons with previous survey results.

Method:

- Up until 2019/2020 the survey was conducted via telephone. In 2020 the methodology was changed to collecting responses via a mail-out with an additional option to complete the questionnaire online.
- Data collection took place between 8th September 2022 and 30 May 2023 in four waves. A statistically robust sample of n=612 residents across the Tauranga City Council area was collected.
- Post data collection the sample has been weighted so it is aligned with known population distributions for the Tauranga City Council area, as per the Census 2018 results, based on age, gender, ward and ethnicity.
- At an aggregate level, the sample has an expected 95% confidence interval (margin of error) of +/- 3.8%. The margins of error associated with sub-groups will be larger than this as the results become less precise as the sample size shrinks. Thus, results associated with particularly small sample sizes should be read with caution.

Other notes:

- Due to rounding, percentages may add to just over or under (+/- 1%) totals.
- The derived impact calculation in the driver analysis, the reputation benchmark and reputation profile are all calculated excluding 'don't know' responses.
- Satisfaction (% 7-10) excluding don't know responses has been shown on performance slides.



Significant testing

- The margin of error for a sample of 612 indicates that 95 chances out of a 100 will fall within 3.8% of a given result in any binomial distribution.
- Statistical significance testing helps quantify whether a result is likely due to chance or to some factor of interest. Where statistical significance is identified it indicates that an observed relationship is unlikely to be due to chance.
- Significant differences between 2022/2023 and 2021/2022 were tested across age, ward and ethnicity.
- Significant differences between wards, age groups and ethnicities were marked where relevant within same year period.
- Arrows indicate statistical significance between the reporting periods, while colour is used to mark statistical significance for the same reporting period (2022/2023) between different demographics.

Year-on-year		Between demographics	
▲	Significantly higher	▲	Significantly higher
▼	Significantly lower	▼	Significantly lower



Executive summary



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Key Findings

2022/23 has been another challenging year for New Zealanders on many levels, including several severe weather events that the country has not experienced for a long time. This left several regions cut off and many people unable to return to their homes, as well as heavy financial pressures with the rising cost of living, inflation and an unstable political and economic situation overall.

Tauranga City Council has seen improvement in two very important areas of performance: Image and reputation and Overall satisfaction. There has been a positive shift in how residents perceive Council and its reputation. Based on the verbatim comments, residents overall have a positive perception of the Commissioners and the work that they have done. All measures related to Image and reputation, including Leadership, Trust, Financial management and Overall services provided by Council, have significantly improved over the past 12 months. More people stand behind the decisions made by Council, and more believe that they are made in the best interests of the residents. There are still several areas that Council should focus on, including increasing transparency of decision making and fast tracking on some pending roading projects.

Increase in satisfaction and overall perception of the Council is mostly due to the shift in perception among Te Papa – Welcome Bay ward residents.

Areas with the highest performance include *library services* (87%), *borrowing books/items* (84%), and *what happens on rubbish collection day* being the highest performing measures this year (79%), followed by overall waste management (77%).

The decline in satisfaction with roading and stormwater is expected, as the whole District was heavily affected by the cyclone and further flooding which saw several main roads closing, road conditions being worse than expected, and landslides within the city.

Most improved areas (% Satisfied 7 to 10)



1. Satisfaction with Community-share indoor sports facilities (+12%)
2. Overall waste management (+8%)
3. Overall satisfaction (+8%)
4. Satisfaction Council-provided community centres and halls (+7%)
5. Satisfaction with levels of safety when cycling on roads or cycle (+7%)

Most declined areas (% Satisfied 7 to 10)



1. Satisfaction with children's activities at the libraries (-15%)
2. Satisfaction with overall roading, footpaths and cycle paths (-12%)
3. Satisfaction with the research services at the libraries (-9%)
4. Satisfaction with general cleanliness of the footpaths in Tauranga (-8%)
5. Satisfaction with levels of safety when driving on the roads in Tauranga (-7%)

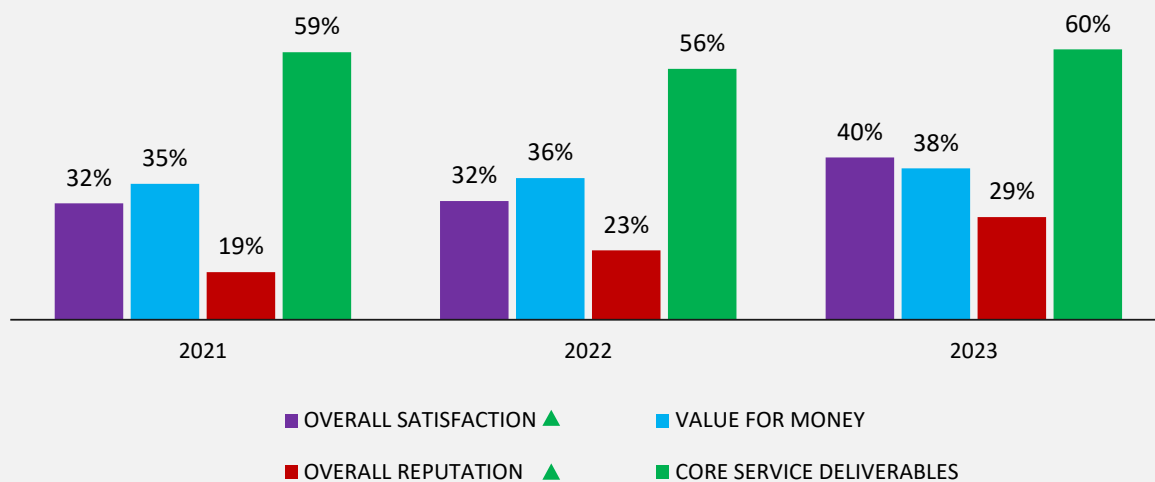


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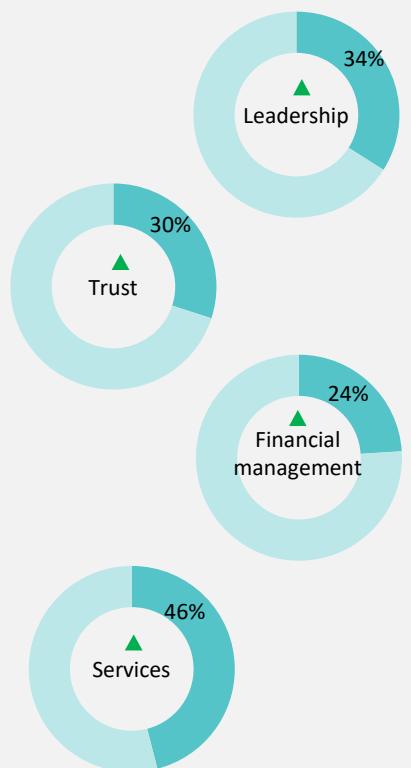


Summary of Key performance indicators

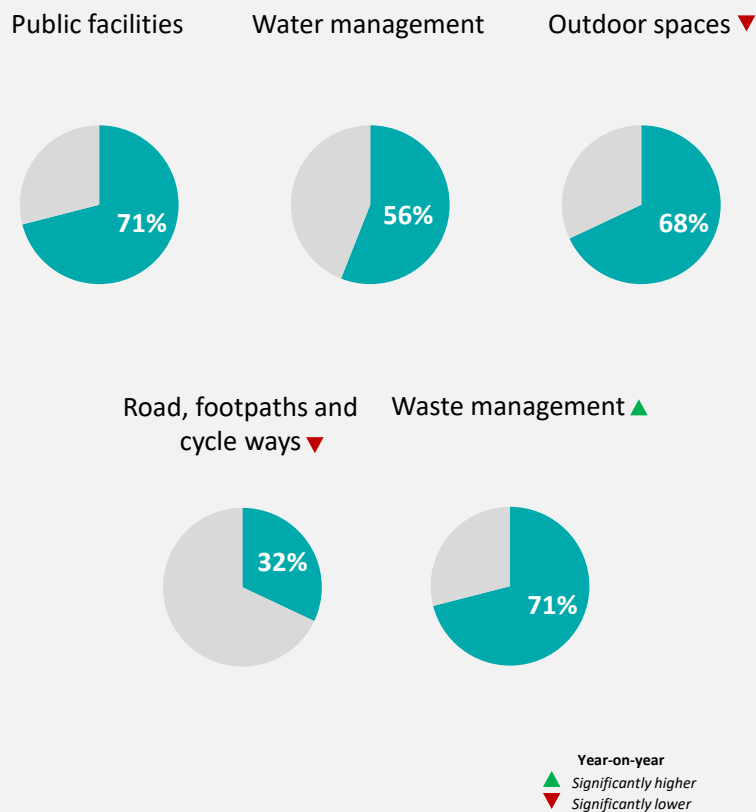
OVERALL MEASURES (% 7-10)



REPUTATION (% 7-10)



OTHER IMPORTANT MEASURES (% 7-10)



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Trends in overall measures and reputation (% 7-10 excluding don't know)

		% point increase / decrease (2023-2022)	Percentage of respondents satisfied, or very satisfied						
			2023	2022	2021	2020	2019	2018	2017
Q40	Overall, Tauranga City Council in general	+8	40	32	32	51	66	74	75
Q28D	The levels of safety when cycling on roads or cycleways in Tauranga City	+7	37	30	35	37	42	42	36
Q10	The number of events in Tauranga City	+6	47	41	53	55	62	68	60
Q31	What happens on rubbish collection day	+5	79	74	78	77	81	76	85
Q32	The management of loose litter and litter bins in parks and streets	+4	65	61	66	67	73	69	72
Q11A	Culturally rich and diverse art scene in Tauranga city	+3	40	37	39	45	49	54	51
Q21	Tauranga has enough parks or green spaces	+2	69	67	79	81	73	75	82
Q45B	Freedom camping has been an issue over past 12 months	+1	40	39	40	48	52	54	49
Q39	Ability to contact Council when and how you want	-	55	55	60	66	76	86	79
Q22A	The quality of local playgrounds	-1	71	72	79	79	82	77	83
Q11B	Commercial and cultural heart of the WBOP area	-2	46	48	43	53	68	65	72
Q24 ALL	The look and feel of cemeteries in Tauranga (all respondents)	-2	77	79	85	83	83	85	86
Q24	The look and feel of cemeteries in Tauranga (visitors)	-3	88	91	86	92	85	88	89
Q45C	Homelessness has been an issue over past 12 months	-5	81	86	81	85	84	81	78
Q18	The quality of drinking water in Tauranga	-5	69	74	75	73	78	80	77
Q23A	That boat ramps and associated parking is available	-6	64	70	74	76	74	71	81

NOTES:

- Sample: 2019 n=800 ; 2020 n=476 2021 n=630, 2022 n=669, 2023 n=612; Excludes don't know responses.
- Note: darker green and darker red indicate significance of the year-on-year change


Trends in agreement, safety and requirement for self-reliance (% 7-10 excluding don't know)

		% point increase / decrease (2023-2022)	Percentage of respondents satisfied, or very satisfied						
			2023	2022	2021	2020	2019	2018	2017
Q17	Your home and business building have sufficient protection from flooding	-6	65	71	74	75	80	84	82
Q28C	The levels of safety when walking on footpaths in Tauranga	-6	60	66	69	68	79	83	80
Q28B	The levels of safety when driving on the roads in Tauranga	-7	40	47	50	55	58	64	67
Q11C	Tauranga is a quality destination for visitors and businesses	-7	46	53	61	66	76	79	78
Q45D	Noise pollution has been an issue over past 12 months	-9	34	43	28	38	24	28	25

		% point increase / decrease (2023-2022)	Percentage of respondents satisfied, or very satisfied						
			2023	2022	2021	2020	2019	2018	2017
Q44	Feeling safe in the city centre during the night	-4	29	33	37	44	58	59	54
Q43	Feeling safe in the city centre during the day	-1	73	74	79	80	88	92	90

		% point increase / decrease (2023-2022)	Percentage of respondents satisfied, or very satisfied						
			2023	2022	2021	2020	2019	2018	2017
Q41	The level of perceived requirement for self-reliance in the event of a major civil defence emergency	-1	80	81	79	84	90	88	94

NOTES:

- Sample: 2019 n=800 ; 2020 n=476 2021 n=630, 2022 n=669, 2023 n=612; Excludes don't know responses.
- Note: darker green and darker red indicate significance of the year-on-year change



Overall satisfaction with Council and core service deliverables



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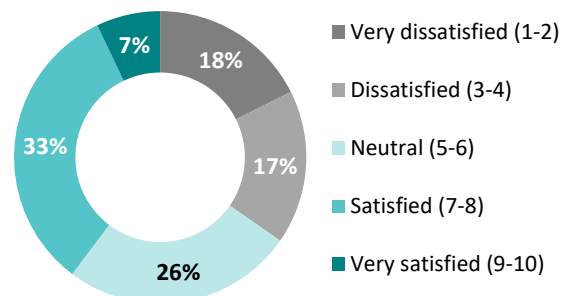




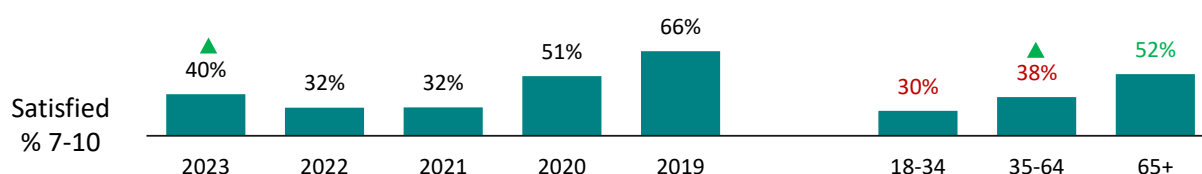
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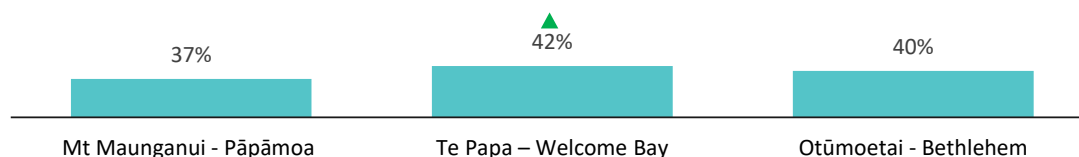
Overall Performance



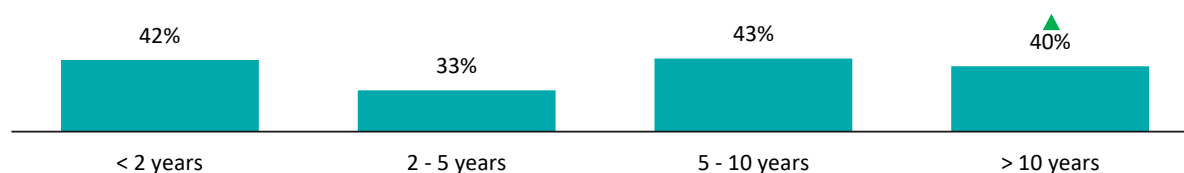
- Tauranga residents' satisfaction with Council's overall performance has significantly increased when compared with the previous two years.
- This increase is important after the declining trend from 2018 to 2021, and the plateau in 2022.



- Satisfaction among residents aged between 35 and 64 years has increased considerably year-on-year. Older residents aged over 65 years are significantly more likely to be satisfied with Council's overall performance than younger residents.



- Satisfaction is consistent across all three wards with residents from Te Papa-Welcome Bay being significantly more satisfied when compared with the results from 2022.
- Satisfaction is at a similar level across the different length of time of residents have resided in the city. Residents who have lived in Tauranga for more than 10 years are significantly more satisfied with Council's overall performance than they were 12 months ago.



NOTES:

- Sample: 2023 n=612; 2022 n=669; 2021 n=630; 2020 n=645; 2019 n=604.
- Excluding 'Don't know' responses
- QOVL SAT. Overall, considering everything, how would you rate your level of satisfaction with Tauranga City Council in general? n=572

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

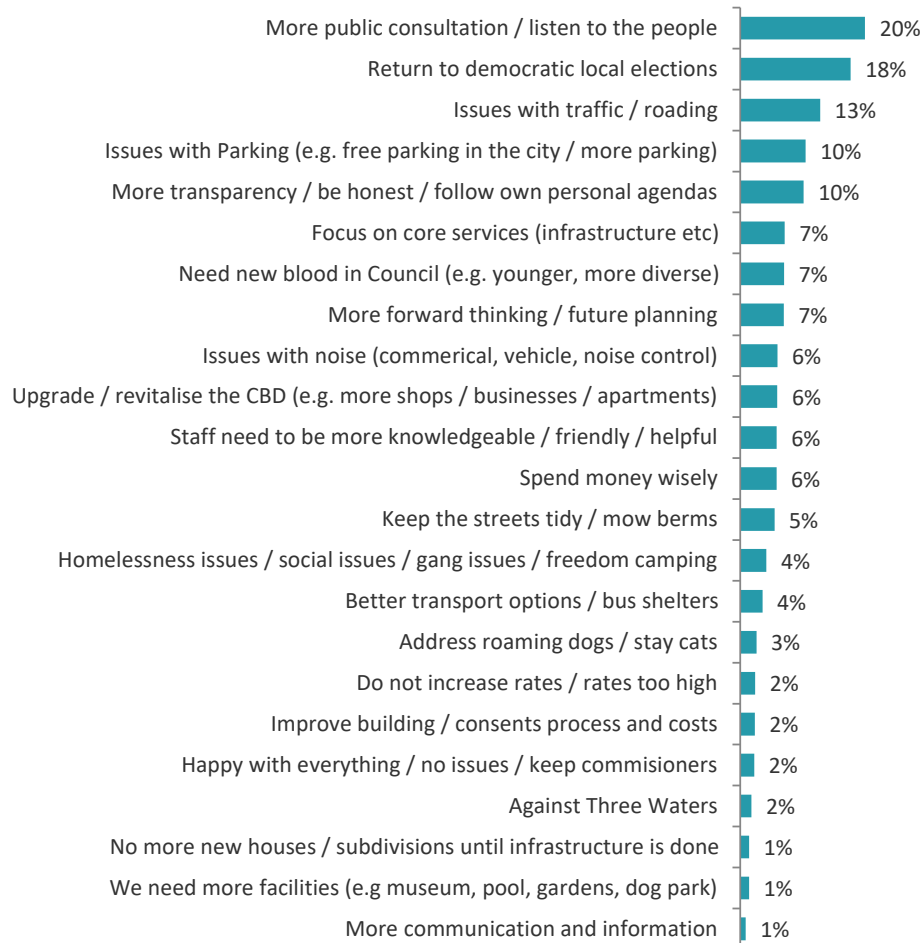
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General comments (Residents who were dissatisfied with Council's Performance)



- *Do not feel they represent ratepayers honestly and there are no apparent accountability models throughout Council.*
- *I want to see more diverse members in Council across ages and ethnicities and Council needs to communicate better with the public.*
- *Stick to core business concerning health, welfare, economic use of ratepayers money. Think before giving away someone else's money.*
- *I find Tauranga a very conservative town that isn't very accepting of diversity. It would be nice for Tauranga to be a safe place for our people of colour, people of rainbow identities, low socioeconomic population and underserved communities.*
- *Need to be more transparent with what is intended for our city before it happens as it is the ratepayers money being spent. More parking in the city if you want more people to go back into the city centre. More shops as it looks like a ghost town even when Farmers corner is finished still nothing there other than restaurants. We need more excitement happening as its a boring old town centre.*
- *We need less talk and more action, particularly on housing and infrastructure.*

NOTES:

1. Sample: 2023 n=612; Dissatisfied with the performance (1-4) in QOVLSAT n=177
2. GEN. Are there any other comments that you would like to make about Council? Left comment n=69

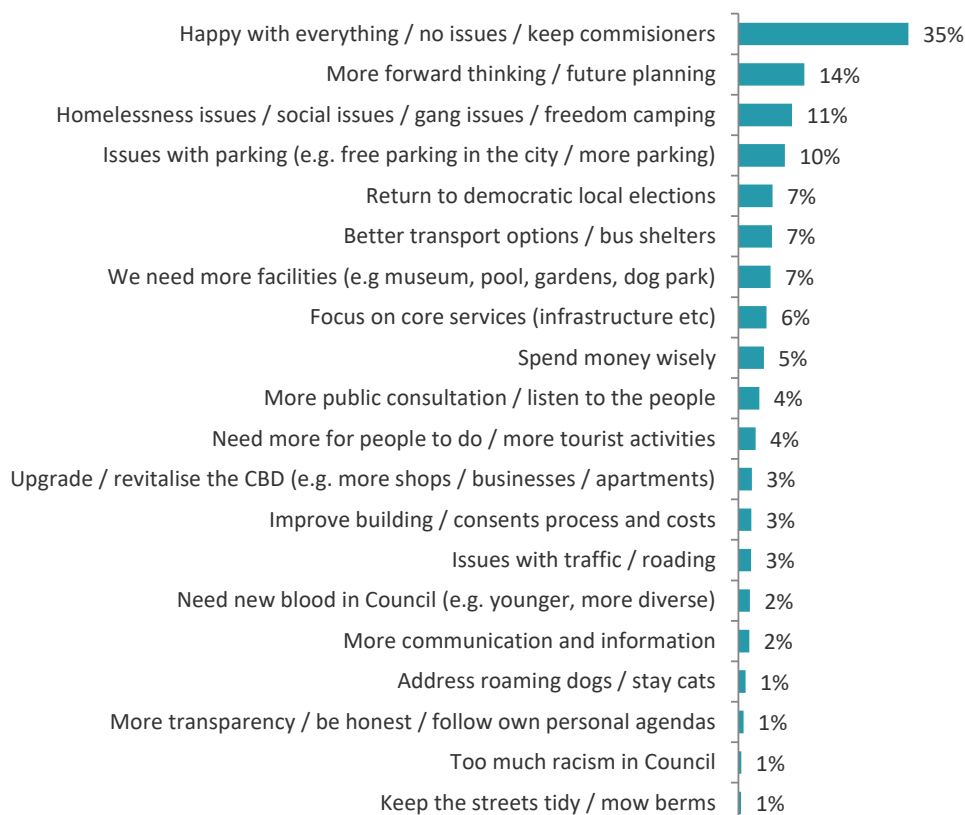
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General comments (Residents who were satisfied with Council's Performance)



- *Your parks and reserves department do a great job.*
- *No, everything has been covered and I believe the Commission is doing a good job.*
- *People at Council HELP desk in Tauranga, and libraries, have always been courteous and helpful.*
- *Difficult time to do survey, because of covid I have certainly limited my activities so have not been out and about very much. I found the limited contact I had with council people was very receptive.*
- *All good keep up the good work.*
- *I was born in Tauranga in 1948, moved to Christchurch in 1972, and returned to Tauranga at least twice a year during that period. I observed Tauranga change from a small town to a vibrant, well-run progressive city. The Port of Tauranga must take most of the credit for these changes. Long may this continue. It is a great place to retire.*
- *I love living in Tauranga, it's a beautiful place to be.*
- *No. Tauranga is a great city, very clean and a lovely place to live.*
- *Generally, I am happy with the commissioner and Council.*
- *Tauranga is one of the best cities in the world. Let's keep it like that.*

NOTES:

1. Sample: 2023 n=612; Satisfied with the performance (7-10) in QOVLSAT n=249.
2. GEN. Are there any other comments that you would like to make about Council? Left comment n=63

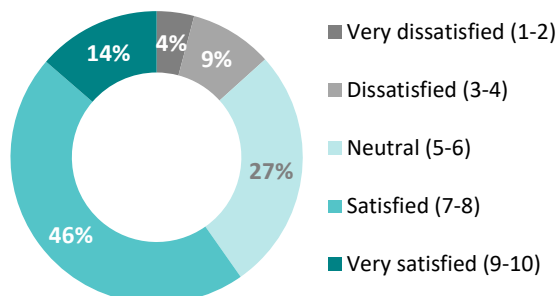
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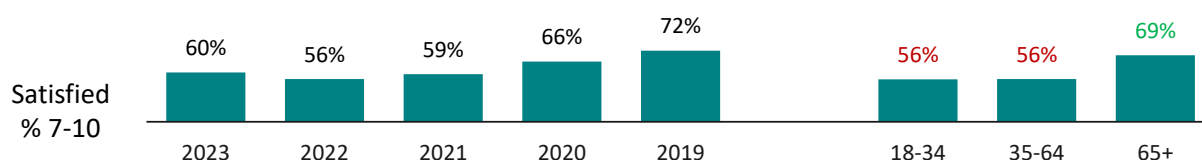
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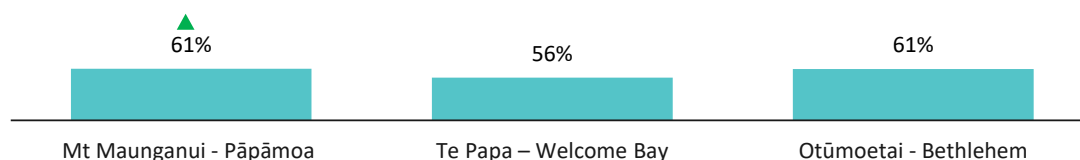
Overall satisfaction with core service deliverables



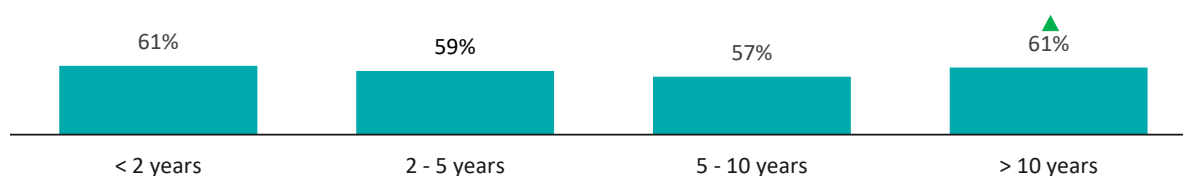
- Three in five residents (60%) are satisfied with core service deliverables.
- Satisfaction has slightly increased in the past 12 months.
- The proportion of those 'very satisfied' has significantly increased since 2022 (14% in 2023 compared with 10% in 2022)



- Older residents aged 65+ are significantly more likely to be satisfied with core service deliverables than younger residents.
- Satisfaction among residents of Mount Maunganui – Papamoa has increased significantly year-on-year.



- Satisfaction of Council's core service deliverables remain consistent across length of time lived in the district.
- Those residing in Tauranga for over 10 years are considerably more satisfied with core service deliverables than 12 months ago.



NOTES:

1. Sample: 2023 n=612; 2022 n=669; 2021 n=630 ; 2020 n=645; 2019 n=604.
2. Excluding 'Don't know' responses
3. OCSD. Now thinking about all the areas mentioned – the facilities, outdoor spaces, roading and waste management, how would you rate Tauranga City Council for its overall CORE SERVICE DELIVERABLES? n=576

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

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Drivers of overall satisfaction



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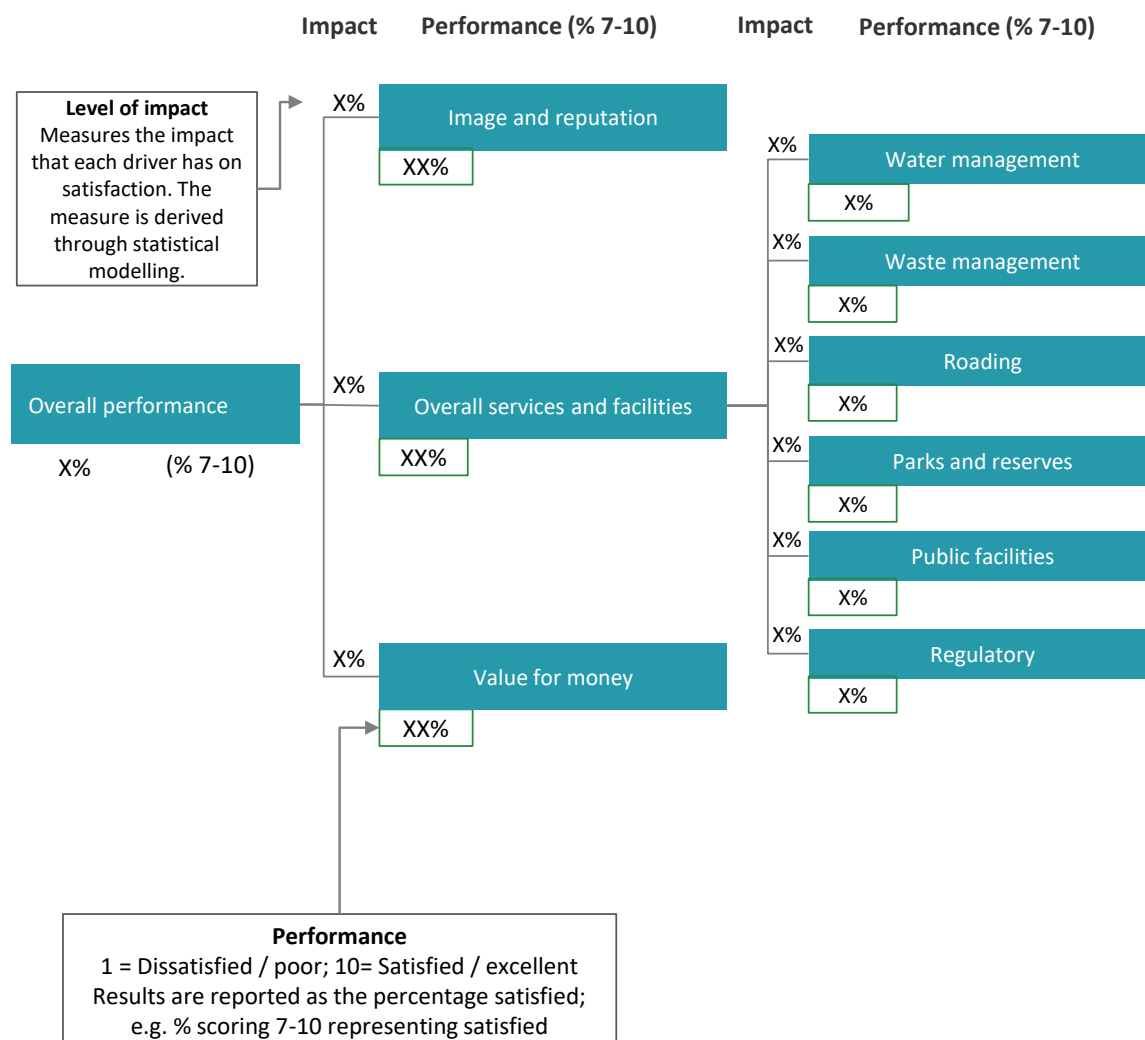




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Introduction to the driver model



Overview of our driver model

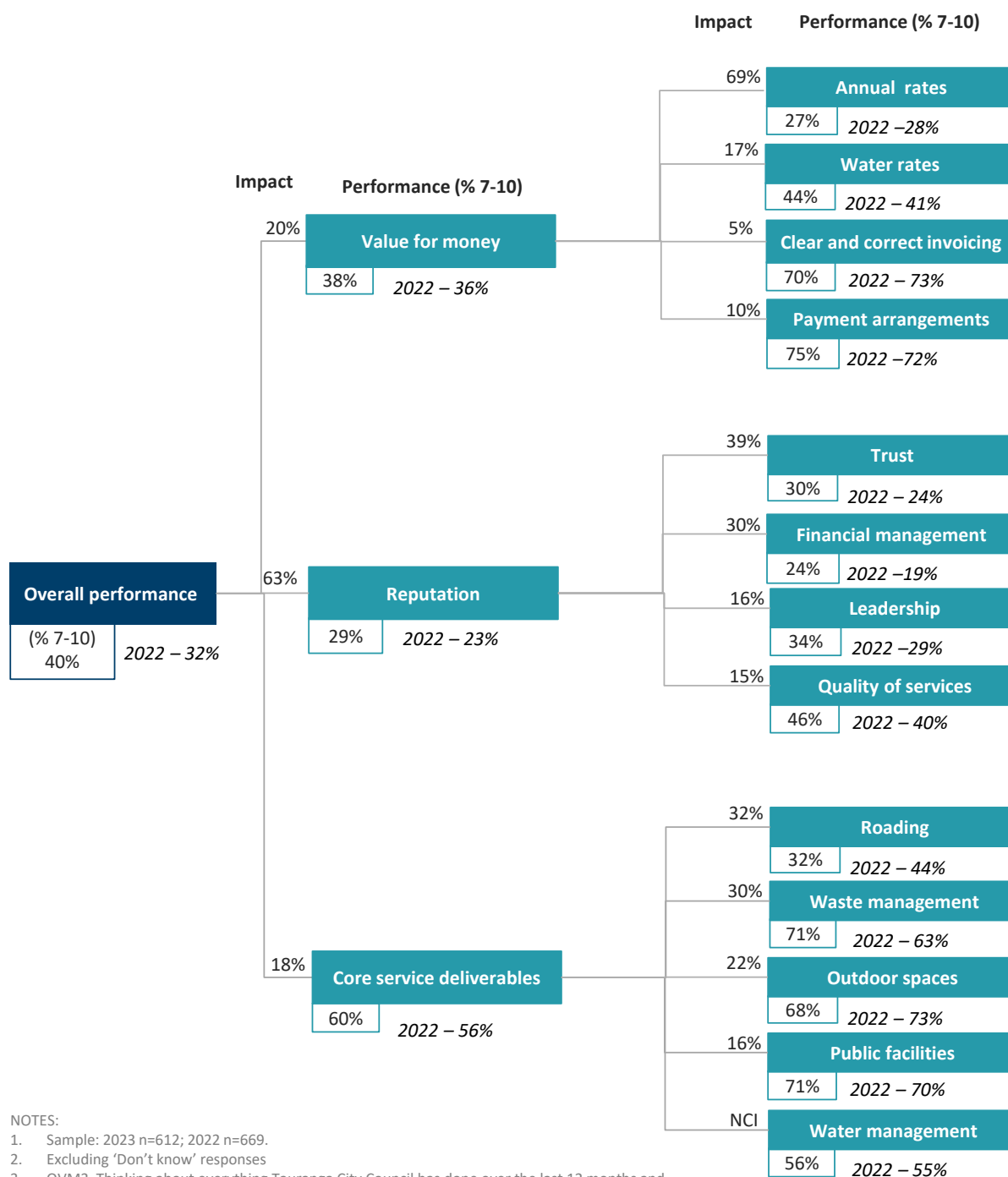
- Residents are asked to rate their perceptions of Council's performance on the various elements that impact overall satisfaction. These processes must align with the customer facing services and processes to ensure they are actionable
- We use multiple regression analysis to identify how much different areas of services provided by Council impact overall perception. Impact scores represent how strong the connection is.
- For example, if impact score for one of the KPI's is 50%, it means that increasing residents' perception in this area by 4% will increase perception of *Overall performance* by 2%, given all other factors remain unchanged.



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Drivers of Perceptions of Tauranga City Council's Performance

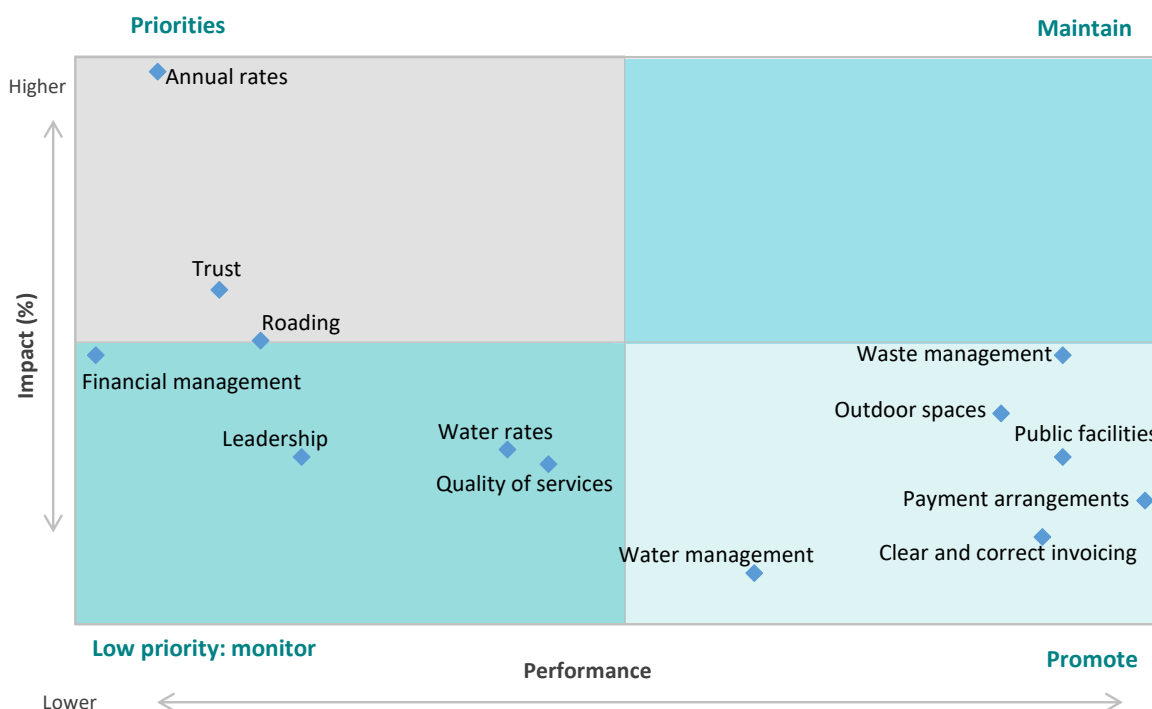


NOTES:

1. Sample: 2023 n=612; 2022 n=669.
2. Excluding 'Don't know' responses
3. QVM3. Thinking about everything Tauranga City Council has done over the last 12 months and what you have experienced of its services and facilities. How satisfied are you that your rates and the fees you pay for services provide value for money?
4. REPS: Thinking about Tauranga City Council in terms of the leadership they provide for the city, the trust that you have in Council, their financial management and quality of services they provide, how would you rate the Council for its overall REPUTATION?
5. QOCS. Now thinking about all the areas mentioned – the facilities, outdoor spaces, roading and waste management, how would you rate Tauranga City Council for its overall CORE SERVICE DELIVERABLES?
6. QOVSAT. Overall, considering everything, how would you rate your level of satisfaction with Tauranga City Council in general?



Opportunities and priorities. Overall measures



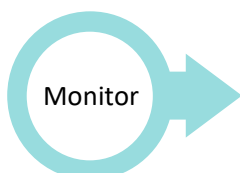
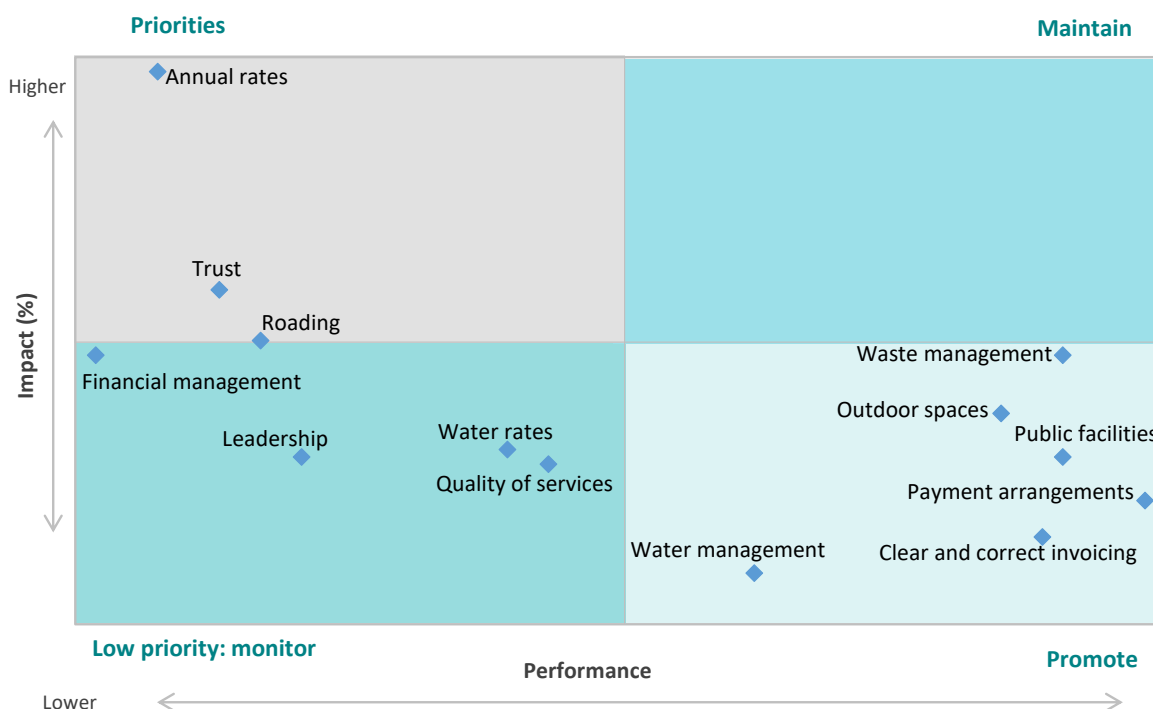
Priorities for Tauranga City Council have shifted over the past 12 months. While over the past two years financial management, along with Trust and Annual rates, were playing the most important role for residents, in 2023 there is a new priority that residents feel strongly about – Rooding.

1. **Rooding** is an emerged new priority that has arisen for the residents in Tauranga. Based on the comments left by those who were dissatisfied there are several areas for Council to prioritise, such as overall maintenance that includes general cleanliness of footpaths and clearing the drains more regularly. Permanent fixing of potholes is another issue mentioned by residents, along with the levels of safety while driving. Several comments have mentioned the roadworks along Cameron road, as well as many main roads being under construction at the same time, which is putting additional pressure on the infrastructure.
2. **Annual rates** remains a priority for residents. Apart from the dissatisfaction with the continuous rates increase, which became a more pressing issue for residents due to the rising cost of living and inflation, there are other residents who have complained about an uneven distribution of rates across suburbs, as well as a lack of transparency on what the rates are spent on / the way decisions are made leading to what the rates are spent on.
2. **Trust** is the final priority in 2023 for the Council to focus on. Perception of Council's reputation continues to improve, including how much faith and trust residents have in the Council. Comments from residents related to Trust are very diverse and present a large discrepancy. Some residents have mentioned their perception of Commissioners as 'non-locals' and as those who cannot understand the needs of the community they are not a part of while other residents through their comments support fully the decisions made by the Commissioners and want them to stay for longer. Polarity of opinion makes Trust a very important area.



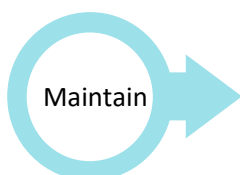


Opportunities and priorities. Overall measures



Monitor

- We recommend closely monitoring these measures, as if their impact increases they may push overall satisfaction down significantly. Roads and streets is the main area we recommend focusing on, because satisfaction has declined over the past 12 months.



Maintain

- There are no measures in 2023 that were placed in 'Maintain' section of the matrix.



Promote

- These were areas that residents tend to value highly and refer to affectionately. However, these factors had very little or no impact on the way Overall performance was rated.
- KPI's related to waste management are an area to focus on over the next year, as this area has showed a lot of improvement in satisfaction over the past 12 months.
- Another area that can be promoted / improved is the perception of outdoor spaces. Having enough parks and green spaces is the sub-driver with the most impact (48%) on the overall perception of outdoor spaces.



Leadership and reputation



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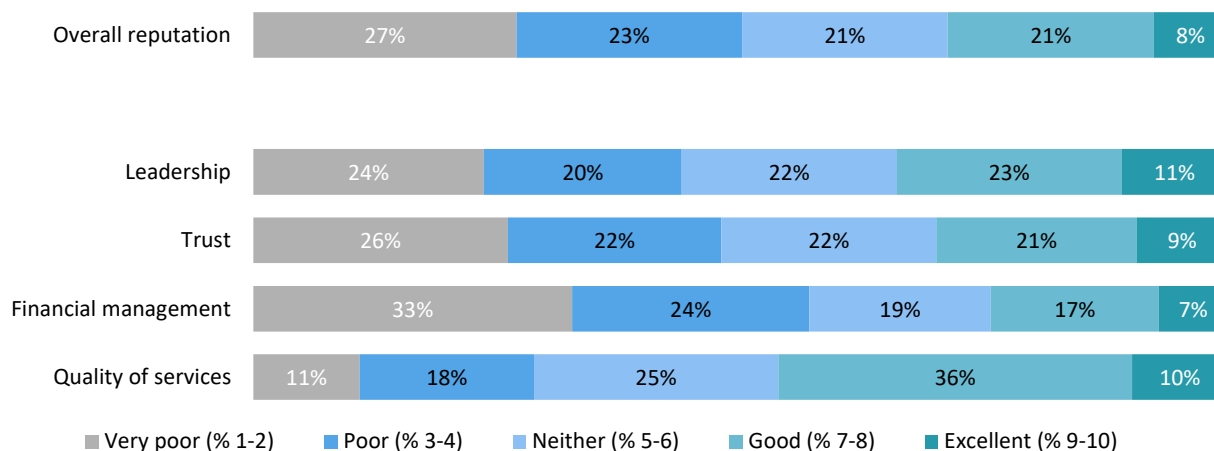




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Understanding reputation



Scores with % 7-10	2023	2022	2021	Māori	All others
Overall Image and reputation	29% ▲	23%	19%	29%	29% ▲
Leadership	34%	29%	22%	36%	34%
Trust	30% ▲	24%	19%	31%	30% ▲
Financial management	24% ▲	19%	16%	26%	24%
Quality of services	46% ▲	40%	40%	39%	47% ▲

- There has been a continuing positive trend over the past 36 months when it comes to Image and reputation, and all related measures.
- Most improved measures over the past 24 months include Trust (+11%) and Leadership (+12%).
- Commissioners have been in place since February 2021, which is when perception of image and reputation started to improve.
- There is no discrepancy in satisfaction between residents of different ethnicities. Satisfaction amongst residents who identify as non-Māori increased significantly across Trust and Quality of services year-on-year.

NOTES:

1. Sample: 2023 n=612; 2022 n=669; 2021 n=630 ; Excluding 'Don't know' responses
2. REP7. So, thinking about Tauranga City Council in terms of the leadership they provide for the city, the trust that you have in Council, their financial management and quality of services they provide, how would you rate the Council for its OVERALL REPUTATION? n= 539
3. REP3. ...overall, how would you rate Council for its LEADERSHIP? n=488
4. REP4. Overall, how would you rate Council in terms of the TRUST and CONFIDENCE you have in them? n=532
5. REP5. How would you rate Council overall for its FINANCIAL MANAGEMENT? n=474
6. REP6. ...how would you rate the Council for the QUALITY OF THE SERVICES AND FACILITIES they provide Tauranga City? n=546

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

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Leadership

Scores with % 7-10 (by ward)	Mt Maunganui - Pāpāmoa	Te Papa – Welcome Bay	Otūmoetai - Bethlehem
Overall Image and reputation	26%	34% ▲	26%
Leadership	33%	37% ▲	33%
Trust	24%	35% ▲	32%
Financial management	23%	29% ▲	21%
Quality of services	48% ▲	44%	46%

Scores with % 7-10 (by age)	18-34	35-64	65+
Overall Image and reputation	22%	25% ▲	43% ▲
Leadership	22%	32%	46%
Trust	23%	26%	43% ▲
Financial management	16%	22%	37% ▲
Quality of services	41%	42%	58%

- Residents from Te Papa-Welcome Bay ward have a higher perception of all measures related to Image and reputation, apart from Quality of services, when compared with other wards.
- Older residents, aged 65+, recorded significant increases in satisfaction year-on-year for Overall Image and Reputation, Trust, and Quality of services.
- Younger residents, aged 18-34 years, are less likely to rate Council higher in terms of Image and reputation. This is especially true for Financial management. Only 16% of residents in this age group rate this metric as 'Good' or 'Excellent'.

NOTES:

- Sample: 2023 n=612; 2022 n=669; 2021 n=630 ; Excluding 'Don't know' responses
- REP7. So, thinking about Tauranga City Council in terms of the leadership they provide for the city, the trust that you have in Council, their financial management and quality of services they provide, how would you rate the Council for its OVERALL REPUTATION? n= 539
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Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

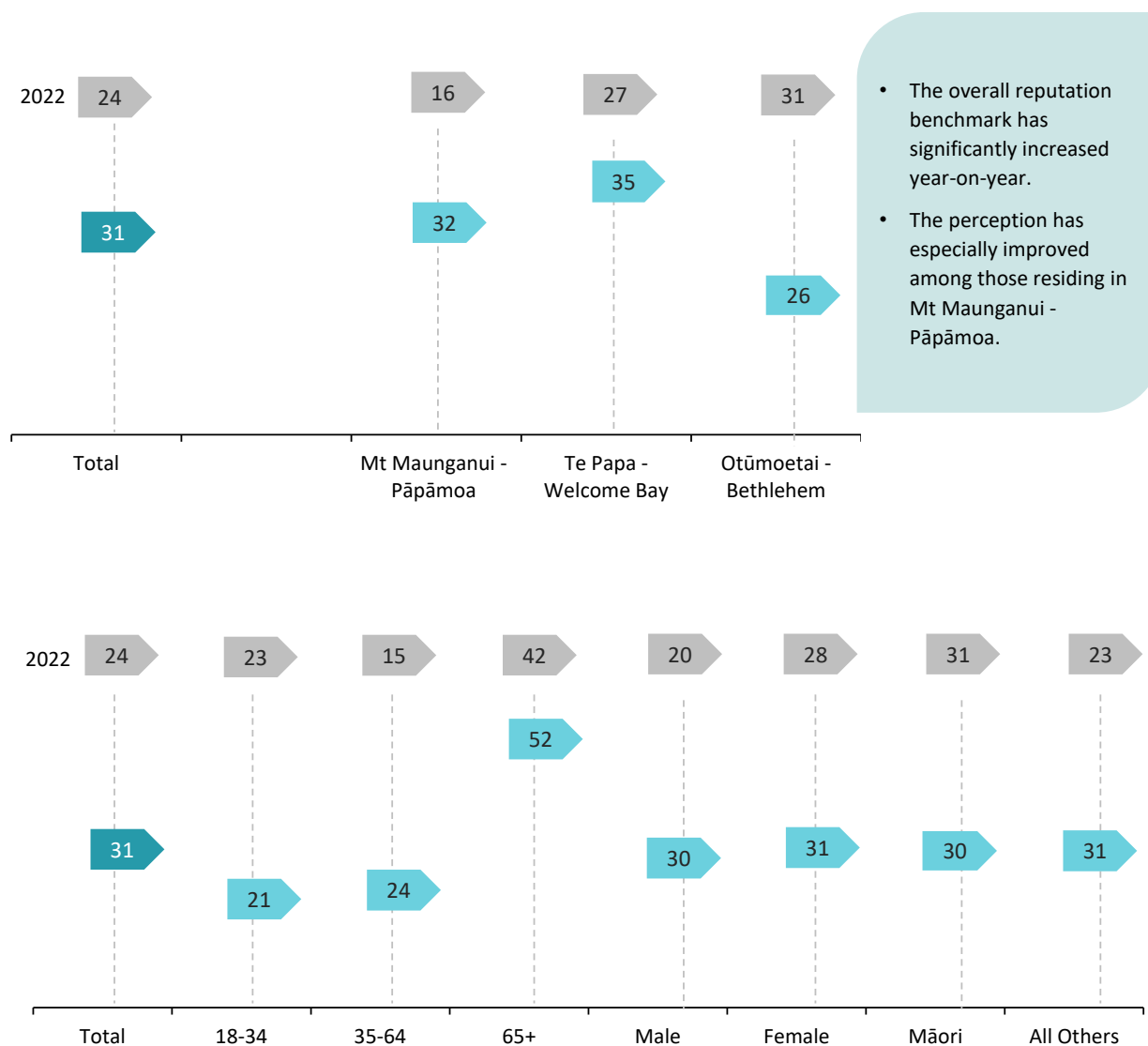
Between demographics
 ▲ Significantly higher
 ▼ Significantly lower



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Reputation Benchmarks



- Older residents, aged 65+, have recorded a benchmark increase of 10 points to a score of +52, considerably higher than average.
- Reputation benchmark is consistent across residents of different ethnicities.

NOTES:

- Sample: 2023 n=612; 2022 n=669; 2021 n=630. Excluding 'Don't know' responses
- The benchmark is calculated by re-scaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking.

Key:	
>80	Excellent reputation
60-79	Acceptable reputation
<60	Poor reputation
150	Maximum score

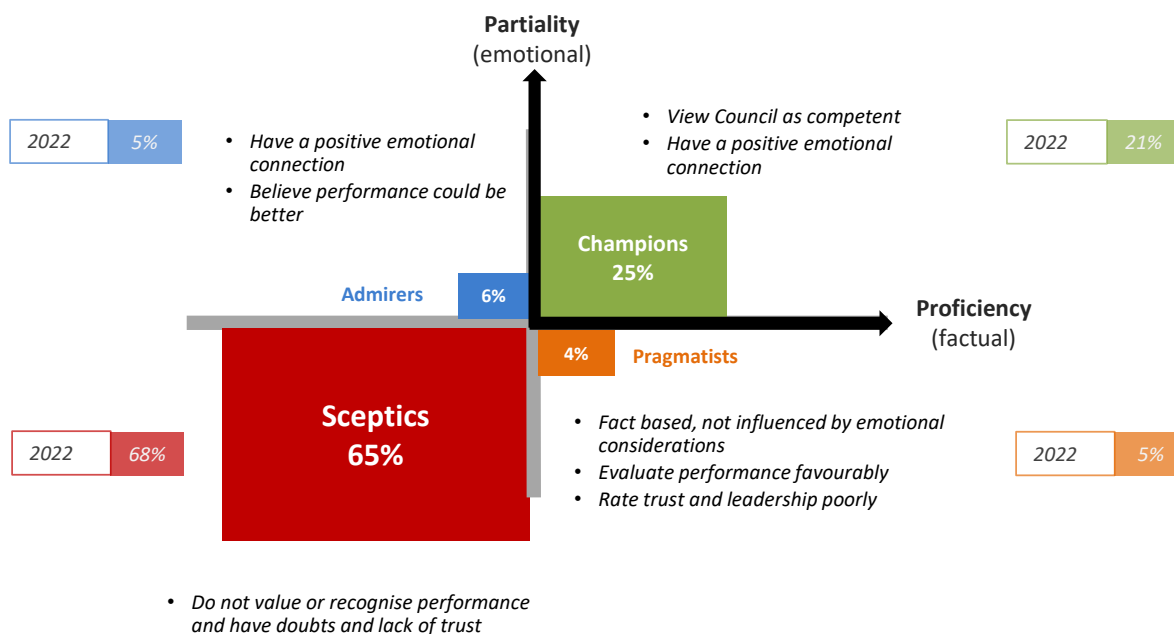
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Reputation Profile



- There is a continual positive year-on-year trend with more 'Champions' and less 'Sceptics'.
- The proportion of 'Sceptics' has decreased from 77% in 2021 down to 65% in 2023.
- The proportion of 'Champions' has increased from 16% in 2021 to 25% in 2023.

- The proportion of 'Champions' has increased by 4% year-on-year.
- Residents aged 65+ have the highest proportion of 'Champions' when compared to other age groups and saw the largest increase in the proportion of 'Champions' increasing 10% to 38% in 2023.

- Residents aged between 18 to 34 have the lowest proportion of 'Champions' with only 11%, a decline of 11% on 2022 results.

- The reputation profiles are consistent across different wards and ethnicities.

NOTES:

1. Sample: 2023 n=612; 2022 n=669; 2021 n=630 ; Excluding 'Don't know' responses
2. REP7. So, thinking about Tauranga City Council in terms of the leadership they provide for the city, the trust that you have in Council, their financial management and quality of services they provide, how would you rate the Council for its OVERALL REPUTATION? n= 539
3. REP3. ...overall how would you rate Council for its LEADERSHIP? n=488
4. REP4. Overall, how would you rate Council in terms of the TRUST and CONFIDENCE you have in them? n=532
5. REP5. How would you rate Council overall for its FINANCIAL MANAGEMENT? n=474
6. REP6. ...how would you rate the Council for the QUALITY OF THE SERVICES AND FACILITIES they provide Tauranga City? n=546



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Comments about Council's reputation



- *Do things that are needed. Good roads and do it right the first time.*
- *Make it attractive to business to re-populate downtown Tauranga. The empty shops are a disgrace to the city and visitors.*
- *Councillors make no effort to contact citizens before they are elected, have no idea who these people are and if they can do a good job. Need more community involvement.*
- *All they have done is spend money they do not have on things that are not essential. They expect the ratepayers to just pay up and shut up. That attitude is unacceptable.*
- *The Council and Commissioners don't seem to understand what people want. They use our rates to do things we don't want, such as the expensive exhibition centre, and they don't do what we actually want.*
- *Need more diverse representation.*



- *The situation is not perfect, but better than the alternative that we had.*
- *I gave five for reputation, based on what others say who have more to do with Council. My own experience is limited but has been good.*
- *Before a commissioner was put in, the Tauranga City Council leadership was a disgrace. Councillors were lazy, dumb, unimaginative, and wasteful. I hope they never run again. A commissioner should stay for the foreseeable future.*
- *Leadership from the commissioners and their teams has been great in terms of accountability and transparency. They have the expertise, know how and networks which shows why they are doing a genuine job for Tauranga.*
- *I have very high hopes for future cycleways. I wish to cycle to work but am not a confident road rider which means cycle ways would make it much easier.*
- *I am very pleased with the visions, plans, and actions of the commissioners.*

NOTES:

1. Sample: 2023 n=612;. Excludes 'Don't know' and 'Doesn't relate to me' responses.
2. QOVLREP. Do you have any comments about Tauranga City Council in terms of the leadership they provide for the city, the trust that you have in Council, their financial management and quality of services they provide? Is there something we can do? n=259



Public facilities



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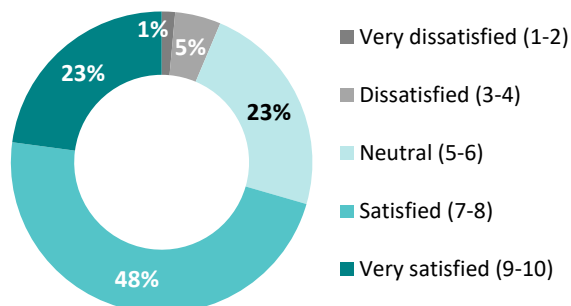




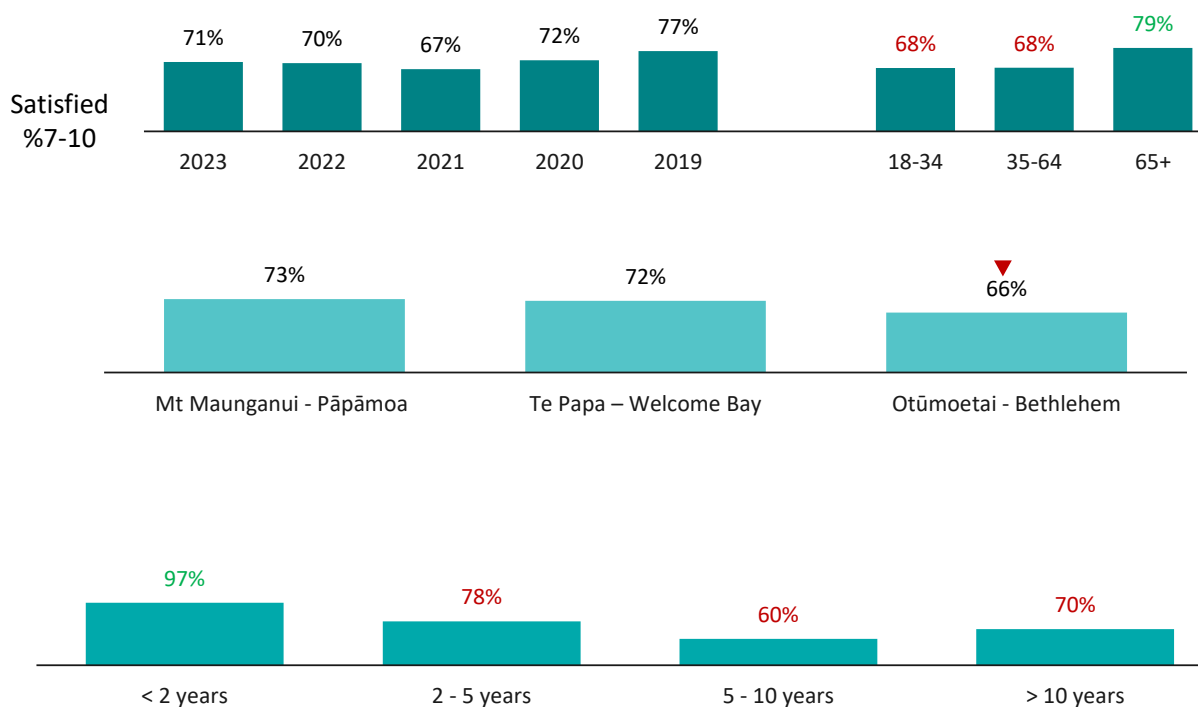
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Satisfaction with public facilities



- Just over seven in ten residents (71%) are satisfied with the public facilities provided by the Council.
- The results are consistent with 2022.
- Residents aged over 65 years are most likely to be satisfied with public facilities.



- Results are relatively consistent across wards. However, satisfaction among those residing in Otūmoetai-Bethlehem ward has significantly declined year-on-year.
- Respondents who have been residing in Tauranga for less than 2 years were significantly more satisfied with public facilities than those who have lived there for longer.

NOTES:

1. Sample: 2023 n=612; 2022 n=669; 2021 n=630 ; 2020 n=645; 2019 n=604.
2. Excluding 'Don't know' responses
3. QPF11. Thinking about the FACILITIES above, The Historic Village, libraries, community centres, sports facilities, Baycourt Community & Arts Centre, how would you rate the Council for the FACILITIES provided? n=517

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

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Comments about recreation and cultural facilities



- As someone who works in education, it would be nice to have more child-friendly activities for primary school aged kids in the Historical Village because it's a beautiful little place.
- The toilets need some tender loving care, for instance, functioning door locks, hand sanitisers kept loaded, graffiti under control, and lights that work where they are fitted.
- The Mount Sports Centre is a disgrace. It is extremely cold and has no heating. There are holes in the walls, and it should be demolished.
- Very concerned by the lack of cleanliness in the changing rooms of the Mount Hot Pools. It is not very attractive for the tourists.
- The facilities at all are exceptional, however, the parking at many of them is poor, and more parking might be needed for easier access to these facilities.



- Generally, fairly good, glad to finally see upgrades to Greerton pools.
- Excellent Mobile Library services and an excellent librarian running it and driving the bus.
- It has been good to see an increase in activities and events at the Historic Village and Baycourt Community Centre.
- I am pleased the Historic Village is continuing to improve.
- I am pleased with the renovations at the Mount Hot Pools and Greerton swimming pool.
- I like the Baywave pool temperatures and the fact that salt is also used to replace some of the chlorine.
- Sports facilities and the swimming pools are great. Pricing equitable Baycourt community and arts centre is a great set up.

NOTES:

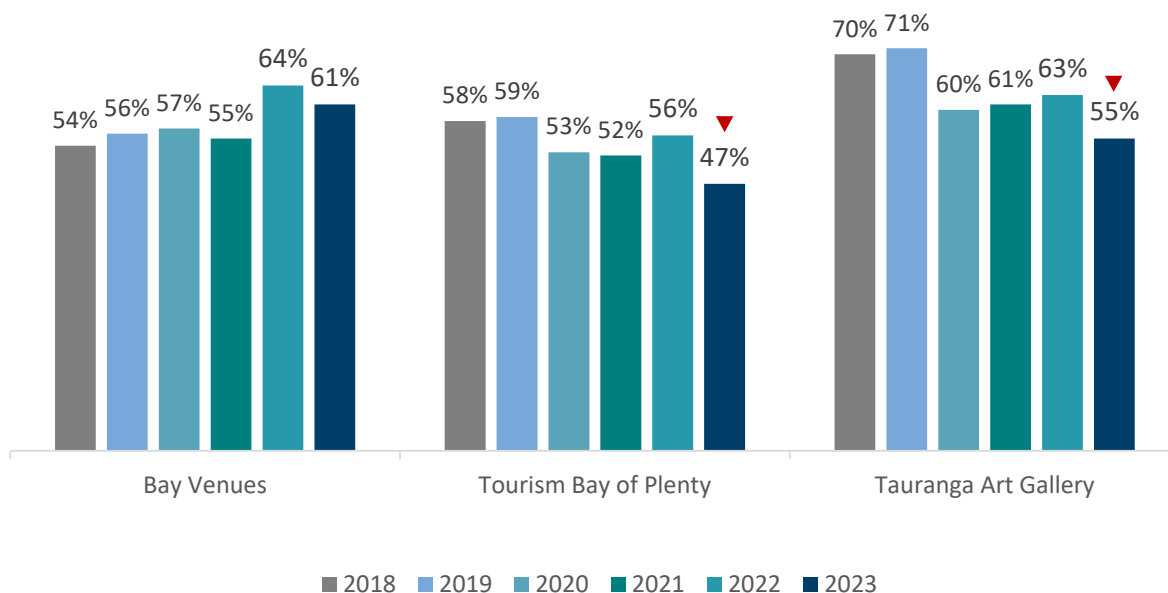
- Sample: 2023 n=612. Excludes 'Don't know' and 'Doesn't relate to me' responses.
- OVLFCLT. Do you have any comments about any the FACILITIES mentioned above, including The Historic Village, libraries, community centres, sports facilities, swimming pools Community & Arts Centre. What can we improve and how? n=209. Note 2% of the respondents mentioned that they do not use any of the public facilities, so have no opinion



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Awareness of Council Controlled Organisations



Residents aged over 35 years and those over 65 in particular show the most awareness, especially when it comes to Tourism Bay of Plenty (64%) and Tauranga Art Gallery (67%) which is significantly higher than the overall awareness of 47% and 55% respectively.

Residents from Mt Maunganui – Pāpāmoa ward are most likely to be aware that TCC provides services through Bay Venues Limited (67%) and Tauranga Art Gallery (59%).

There is no discrepancy in awareness in regard to Council controlled organisations between residents of different ethnicities.

- Awareness of Council controlled organisations among residents has declined over the past 12 months, especially when it comes to Tourism Bay of Plenty and Tauranga Art Gallery.

NOTES:

- Sample: 2023 n=612; 2022n=669; 2021 n=630 ; 2020 n=645 ; 2019 n=581; 2018 n=439.
- QPF3. Are you aware that the Tauranga City Council provides services through the following Council Controlled Organisations (CCO's)?

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

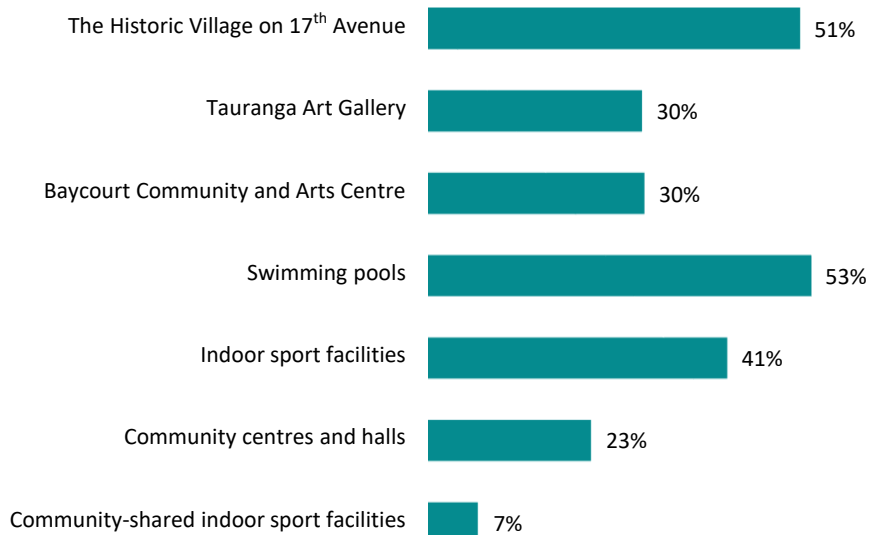
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Visitation



Visitation	2023	2022	2021	2020
The Historic Village on 17 th Avenue	51% ▼	59%	49%	51%
Tauranga Art Gallery	30%	33%	28%	33%
Baycourt Community and Arts Centre	30% ▼	38%	27%	33%
Swimming pools	53%	49%	53%	56%
Indoor sport facilities	41%	44%	40%	50%
Community centres and halls	23%	23%	27%	26%
Community-shared indoor sport facilities	7%	6%	8%	7%

- There has been a significant decrease in visitation of The Historic Village and Baycourt Community and Arts Centre over the past 12 months.
- Visitation of Swimming pools has slightly increased compared with 2022. Verbatim comments also contained a lot of positive feedback in relation to upgrading of the pools' facilities.

NOTES:

1. Sample: 2023 n=612; 2022 n=669; 2021 n=630 ; 2020 n= 645.
2. Excluding 'Don't know' responses
3. PF1. Have you visited any of the following facilities in the last year? n=612
4. PF4. Have you visited any of the following in the last year? n=612

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

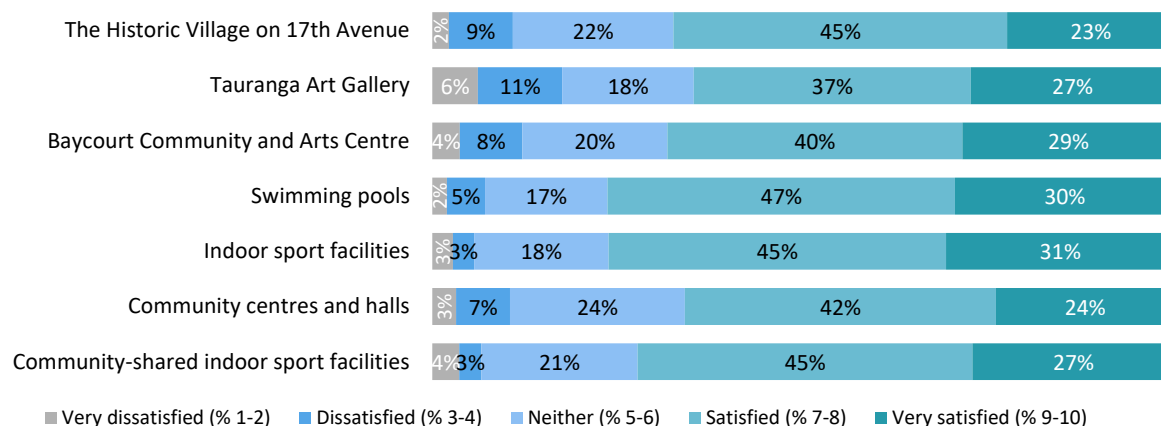
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Satisfaction (Overall)



Scores with % 7-10	2023	2022	2021	18-34 yo	35-64 yo	65+ yo
The Historic Village on 17 th Avenue	67%	65%	63%	65%	66%	72%
Tauranga Art Gallery	65%	66%	62%	51% ▼	70%	68%
Baycourt Community and Arts Centre	68%	69%	70%	56%	68%	80%
Swimming pools	76%	74%	72%	74%	72%	89%
Indoor sport facilities	76%	78%	79%	81%	71%	83%
Community centres and halls	66%	59%	68%	61%	63%	77%
Community-shared indoor sport facilities	72% ▲	60%	73%	72% ▲	70%	78%

Scores with % 7-10	Māori	All others	Mt Maunganui - Pāpāmoa	Te Papa – Welcome Bay	Otūmoetai - Bethlehem
The Historic Village on 17 th Avenue	68%	67%	63%	72%	68%
Tauranga Art Gallery	66%	65%	65%	62%	67%
Baycourt Community and Arts Centre	71%	68%	62%	67%	75% ▲
Swimming pools	81%	76%	73%	78%	80%
Indoor sport facilities	77%	76%	82%	75%	70%
Community centres and halls	72%	65% ▲	71%	62%	63%
Community-shared indoor sport facilities	80%	71% ▲	83%	61%	71% ▲

- Satisfaction with Public Facilities remains relatively consistent year-on-year, apart from Community centres and halls, which had a significant increase (60% in 2022 compared to 72% in 2023).

NOTES:

1. Sample: 2023 n=612; 2022n=669; 2021 n=630 ; Excluding 'Don't know' responses
2. PF2. How would you rate your satisfaction with each of the following facilities? It doesn't matter whether or not you use these facilities, it's your opinion that matters. n=485
3. PF5. How would you rate your satisfaction with the...? It doesn't matter whether or not you use these facilities, it's your opinion that matters. n=432

▲ Year-on-year Significantly higher
 ▼ Year-on-year Significantly lower
 ▲ Between demographics Significantly higher
 ▼ Between demographics Significantly lower

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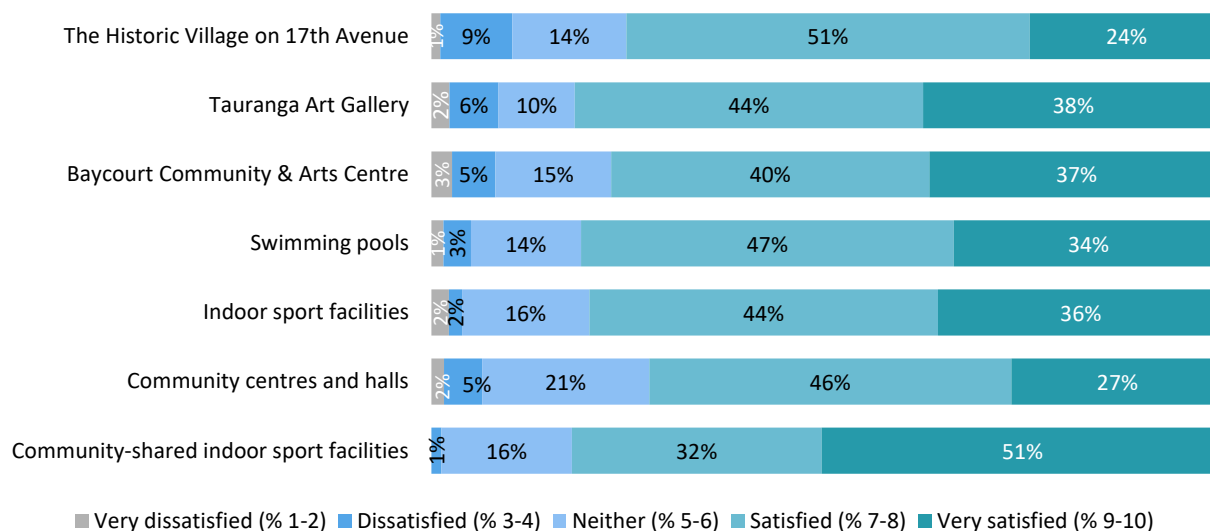


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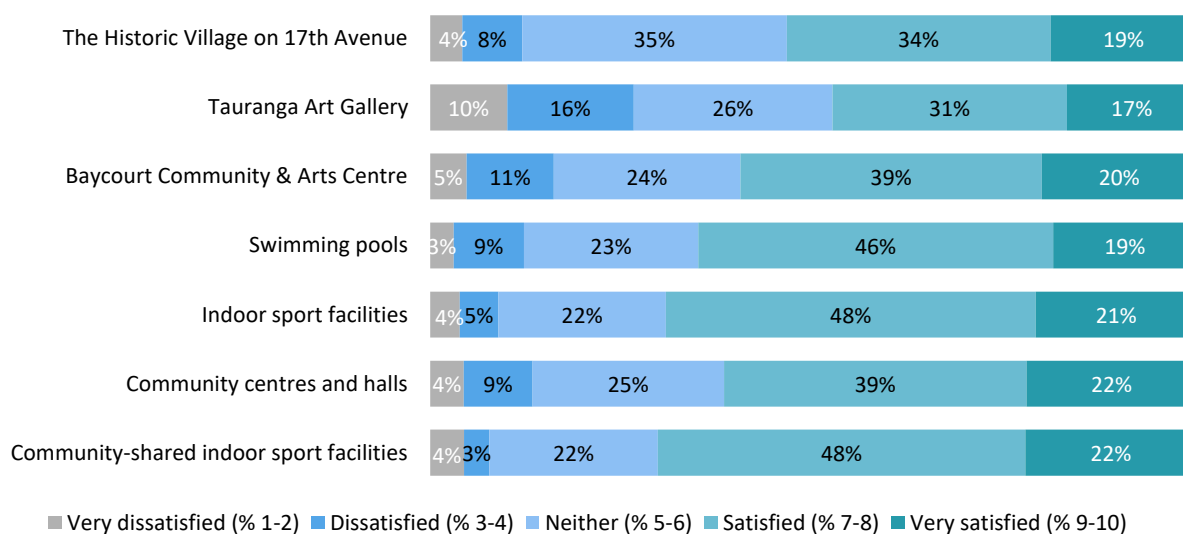


Satisfaction (Users vs. non-users)

Users



Non-users



- The proportion of users who are satisfied with the facilities is significantly higher than the proportion of satisfied non-users.
- There are also considerably less users who feel dissatisfied with the facilities.

NOTES:

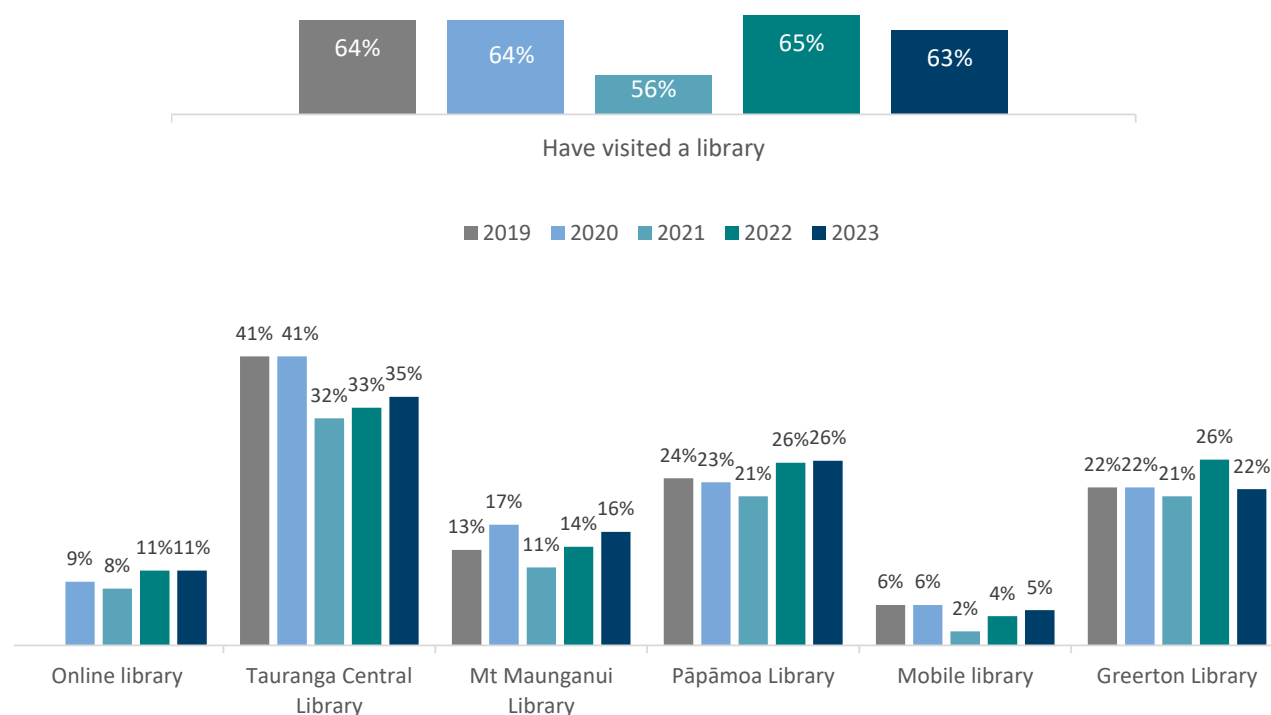
1. Sample: 2023 n=612; 2022n=669; 2021 n=630 ; Excluding 'Don't know' responses
2. PF2. How would you rate your satisfaction with each of the following facilities? It doesn't matter whether or not you use these facilities, it's your opinion that matters. n=485
3. PF5. How would you rate your satisfaction with the...? It doesn't matter whether or not you use these facilities, it's your opinion that matters. n=432



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Libraries. Visitation



- Library usage remains on par with last year.
- Greerton Library recorded a slight decrease in usage, while usage of all other libraries is consistent with 2022.
- Based on the verbatim comments, some of the most common issues limiting residents' use of libraries are:
 - ✓ Issues with parking
 - ✓ Need newer / better selection
 - ✓ Opening hours
 - ✓ Personal limitations
 - ✓ Fees are too high

NOTES:

1. Sample: 2023 n=612; 2022 n=669; 2021 n=630 ; 2020 n=645; 2019 n=604.
2. PF6. Have you visited any of the following libraries in the last year? n=610

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

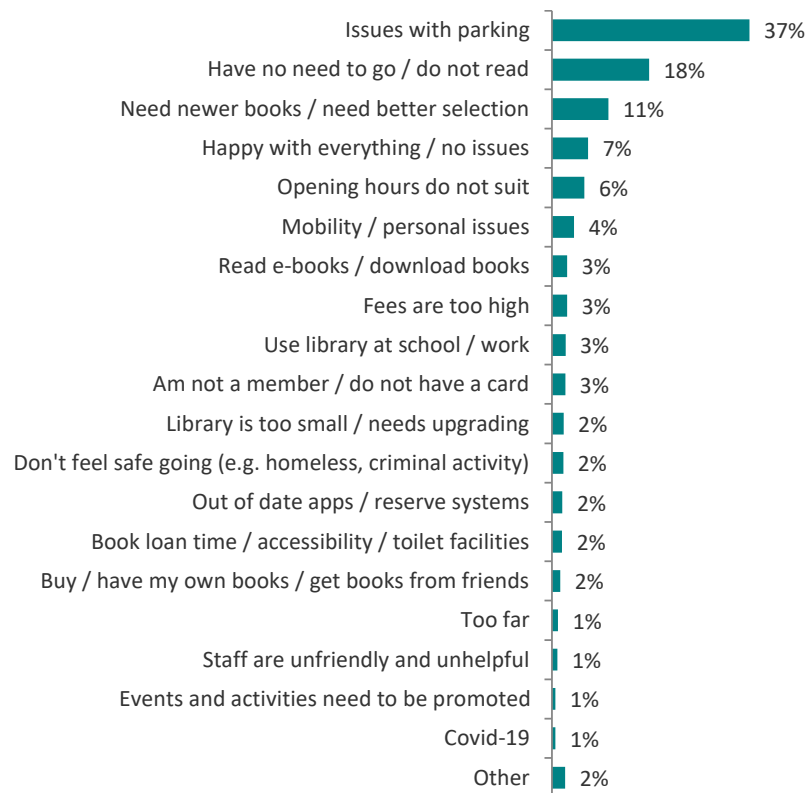
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Reason for not using the Tauranga libraries



- *The parking difficulty around Tauranga town library due to construction, the competition with workers in town and university students, and the cost.*
- *The limited hours, because your staff are always sick on Saturdays.*
- *I don't read books very often and I can get them from the bowling club. I do visit a library occasionally, looking for information such as ancestry.*
- *Lack of books from other countries that have been translated into English. Specifically, from Asian, Japanese light novels in particular.*
- *Mobile library doesn't come to my area, or if it does, it is only for a short time when I'm not there. The book selection could be bigger, especially e-books.*
- *If you want to get further books out by the same author, often no books are available. Books on the top shelf are impossible for people in wheelchairs to access.*
- *The homeless people around the libraries makes the women I know feel unsafe to go there by themselves.*
- *There are so many other options to meet my reading needs. It should be optional to pay for in the rates or a user-pay system, for example, at the RSA library, bowling clubs, and retirement villages. Access to the central library is prohibited due to the parking charges or hours wasted on a bus.*

NOTES:

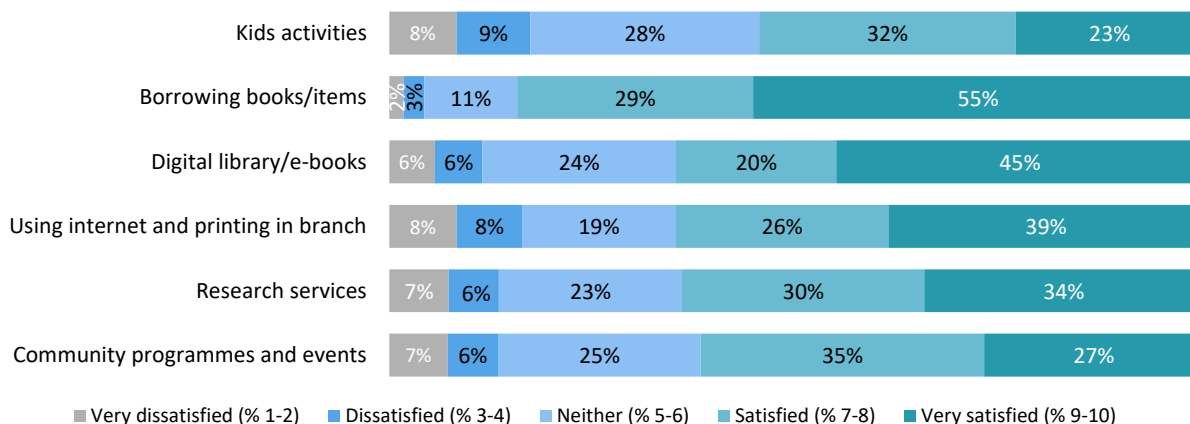
1. Sample: 2023 n=612
2. Excludes 'Don't know' and 'Doesn't relate to me' responses.
3. PF10. Are there any issues limiting your use of Tauranga libraries? n=194



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Satisfaction with library services



Scores with % 7-10	2023	2022	2021	18-34 yo	35-64 yo	65+ yo
Kids activities	55% ▼	70%	73%	53%	49% ▼	77%
Borrowing books/items	84%	86%	87%	89% ▲	78% ▼	92%
Digital library/e-books	65%	68%	74%	70%	56%	85%
Using internet and printing in branch	65%	70%	67%	54%	63%	91%
Research services	64%	73%	79%	59%	57%	95%
Community programmes and events	62%	65%	66%	58%	57%	80%

Scores with % 7-10	Māori	All others	Mt Maunganui - Pāpāmoa	Te Papa – Welcome Bay	Otūmoetai - Bethlehem
Kids activities	62%	53% ▼	56% ▼	60%	48% ▼
Borrowing books/items	86%	84%	83%	90%	81%
Digital library/e-books	80%	62%	63%	78%	57%
Using internet and printing in branch	78%	61%	64%	68%	63%
Research services	76%	61%	58%	66%	69%
Community programmes and events	69%	60%	62%	69%	53%

- Overall, satisfaction with most of the library services remains relatively consistent with 2022 results, with the exception of a decline in satisfaction related to childrens activities.
- Satisfaction with childrens activities has significantly declined among those from Mt Maunganui - Pāpāmoa and Otūmoetai – Bethlehem wards, as well as those who identify as non- Māori.
- Respondents aged 65+ years are the most likely to be satisfied with library services provided by the City Council and are considerably more satisfied when compared with those aged 35-64.

NOTES:

- Sample: 2023 n=612; 2022 n=669; 2021 n=630.
- Excluding 'Don't know' responses
- PF8. Thinking about the Tauranga libraries, how would you rate your satisfaction with the..? n=367

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

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Water management



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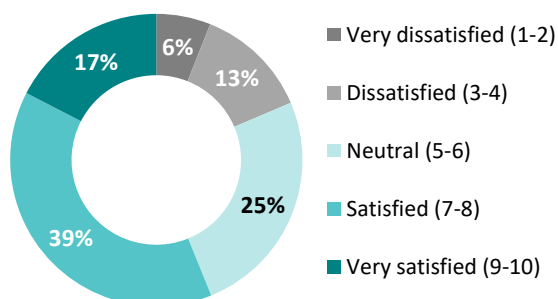




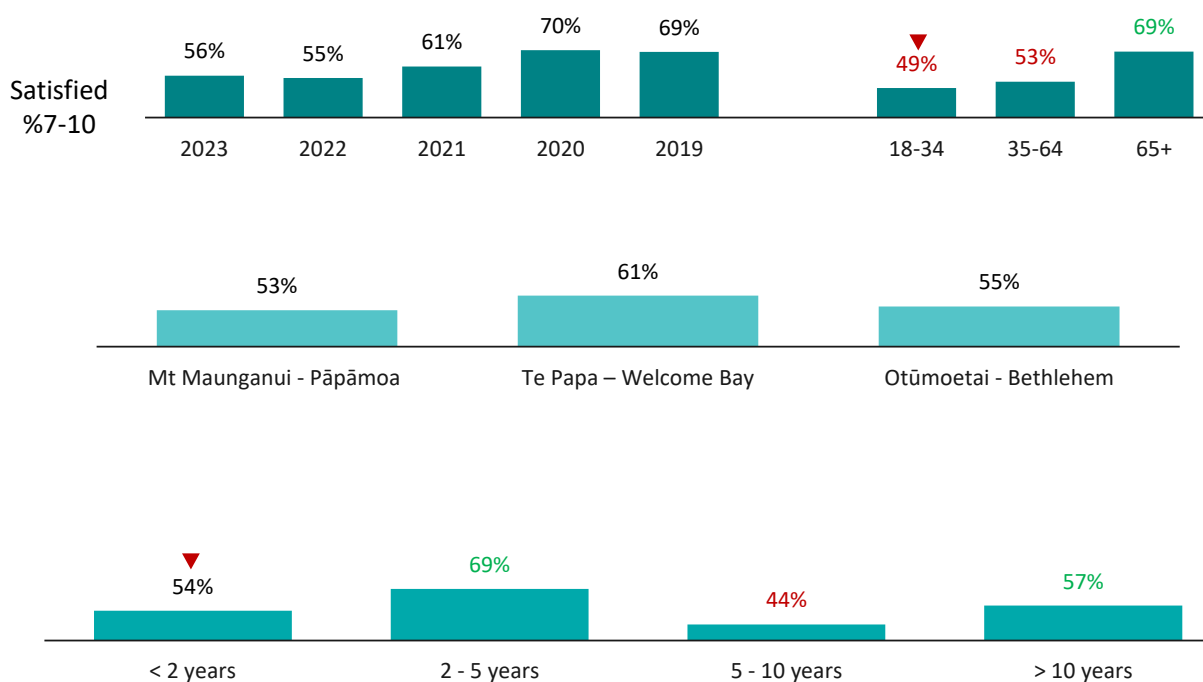
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Satisfaction with overall water management



- Satisfaction with the water management remains consistent with 2022.
- Residents aged 18-34 years are significantly less satisfied with water management than older age groups, and they are also considerably less satisfied year-on-year.



- Satisfaction is consistent across all wards.
- Satisfaction among those who are new to the city and have lived here for less than two years has declined considerably year-on-year.

NOTES:

1. Sample: 2023 n=612; 2022 n=669; 2021 n=630; 2020 n=645; 2019 n=604; Excluding 'Don't know' responses
2. QWTR6. Thinking about water management for flooding, stormwater and drinking water, how would you rate Council overall for WATER MANAGEMENT? n=522

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

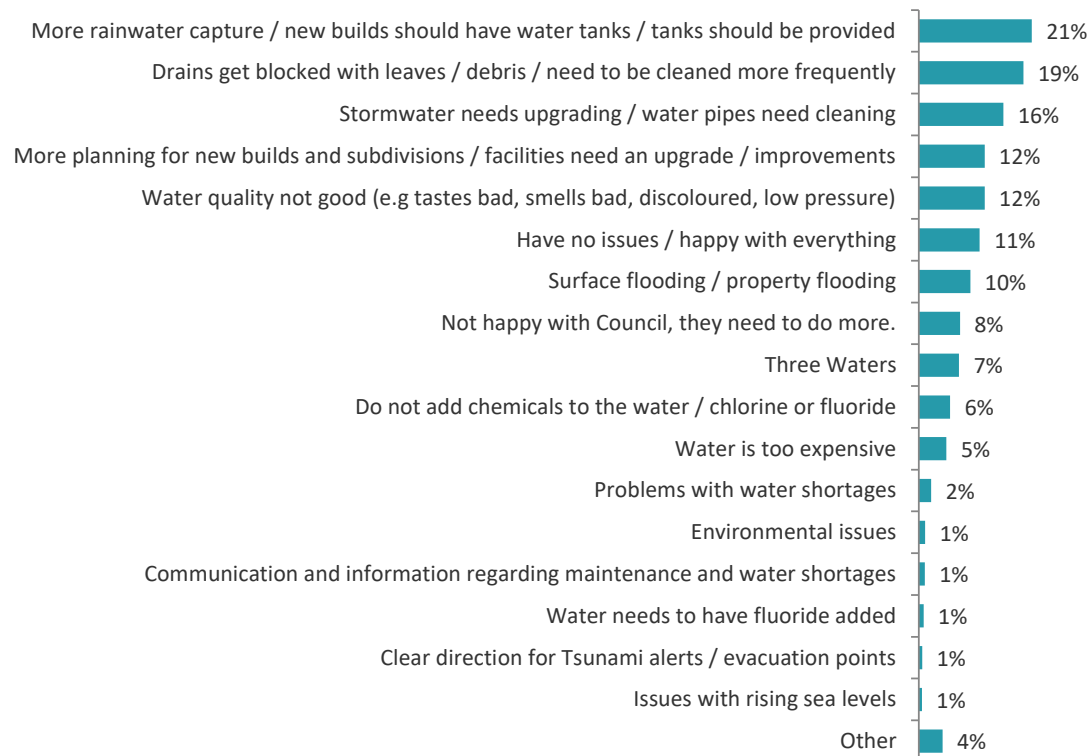
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Comments about water management



- *Improve the drinking water. There is an overpowering smell of chemicals.*
- *Keeping our drains clear and put in more drains.*
- *More thought and action could go into conserving water, particularly in new subdivisions with perhaps underground reservoirs for untreated water use.*
- *Stormwater drains near our property are poorly managed, overgrown open drains that don't function.*
- *I see people ignoring the water and hosing restrictions, which bugs me when I follow the rules. Not sure you can do much about it.*
- *Our area where I live now was a swamp and always gets flooded when there's nonstop or heavy rain. The back of the section is flooded now, and the house sits in water at the front of the house.*
- *Consider future maintenance of all water infrastructure.*



- *Considering the terrain and geography, the Council has done quite well.*
- *Tauranga's water management is first class and appropriate to the economics of its rates base.*
- *Continue to plan and act in advance of water and wastewater requirements.*
- *These three things are okay.*
- *I agree with fluoridisation as I have seen my three adult children all get to at least 30 years old without any dental problems because I took fluoride when pregnant and gave it daily until they were 10 years old.*
- *Tauranga didn't flood so I think that a bonus and speaks for itself. Have never had a problem with the drinking water.*
- *The Tauranga drinking water is great, always has been. Leave it how it is.*

NOTES:

1. Sample: 2023 n=612.
2. Excludes 'Don't know' and 'Doesn't relate to me' responses.
3. OVLWTR. Do you have any comments about WATER MANAGEMENT for flooding, stormwater and drinking water? Is there something we can do? n=205

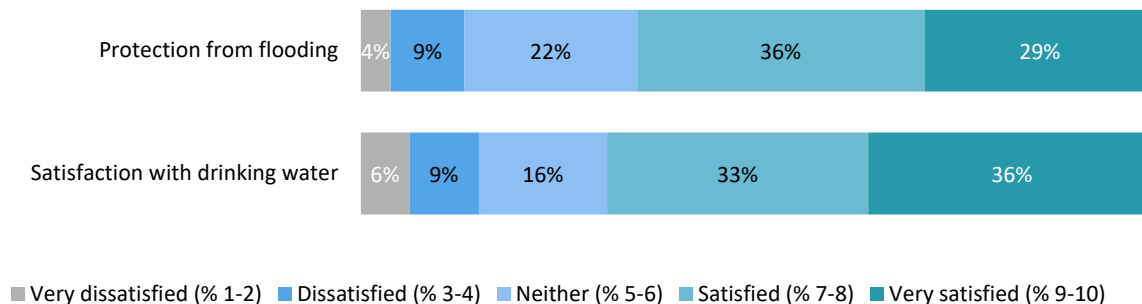
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Water management



Scores with % 7-10	2023	2022	2021	18-34 yo	35-64 yo	65+ yo
Protection from flooding	65% ▼	71%	74%	58%	58% ▼	85%
Satisfaction with drinking water	69%	74%	75%	68%	60% ▼	87%

Scores with % 7-10	Māori	All others	Mt Maunganui - Pāpāmoa	Te Papa – Welcome Bay	Otūmoetai - Bethlehem
Protection from flooding	51%	68%	55%	74%	69% ▼
Satisfaction with drinking water	56%	71%	67% ▼	72%	69%

- Satisfaction with protection from flooding has significantly declined year-on-year, which is most likely caused by the flooding experienced in the region during severe weather events that occurred in 2023.
- Residents who identify as Māori were significantly less satisfied with both protection from flooding and drinking water than other ethnicities.

NOTES:

1. Sample: 2023 n=612; 2022 n=669; 2021 n=630.
2. Excluding 'Don't know' responses
3. WTR1. Using a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how much do you agree that your home, and/or business buildings, are adequately protected from flooding? n=549
4. WTR2. How satisfied are you with the quality (taste, colour, odour) of drinking water in Tauranga? n=597

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

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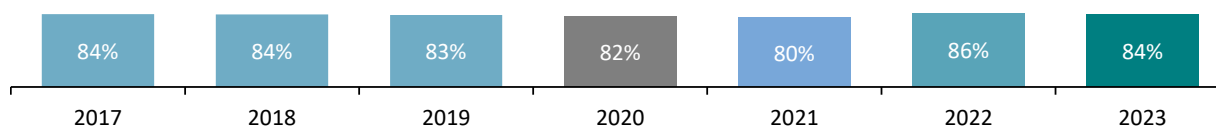


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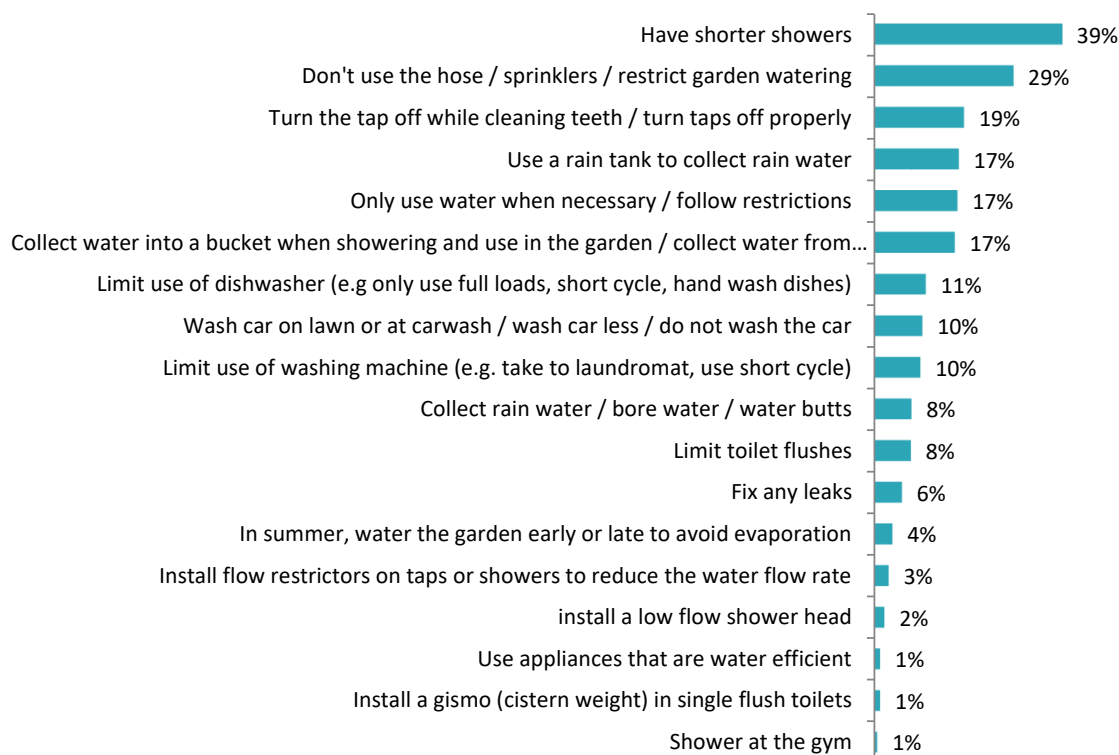
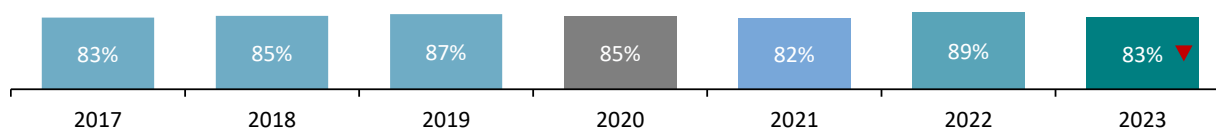


Water conservation

Aware of ways to conserve water at home or at work



Have taken steps to conserve water over the past 12 months



- The proportion of residents that have taken steps to conserve water over the past 12 months has decreased significantly year-on-year.
- Taking shorter showers (39%), not using the hose / sprinklers / restrict garden watering (29%) and turning the tap off while cleaning teeth / turning taps off properly (19%) were the top three actions undertaken to save water.

NOTES:

- Sample: 2023 n=612; 2022 n=669; 2021 n=630 ; 2020 n=645; 2019 n=604; 2018 n=455; 2017 n=451.
- Excluding 'Don't know' responses
- WTR3. Do you know of any ways that you can conserve water at home or at work? n=602
- WTR4. Have you taken any steps to conserve water over the past 12 months? n=498
- WTR5. What steps have you taken to conserve water over the past 12 months? Left a comment n= 412

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

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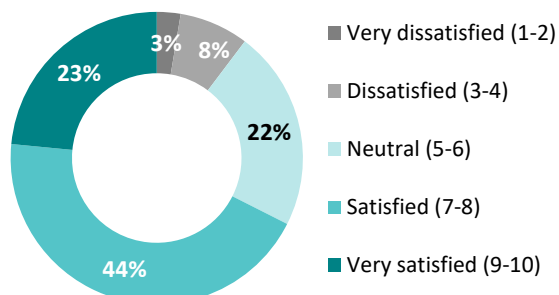




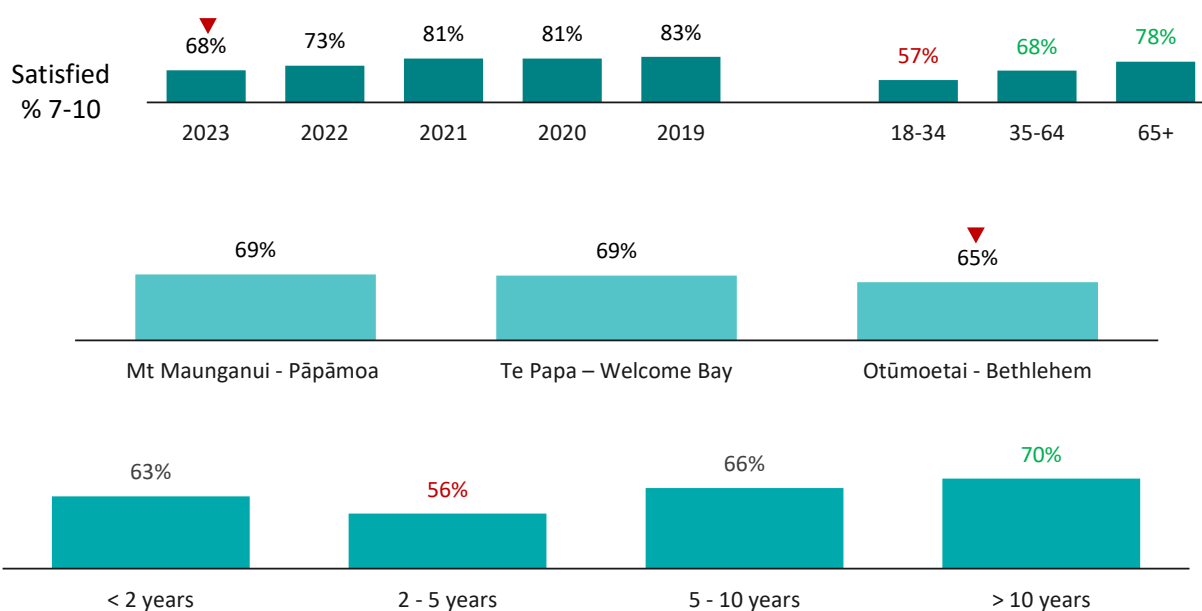
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Satisfaction with outdoor spaces



- Satisfaction with outdoor spaces has decreased significantly year-on-year but remains high with close to seven in ten residents being satisfied (68%).
- Satisfaction with outdoor spaces is lowest amongst residents aged 18 to 34.
- Satisfaction is consistent among residents from different suburbs.



- Residents who have resided in the region the longest (over 10 years) are most satisfied with the outdoor facilities in the city.

NOTES:

1. Sample: 2023 n=612; 2022 n=669; 2021 n=630 ; 2020 n=645; 2019 n=604.
2. Excluding 'Don't know' responses
3. QOS8. Thinking about all these OUTDOOR SPACES – the parks, playgrounds, boat ramps and cemeteries, how would you rate Tauranga City Council for its overall management of outdoor spaces? n=562

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

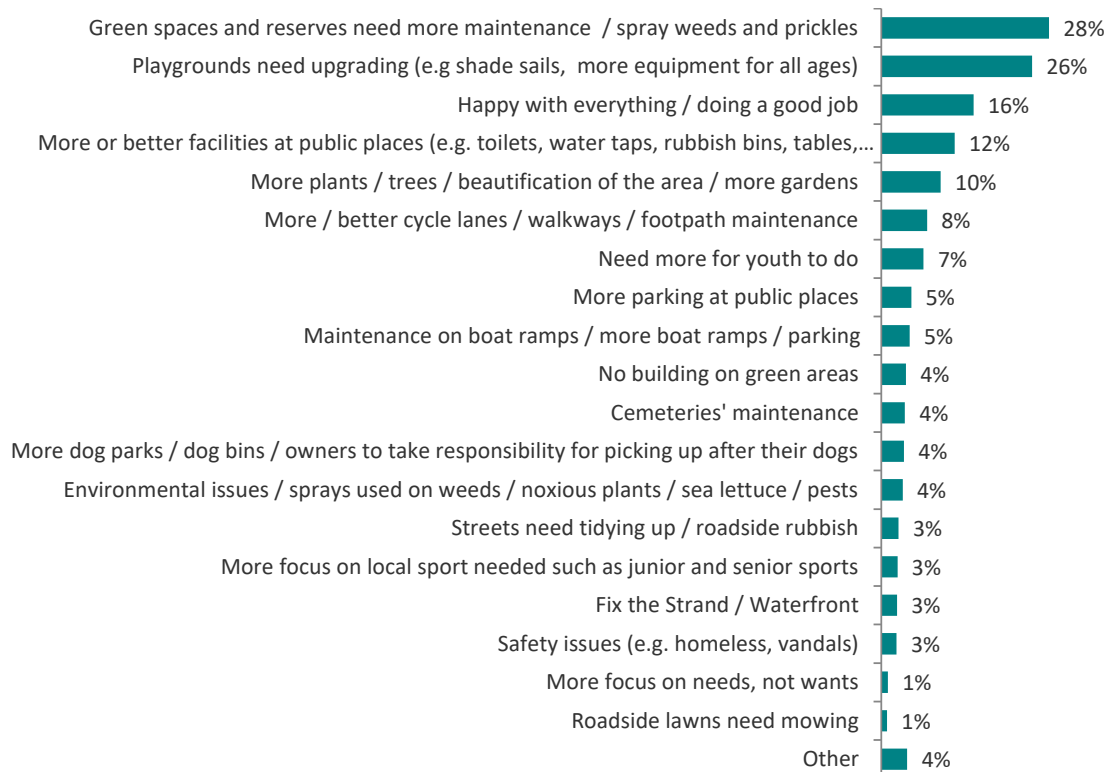
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Comments about outdoor spaces



- *Do something about dog control in the Ohauiti Reserve, as an elderly person who had enjoyed walking through the park for daily exercise, I'm angry that dog owners don't have them on leads as I have had dogs jumping up, frightening me, with one dog sending me to the ground.*
- *We could use more parks and family friendly spaces, a lot of the outdoor spaces could benefit from more regular maintenance and cleaning, as well as toilet blocks and places for families to sit and eat, for example, tables and barbeques.*
- *Better facilities in outdoor spaces, bike areas, seating, dining, outdoor playgrounds and gyms. Making Tauranga a place that encourages physical activity.*
- *A need for a bigger park with trees for the future heat and for walking around estuaries and the Mount. Yatton park is nice but small and a problem with dogs.*
- *Maintenance. Put in more basketball courts.*



- *The cycle and walkways, which we use regularly are excellent, reasonably maintained and make getting about the city on bikes a pleasant activity.*
- *Continue with the good work you have started, but please consider more bike trails that link together and stay off the roading network.*
- *They look tidy and approachable.*
- *Continue to keep them well maintained.*
- *Continue to keep upgraded in a neat and tidy order.*
- *They do a great job with regular maintenance, for example, picking up rubbish, cleaning barbeques, and improving equipment at Kulim Park.*
- *Tauranga City Council has received a lot of comments over poor maintenance and the mowing of parks, but I believe this to be a reflection of the extreme wet season this year. Generally, maintenance has been acceptable.*

NOTES:

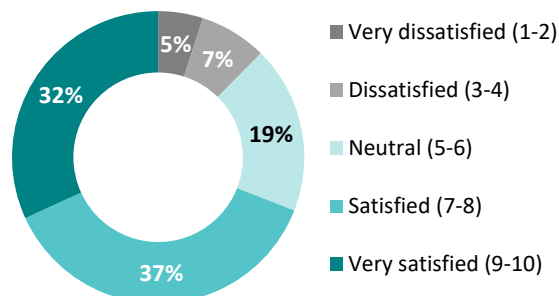
1. Sample: 2023 n=612.
2. Excludes 'Don't know' and 'Doesn't relate to me' responses.
3. OVLOTDR. Do you have any comments about OUTDOOR SPACES mentioned above? Is there something we can do? n=236



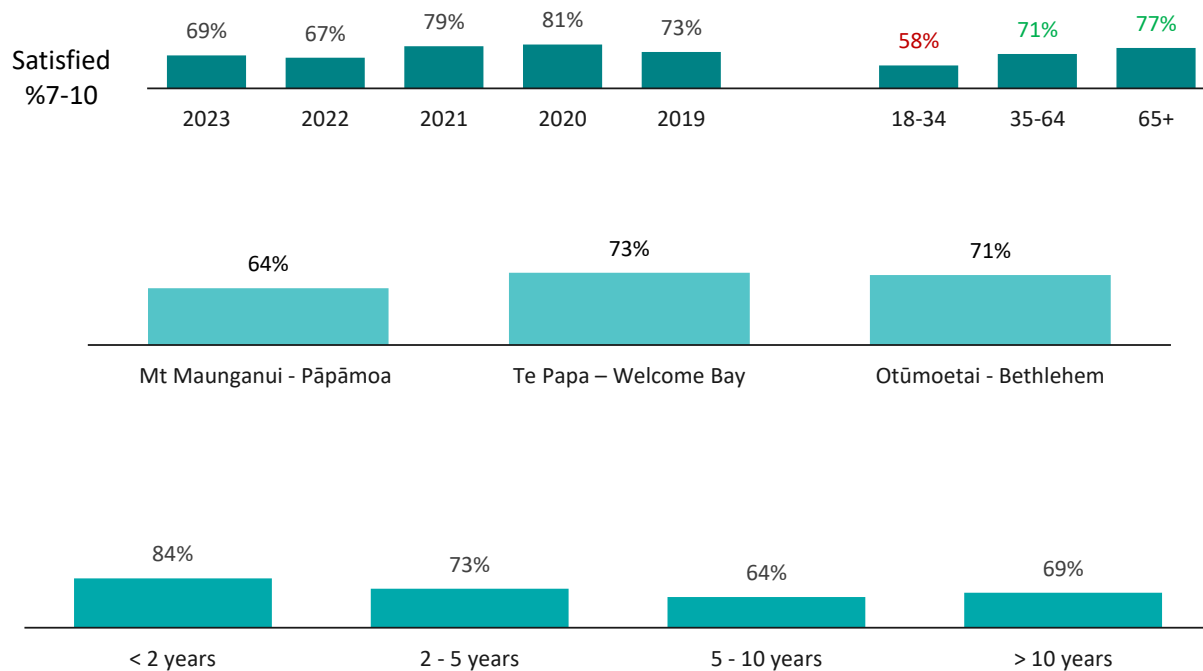
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Tauranga has enough parks and green spaces



- Residents who consider that Tauranga has enough parks and green spaces has remained high with close to seven in ten (69%) satisfied.
- Older residents aged 65+ are significantly more satisfied that Tauranga has enough parks and green spaces than younger residents.



- There is no significant difference between the length of stay in Tauranga, or between wards.

NOTES:

- Sample: 2023 n=612; 2022 n=669; 2021 n=630 ; 2020 n=645; 2019 n=604
- Excluding 'Don't know' responses
- OS1. How satisfied are you that Tauranga has enough parks or green spaces? n=590

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

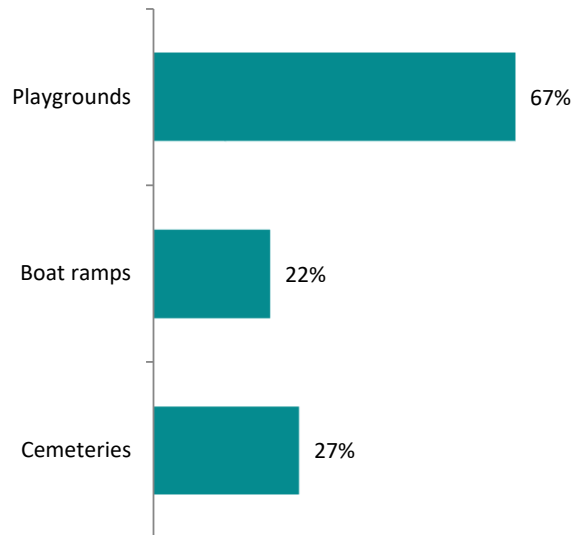
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Visitation



Visitation	2023	2022	2021	2020
Playgrounds	67%	70%	64%	66%
Boat ramps	22%	22%	22%	25%
Cemeteries	27%	30%	26%	28%

- Visitation for Playgrounds, Boat ramps and Cemeteries remains consistent over the past 12 months.

NOTES:

1. Sample: 2023 n=612; 2022 n=669; 2021 n=630; 2020 n= 645.
2. Excluding 'Don't know' responses
3. OS2. How often have you used or visited your local playground in the past year? By local playground we mean the playground nearest to your home. n=599
4. OS4. In the last 12 months, have you used or wanted to use the boat ramps in Tauranga? n=597
5. OS6. Have you visited a Tauranga City Cemetery (including Pyes Pa) in the last 12 months? n=598

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

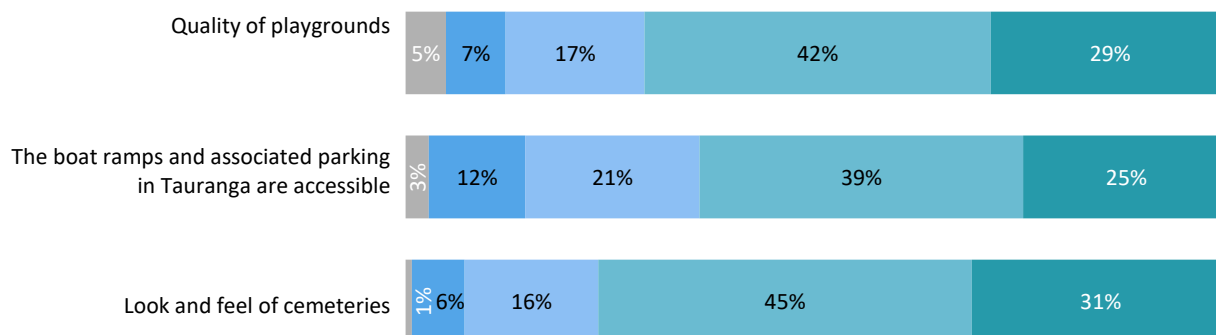
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Satisfaction



■ Very dissatisfied (% 1-2) ■ Dissatisfied (% 3-4) ■ Neither (% 5-6) ■ Satisfied (% 7-8) ■ Very satisfied (% 9-10)

Scores with % 7-10	2023	2022	2021	18-34 yo	35-64 yo	65+ yo
Quality of playgrounds	71%	72%	79%	67%	68%	81%
The boat ramps and associated parking in Tauranga are accessible	64%	70%	74%	75%	56%	67%
Look and feel of cemeteries	77%	79%	85%	71%	74%	84%

Scores with % 7-10	Māori	All others	Mt Maunganui - Pāpāmoa	Te Papa – Welcome Bay	Otūmoetai - Bethlehem
Quality of playgrounds	53%	75%	70%	72%	71%
The boat ramps and associated parking in Tauranga are accessible	77%	62%	57%	74%	65%
Look and feel of cemeteries	67% ▼	78%	80%	81%	68%

- Overall satisfaction among residents remains high and consistent year-on-year.
- Older residents aged 65+ are significantly more satisfied with the quality of playgrounds and the feel and look of the cemeteries. However, those aged 18-34 are significantly more satisfied than other age groups with the boat ramps and associated parking in Tauranga being accessible.

NOTES:

1. Sample: 2023 n=612; 2022 n=669; 2021 n=630.
2. Excluding 'Don't know' responses
3. OS3. How satisfied are you with the quality of the local playgrounds? n=362
4. OS5. How satisfied are you that the boat ramps and associated parking in Tauranga are accessible? n=116
5. OS7. How satisfied are you with the look and feel of CEMETERIES in Tauranga? It doesn't matter whether or not you visited these facilities, it's your opinion that matters. n=366

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

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Roding, footpaths, cycling



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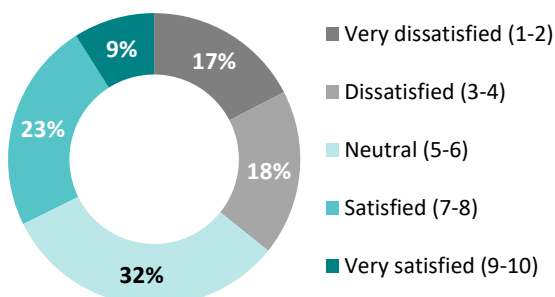




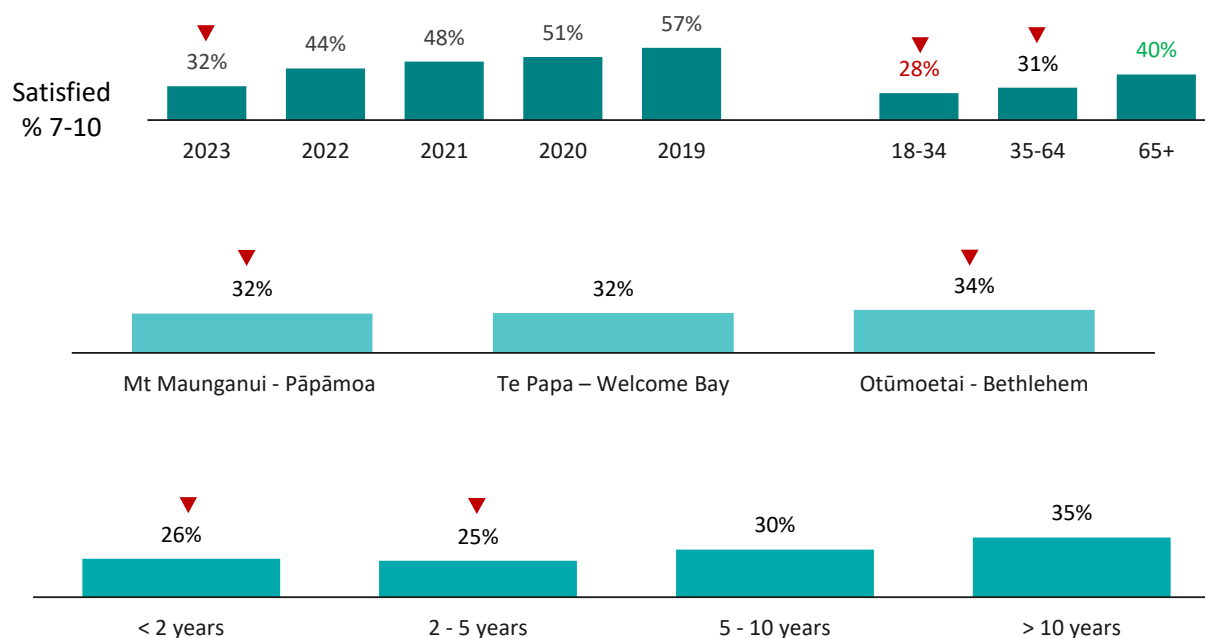
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Satisfaction with roading, footpaths and cycling



- Just over three in ten residents (32%) are satisfied with roading, footpaths and cycling infrastructure.
- There is a significant decline in satisfaction over the past 12 months.
- There is a decline in satisfaction across all of demographics.



- Dissatisfaction with the roading (based on 148 comments from the residents who rated roading, footpaths and cycle paths 1-4 on the 10-point scale) is due to road condition and congestion, maintenance of the berms, signage and roadside rubbish, and roadworks taking too long (including doing roadworks at peak times).

NOTES:

1. Sample: 2023 n=612; 2022 n=669; 2021 n=630 ; 2020 n=645; 2019 n=604.
2. Excluding 'Don't know' responses
3. RFC5. Thinking about the ROADING, FOOTPATHS and CYCLE PATHS, how would you rate Tauranga City Council overall? n=597

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

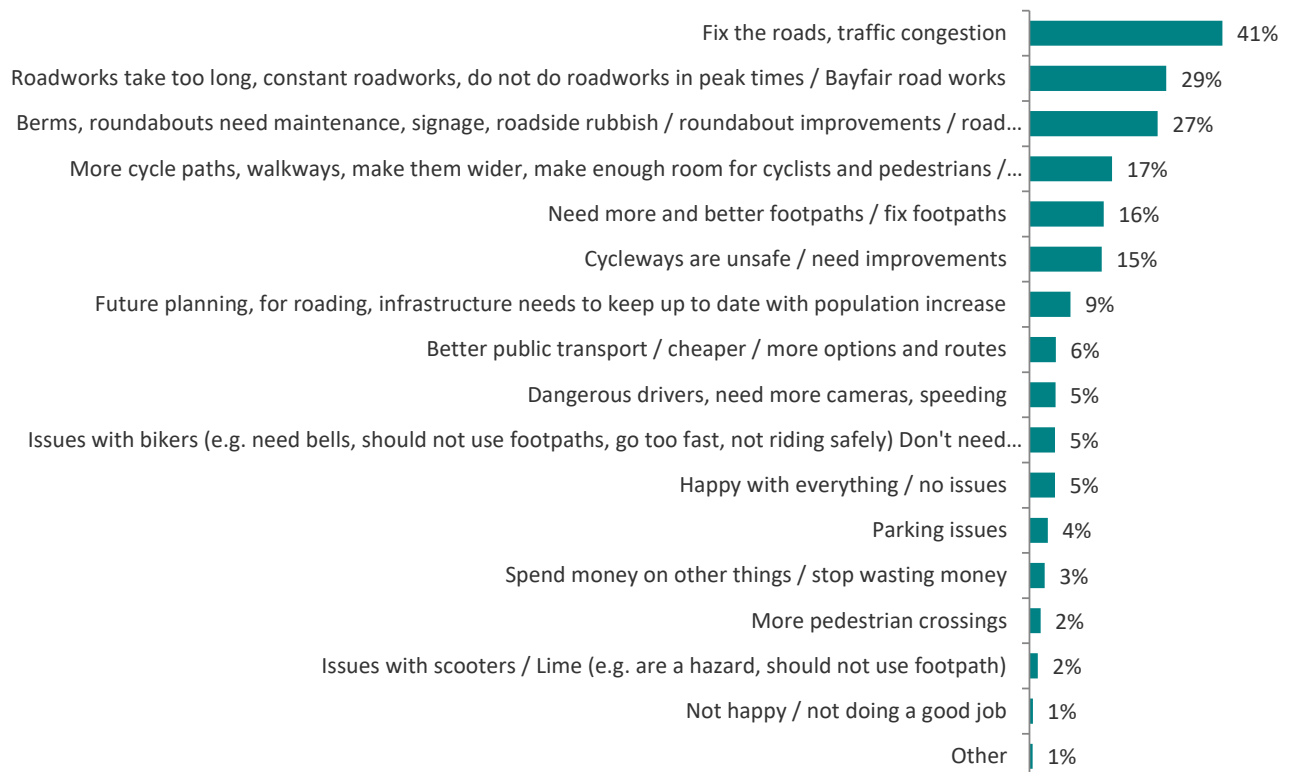
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Comments about roading



- *Making new roads is taking too long. It makes us very frustrated.*
- *There are far too many potholes which are causing financial strain on whānau as a result of these, tyre punctures and tyres needing to be replaced, as a result of poor quality road laying.*
- *More lanes on busy roads. Need lights instead of roundabouts on busy roads, especially now that more people are living here.*
- *More cycle paths would be great, I had a car hit me off my bike and I am too scared to bike to work again.*
- *Roadworks are everywhere and progress is very slow. Being new to the city, my observation would be that they are very good at starting jobs but very poor at completing them in a timely manner. I wish I had shares in the company that makes the orange safety cones.*
- *Too many roadworks, all being done at the same time, makes getting around Tauranga and Mount Maunganui difficult.*



- *Great place for cycling.*
- *Footpaths are very good and cycle paths are good too.*
- *I believe the Commission has been good for the recent development of roads and paths. There is a lot of disruption, but this is unavoidable to achieve our goal. The Commission is making the hard decisions that previous councils were afraid to make.*
- *When the roundabout at Bayfair is done, I see it will ease the traffic heaps.*
- *Keep up the good work. Paid professionals. Good to write to you, thank you.*
- *Footpaths and cycle paths are generally really good. Would rather pay more rates to have asphalt roads, rather than use chip seal when roads need to be resurfaced as it is quieter, smoother and lasts longer.*
- *Great job on Cameron Road.*
- *Keep up the work you are doing.*

NOTES:

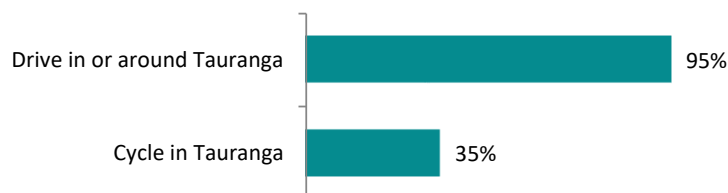
1. Sample: 2023 n=612.
2. Excludes 'Don't know' and 'Doesn't relate to me' responses.
3. OVLRD. Do you have any comments about ROADING, FOOTPATHS and CYCLE PATHS? Is there something we can do? n=361



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Driving and cycling around Tauranga



Visitation	18-34 yo	35-64 yo	65+ yo
Drive in or around Tauranga	96%	95% ▼	95%
Cycle in Tauranga	31%	39% ▼	29%

Scores with % 7-10	2023	2022	2021	2020	2019
Drive in or around Tauranga	95%	96%	96%	94%	92%
Cycle in Tauranga	35% ▼	40%	39%	38%	32%

Scores with % 7-10	Māori	All others	Mt Maunganui - Pāpāmoa	Te Papa – Welcome Bay	Otūmoetai - Bethlehem
Drive in or around Tauranga	92%	96%	94%	95%	97%
Cycle in Tauranga	31%	35%	43%	25% ▼	35%

- The proportion of residents who cycle around Tauranga has significantly declined in the past 12 months.
- Those residing in Te Papa – Welcome Bay ward have the lowest proportion of those who cycle compared to other wards. This proportion has also significantly declined in the past 12 months.

NOTES:

1. Sample: 2023 n=612; 2022n=669; 2021 n=630 ; 2020 n=645; 2019 n=604.
2. Excluding 'Don't know' responses
3. RFC1. Do you drive in or around Tauranga? n=603
4. RFC2. Do you cycle in Tauranga? n=605

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

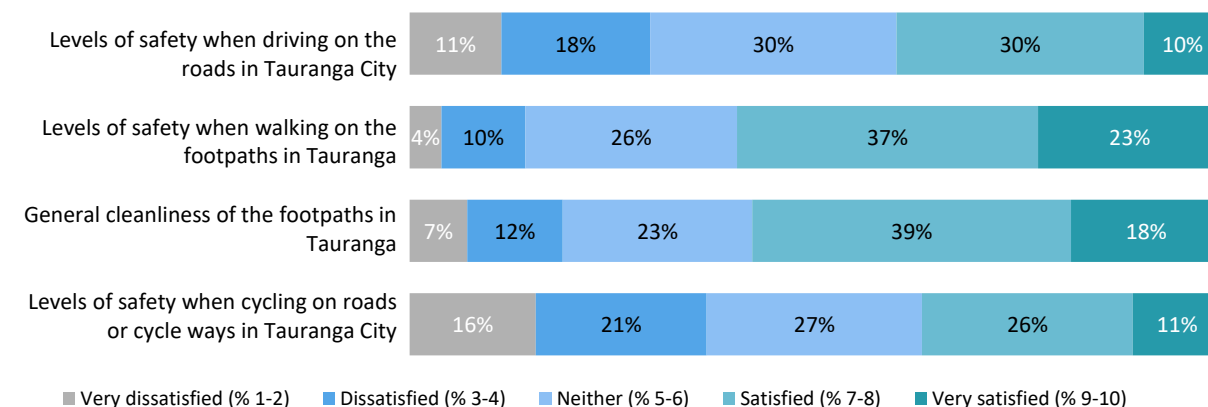
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Satisfaction roads footpaths and cycle ways



Scores with % 7-10	2023	2022	2021	18-34 yo	35-64 yo	65+ yo
Levels of safety when driving on the roads in Tauranga City	40% ▼	47%	50%	56% ▼	57% ▼	60%
Levels of safety when walking on the footpaths in Tauranga	60% ▼	66%	69%	34%	40%	46%
General cleanliness of the footpaths in Tauranga	58% ▼	66%	71%	63%	58% ▼	60%
Levels of safety when cycling on roads or cycle ways in Tauranga City	37%	30%	35%	44%	32%	40%

Scores with % 7-10	Māori	All others	Mt Maunganui - Pāpāmoa	Te Papa – Welcome Bay	Otūmoetai - Bethlehem
Levels of safety when driving on the roads in Tauranga City	54%	58% ▼	58%	51%	64%
Levels of safety when walking on the footpaths in Tauranga	28% ▼	42%	38%	37%	45%
General cleanliness of the footpaths in Tauranga	53%	61% ▼	58%	56%	65%
Levels of safety when cycling on roads or cycle ways in Tauranga City	31%	38%	35%	32%	42%

- Drivers' perception of the levels of safety when driving on the roads in Tauranga City is continuing to decline (64% in 2018 compared with 40% in 2023).
- Satisfaction with the level of safety when cycling has increased due to new cycling path options made available for residents, however, it still remains low.

NOTES:

1. Sample: 2023 n=612; 2022 n=669; 2021 n=630.
2. Excluding 'Don't know' responses
3. RFC3. Now thinking about the roads, footpaths and cycle ways in Tauranga, how would you rate your satisfaction with...? n=596

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

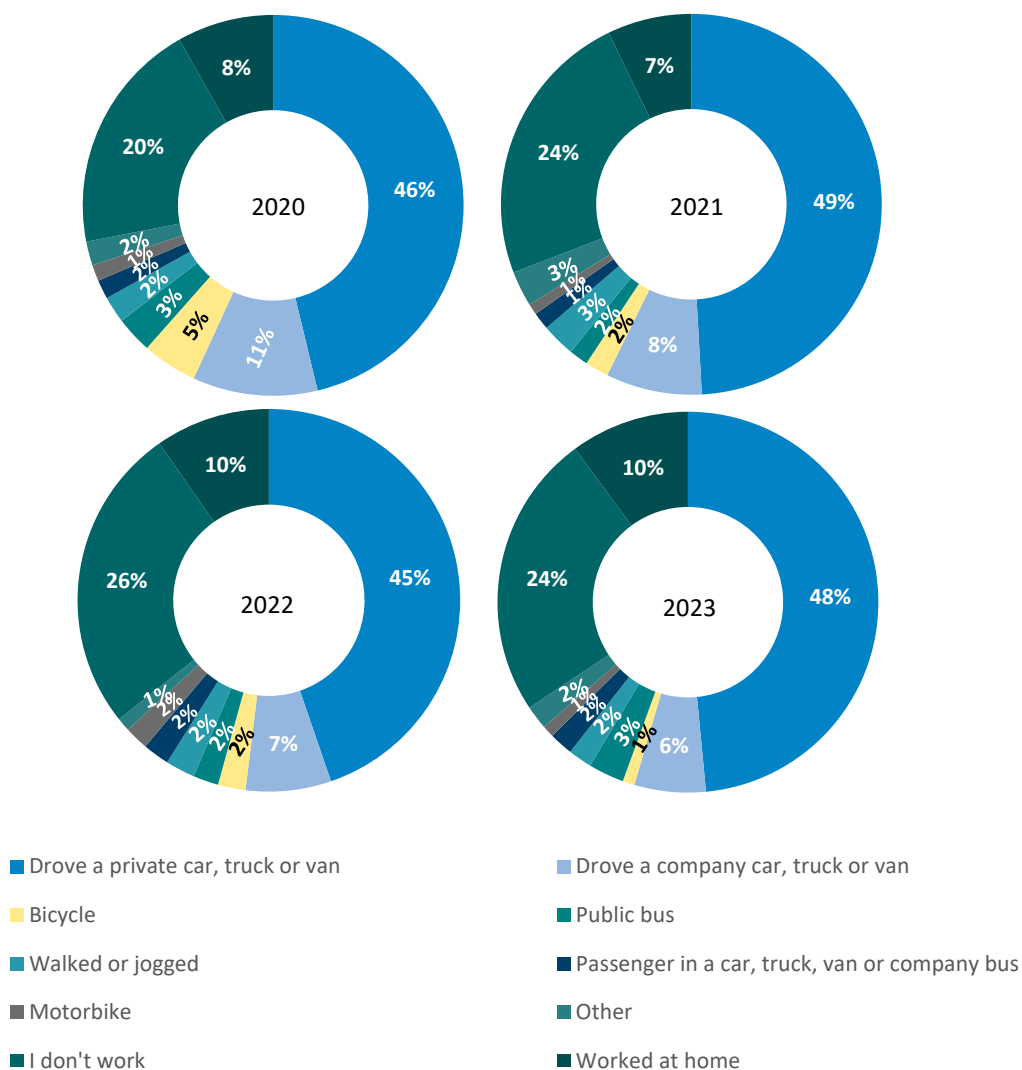
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Means of transport traveling to work



- The most common way of getting to work remains driving a private or company vehicle (48% and 6% respectively). There has been no significant change in usage of transportation in the past 12 months.
- 10% of residents have been working from home, while just under one in four (24%) do not work.

NOTES:

1. Sample: 2023 n=612; 2022n=669; 2021 n=630 ; 2020 n=645.
2. Excluding 'Don't know' responses
3. RFC4. On your most recent trip to work, what form of transport did you use to get there? n=600

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

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Waste management



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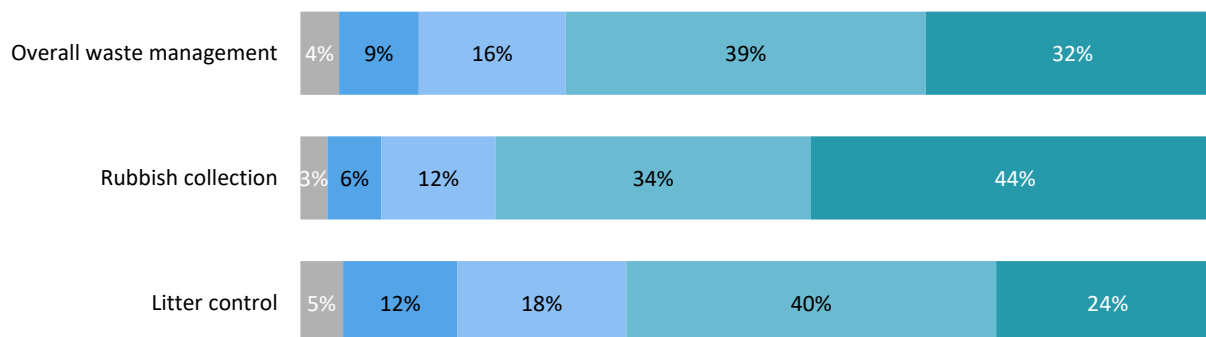




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Satisfaction with waste management



■ Very dissatisfied (% 1-2) ■ Dissatisfied (% 3-4) ■ Neither (% 5-6) ■ Satisfied (% 7-8) ■ Very satisfied (% 9-10)

Scores with % 7-10	2023	2022	2021	18-34 yo	35-64 yo	65+ yo
Overall waste management	71% ▲	63%	61%	70%	68% ▲	78%
Rubbish collection	79%	74%	78%	81% ▲	74%	86%
Litter control	65%	61%	66%	68%	59%	72%

Scores with % 7-10	Māori	All others	Mt Maunganui - Pāpāmoa	Te Papa – Welcome Bay	Otūmoetai - Bethlehem
Overall waste management	70%	71% ▲	70% ▲	69% ▲	75%
Rubbish collection	74%	80%	74%	80%	83%
Litter control	65%	64%	60%	63%	71%

- Slightly more than seven in ten residents (71%) are satisfied with the overall performance of Tauranga City Council with regards to Waste management. This is a significant year-on-year increase.
- Close to eight in ten residents are satisfied with what happens on their rubbish collection day (79%).
- Residents aged 35-64 are significantly less satisfied with rubbish collection and litter control when compared to other age groups.

NOTES:

1. Sample: 2023 n=612; 2022 n=669; 2021 n=630.
2. Excluding 'Don't know' responses
3. WM1. How satisfied are you with each of the following? n=587
4. WM2. Thinking about rubbish collection and litter bins, how would you rate Tauranga City Council for its overall WASTE MANAGEMENT? n=595

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

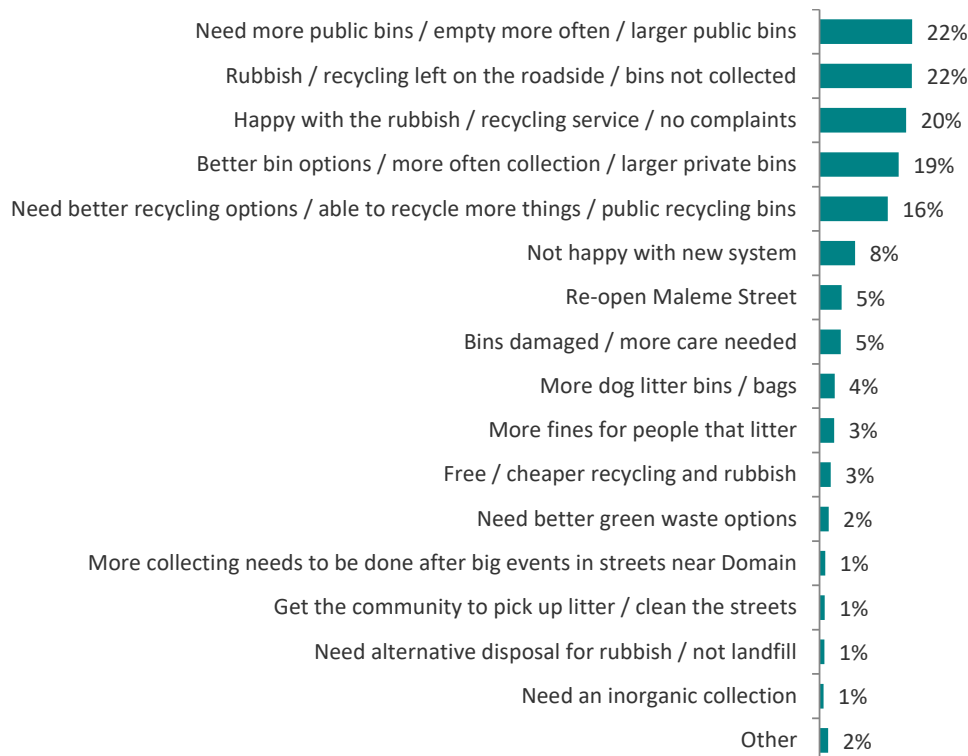
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Comments about waste management



- Rubbish collectors are often very rough with the bins. They often tip them over and don't clean it up.
- Access to rubbish disposal outside of the weekly collection is very poor. Large items could be collected, perhaps twice a year.
- Park bins are always full and untidy. Street litter is bad. Need school education on this.
- We need a recycling site where ratepayers can recycle items that are not able to fit into the recycle bins. The one that has closed was well used and user friendly.
- Place more rubbish bins, dog poop bags and make it easier to dispose of.
- Street litter is terrible in Tauranga. Main roads such as Fraser Street and Welcome Bay Road are terrible for litter.
- Make better use of transfer stations. Recycle timber, especially builders waste.



- Brilliant shift to the new system. Food waste bins, glass collection, all helping to reduce recyclable items going to landfill.
- The good thing is they take all the rubbish. The bins in our street are hardly standing upright, mostly lying on the ground, not sure if they are blown over by the wind.
- Extend your servicing of the bins which is pretty good to include rubbish in the parks and car parks.
- I'm a Retirement Village resident. Our rubbish is always collected on the day scheduled. Recently, we had a talk given by a Council employee on recycling. It was very informative and well received.
- The new system works better than I thought it would.
- Thus far great, and should they miss a collection once reported it is rectified quickly.
- I appreciate the move to Tauranga City Council bins and the collection of food waste.

NOTES:

1. Sample: 2023 n=612.
2. Excludes 'Don't know' and 'Doesn't relate to me' responses.
3. OVLWSTM. Do you have any comments about WASTE MANAGEMENT including rubbish collection in your area, street litter and bins in the parks? Is there something we can do? n=243



Value for money



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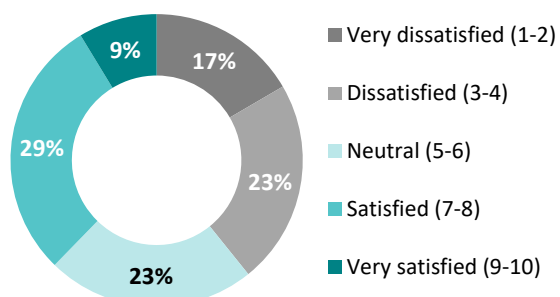




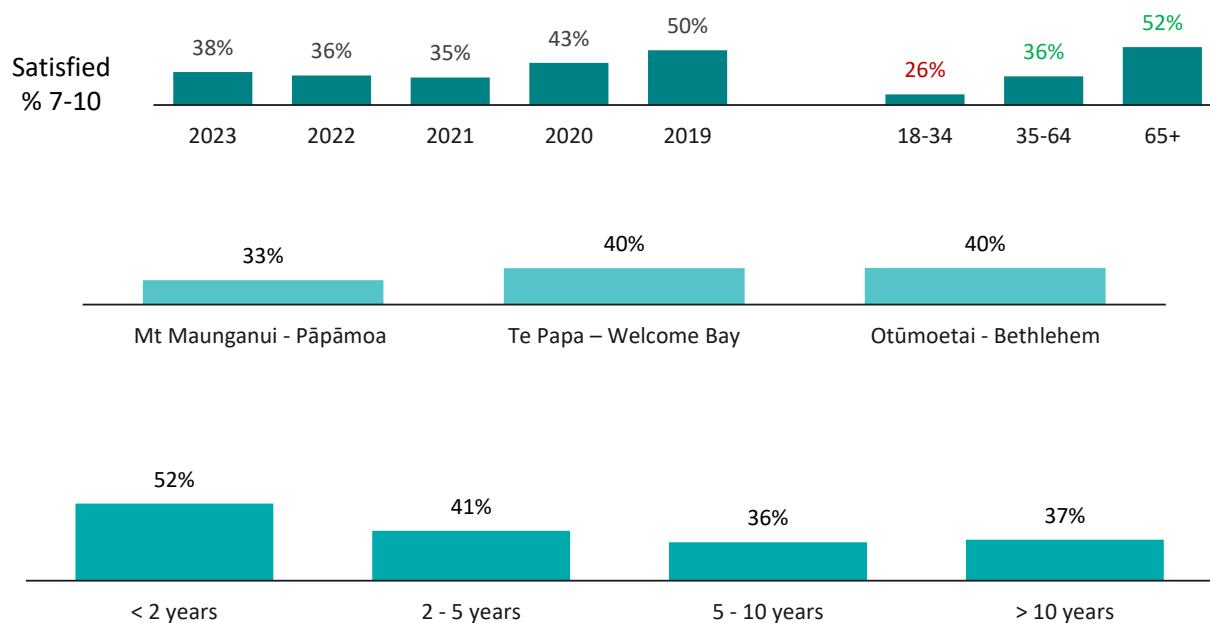
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Satisfaction with value for money



- Perception of Value for money has slightly increased in the past 12 months, which is a continued positive trend.
- Older residents aged 65+ are significantly more satisfied with Value for money than residents aged 18-34 and 35-64.



- Satisfaction with Value for money provided for the rates is consistent across wards and length of stay in Tauranga.

NOTES:

1. Sample: 2023 n=612; 2022 n=669; 2021 n=630 ; 2020 n=645; 2019 n=604.
2. Excluding 'Don't know' responses
3. VM3. Thinking about everything Tauranga City Council has done over the last 12 months and what you have experienced of its services and facilities. How satisfied are you that your rates and the fees you pay for services provide value for money? n=501

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

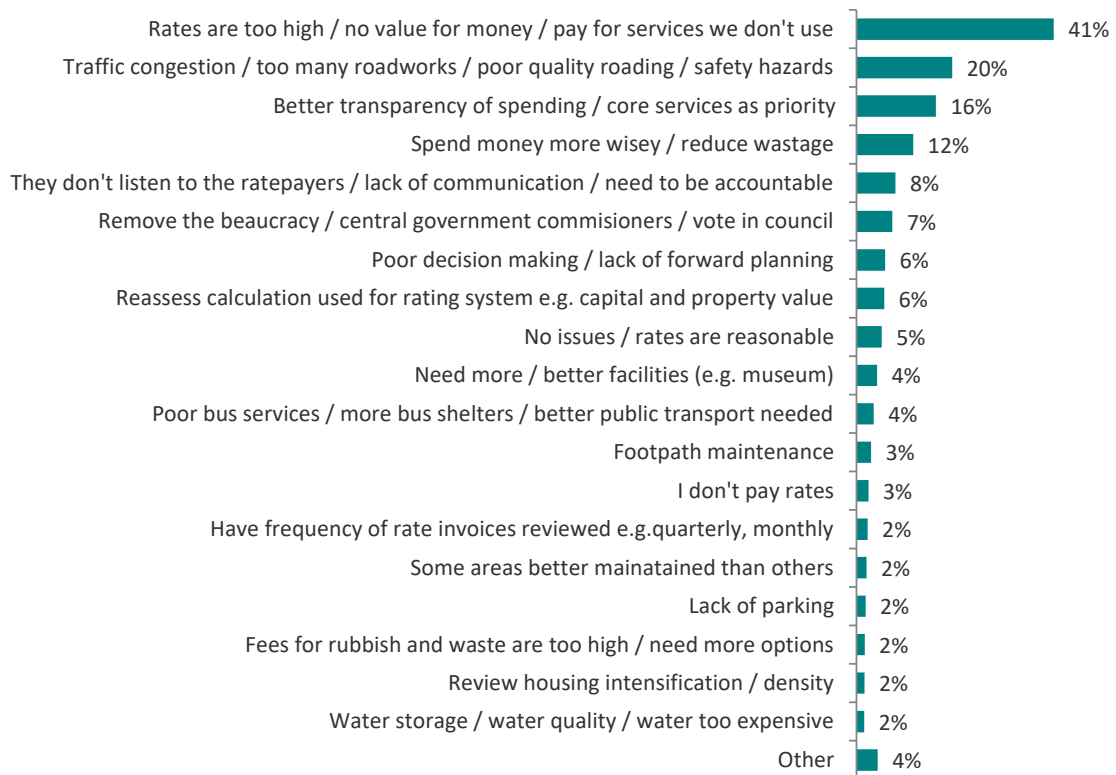
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Comments about value for money



- The money spent on roading is overwhelming and solves nothing with the hope that it will reduce the number of cars on the road.
- Wastage of money by Tauranga City Council and Commissioners is out of control. Obsession with buses, just a joke, will never work in New Zealand, hardly anyone uses buses at moment, yet they are pouring millions into improving an unused service.
- Perhaps do your rates invoicing on a quarterly basis instead of twice a year. It's easier to budget and pay. Same with water, it should be monthly invoices.
- More attention to core needs and less emphasis on fluff ideas and better control of wasting rates money.
- Service the basics. Encourage residents to help care for footpaths and walkways. Luxuries only after basics are paid for and installed.



- I have always been prepared, and fortunate enough to pay extra rates to pay for the increasing infrastructure of a rapidly growing city. Ignore the boomers, think about the next generation of householders and renters.
- The services so far discussed do provide fairly good value.
- I support the Commission's management of the city. The Commission has made the hard decisions to improve the infrastructure and the proposed new facilities such as the Council building, library and museum. Rate payers need to put up with some disruption in order for the city to develop.
- Good reasonable amount for housing.
- Obviously, we get what we pay for. Equally, the ratepayer is in a position to judge inefficiency.

NOTES:

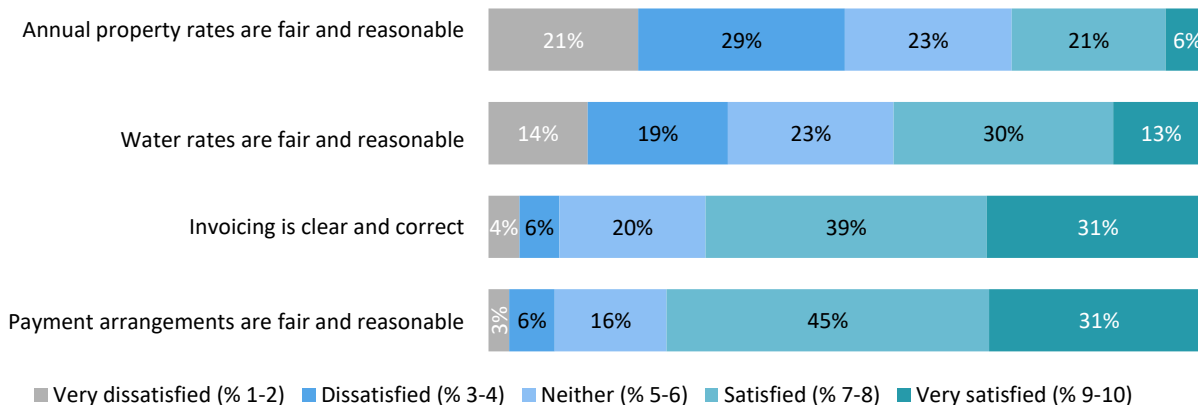
1. Sample: 2023 n=612.
2. Excludes 'Don't know' and 'Doesn't relate to me' responses.
3. OVLVM. Do you have any comments about YOUR RATES and THE FEES YOU PAY FOR SERVICES PROVIDING VALUE FOR MONEY? Is there something we can do? n=206



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Annual rates



Scores with % 7-10	2023	2022	2021	18-34 yo	35-64 yo	65+ yo
Annual property rates are fair and reasonable	27%	28%	29%	11%	27%	39%
Water rates are fair and reasonable	44%	41%	46%	32%	45% ▲	49%
Invoicing is clear and correct	70%	73%	75%	69%	63%	81%
Payment arrangements are fair and reasonable	75%	72%	73%	61%	76%	83%

Scores with % 7-10	Māori	All others	Mt Maunganui - Pāpāmoa	Te Papa – Welcome Bay	Otūmoetai - Bethlehem
Annual property rates are fair and reasonable	19%	28%	22%	30%	32%
Water rates are fair and reasonable	41%	44%	40%	46%	46%
Invoicing is clear and correct	58%	71%	73%	62%	75%
Payment arrangements are fair and reasonable	54%	77%	77%	67%	81%

- Results are reasonably consistent year-on-year in the evaluation of the areas related to value for money.
- Residents aged 65+ are most likely to be satisfied with all metrics in relation to value for money.
- Residents who reside in Te Papa – Welcome Bay and Otūmoetai – Bethlehem wards are more likely to be satisfied with invoicing being clear and correct and payment arrangements being fair and reasonable.

NOTES:

1. Sample: 2023 n=612; 2022n=669; 2021 n=630.
2. Excluding 'Don't know' responses
3. VM2. Using a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how much do you agree with the following statements? n=430

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

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Communication and engagement



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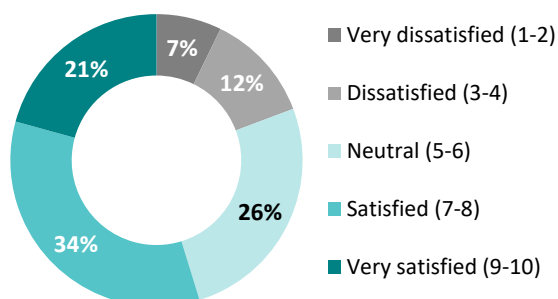




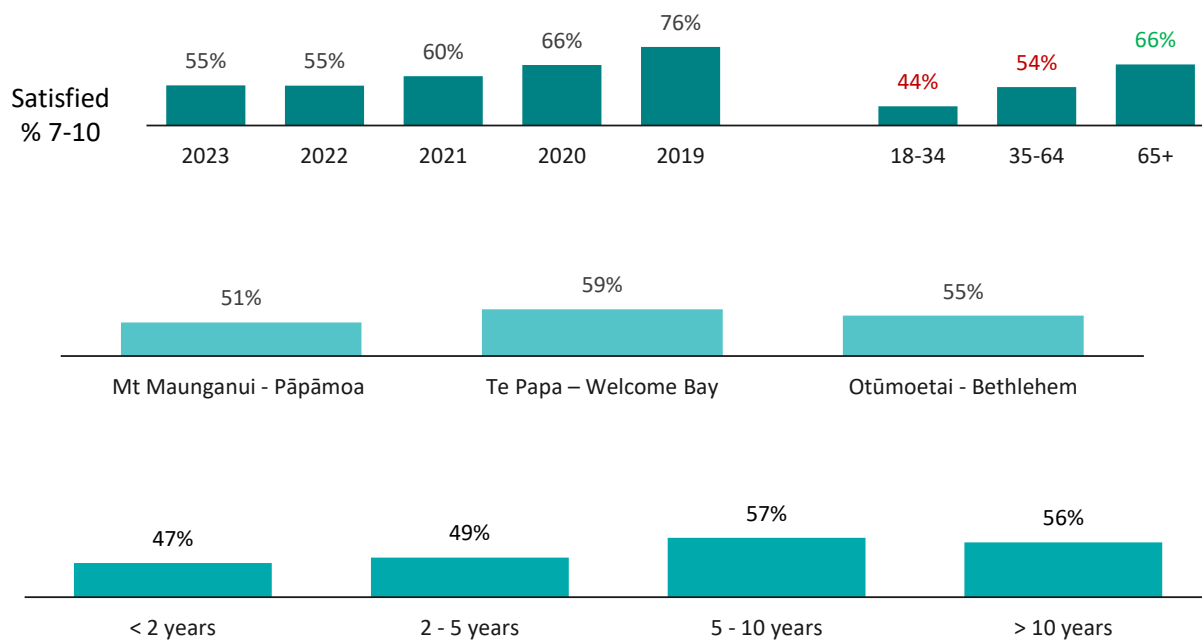
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Satisfaction with ability to get in touch with the Council



- Over half of residents (55%) are satisfied with the ability to get in touch with the Council.
- Younger residents aged 18-34 are significantly less likely to be satisfied with the ability to get in touch with the Council.



- Satisfaction with the ability to get in touch with the Council is consistent across wards and length of stay in Tauranga.

NOTES:

1. Sample: 2023 n=612; 2022 n=669; 2021 n=630 ; 2020 n=645; 2019 n=604.
2. Excluding 'Don't know' responses
3. CR2. How satisfied are you with your ability to contact Council when and how you want? n=500

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

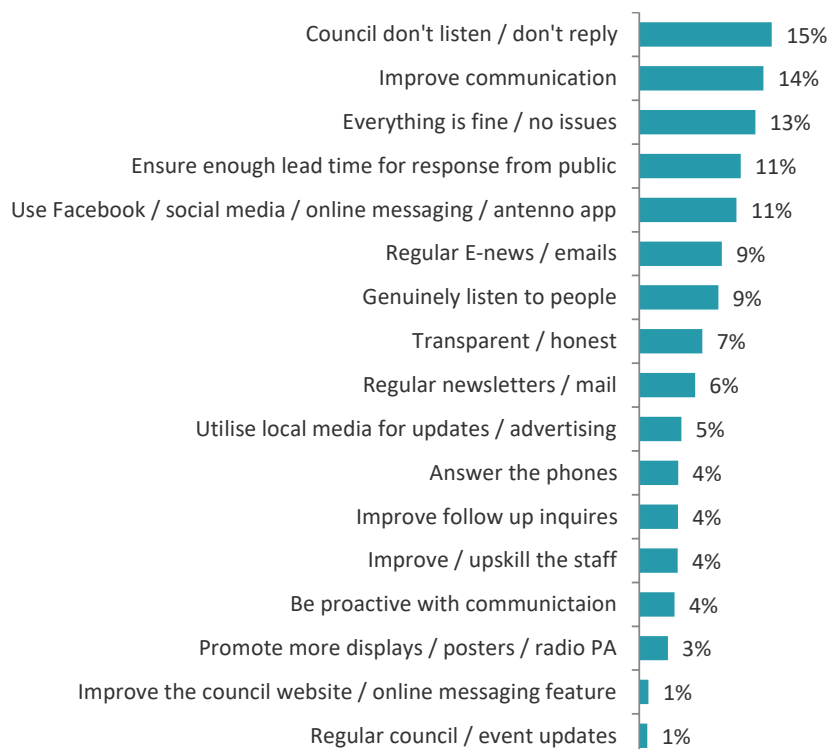
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Comments about communication



- Perhaps an online facility where suggestions could be made by the public. For example, about the closing of roads at the Mount which caused controversy.
- Public are never given enough notice to be part of important decision. Sometimes it's deceptive the way the council say the there was consultation, and it's usually not with the right people.
- Listen more sympathetically to concerns by ratepayers and really respect them. Currently it is usually just lip service.
- It's very hard every time I contact Council. I just gave up on that already.
- Tauranga City Council should use email always to contact ratepayers.
- More on Facebook as it will reach more people as just about everyone uses Facebook even the seniors of the city.



- Contact with council has been excellent.
- I believe council are willing to take on public opinions and these surveys are a great way for people to have their say.
- The staff on the ground are helpful for example when there is a problem with water and rubbish collection.
- I really appreciate that you have a 24hr phone line for urgent inquiries.
- The survey that was sent out regarding the scenarios for the racecourse/golf course development in Greerton was very helpful in communicating plans to the public.
- When I have phoned Council, the phone has been answered promptly. Thanks.
- Keep the information flowing.

NOTES:

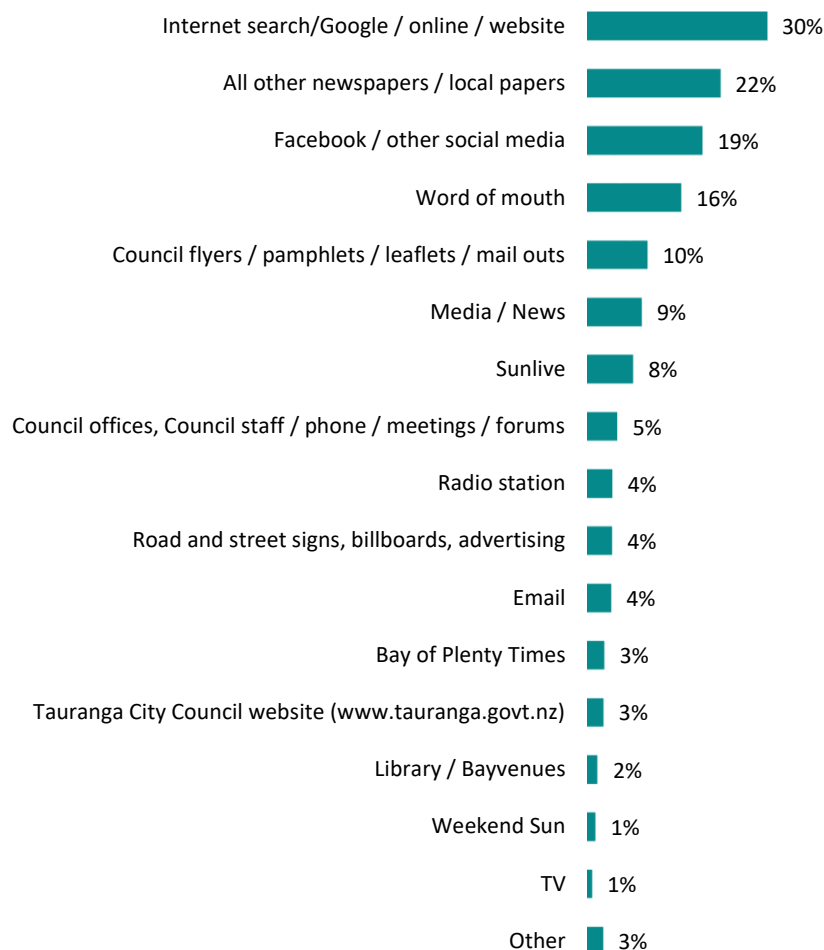
1. Sample: 2023 n=612.
2. Excludes 'Don't know' and 'Doesn't relate to me' responses.
3. OVLCOM. Do you have any comments about keeping up to date with Tauranga City Council activities and the ease to contact the? Is there something we can do? n=138



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Sources of information about Council



• 'Other' sources of information include:

- ✓ School notice boards
- ✓ Ratepayers Association
- ✓ Bus services
- ✓ Parks

NOTES:

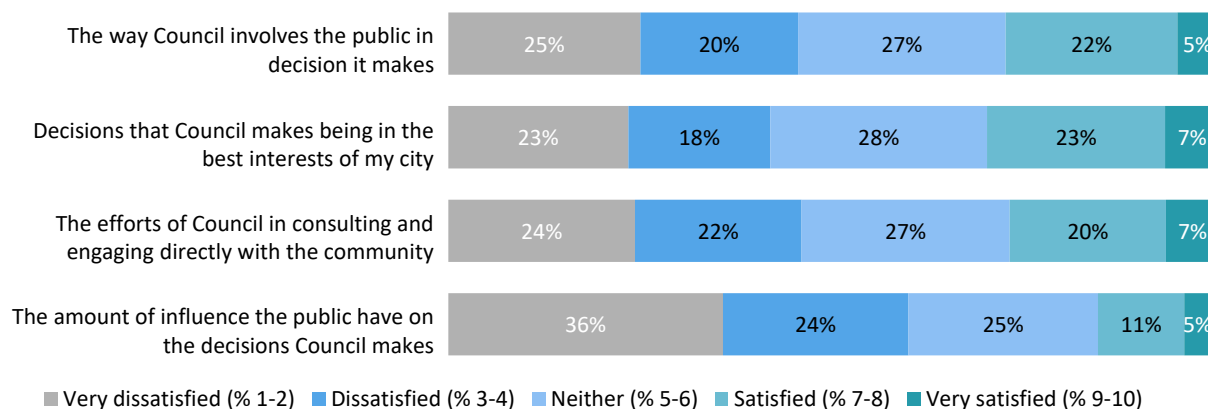
1. Sample: 2023 n=612; 2022n=669. Excluding 'Don't know' responses.
2. CR1. Where do you get most of your information about Council activities? n=605
3. ** This was an open-ended question with multiple choices. For the respondents, who did not specify the name of the newspaper they use, a separate entry was created – 'Newspapers'. The options that singled out editions were kept separately.



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Community engagement



Scores with % 7-10	2023	2022	2021	18-34 yo	35-64 yo	65+ yo
The way Council involves the public in decision it makes	28%	25%	18%	21%	29%	33%
Decisions that Council makes being in the best interests of my city	30% ▲	24%	16%	23%	28%	42% ▲
The efforts of Council in consulting and engaging directly with the community	27%	26%	20%	18% ▼	28%	35% ▲
The amount of influence the public have on the decisions Council makes	16%	13%	11%	13%	15% ▲	20%

Scores with % 7-10	Māori	All others	Mt Maunganui - Pāpāmoa	Te Papa – Welcome Bay	Otūmoetai - Bethlehem
The way Council involves the public in decision it makes	35%	27%	25%	29%	29%
Decisions that Council makes being in the best interests of my city	33%	30%	28%	34% ▲	30%
The efforts of Council in consulting and engaging directly with the community	29%	27%	26%	29%	27%
The amount of influence the public have on the decisions Council makes	20%	15%	14%	22% ▲	12%

- Satisfaction with decisions that Council makes being in the best interests of my city has significantly increased when compared to 12 months ago.
- Residents who are aged 65+ are more likely to be satisfied across all areas of community engagement.

NOTES:

1. Sample: 2023 n=612; 2022 n=669; 2021 n=630; excludes 'Don't know' and 'Doesn't relate to me' responses.
2. CR3. On the 10-point scale where 1 is very dissatisfied and 10 is very satisfied, please rate the following aspects of Council performance in relation to community engagement? n=508

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

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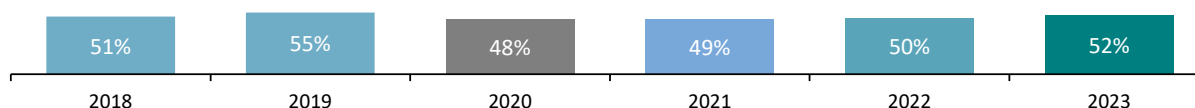


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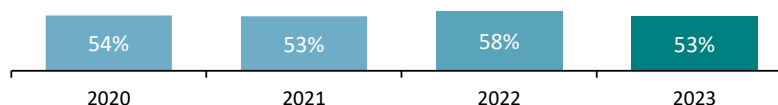


Preparedness in case of civil defence emergency

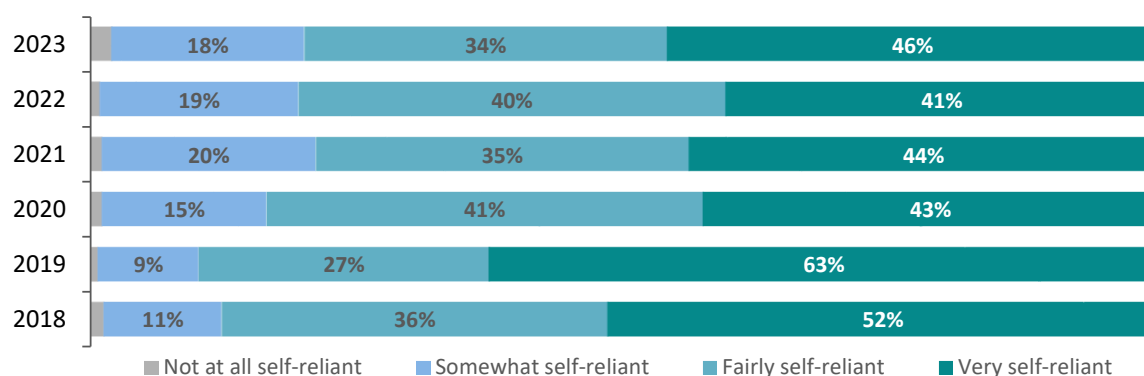
Have an emergency preparedness kit ready to last your household for three days



Have an emergency preparedness plan for your household, e.g. what to do and where to locate family at school or work



How self-reliant do you believe you have to be in the event of a major civil defence emergency?



- Half of residents (52%) have an emergency preparedness kit ready; and over two out of five residents (46%) feel that they would be very self reliant during a major civil defence emergency.
- The results are consistent with the previous reporting period.

NOTES:

1. Sample: 2023 n=612; 2022 n=669; 2021 n=630 ; 2020 n=645; 2019 n=604.
2. Excluding 'Don't know' responses
3. CD1. How self-reliant do you believe you have to be in the event of a major civil defence emergency? n=580
4. CD2. In the event of a civil defence emergency, do you currently have an emergency preparedness kit ready to last your household for three days? n=555
5. CD3. In the event of a civil defence emergency, do you currently have an emergency preparedness plan for your household, e.g. what to do and where to locate family at school or work? n=546

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

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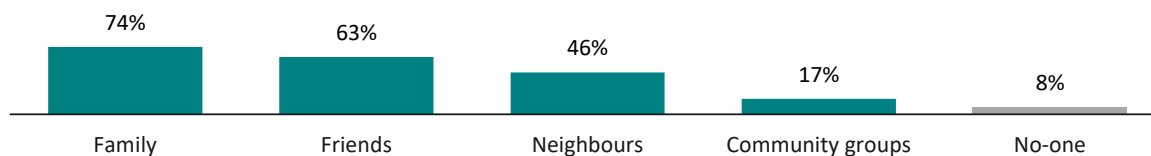


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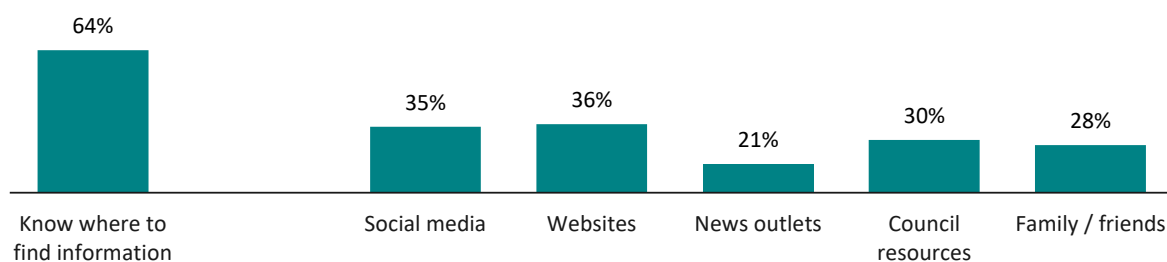
Preparedness in case of civil defence emergency (continued)

Support networks in case of emergency



Know where to find information in case of emergency

Sources of information



- It is encouraging to see that just 8% of the respondents do not have any support network in case of emergency.
- Most residents rely on family (74%) and friends (63%) as a support network.
- When it comes to sources of information, social media (35%) and websites (36%) are the two most common ways to learn about how to prepare for civil defence emergency events.

NOTES:

1. Sample: 2023 n=612.
2. CD4. If there was an emergency, what support networks do you have available to you?
3. CD5. Do you know where to find information to help prepare your family, business, school, marae etc? Know where to find n=298
4. CD6. If yes, where do you source this information?

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Lifestyle, environment and position within the district



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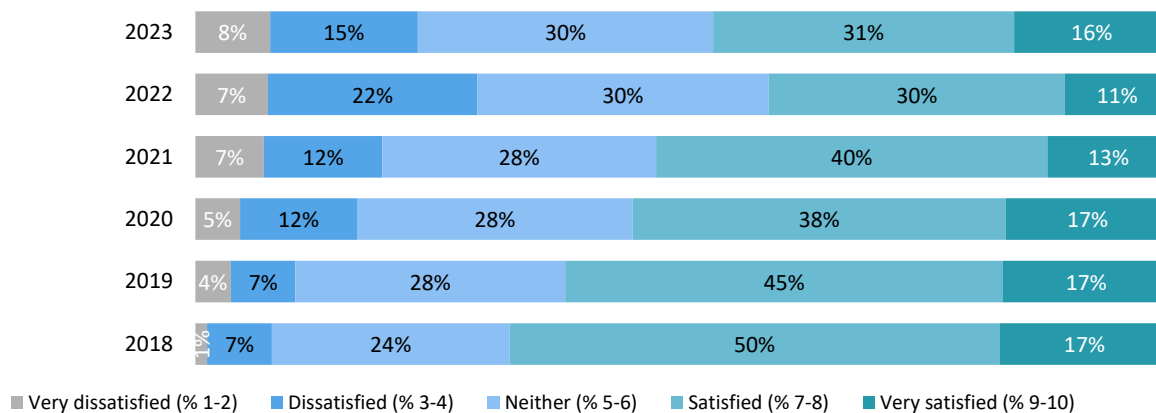




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Number of events in Tauranga



Scores with % 7-10	2023	2022	2021	18-34 yo	35-64 yo	65+ yo
Number of events in Tauranga	47%	41%	53%	38%	44% ▲	63%

Scores with % 7-10	Māori	All others	Mt Maunganui - Pāpāmoa	Te Papa – Welcome Bay	Otūmoetai - Bethlehem
Number of events in Tauranga	46%	47% ▲	55% ▲	42%	43%

- The proportion of residents satisfied with the number of events in Tauranga has increased to 47%, which is a positive improvement after the historical low recorded in 2022.
- Residents aged 18-34 continue to have low satisfaction in this area, as do residents aged 35-64.
- Residents from Mt Maunganui – Pāpāmoa ward are more likely to be satisfied with the number of events than residents of other wards.

NOTES:

- Sample: 2023 n=612; 2022 n=669; 2021 n=630.
- Excluding 'Don't know' responses
- EP1. How satisfied are you with the number of events in Tauranga? n=494

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

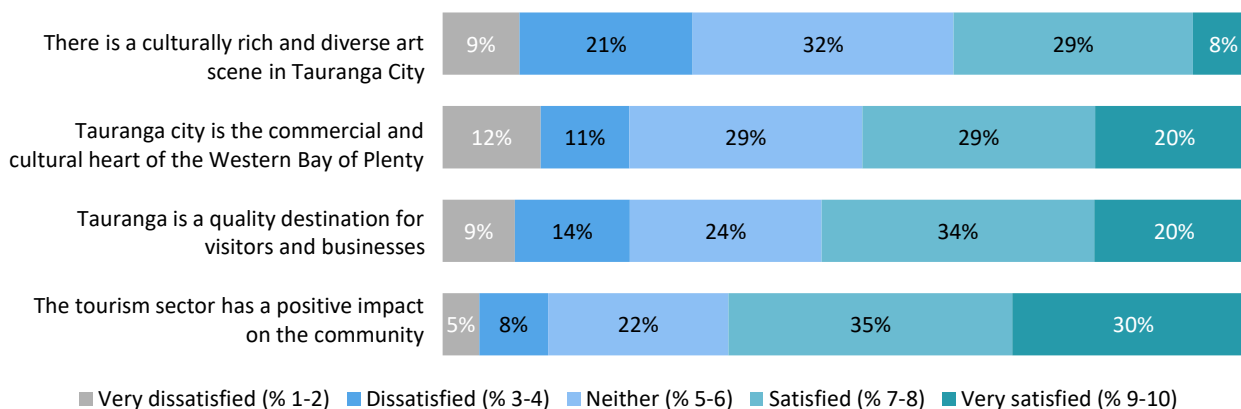
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Place of Tauranga in the district



Scores with % 7-10	2023	2022	2021	18-34 yo	35-64 yo	65+ yo
There is a culturally rich and diverse art scene in Tauranga City	40%	37%	39%	34%	37%	55%
Tauranga city is the commercial and cultural heart of the Western Bay of Plenty	46%	48%	43%	42%	40%	63%
Tauranga is a quality destination for visitors and businesses	46% ▼	53%	61%	41%	43% ▼	59%
The tourism sector has a positive impact on the community	64%	65%	66%	62%	64%	67%

Scores with % 7-10	Māori	All others	Mt Maunganui - Pāpāmoa	Te Papa – Welcome Bay	Otūmoetai - Bethlehem
There is a culturally rich and diverse art scene in Tauranga City	36%	41%	34%	45%	42%
Tauranga city is the commercial and cultural heart of the Western Bay of Plenty	38%	47%	44%	46%	47%
Tauranga is a quality destination for visitors and businesses	42% ▼	47%	51%	42% ▼	45%
The tourism sector has a positive impact on the community	50% ▼	66%	61% ▼	72% ▲	61%

NOTES:

- Sample: 2023 n=612; 2022 n=669; 2021 n=630.
- Excluding 'Don't know' responses
- EP2. Using a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how much do you agree with the statements below: n=560

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

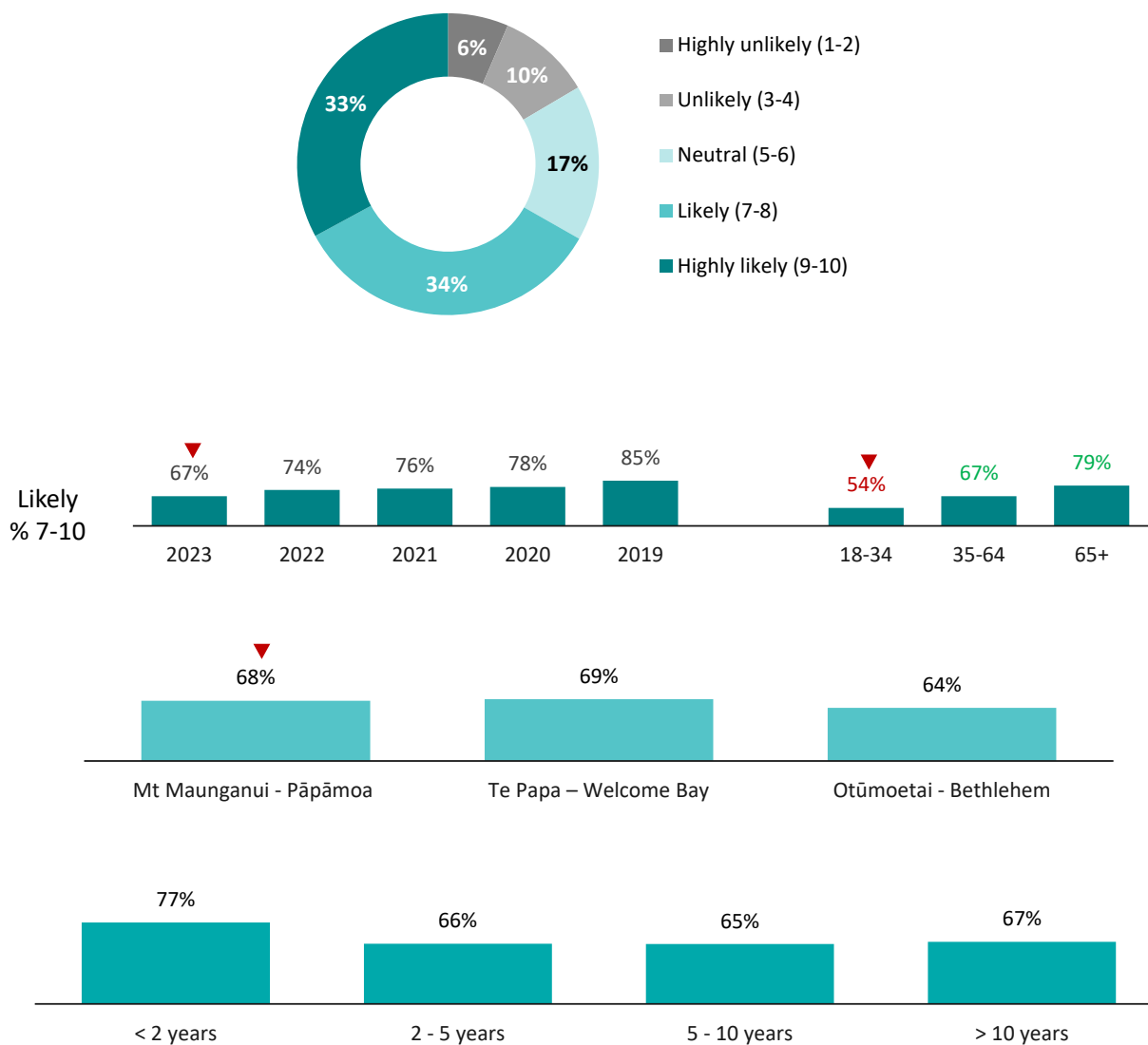
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Likelihood to recommend as a holiday destination



- Overall, the likelihood to recommend Tauranga as a holiday destination has significantly declined in the past 12 months.
- Residents who have lived in Tauranga for less than two years are most likely to recommend Tauranga as a holiday destination (77%).

NOTES:

- Sample: 2023 n=612; 2022 n=669; 2021 n=630 ; 2020 n=645; 2019 n=604
- Excluding 'Don't know' responses
- TNPS. On a scale of 1 to 10 where 1 is 'highly unlikely' and 10 is 'highly likely', how likely are you to recommend Tauranga as a holiday destination to friends and family? n=599

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

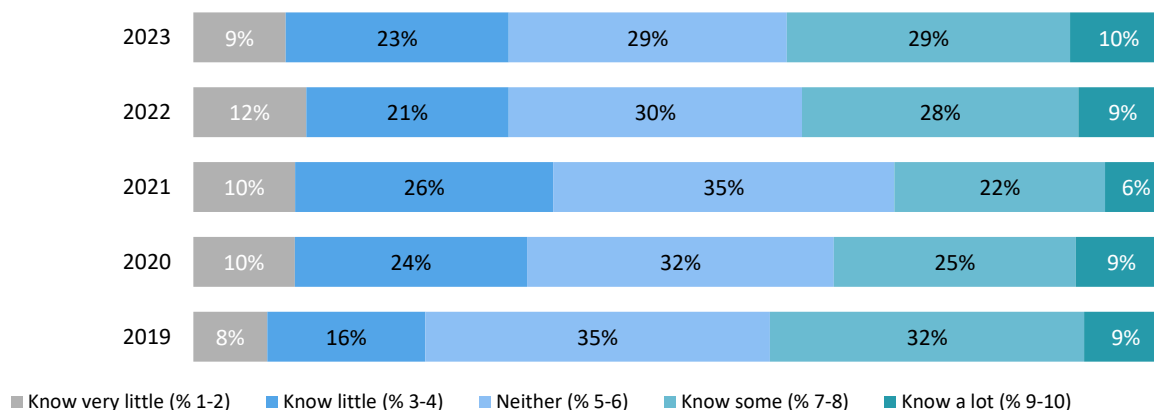
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Knowledge of Tauranga history



Scores with % 7-10	2023	2022	2021	18-34 yo	35-64 yo	65+ yo
Knowledge of Tauranga history	39%	38%	28%	35%	39%	42%

Scores with % 7-10	Māori	All others	Mt Maunganui - Pāpāmoa	Te Papa – Welcome Bay	Otūmoetai - Bethlehem
Knowledge of Tauranga history	43%	38%	38%	39%	41%

- Close to four in ten residents (39%) feel that they are informed when it comes to the history of Tauranga, which is consistent with 38% recorded in 2022.
- Knowledge of Tauranga history is consistent across all age groups and wards.

NOTES:

1. Sample: 2023 n=612; 2022 n=669; 2021 n=630 ; 2020 n=645; 2019 n=604.
2. Excluding 'Don't know' responses
3. EP3. On a scale of 1 to 10 where 1 means very little and 10 means very well informed, how would you rate your knowledge of the history of Tauranga? n=585

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

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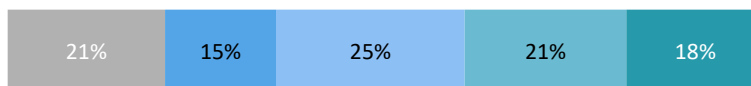


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Community concerns

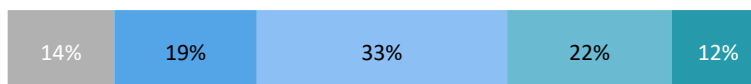
Freedom camping has been an issue in Tauranga over the past 12 months



Homelessness has been an issue in Tauranga over the past 12 months



Noise pollution has been an issue in Tauranga over the past 12 months



■ Strongly disagree (% 1-2) ■ Disagree (% 3-4) ■ Neither (% 5-6) ■ Agree (% 7-8) ■ Strongly agree (% 9-10)

Scores with % 7-10	2023	2022	2021	18-34 yo	35-64 yo	65+ yo
Freedom camping has been an issue in Tauranga over the past 12 months	40%	39%	40%	27%	44%	45%
Homelessness has been an issue in Tauranga over the past 12 months	81%	86%	81%	75%	83%	82%
Noise pollution has been an issue in Tauranga over the past 12 months	34%	43%	28%	19%	40%	38%

Scores with % 7-10	Māori	All others	Mt Maunganui - Pāpāmoa	Te Papa – Welcome Bay	Otūmoetai - Bethlehem
Freedom camping has been an issue in Tauranga over the past 12 months	53%	37%	44%	41%	33%
Homelessness has been an issue in Tauranga over the past 12 months	84%	80% ▼	81% ▼	81%	81%
Noise pollution has been an issue in Tauranga over the past 12 months	39%	33% ▼	37% ▼	30% ▼	34%

- Two in five residents (40%) feel that there has been a Freedom camping issue over the past 12 months. This remains consistent over the past 36 months.
- The proportion of residents that agree that Homelessness has been an issue in Tauranga over the past 12 months, and Noise pollution has been an issue in Tauranga over the past 12 months has declined significantly year-on-year.
- Residents of the Mt Maunganui - Pāpāmoa ward are significantly more likely to agree Freedom camping has been an issue in Tauranga over the past 12 months than residents of Otūmoetai - Bethlehem.

NOTES:

- Sample: 2023 n=612; 2022 n=669; 2021 n= ; 2020 n=615; 2019 n=599.
- Excluding 'Don't know' responses
- CC1. Using a scale of 1 to 10 where 1 is strongly disagree and 10 is strongly agree, how much do you agree with the following statements? n=530

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

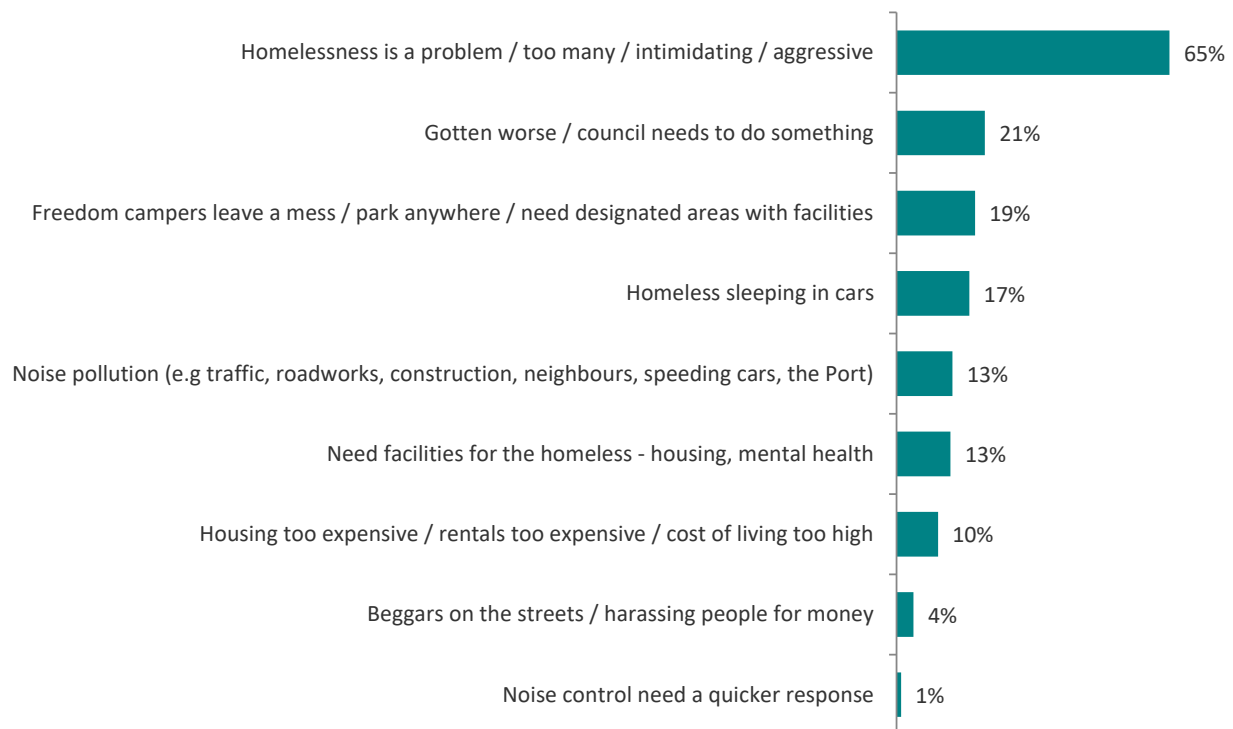
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Comments about community concerns



- *There's been an increased number of people who are unable to afford housing (and are therefore made homeless) in Tauranga over the past twelve months.*
- *Homelessness is obvious. Freedom Camping is abusing facilities that ratepayers fund. Noise pollution has increased due to reduced noise control enforcement*
- *The carparks at both Memorial Park and Greerton Marist Rugby Club have been taken over by people living in their cars. Also, while walking through the CBD I have been approached by adult males who have asked me if I can spare them some money, food, cigarettes.*
- *Freedom camping is fine. As long as people have self containment and are not littering, what is the problem. I would rather they be in vehicles than in tents like in the United States. Homelessness is a huge issue, and the Tauranga City Council needs to deal with rough sleeping. These homeless are killing the CBD and hurting the businesses there.*
- *There are a large number of people sleeping in cars in the freedom camper locations. I've spoken with the Tauranga City Council, and they said they don't even issue tickets to these people any more as they can't pay and essentially can't afford petrol to drive from place to place. And they provide affordable housing for them. A very sad situation for everyone.*
- *There should be more places to freedom camp. Homeless should have a shelter to have a meal and bed. Keep them off the street.*

NOTES:

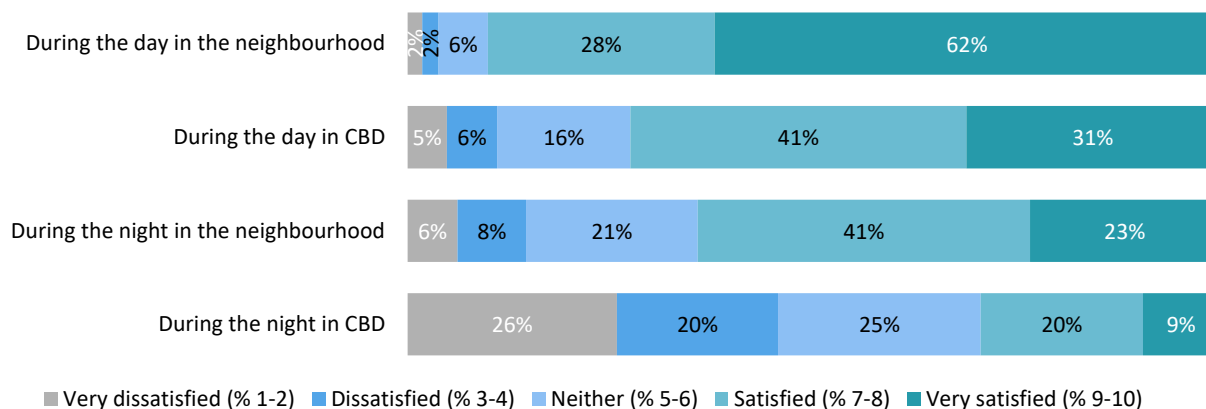
1. Sample: 2023 n=612; excludes 'Don't know' and 'Doesn't relate to me' responses.
2. CC2. (If you answered 9 or 10 in the previous question) Why do you strongly agree that Freedom camping, Homelessness and/or Noise pollution has been an issue in Tauranga over the past 12 months? n=268



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Perception of safety



Scores with % 7-10	2023	2022	2021	18-34 yo	35-64 yo	65+ yo
During the day in the neighbourhood	90%	89%	91%	86%	89%	96%
During the day in CBD	73%	74%	79%	68%	71%	79%
During the night in the neighbourhood	64%	63%	69%	55%	62%	78%
During the night in CBD	29%	33%	37%	25%▼	30%	34%

Scores with % 7-10	Māori	All others	Mt Maunganui - Pāpāmoa	Te Papa – Welcome Bay	Otūmoetai - Bethlehem
During the day in the neighbourhood	82%	91%	90%	87%	93%
During the day in CBD	72%	73%	72%	76%	70%
During the night in the neighbourhood	54%	66%	62%	61%	69%
During the night in CBD	29%	29%	27%	32%	30%

- Almost all residents (90%) feel safe in their own neighbourhood during the day, while just under three quarters (73%) feel safe in the city centre during the day.
- However, at night less than three in ten residents (29%) feel safe in the city centre, while only a little over six in ten (64%) of residents feel safe in their own neighbourhood during the night.

NOTES:

1. Sample: 2023 n=612; 2022 n=669; 2021 n= ; 2020 n=615; 2019 n=599.
2. Excluding 'Don't know' responses
3. SF1. On a scale of 1 to 10 where 1 is very unsafe and 10 is very safe, how safe do you feel in the city centre? n=573
4. SF2. On a scale of 1 to 10 where 1 is very unsafe and 10 is very safe, how safe do you feel in your neighbourhood? n=600

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

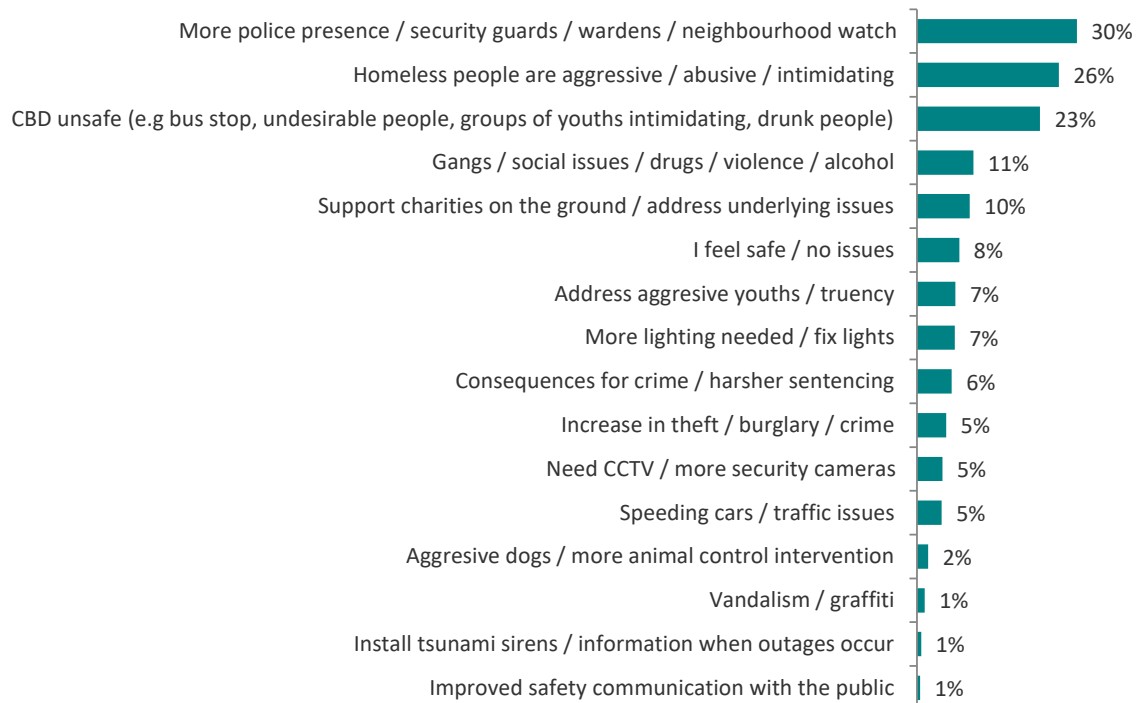
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Comments about safety



- *The fact that you have security at the main bus stops speaks volumes to this question, like you've answered your own question. If it were safe there would be no need for security. Homeless folk just dump stuff all through the main streets in the inner city. The streets look like a homeless dumping ground.*
- *Police should be more obvious.*
- *I think we need more lighting and cctv.*
- *I would like to see less homeless in the CBD. We need actual home shelters for them, so they do not have to sleep rough.*
- *City centre at night often has people that appear to be unsafe and there can be homeless people around too.*
- *Very big crime issues and Tauranga City Council and Police not working together. I am getting very tired of government departments and Councils finger pointing at each other. Start working together.*



- *Security guards, though very expensive, have eliminated a lot of anti social behaviour in the city at night. Create spaces for the homeless to be welcomed and helped.*
- *Further encouragement of neighbourhood watch services and more community street patrols in conjunction with the police.*
- *Going to Baycourt at night to a function is not a problem. Our village is gated after 7pm*
- *Not really, as our neighbours and family take care of us all really well around here.*
- *We have a great neighbourhood and community watch, plus limited safety issues. A lot of the inner city fear comes from what you read, but we have been okay at night when visiting restaurants or concerts.*
- *Don't usually go to the city centre but have not felt unsafe when I have been there. Likewise with my local community.*

NOTES:

1. Sample: 2023 n=612.
2. Excludes 'Don't know' and 'Doesn't relate to me' responses.
3. OVLSFT. Do you have any comments about SAFETY in the city centre or your local neighbourhood? Is there something we can do? n=206



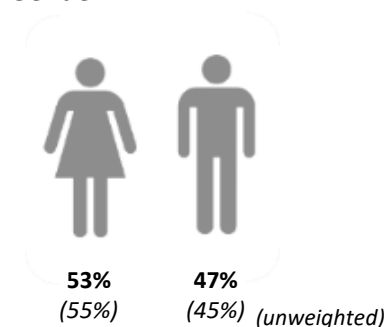


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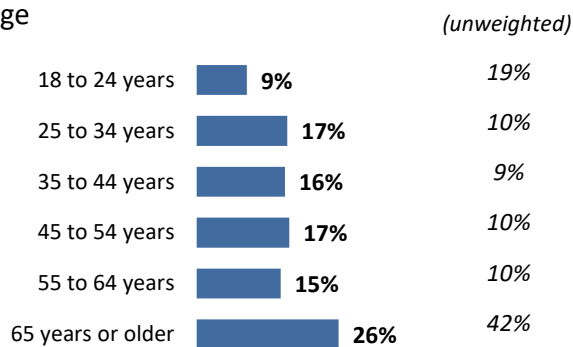


Demographics

Gender

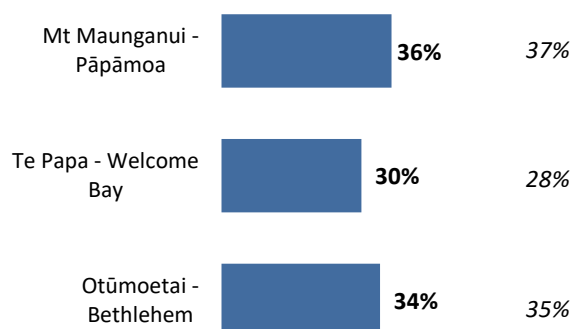


Age



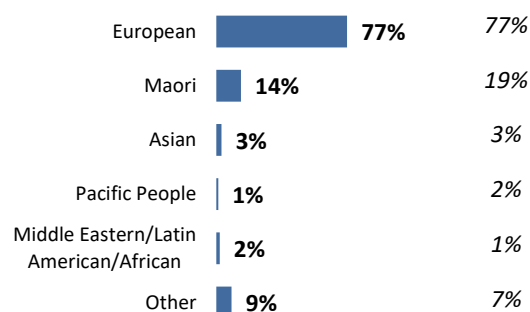
Ward

(unweighted)



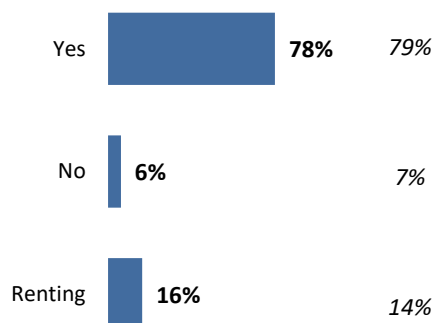
Ethnicity

(unweighted)



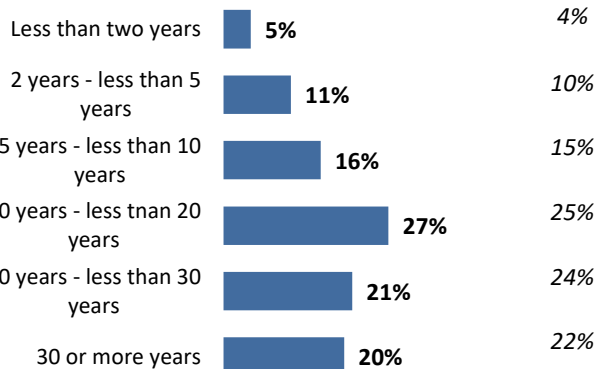
Paying rates

(unweighted)



Number of years in Tauranga

(unweighted)



Head Office

Telephone: + 64 7 575 6900

Address: Level 1, 247 Cameron Road
PO Box 13297
Tauranga 3141

Website: www.keyresearch.co.nz

Key Staff

Project lead: Elena Mead
Senior Research Executive

Telephone: + 64 7 929 7076

Email: elena@keyresearch.co.nz

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DRAFT FUNDING NEEDS ANALYSIS

FOR THE REVENUE AND FINANCING POLICY 2024-34

Purpose and Scope

1. The Funding Needs Analysis provides the background and analysis to explain the funding decisions made by Council. It is guided by the principles in the Revenue and Financing Policy.
2. Council must comply with section 101(3) of the Local Government Act 2002 (LGA) which results in a two-step process to identify funding sources for each activity.
3. Step one involves assessing the funding needs of the activity, who benefits and creates the need for the activity, and how they could potentially pay for those needs and benefits.
4. Having completed the step one analysis Council must then consider 'the overall impact of any allocation of liability for revenue needs on the current and future social, economic, environmental and cultural well-being of the community'¹ (step two).
5. This funding needs analysis documents step one.

Types of expenditure

Broadly speaking there are two types of Council expenditure:

Operating expenditure (Opex): is the money spent on the ongoing day to day activities and services of the Council. This includes contributions to the wear and tear on assets used (depreciation), interest charges on borrowing for capital projects and corporate overheads.

Capital expenditure (Capex): is the money spent on creating assets such as property, plant and equipment that provide benefits and enable council to deliver goods and services over a number of years.

Operating expenditure and capital expenditure are funded differently.

Council must consider the funding for each activity after considering the 5 criteria of section 101(3)(a) step one (see Table 1: Legal requirements for expenditure needs).

Table 1: Legal requirements for expenditure needs

Step one reference	Considerations
Community outcomes - s.101(3)(a)(i)	Determine which of the Council's community outcomes an activity primarily contributes to. It is useful to describe how the activity contributes to the community outcomes.
Distribution of benefits - s.101(3)(a)(ii)	Consider who (individual and groups) benefits from the activity, and how the benefit of an activity applies to households, businesses, and

¹ Section 101(3)(b) Local Government Act 2002.

Step one reference	Considerations
	the community as a whole. Determining this involves the exercise of judgement by Council. It is inherently subjective. Where Council considers there is a clearly identified relationship between users and the services provided then Council will consider fees and charges or targeted rates. Where Council considers the services provide a benefit to the community as a whole; or where Council is not able to identify a strong or direct relationship between users and the service the Council will consider general rates.
Period of benefit – s.101(3)(a)(iii)	For most operational expenses the benefit is received in the year the expense is incurred. For most capital projects the benefit is received over the life of the asset. For most activities Council funds depreciation (an operating expense) from revenue sources and this is recorded in reserves for the future renewal of assets. Some operational expenses (provisions) may have a benefit over multiple years and so Council may choose to fund the activity over that period.
Who creates the need – s.101(3)(a)(iv)	Some services Council must do because the actions or inactions of individuals or groups create the need to undertake the activity or increase the cost or frequency of a service being provided. Council may choose to target these people or organisations through fines, charges or rates.
Separate funding – s.101(3)(a)(v)	Council must consider the practicalities of separate funding along with transparency and accountability. When doing this it is prudent to consider matters such as the financial scale of the activity, administrative cost, legal requirements, and promotion of value. In some cases, while it may be desirable to charge individuals there may be no practical way of doing so. For all activities Council must identify what proportion of operational expenses is recovered from each funding source.

Funding Bands

1. After considering the section 101(3)(a) components, Council considers how much of each funding source is allocated to fund each activity.
2. This Funding Needs Analysis is intended to inform the Revenue and Financing Policy, which will be in place for the next three years before it is reviewed. Because things change over time, it is not possible to precisely determine the percentage allocated. Therefore, Council has decided to band the percentage into the categories listed in Table 2.

Table 2: Funding Bands

Name	Symbol	Range
Unlikely	x	0
Low	✓	0-30%
Medium	✓	30-70%
High	✓	70-100%
Potential to be used	*	*

The assessment in Table 4 identifies which of the funding sources Council plans to use in budgeting to fund the operating costs of each activity.

Objective ID A14426953

Funding Sources for operating expenditure

1. The LGA² sets out the funding sources that Council must consider in developing a Revenue and Financing Policy. The funding needs analysis considers all of these funding sources.
2. The available funding sources for operating expenditure under the LGA include:
 - User charges
 - Grants, sponsorship, subsidies, and other income
 - Proceeds from asset sales
 - Lump sum contributions
 - Investment income
 - Financial contributions
 - Reserve funds
 - Borrowing
 - Rates
 - General rates
 - Targeted rates
3. Tauranga City Council may use all of the above sources to fund operation costs, the most common are outlined below. Table 4 documents Council's section 101(3)(a) consideration for each activity.

Fees & Charges

Where Council considers there is a clearly identified relationship between users and the services provided, particularly with an immediate benefit, it will implement fees and charges for that activity. The use of fees and charges may be balanced with other funding sources. We set our fees and charges annually to reflect increases in costs or changes to charging structures.

General Rates

The base for the general rate is Capital Value. Council is setting this differentially which will mean that commercial ratepayers will have a higher general rate in the dollar than residential ratepayers. This is to balance the overall impact of rates allocation for revenue needs on the whole community

The uniform annual general charge is a fixed charge on each separately used or inhabited part of a rating unit. Every rating unit will make a minimum contribution to councils' costs.

Targeted Rates

We use targeted rates to appropriately charge those who directly benefit from or use the service, where this can be determined. Targeted rates are chosen where the services provided are specific to a particular community or area and it is not considered fair to charge all ratepayers.

Grants, subsidies, interest revenue, borrowing & other

Grants, sponsorship, other subsidies and external funding will be used where they are available. In activities where there is a surplus, we may earn interest revenue on that surplus.

² Section 103(2) Local Government Act 2002.

Overheads

Overheads are internal charges (overhead expenditure charged by allocation to other activities). For example, Support Services and Community, People and Relationships activities are primarily funded through the other activities. The majority of this expenditure (85-90%) is funded by rates.

Funding sources for capital expenditure

1. There are 3 types of capital expenditure
 - a) **Level of Service:** capital expenditure that is not growth related – shifts level of service
 - b) **Growth:** growth related capital expenditure required to provide additional capacity
 - c) **Renewals:** capital expenditure that either replaces or continues the life of an existing asset with no increase in service level
2. A capital project is expected to contribute to community outcomes in the same way as the activity in which it is funded unless Council resolves otherwise.
3. Capital expenditure benefits the same groups as the operating expenditure for each activity.
4. Council may choose to target specific groups through use of financial and development contributions, lump sum contributions or targeted rates. When financial and development contributions are used the distribution of benefits and rationale regarding funding sources is discussed within the Development Contributions Policy.
5. For most capital projects the benefit is received over the life of the assets. Council will have regard to the equitable distribution of costs over time for the building and renewal of the assets.
6. Some capital costs are due to the actions or inactions of individuals or groups that create the need to undertake the activity. Council may decide to target these people or groups to help fund the capital expenditure.
7. Council will also consider the practicalities of separate funding along with transparency and accountability.
8. Council's preferences when considering the funding of capital projects are set out in Table 3 below.

Objective ID A14426953

Table 3: Funding Sources for Capital Expenditure

New capital expenditure (not growth related)	Renewals expenditure	Growth-related capital expenditure
Preference 1		
<ul style="list-style-type: none"> Other external sources, including government or other grants e.g. Waka Kotahi subsidies, TECT grants, national or regional/ sub regional funding. 	<ul style="list-style-type: none"> Other sources, where available for example Waka Kotahi grants. 	<ul style="list-style-type: none"> Other sources where available for example Waka Kotahi grants, national or regional/ sub regional funding.
Preference 2		
<ul style="list-style-type: none"> Reserves Asset sales Infrastructure Funding and Financing (IFF) 	<ul style="list-style-type: none"> Depreciation Reserves Asset sales 	<ul style="list-style-type: none"> Development/Financial Contributions Asset sales Infrastructure Funding and Financing (IFF)
Preference 3		
<ul style="list-style-type: none"> Loans funded through general or targeted rates, user fees, activity surpluses. 	<ul style="list-style-type: none"> Loans 	<ul style="list-style-type: none"> Loans. Depreciation Reserves where there is a renewal portion of capital projects. Targeted rates or general rates, user fees, or activity surpluses may also be considered for the portion of capital that offers wider benefit or where there has been an under collection in development contributions.

Next step

Step two might include considering the following:

- does the outcome from step one support the strategic direction or initiatives of the local authority (for example protecting natural or historic heritage)?
- legal and other constraints
- affordability issues (impact on the elderly or low-income families)
- would there be any barriers to the accessibility to some services
- are there any implications on community or cultural groups?
- what are the size and materiality of any shifts in funding and how do these affect the community?
- is the mix of funding sources sustainable in the long-term?
- what are the current and projected future economic conditions?

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Table 4: Funding Needs Analysis by Activity - Operating Expenditure

Activity	Nature of benefit	Primary Community Outcome(s)	Beneficiaries	Period of benefit	Who creates need?	Separate funding	Proposed Funding Sources					Rationale for Funding
							Fees & Charges	General Rates	Targeted Rates	Subsidies, grants, etc	Overheads	
Transportation												
Transportation	Use of the transport network, provision of road safety and access to different modes of transport. Provision and management of parking at recreation facilities, venues, and city spaces for convenient access to amenities.	Well-planned city - Tauranga - Tatai Whenua Easy to move around - Tauranga Ara Rau Supports business and education - Tauranga a te kura	The whole community benefits from personal use of the transport network and parking, as well as economic benefits of movement of goods. Commercial and industrial sectors, both within the city and in the wider region or nationally (e.g., due to access to the port) benefit from movement of goods and employees. Road users benefit from road access and exclusive use of convenient parking close to where they want to go, including visiting recreation facilities, businesses. Access to their work, places for shopping, health appointments. Other beneficiaries include cyclists, developers, people accessing the road corridor, and public transport providers.	Benefit is expected to arise in the year funding is sourced. Benefits from economic activity and commercial and industrial activity are short to long term, benefitting future generations.	All road users create the need for this activity. Heavy vehicles, commercial and industrial, increase the costs of this activity. People who create congestion on roads, and in parking areas also create the need.	Targeted rates assist with accountability and transparency of Council's expenditure on this activity. Identifying separate fees and charges for parking and infringements assists in the accountability of Council's expenditure on this activity.	LOW	HIGH	LOW	LOW	UNLIKELY	There are limited practical options for charging for the individual benefits received from using the transport network. Tolling is one practical way however it requires an Order in Council (legislative instrument that is made by the Executive Council led by the Governor-General) to be made. General rates reflect the public and economic benefit to residents and businesses from the transport network. Parking management is fully funded by user fees (parking fees and fines) to reflect the benefit received from those using parking spaces to access services and amenities. Targeted rates may be used to fund operations, maintenance and renewal where a project benefits a group or sector ratepayers. A targeted rate for resilience also acknowledges the benefit received from emergency preparedness.
Water Supply												
Water Supply	Provides residents and businesses with drinking water.	An inclusive city - Tauranga Matarauui Values and protects the environment - Tauranga Taurikura Well-planned city - Tauranga - Tatai Whenua Supports business and education - Tauranga a te kura	Residents and businesses connected to Tauranga's water supply system benefit from potable water and reliable supply. The community as a whole benefit from public health from the provision of drinkable water, and water for firefighting.	Benefit is expected to arise in the year funding is sourced.	All members of the community create a need for this activity. High volume water users create a greater need. The actions of individuals and business (commercial and industrial) who are planning, or who attract, growth to the city, have an impact on this activity.	Identifying separate funding – in the form of a targeted rate based on water use - assists in the accountability and transparency of Council's expenditure on this activity.	LOW	UNLIKELY	HIGH	LOW	UNLIKELY	Targeted metered water rates are appropriate for charging those that benefit from the supply of drinkable water, and volumetric charges allow for users to pay for the water used. A targeted rate for resilience also acknowledges the benefit received from emergency preparedness to those using water from the water supply. Fees and charges recognise specific benefits received for certain services.
Wastewater												

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Activity	Nature of benefit	Primary Community Outcome(s)	Beneficiaries	Period of benefit	Who creates need?	Separate funding	Proposed Funding Sources					Rationale for Funding
							Fees & Charges	General Rates	Targeted Rates	Subsidies, grants, etc	Overheads	
Wastewater	Provides a network of infrastructure to manage sewage, protecting public health and the natural environment.	An inclusive city - Tauranga Matarauui Values and protects the environment - Tauranga Taurikura Well-planned city - Tauranga - Tatai Whenua	All properties connected to Council's wastewater system benefit from safe, sanitary removal of wastewater from their homes and businesses. The whole community benefits by protecting public health and the environment. The commercial sector and trade waste industry benefit from high volumes of trade waste being disposed of.	Benefit is expected to arise in the year funding is sourced.	All members of the community create a need for this activity. Heavy commercial producers have an adverse impact greater than most users. The actions of individuals and business (commercial and industrial) who are planning, or who attract, growth to the city, have an impact on this activity.	Identifying separate funding assists in the accountability and transparency of Council's expenditure on this activity. Targeted rates are the appropriate funding source for those connected to the wastewater system and receiving direct benefits. Fees and charges reflect the user benefit for trade waste and commercial operations.	LOW	UNLIKELY	HIGH	LOW	UNLIKELY	Targeted rates for wastewater based on the number of water closets (toilets/urinals/pans) is a practical way of charging for residential users' contribution to the wastewater system. In the case of heavy commercial users of the waste system it is practical to measure the volume and quality of waste and charge appropriately for this through user fees and charges. A targeted rate for resilience also acknowledges the benefit received from emergency preparedness.
Stormwater												
Stormwater	Management of stormwater to reduce flooding and prevent water contamination for all residential, commercial properties.	A well planned city - He taone i āta maheretia Values and protects the environment - Tauranga Taurikura	The wider community benefits from the management of stormwater in an environmentally acceptable way. Some residents benefit from higher levels of service in specific geographic areas, e.g. Lakes.	Benefit of most operating costs is expected to arise in the year funding is sourced. Some benefits - from the stormwater reserve fund are likely to arise in the future.	The actions of some individuals and groups impact on this activity. For example, some stormwater runoff is a direct result of land works and individual actions. Properties with less permeable surfaces also create more need. The actions of individuals and business (commercial and industrial) who are planning, or who attract, growth to the city, have an impact on this activity.	Identifying separate funding assists in the accountability and transparency of Council's expenditure on this activity.	LOW	HIGH	LOW	LOW	UNLIKELY	Funding from a mix of general and targeted rates reflect the benefit to property owners and the wider community benefit of stormwater management. Increased funding from targeted rates allows for the ability to better reflect the impact from different sectors on stormwater infrastructure in the future. Properties with less permeable surfaces have a greater stormwater requirement. A targeted rate for resilience also acknowledges the benefit received by households and businesses from planning for resilient infrastructure.
Flood Protection												
Flood protection	Opening and maintaining overland flow paths to provide access to and egress from properties.	A well planned city - He taone i āta maheretia	The wider community and people with properties protected from flooding, commerce and industry.	Benefit is expected to arise in the year funding is sourced.	Property owners in flood prone areas create the need for this activity. The actions of individuals and businesses who are planning, or who attract growth to the city, have an impact on this activity.	Identifying separate targeted rates assists in the accountability and transparency of Council's expenditure on this activity.	UNLIKELY	HIGH	HIGH	UNLIKELY	UNLIKELY	Funding from a mix of general and targeted flood protection rate ensures the costs are recovered from properties that benefit from flood protection, and the wider community that benefits. NOTE: This will be operational as a standalone activity following the transition of the three waters to the Water Services Entity.

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Activity	Nature of benefit	Primary Community Outcome(s)	Beneficiaries	Period of benefit	Who creates need?	Separate funding	Proposed Funding Sources					Rationale for Funding
							Fees & Charges	General Rates	Targeted Rates	Subsidies, grants, etc	Overheads	
Sustainability and Waste												
Sustainability & Waste	Improves sustainability and ensures the protection of public health and the environment via managing the collection and disposal of the community's waste	Values and protects the environment - Tauranga Taurikura	Individuals benefit directly from waste collection and waste facilities. Users of transfer stations benefit from having a waste disposal location. People using waste education programmes benefit from those initiatives. The whole community including business benefits from waste minimisation, education, improved sustainability performance and waste collection.	Benefit of most operating costs is expected to arise in the year funding is sourced. Some benefits from the sustainability initiatives are likely to arise in the future.	The actions of individuals and groups create the need for this activity through waste generation. Groups that generate large amounts of waste such as industry, commercial, and construction and demolition industry. The actions of individuals and business (commercial and industrial) who are planning, or who attract, growth to the city, have an impact on this activity.	Identifying targeted rates for this activity assists in accountability. User charges recognise the accountability of users to pay for a service provided.	LOW	MEDIUM	MEDIUM	LOW	UNLIKELY	The actions of individuals or groups create the need to have this activity. Funding from targeted rates and user fees and charges appropriately recognise this. There are public benefits to waste minimisation and the implementation of the climate action plan, Protecting the environment enhances quality of life. General rates are appropriate to fund this activity based on the whole of community benefits from reducing and managing waste and the availability of support in carbon reduction and climate resilience.
City and Infrastructure Planning												
City and Infrastructure Planning	Promotes sustainable management of Tauranga City's natural and physical resources for existing and future people and communities.	The sustainable management of our natural resources and providing for infrastructure in the future contributes to all community outcomes.	Council, residents, homeowners, industry, the community as a whole, developers, commerce and industry.	Benefit is expected to arise in the year funding is sourced. Some benefits are short to long term, benefitting future generations.	The actions of individuals and business (commercial and industrial) who are planning, or who attract, growth to the city, have an impact on this activity.	User charges assist in fair and equitable funding of Council's expenditure for this activity. There are no transparency benefits to funding the community portion of this activity separately to general rates.	LOW	MEDIUM	UNLIKELY	UNLIKELY	UNLIKELY	Fees and charges recognise the immediate benefit to people or groups instigating plan changes. General rate funding recognises the whole of community benefit of having a well-planned city, catered for growth, with planned infrastructure.
Community, People and Relationships												
Activities include Democracy Services, Customer Services, Community Relations, Te Pou Takawaenga Māori Unit.	Enables democratic, local decision-making and action by and on behalf of our communities, provides customer service and engages the community about council business. Maintains high level strategic relationships with Tangata Whenua and the wider Māori Community that reflect the principles of the Treaty of Waitangi.	Community, People and Relationships work collaboratively with the community and all other Council activities which contribute to all community outcomes.	All member of the community benefit from this activity. The beneficiaries for each activity are captured in each individual funding needs analysis.	Benefit is expected to arise in the year funding is sourced.	The actions of individuals and groups impact on this activity.	There is a high degree of public benefit, and little transparency benefit to funding the community portion of this activity separately to general rates.	LOW	UNLIKELY	UNLIKELY	LOW	HIGH	Operating costs are allocated as an overhead through the Council's other activities, or specific functions can be recovered through other activities. A small amount of external funding is available for this activity for citizenship ceremonies, and from the Regional Council for contribution to election costs, cadet programmes from MSD. There are sometimes opportunities for partnership with organisations for external Cultural and Heritage funding, however the funding would sit with the delivering activity or external partner. Fees and charges recognise the immediate benefit to people or groups requesting LIMs and property information, accessing cultural

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Activity	Nature of benefit	Primary Community Outcome(s)	Beneficiaries	Period of benefit	Who creates need?	Separate funding	Proposed Funding Sources					Rationale for Funding
							Fees & Charges	General Rates	Targeted Rates	Subsidies, grants, etc	Overheads	
												competence training, and other councils using TCC after hours service. Service Centre functions will become part of an integrated community hub with wider library and hub facilities in the 2025/26 year.
Community Services												
Arts & Culture	Understanding of our heritage and experiencing art and the opportunity to share artwork.	An inclusive city - Tauranga Matarauui Supports business and education - Tauranga a te kura	Those people who access the Art Gallery, either as a visitor or an exhibitor. Local creative sector and arts, culture and heritage organisations. Hands on Tauranga users, education sector. The community as a whole for access to cultural and heritage facilities and programmes, as well as a vibrant city.	Benefit is expected to arise in the year funding is sourced.	Those accessing the Art Gallery and the Heritage Collection, creative sector, and education sector. The actions of individuals and business (commercial and industrial) who are planning, or who attract, growth to the city, have an impact on this activity.	This activity is high public benefit. The costs of funding the activity separately to general rates would not outweigh the transparency benefit.	LOW	HIGH	UNLIKELY	LOW	UNLIKELY	General rates are the appropriate funding source for the community as they are easy to administer, and it recognise the benefit from art and heritage promotion. General rates are used to fund the grant to the Art Gallery, and fees and charges are levied by the Art Gallery. Fees and charges recognise the user benefit of education services and cultural heritage programmes. There may be potential for external funding in the future for the educational and cultural/heritage services we provide.
City Centre Development	Manages the delivery of the Te Manawataki o Te Papa civic precinct development and Tauranga Moana Waterfront development projects, as well as delivery of a number of other community amenity projects, including Memorial Park. A city centre that reflects its history and culture and is a place that future generations can be proud of.	This activity contributes to all community outcomes through the construction of Te Manawataki o Te Papa, the Waterfront development and the Memorial Park projects.	The whole community benefits from economic effects of tourism, a place where people can come together to connect, share stories, learn, discover, enjoy the present, shape our future, be entertained, and have fun. Visitors benefit from enjoyment of the city centre with more things to do, increased amenities/facilities. Businesses in the city centre benefit from improvements to foot traffic, beautification and accessibility bringing more customers to the city centre.	Benefit is expected to arise in the year funding is sourced. Economic benefits are short to long term, benefitting future generations.	The actions of most individuals and groups have an impact on this activity. Visitors to the city increase the need for this activity. The actions of individuals and business (commercial and industrial) who are planning, or who attract, growth to the city, have an impact on this activity	This activity is high public benefit. The costs of funding the activity separately to general rates would not outweigh the transparency benefit.	UNLIKELY	HIGH	POTENTIAL	POTENTIAL	UNLIKELY	General rates are the appropriate funding source for the community as they are easy to administer, and it recognise the social, cultural, and economic benefits of a vibrant city centre.
Community Development	Empowers communities to actively participate, make decisions and work towards self-reliance to	An inclusive city - Tauranga Matarauui	The community as a whole benefit from social equity, a sense of community pride and belonging,	Benefit is expected to arise in the year funding is sourced.	Community organisations and businesses requiring support.	This activity is high public benefit. The costs of funding the activity separately to general	UNLIKELY	HIGH	UNLIKELY	LOW	UNLIKELY	General rates are the appropriate funding source for households and businesses as they are easy to administer and recognises the benefit from community development.

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Activity	Nature of benefit	Primary Community Outcome(s)	Beneficiaries	Period of benefit	Who creates need?	Separate funding	Proposed Funding Sources					Rationale for Funding
							Fees & Charges	General Rates	Targeted Rates	Subsidies, grants, etc	Overheads	
	build strong, resilient sustainable communities.		connection, and improved social wellbeing and outcomes.	Some benefits are short to long term, benefitting future generations.	The actions of individuals and business (commercial and industrial) who are planning, or who attract, growth to the city, have an impact on this activity.	rates would not outweigh the transparency benefit.						There may be potential for external funding in the future from social development and government agencies.
Libraries	Provides a hub for community connection. Provides accessible educational opportunities, supports literacy and encourages lifelong learning, research and innovation. Preservation and sharing of Tauranga history and taonga. Programmes, events and learning opportunities engage the community.	An inclusive city - Tauranga Matauaunui Well-planned city - Tauranga - Tatai Whenua Supports business and education - Tauranga a te kura	The primary benefit is to those that borrow and use library material and resources. Benefits also accrue to the wider community through the availability of library resources.	Benefit is expected to arise in the year funding is sourced. Educational and community belonging benefits are short to long term, benefitting future generations.	The actions of individuals and groups have a minor impact on this activity. The actions of individuals and business (commercial and industrial) who are planning, or who attract, growth to the city, have an impact on this activity.	This activity is high public benefit. The costs of funding the activity separately to general rates would not outweigh the transparency benefit. User charges assist in fair and equitable cost recovery of Council's expenditure for this activity.	LOW	HIGH	POTENTIAL	POTENTIAL	UNLIKELY	The private good component of the library activity is recovered through user charges and fines. High levels of user charging will in many cases, restrict accessibility to those who currently benefit the most for the activity. General rates are the appropriate funding source for households as they are easy to administer and recognise the benefits and availability of the libraries. There is potential for external funding to be available from time to time to fund certain activities.
Venues and Events	Economic and social benefits including encouraging visitors to Tauranga, contributing to community pride, and belonging.	An inclusive city - Tauranga Matauaunui	Individuals, visitors, film makers, tourism industry, non-profit and community groups, businesses, and the community as a whole.	Benefit is expected to arise in the year funding is sourced. The community pride and economic benefits are short to long term, benefitting future generations.	The actions of most individuals and groups have a minor impact on this activity, particularly those organising events and requiring venues. The actions of individuals and business (commercial and industrial) who are planning, or who attract, growth to the city, have an impact on this activity.	This activity is high public benefit. The costs of funding the activity separately to general rates would not outweigh the transparency benefit. User charges assist in fair and equitable cost recovery of Council's expenditure for this activity.	LOW	HIGH	LOW	LOW	UNLIKELY	The use of the general rate to fund Events and venues recognises the benefits to the whole community. Fees and charges recognise the immediate benefit to people or groups hosting events using Council venues, and leasing property space. External funding is available for some events and venues, and through the Friends of Baycourt Trust. Other funding may be available from time to time.
Economic Development												
Airport	Provides a facility for air transport services to connect Tauranga with the rest of the country and the world.	Supports business and education - Tauranga a te kura Easy to move around - Tauranga Ara Rau	Users of the airport, lessees of Airport land, business community, recreational aviators, commercial aviation industry, taxi and rental car operators.	Benefit is expected to arise in the year funding is sourced.	Individuals using the airport as passengers, to transport goods and for aviation education. Those who lease Airport land to operate their businesses.	User charges assist in accountability and transparency cost recovery of Council's expenditure for this activity.	HIGH	UNLIKELY	UNLIKELY	LOW	UNLIKELY	Fees and charges recognise that the benefits of the airport activity occur to individual users of the airport, lessees of land. These are well established methods for charging airport users. A small portion of interest revenue contributes to the funding of this activity.
Economic Development	Facilitates value creation and employment	Supports business and education - Tauranga a te kura	Businesses, visitors, investors, educational institutions, and the	Benefit is expected to arise in the year	The actions of individuals and	Identifying a separate targeted rate for commercial properties	UNLIKELY	UNLIKELY	HIGH	LOW	UNLIKELY	A targeted rate for commercial properties acknowledges that the benefit

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Activity	Nature of benefit	Primary Community Outcome(s)	Beneficiaries	Period of benefit	Who creates need?	Separate funding	Proposed Funding Sources					Rationale for Funding
							Fees & Charges	General Rates	Targeted Rates	Subsidies, grants, etc	Overheads	
	opportunities to enable our economy to become more competitive, resilient and sustainable.	An inclusive city – Tauranga Matarauui	community as a whole from the efforts to grow the economy.	funding is sourced. Economic and education benefits are short to long term, benefitting future generations.	groups impact on this activity. The actions of individuals and business (commercial and industrial) who are planning, or who attract, growth to the city, have an impact on this activity.	assists in the fairness, accountability and transparency of Council's expenditure on this activity.						of this activity goes to commercial ratepayers.
Emergency Management												
Emergency Management	Reduces the risk from hazards by ensuring a coordinated effective response during civil emergencies and business continuity incidents.	Values and protects the environment - Tauranga Taurikura An inclusive city – Tauranga Matarauui	The community as a whole, businesses, partners and stakeholders (e.g. emergency services) and the Council itself benefits from preparedness, response to, and recovery from events.	Benefit is expected to arise in the year funding is sourced. Planning and recovery provides short to long term benefits of a resilient community.	All individuals and groups create a need for this activity. The actions of individuals and business (commercial and industrial) who are planning, or who attract, growth to the city, have an impact on this activity.	This activity is high public benefit. The costs of funding the activity separately to general rates would not outweigh the transparency benefit. A separate targeted rate provides accountability for our resilience planning funding.	UNLIKELY	HIGH	LOW	POTENTIAL	UNLIKELY	The high general rates allocation recognises the whole community benefits from resilience, planning, response, and recovery from emergency events. A targeted rate for resilience provides accountability for funding emergency preparedness and making our city more resilient to disaster and climate change. There is potential for some external resilience funding for specific projects.
Regulatory and Compliance												
Animal Services	Maintains animal control. People feel safe. Dog registration benefits dog owners by allowing legal ownership and enabling impounded dogs to be traced.	Values and protects the environment - Tauranga Taurikura An inclusive city – Tauranga Matarauui	Owners of dogs and other animals such as poultry and bees. Schools and workplaces receiving education. The community as a whole benefit from an environment free from nuisance animal behaviours, and safety from dangerous dogs.	Benefit is expected to arise in the year funding is sourced.	Owners or keepers of animals create the need for this activity. People who breach the Keeping of Animals Bylaw and allow dogs to roam create a need for monitoring.	Identifying separate fees and charges for dog registration assists in the accountability of Council's expenditure on the dog control part of this activity. General rates funding recognises the public benefit of animal control and the reduction of animal nuisance.	HIGH	LOW	UNLIKELY	POTENTIAL	UNLIKELY	User charges recognise that dog owners create the need for this activity, and irresponsible ownership behaviours result in infringements. General rates are the appropriate funding source for the public safety, protection from nuisance, and education benefits. There is external funding available from time to time depending on national direction and strategies, e.g. dog neutering campaigns.
Building Services	Implements processes to ensure buildings are safe and legally compliant and inspects swimming pool fencing as per the Building Act 2004.	Well-planned city - Tauranga - Tatai Whenua Values and protects the environment - Tauranga Taurikura An inclusive city – Tauranga Matarauui	Building consent applicants, owners, future owners, commercial owners benefit from safe and sanitary buildings. The community benefit from assured safety of buildings, (public and private), fenced swimming pools.	Benefit is expected to arise in the year funding is sourced. Some benefits will be received by future owners and future generations.	The actions of most individuals and groups have a minor impact on this activity. People carrying out building work or with a swimming pool on their property create a need for this activity.	Identifying separate user pays funding assists in the accountability and transparency of Council's expenditure on this activity. Using targeted rates for swimming pool inspections assists in fairness and are easy to administer. General rates funding recognises the public safety benefits.	HIGH	LOW	LOW	LOW	UNLIKELY	User charges recognise that the need for building services is created by people carrying out building work, and it being required to be certified legally compliant. A targeted rate for private swimming pool inspections recognises the benefits owners receive by in having safely fenced pools. General rates are an appropriate funding source for the community to recognise the benefits of safe and sanitary buildings and pools, and public access to queries and complaints. Subsidies for building consents relating to the installation of solar panels are completely funded by general rates, given the environmental benefit.

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Activity	Nature of benefit	Primary Community Outcome(s)	Beneficiaries	Period of benefit	Who creates need?	Separate funding	Proposed Funding Sources					Rationale for Funding
							Fees & Charges	General Rates	Targeted Rates	Subsidies, grants, etc	Overheads	
Environmental Planning	Enables sustainable growth and development throughout the city. Delivers assts associated with the subdivision and land development processes that are fit for purpose.	Well-planned city - Tauranga - Tatai Whenua Supports business and education - Tauranga a te kura	Individuals who apply for resource consents and use the other services of this activity such as accessing information relating to planning issues. Affected parties benefit from having views considered in relation to land use and subdivision activities. The whole community benefits from sustainable growth, protection of amenity.	Benefit is expected to arise in the year funding is sourced. Longer term sustainable growth and protection of amenity benefits future generations.	The actions of most individuals and groups have a minor impact on this activity. People carrying out certain activities and developing land create the need for this activity. The actions of individuals and business (commercial and industrial) who are planning, or who attract, growth to the city, have an impact on this activity.	Identifying separate user charges assists in the accountability and transparency of Council's expenditure on this activity. General rates funding recognises the public benefit of sustainable growth and protection of amenity.	MEDIUM	MEDIUM	UNLIKELY	POTENTIAL	UNLIKELY	User charges recognise that the need for this activity arises from those who carry out activities requiring resource consents. General rates are an appropriate funding source for the community to recognise the benefits of sustainable growth and protection of amenity through ensuring adverse effects of development are mitigated or remedied. Additionally, the public benefit from being able to query activities and receive response to complaints.
Environmental Health and Licensing	Protecting public health through education, registration and monitoring of food, health, and alcohol related businesses	An inclusive city – Tauranga Matarauui Well-planned city - Tauranga - Tatai Whenua Supports business and education - Tauranga a te kura	The benefit of inspection and licensing of premises occurs mostly to the public. Premises requiring licensing receive reputation benefits from having a licence.	Benefit is expected to arise in the year funding is sourced. Long term public health and education benefits future generations.	The actions of most individuals and groups have a minor impact on this activity. Premises requiring licensing and monitoring create the need for this activity. The actions of individuals and business (commercial and industrial) who are planning, or who attract, growth to the city, have an impact on this activity.	Identifying separate user charges assists in the accountability and transparency of Council's expenditure on this activity. General rates funding recognises the public health benefit of safe and sanitary food premises and the reduction of alcohol related harm.	MEDIUM	MEDIUM	UNLIKELY	POTENTIAL	UNLIKELY	User charges recognise that the need for this activity is created by premises requiring licensing and reflect the public reputation benefits of being a licensed premises, providing some assurance to customers. General rates are the appropriate funding source for households and businesses as they are easy to administer and recognise the public health benefits of safe food premises, reducing alcohol related harm, and ensuring other premises requiring registration are operating in a hygienic manner.
Regulation Monitoring	Ensures and encourages compliance with the city's bylaws and various Land Transport legislation. Contributes to community well-being by responding to social issues and promoting road safety.	As an activity monitoring various rules spanning different activities, Regulation Monitoring contributes to all community outcomes.	The whole community benefits from the efficient monitoring of bylaws, some groups benefit from specific bylaw monitoring relevant to their business, activities, or personal circumstance.	Benefit is expected to arise in the year funding is sourced.	The actions of most individuals and groups have an impact on this activity. People who do not comply with rules create a need for monitoring and enforcement action. The actions of individuals and business (commercial and industrial) who are planning, or who attract, growth to the city, have an impact on this activity.	This activity is of high public benefit. The costs of funding the activity separately to general rates would not outweigh the transparency benefit. Identifying separate user pays funding assists in the accountability of Council's expenditure on this activity.	LOW	HIGH	UNLIKELY	LOW	UNLIKELY	User charges and infringements recover costs from those using the services and breaching the bylaws. General rates are the appropriate funding source for households and businesses as they are easy to administer. General rates recognise the benefit to the community of having rules monitored and enforced, and benefits received by businesses regarding parking availability and customer turnover.

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Activity	Nature of benefit	Primary Community Outcome(s)	Beneficiaries	Period of benefit	Who creates need?	Separate funding	Proposed Funding Sources					Rationale for Funding
							Fees & Charges	General Rates	Targeted Rates	Subsidies, grants, etc	Overheads	
Spaces and Places												
Cemeteries	The provision of cemetery and cremation services, a place to preserve history of the deceased and a place for remembrance and connection.	A well planned city - He taone i āta maheretia An inclusive city – Tauranga Mataraunui	Those using the services of the cemetery and crematorium. The Community also benefit through the protection of public health and the maintenance of cemeteries and cemetery records for future generations to locate their ancestor's burial plot/site.	Expected to arise in the year funding is sourced. However, some benefits to future generations occur in the future.	The actions of most individuals create a need for this activity. The actions of individuals and business (commercial and industrial) who are planning, or who attract, growth to the city, have an impact on this activity.	Identifying separate user pays funding assists in the accountability and transparency of Council's expenditure on this activity.	HIGH	UNLIKELY	UNLIKELY	LOW	UNLIKELY	User charges recognise that the need for this activity is from those who use the service. Some external funding is available in the way of hardship grants for individuals or families that cannot afford the cost of service.
Beachside Holiday Park	Provides accommodation and on onsite visitor information centre at the base of Mauao. Encourages tourism and a social atmosphere in the Mount North area.	Supports business and education - Tauranga a te kura	Visitors benefit from use of the facility; businesses benefit from visitor spending and information services. The wider community also benefits from economic activity.	Occurs in the year funding is sourced.	People requiring accommodation and visitor support create the need for this activity. The actions of individuals and business attracting visitors to the city have an impact on this activity.	User pays funding assists in the accountability and transparency of Council's expenditure on this activity.	HIGH	UNLIKELY	UNLIKELY	LOW	UNLIKELY	User charges recognise that the need for this activity is from people who require accommodation and visitor information services, and they are largely the ones who benefit. External funds are available from time to time such as the Tourism Infrastructure Fund.
Marine Facilities	Provides both recreational and commercial marine facilities. Leases land and commercial premises in marine areas.	Well-planned city - Tauranga - Tatai Whenua Easy to move around - Tauranga Ara Rau Supports business and education - Tauranga a te kura	Commercial users benefit from convenient facilities to operate their business from. Recreational users benefit from use of facilities for recreation, including carparking. Leaseholders of land and premises benefit from the use of the land and accessible storage options for boats and tractors.	Benefit is expected to arise in the year funding is sourced.	Commercial and recreational wharf users create the need for this activity. The actions of individuals and business who attract visitors to the city have an impact on this activity.	User pays funding assists in the accountability and transparency of Council's expenditure on this activity.	MEDIUM	HIGH	UNLIKELY	POTENTIAL	UNLIKELY	User charges recognise that the need for this activity is from commercial and recreational users. Benefits received by users include berthing vessels at wharves, social benefits of recreation, convenient carparking for vehicles and trailers. Businesses receive benefits of a convenient location for pick up and drop off for cruises and boat tours. General rates are the appropriate funding source for households and businesses as they are easy to administer and recognise the public availability of marine facilities for community use as well as the wider economic benefits of marine activities.
Spaces and Places	Protects and enhances a network of quality reserves and community facilities, that enable a range of experiences and services to the community. Protects the environmental, cultural, heritage, ecological and biodiversity values of	A well planned city - He taone i āta maheretia An inclusive city – Tauranga Mataraunui	Users of facilities and spaces. the whole community for availability of spaces for recreation and enjoyment. Businesses benefit from commercial use of spaces, and visitors from outside the city also benefit from use, including	Benefit is expected to arise in the year funding is sourced.	Individual and groups requiring space and places for events and sports create a need for this activity. High performance sports expect a higher level of service. The actions of individuals and business	Identifying separate user charges assists in the accountability and transparency of Council's expenditure on this activity.	LOW	HIGH	LOW	LOW	UNLIKELY	User charges recognise that the need for this activity arises from individuals and groups using the spaces and places for both recreation and commercial activity. Paying users have the use of spaces and places to the exclusion of others. Targeted rates acknowledge the higher level of service for some areas and can also ring fence revenue for investment on particular amenities over time General rates are the appropriate funding source for households and businesses as they are easy to

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Activity	Nature of benefit	Primary Community Outcome(s)	Beneficiaries	Period of benefit	Who creates need?	Separate funding	Proposed Funding Sources					Rationale for Funding
							Fees & Charges	General Rates	Targeted Rates	Subsidies, grants, etc	Overheads	
	the varied open spaces.		carparking near recreation facilities.		(commercial and industrial) who are planning, or who attract, growth to the city, have an impact on this activity.							administer and recognise the social, physical, and mental benefits of passive and active recreation.
Support Services												
Includes Asset Services, Strategic Property & Commercial Facilitation, Digital Services, Finance, Capital Programme Assurance Division, Legal, Risk and Procurement, People, Performance & Culture, Strategy & Corporate Planning.	Contribute to all of Council's activities by enabling them. The nature of benefit for each activity are captured in each individual funding needs analysis.	Support Services work collaboratively with all other Council activities which contribute to all community outcomes.	The whole community benefits as Support Services enable all other Council activities to provide services to the community. The beneficiaries for each activity are captured in each individual funding needs analysis.	Benefit is expected to arise in the year funding is sourced. Some benefits are longer term, allowing appropriate renewal of assets, financial forecasting, and business continuity.	There is limited impact from specific individuals, as the whole community creates the need for Support Services.	Council considers that there is little transparency or accountability benefit of separate funding for this activity.	LOW	LOW	LOW	UNLIKEY	HIGH	Operating costs are allocated as an overhead through the Council's other activities, or specific functions can be recovered through other activities.

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Appendix 1: Activity Group - City and Infrastructure Planning

Activities:

- City and Infrastructure Planning

Summary of changes			
LTP	# of measures	Deletions in 2024	New measures in 2024
LTP 2021-2031	3	2	
LTP 2024-2034	2		1

LTP 2021-2031 measures						
Activity	Level of Service	Performance Measures	DIA measure	2021/2022 result	2024-2031 Target	Action
City and Infrastructure Planning	We will develop and review the City Plan, including public consultation, to guide the growth of the City and the provision of land able to be developed for the next ten years.	Percentage of building consents approved for new dwellings that will be located in the zone(s) where permitted (refer City Plan zones)	No	100%	100%	Delete
City and Infrastructure Planning	We will deliver and monitor a planning framework for the city that provides sufficient development capacity to accommodate ongoing growth.	Compliance with the National Policy Statement for Urban Development Capacity which require 3, 10 and 30 years of development capacity and infrastructure capacity to be provided/identified along with additional buffers	No	Not achieved	Full compliance achieved	Retain – amend
City and Infrastructure Planning	We will provide a Development Contributions Policy which enables collection of development contributions to fund growth related capital expenditure.	Ensure DC policy is current and updated annually with the Annual or Long-term Plan	No	100%	100%	Delete

LTP 2024-2034 proposed measures								
Activity	Level of Service	Performance Measures	DIA measure	New measure	Targets			
					24/25	25/26	26/27	27-34
City and Infrastructure Planning	We will deliver and monitor a planning framework for the city that provides sufficient development capacity to accommodate ongoing growth.	There will be sufficient (as defined in the National Policy Statement on Urban Development) residential zoned land provided with development capacity for at least: 1) 3 years 2) 10 years 3) 30 years	No	No	Achieved	Achieved	Achieved	Achieved
City and Infrastructure Planning	We will deliver and monitor a planning framework for the city that provides sufficient development capacity to accommodate ongoing growth.	There will be sufficient (as defined in the National Policy Statement on Urban Development) business zoned land provided with development capacity for at least: 1) 3 years 2) 10 years 3) 30 years	No	Yes	Achieved	Achieved	Achieved	Achieved

Notes:

Changes in LTP 2024-2034 for City and Infrastructure Planning include:

- Deleting a measure on building consents being issued only within City Plan permitted areas. Past results have been 100%.
- Simplifying compliance measures for development capacity and including the development capacity assessment for business zoned land, per the requirement of the [National Policy Statement on Urban Development](#).
- Removing the measure on Development Contributions Policy updates.



Appendix 2: Activity Group – Community Services

Activities:

- Arts and Culture
- City Centre Development and Partnerships
- Community Partnerships
- Libraries
- Venues and Events

Summary of changes			
LTP	# of measures	Deletions in 2024	New measures in 2024
LTP 2021-2031	20	16	
LTP 2024-2034	12		8

LTP 2021-2031 measures						
Activity	Level of Service	Performance Measures	DIA measure	2021/2022 result	2024-2031 target	LTP 2024 action
Arts and Culture	We will facilitate, support and advocate for the arts in Tauranga including management of relationships with Creative Bay of Plenty, Tauranga Art Gallery, and The Elms	Number of community facilitations undertaken	No	160	30	Delete
Arts and Culture	We will facilitate, support and advocate for the arts in Tauranga including management of relationships with Creative Bay of Plenty, Tauranga Art Gallery, and The Elms	Number of proposals received for the Creative Communities Scheme	No	92	70	Delete
Arts and Culture	We will provide a museum collection which is available to the community, whilst safeguarding historical and culturally important items.	The number of items loaned to schools through the Hands On Tauranga service	No	471	300	Delete
Community Partnerships	We will facilitate social outcomes by working with other organisations, and coordinate approaches to enable community-led initiatives and community capacity building	Number of proposals received for the Match Fund	No	47	30	Delete
Community Partnerships	We will facilitate social outcomes by working with other organisations, and coordinate approaches to enable community-led initiatives and community capacity building	Number of proposals received for the Community Grant Fund	No	109	5	Delete
Community Partnerships	We will facilitate social outcomes by working with other organisations, and coordinate approaches to enable community-led initiatives and community capacity building	Community projects contributed to by Project Tauranga partners each year	No	6 (off-track)	8	Delete
Libraries	Resources for information, reading and recreation are provided digitally	Virtual visits total	No	916,445	520,000	Retain
Libraries	Library spaces are community hubs for place making in the city centre and neighbourhood centres	Visits to Council Libraries (all four combined)	No	483,101 (off-track)	600,000	Retain
Libraries	Library spaces are community hubs for place making in the city centre and neighbourhood centres	Residents satisfaction with library services	No	87%	80%	Retain

Libraries	Programmes, events and learning opportunities build skills and connect our community	Number of participants in all programmes	No	33,262	30,500	Retain
Venues and Events	Provide a comprehensive and fully functional performing arts venue, which is for use by the community and to attract high quality performing arts events to our city.	Number of patrons attending ticketed events at Baycourt	No	25,559 (off-track)	70,000	Delete
Venues and Events	Provide a comprehensive and fully functional performing arts venue, which is for use by the community and to attract high quality performing arts events to our city.	Level of satisfaction based on monthly survey of hirers to Baycourt	No	100%	>80%	Delete
Venues and Events	Deliver a diverse programme of arts experiences and events through a year-round programme.	The number of event days that Baycourt is occupied from total possible available days using booking information.	No	157 (off-track)	280	Delete
Venues and Events	We will provide a well maintained and managed Historic Village as a community facility, available for commercial and community tenancies and as a function and events venue	Number of annual visitors to Historic Village	No	196,667 (off-track)	250,000	Delete
Venues and Events	We will provide a well maintained and managed Historic Village as a community facility, available for commercial and community tenancies and as a function and events venue	Occupancy rate of Historic Village leasable village space	No	84% (off-track)	95%	Delete
Venues and Events	We will provide a well maintained and managed Historic Village as a community facility, available for commercial and community tenancies and as a function and events venue	Occupancy rate of Historic Village hireable venue space	No	9% (off-track)	50%	Delete
Venues and Events	We will invest in and/or attract events to Tauranga that meet the objectives of the Legacy and Major Event Funds	Number of visitor nights as a direct result of Legacy and Major Event Fund investments	No	26,031 (off-track)	90,000	Delete
Venues and Events	We will invest in and/or attract events to Tauranga that meet the objectives of the Legacy and Major Event Funds	Total "Net Benefit" contribution of events within the Legacy and Major Event Funds	No	\$3,166,907 (off-track)	\$6,000,000	Delete
Venues and Events	We will invest in and/or attract events to Tauranga that meet the objectives of the Legacy and Major Event Funds	Percentage of all Event Funding Framework supported events held in off-peak months (i.e. April to November)	No	51%	55%	Delete
Venues and Events	We will deliver successful Council-led events.	Public attendees are satisfied or very satisfied (via survey) with the Council-delivered event they attended	No	Not measured	85%	Delete

LTP 2024-2034 proposed measures								
Activity	Level of Service	Performance Measures	DIA measure	New measure	Targets			
					24/25	25/26	26/27	27-34
Arts and Culture	We will facilitate, support, and advocate for the arts in Tauranga	Percentage of residents satisfied or neutral that Tauranga has a strong sense of arts, culture, and heritage Source: ARS, new question "There is a culturally rich and diverse art scene in Tauranga City", satisfied and neutral 2022/23 YTD = 73%	No	Yes	60%	60%	65%	75%
Community Partnerships	We will facilitate social outcomes by working with other organisations, and coordinate approaches to enable	Percentage of available grant funding awarded to community organisations	No	Yes	>95%	>95%	>95%	>95%

	community-led initiatives and community capacity building							
Community Partnerships	We will facilitate social outcomes by working with other organisations, and coordinate approaches to enable community-led initiatives and community capacity building	Number of stakeholder interactions with community organisations	No	Yes	1100	1150	1200	1250
Libraries	Library spaces are community hubs for place making in the city centre and neighbourhood centres	Percentage of residents satisfied with library services Source: ARS 2022/23 YTD performance = 86%	No	No	85%	85%	85%	85%
Libraries	Library spaces are community hubs for place making in the city centre and neighbourhood centres	Visits to council libraries (all four combined)	No	No	550,000	550,000	550,000	550,000
Libraries	We will provide programmes, events and learning opportunities that build skills and connect our community	Number of participants in all programmes	No	No	34,000	Increasing	Increasing	Increasing
Libraries	We will provide digital resources for information, reading, and recreation	Total number of virtual visits	No	No	1,000,000	1,050,000	1,100,000	1,150,000
Venues and Events	We will deliver, support, and advocate for events in Tauranga	Percentage of residents satisfied with the range and frequency of event experiences in Tauranga Source: ARS, new question "Number of events" 2022/23 YTD performance = 50%	No	Yes	75%	75%	75%	75%
Venues and Events	We will provide a network of arts, cultural, and events spaces in Tauranga	Percentage of residents satisfied with the accessibility and quality of Tauranga's arts, cultural, and events spaces Source: ARS, new question	No	Yes	75%	75%	75%	75%
City Centre Development and Partnerships	We will provide a vibrant, accessible, and sustainable city centre by delivering key projects like Te Manawataki o Te Papa and the Tauranga Moana Waterfront, whilst promoting city centre activation for economic and social wellbeing.	Percentage of residents satisfied with the city centre as the commercial and cultural heart of Tauranga Source: ARS 2022/23 YTD performance: 49%	No	Yes	45%	50%	55%	75%
City Centre Development and Partnerships	We will provide a vibrant, accessible, and sustainable city centre by delivering key projects like Te Manawataki o Te Papa and the Tauranga Moana Waterfront, whilst promoting city centre activation for economic and social wellbeing.	The average daily number of pedestrian movements in the city centre Source: Tauranga CBD Foot Traffic 20 Nov 2022 – 28 March 2023, average daily is 10,478	No	Yes	10,000	11,000	12,000	20,000
City Centre Development and Partnerships	We will provide a vibrant, accessible, and sustainable city centre by delivering key projects like Te Manawataki o Te Papa and the Tauranga Moana Waterfront, whilst promoting city centre activation for economic and social wellbeing.	The number of new civic buildings delivered with a minimum Green Star rating of 5 stars	No	Yes	1	1	1	3

Notes:

LTP 2024-2034 Community Services Changes:

- Removed measures for streamlining assessments.
- Emphasised community satisfaction as a success indicator.

- Venues and events measures streamlined and distilled into one measure for satisfaction with the range and frequency of event experiences and another that focuses on the enabling spaces.
- Retained Library measures.

The new activity, City Centre Development and Partnerships, focuses on creating a vibrant, accessible, and sustainable city centre. The selected performance measures and rationale are:

- Residents' satisfaction with the city centre as Tauranga's commercial and cultural heart, targeting an improvement in satisfaction levels. This aims to gauge the public's perception of the city centre's role and vibrancy.
- The average daily number of pedestrian movements in the city centre, with increasing targets. This measure promotes walkability and accessibility as key aspects of a sustainable city centre.
- The number of Green Star rated civic buildings delivered, targeting an increase in sustainable buildings. This supports the goal of creating an environmentally sustainable city centre.

Appendix 3: Activity Group – Community, People, and Relationships

- Activities:
- Community Relations
 - Customer Service
 - Democracy Services

Summary of changes			
LTP	# of measures	Deletions in 2024	New measures in 2024
LTP 2021-2031	6	2	
LTP 2024-2034	6		2

LTP 2021-2031 measures						
Activity	Level of Service	Performance Measures	DIA measure	2021/2022 result	2024-2031 target	LTP 2024 action
Community Relations	Organisational capability for delivery of communication and engagement activity is enhanced	Trust and confidence in the organisation will increase as shown by an increase in satisfaction by survey	No	24%	Improvement on 22/23	Delete
Customer Service	We will provide a service centre and a 24/7 contact centre to respond to enquiries by multiple access channels where customers can make enquiries and request information	Enquiries at service centre will be managed at first point of contact	No	98%	97%	Retain
Customer Service	We will provide a service centre and a 24/7 contact centre to respond to enquiries by multiple access channels where customers can make enquiries and request information	Percentage of calls at contact centre that are resolved at first point of contact	No	87%	85%	Retain
Customer Service	We will provide a service centre and a 24/7 contact centre to respond to enquiries by multiple access channels where customers can make enquiries and request information	Customer Satisfaction for service centre and contact centre - NPS rating will be above 40	No	50	45	Retain
Customer Service	We will provide a Land Information Memoranda service	10 Day Statutory timeframes are met	No	93% (off-track)	100%	Retain
Democracy Services	We provide opportunities for the community to participate in decision making.	Percentage of residents who are satisfied or neutral with the way the Council involves the public in decision-making processes.	No	50% (off-track)	62%	Delete

LTP 2024-2034 proposed measures								
Activity	Level of Service	Performance Measures	DIA measure	New measure	Targets			
					24/25	25/26	26/27	27-34
Community Relations	We will consult and engage with the community	Percentage of residents who are satisfied or neutral with the efforts of the Council in consulting and engaging directly with the community	No	Yes	50%	Increasing	Increasing	Increasing
Customer Services	We will provide a service centre and a 24/7 contact centre to respond to enquiries by multiple access channels where customers can make enquiries and request information	Percentage of face-to-face enquiries that are resolved at the first point of contact	No	No	98%	98%	98%	98%

Customer Services	We will provide a service centre and a 24/7 contact centre to respond to enquiries by multiple access channels where customers can make enquiries and request information	Percentage of phone enquiries that are resolved at the first point of contact	No	No	85%	85%	85%	85%
Customer Services	We will provide a service centre and a 24/7 contact centre to respond to enquiries by multiple access channels where customers can make enquiries and request information	Customers satisfaction with the service centre and contact centre is excellent (>45 NPS score)	No	No	Achieved	Achieved	Achieved	Achieved
Customer Services	We will provide a service centre and a 24/7 contact centre to respond to enquiries by multiple access channels where customers can make enquiries and request information	Percentage of Land Information Memoranda provided within the 10-day statutory timeframe.	No	No	100%	100%	100%	100%
Democracy Services	We will make decisions in the best interests of the city	Percentage of residents who are satisfied or neutral that the Council makes decisions in the best interests of the city	No	Yes	≥50%	Increasing	Increasing	Increasing

- Notes:**
LTP 2024-2034 Community, People, and Relationships Changes:
- Replaced "trust and confidence" with "satisfaction with... consulting and engaging" for community relations.
 - Retained key Customer Service measures and refined satisfaction targets.
 - Advice from Customer Services is that the Ombudsman has directed the target for Land Information Memoranda processing be 100% per the statutory timeframes
 - Revised Democracy Services measure to focus on decision-making satisfaction.



Appendix 4: Activity Group – Economic Development

- Activities:
- Airport
 - Economic Development
 - Marine Precinct

Summary of changes			
LTP	# of measures	Deletions in 2024	New measures in 2024
LTP 2021-2031	11	8	
LTP 2024-2034	6		3

LTP 2021-2031 measures						
Activity	Level of Service	Performance Measures	DIA measure	2021/2022 result	2024-2031 target	LTP 2024 action
Airport	We will provide an airport that caters for scheduled commercial flights and enables growth in traveller numbers	Number of passengers through the airport each year- this is a 12-month running total	No	376,312 (off-track)	>500,000	Delete
Airport	We will provide airport customers with fit-for-purpose airport facilities	Customer satisfaction with airport facilities as measured by point of user survey	No	Not measured	90-100%	Delete
Economic Development	Priority One will provide facilitation service to increase investment and innovation in Tauranga, leading to a more productive economy	Gross Domestic Product per Employee in the city	No	\$107,045	\$1,000,000* (assume this is a typo and 100k is the intended target)	Delete (moved to front of Annual Report)
Economic Development	We will provide improved alignment of residents' skills with business needs, leading to meaningful work outcomes for our community	Knowledge Intensive Jobs – share of total jobs	No	28.8%	Increase of .2% per annum	Retain
Economic Development	We will provide improved alignment of residents' skills with business needs, leading to meaningful work outcomes for our community	Unemployment Rate	No	4.1%	<5%	Delete (moved to front of Annual Report)
Economic Development	We will provide improved alignment of residents' skills with business needs, leading to meaningful work outcomes for our community	Mean annual earnings	No	\$61,478	Increase of \$1000 per annum	Delete (moved to front of Annual Report)
Economic Development	We will work collaboratively with Tourism Bay of Plenty and the tourism sector to increase visitor expenditure at a faster rate than Tauranga's GDP	Increased visitor spend - international and domestic	No	\$675m	No target -	Retain - amend
Economic Development	Resident likelihood to recommend Tauranga as visitor destination	Net promoter score	No	38% (off-track)	Maintain	Delete
Marine Precinct	We will provide the marine industry with access to efficient and reliable large/heavy vessel lifting and hardstand facilities	Average annual hardstand occupancy	No	22% (off-track)	70%	Retain

Marine Precinct	We will provide the marine industry with access to quality berthing facilities, for working vessels, that are well utilised and fit for purpose	Average annual berth occupancy	No	75%	>65%	Delete
Marine Precinct	We will provide the fishing industry with facilities (wharfs) that are readily accessible, fit for purpose and commercially viable. These facilities are to enable fish to be unloaded and access to existing private sector ice loading facilities	Percentage of customers satisfied with fish unloading facilities and access to existing ice loading facilities	No	Not measured	80%	Delete

LTP 2024-2034 proposed measures								
Activity	Level of Service	Performance Measures	DIA measure	New measure	Targets			
					24/25	25/26	26/27	27-34
Airport	We will provide airport customers with fit-for-purpose airport facilities	Percentage of the time airport operational infrastructure is available (safe and fully compliant with CAA regulations)	No	Yes	99%	99%	99%	99%
Economic Development	We are committed to enhancing Tauranga's reputation as a desirable visitor destination by fostering positive resident sentiment and collaborating with Tourism Bay of Plenty and the tourism sector	Percentage of residents who believe the tourism sector makes a positive impact to the community Source: ARS 2022/23 YTD performance: 62%	No	Yes	60%	62%	64%	66%
Economic Development	We are committed to enhancing Tauranga's reputation as a desirable visitor destination by fostering positive resident sentiment and collaborating with Tourism Bay of Plenty and the tourism sector	Domestic and international tourism spending in the city Source: MBIE Monthly Regional Tourism Estimates No baseline available	No	No	≥\$600m	Increasing	Increasing	Increasing
Economic Development	With our City Partners, we will foster economic development in Tauranga by facilitating investment, innovation, and small business support, while aligning residents' skills with business needs for meaningful work outcomes.	The number of Smart Economy Business Advisor (SEBA) advisory meetings conducted by the Tauranga Business Chamber with eligible business owners.	No	Yes	240	Increasing	Increasing	Increasing
Economic Development	With our City Partners, we will foster economic development in Tauranga by facilitating investment, innovation, and small business support, while aligning residents' skills with business needs for meaningful work outcomes.	The percentage of knowledge-intensive jobs in Tauranga as a share of total jobs	No	No	28%	Increasing	Increasing	Increasing
Marine Precinct	We will provide the marine and fishing industries with efficient and reliable facilities in the Marine Precinct, including vessel lifting and hardstand facilities, berthing facilities, and wharves for loading and unloading ice	Hardstand occupancy rate	No	No	≥40%	Increasing	Increasing	Increasing

Notes:

LTP 2024-2034 Economic Development changes:

- Revised Airport measures to focus on operational infrastructure availability and safety.
- Removed measures related to Gross Domestic Product Growth and unemployment rate given the relatively low level of Council control/influence by this activity. These measures will be reflected in the front of the Annual Report as opposed to the group of activities section.
- Consolidated Marine Precinct measures for efficient and reliable facilities.



Appendix 5: Activity Group – Emergency Management

- Activities:
- Emergency Management

Summary of changes			
LTP	# of measures	Deletions in 2024	New measures in 2024
LTP 2021-2031	3	1	
LTP 2024-2034	2		0

LTP 2021-2031 measures						
Activity	Level of Service	Performance Measures	DIA measure	2021/2022 result	2024-2031 target	LTP 2024 action
Emergency Management	We will provide an Emergency Operations Centre (EOC) to ensure an effective emergency response	The city is prepared for and can effectively respond to an emergency. Measured by annual audit by EMBOP, the CDEM Group office. Measures include aggregate score across: <ul style="list-style-type: none">EOC Control appointments and function leads trained to Joint Committee specified levels,EOC practised within last 12 months.EOC response procedures reviewed within last 3 years.	No	63%	Mature	Retain - amend
Emergency Management	We will provide community education initiatives increase public awareness and preparedness	Percentage of residents that know they need to be self-reliant in the event of a major civil defence emergency	No	81% (off-track)	95%	Retain
Emergency Management	We will provide community education initiatives increase public awareness and preparedness	Percentage of residents who are prepared for an emergency	No	58%	55%	Delete

LTP 2024-2034 proposed measures								
Activity	Level of Service	Performance Measures	DIA measure	New measure	Targets			
					24/25	25/26	26/27	27-34
Emergency Management	We will provide an Emergency Operations Centre (EOC) to ensure an effective emergency response	Percentage of EOC positions filled	No	No	≥60%	≥60%	≥60%	≥60%
		Percentage of EOC staff adequately trained	No	No	≥60%	≥60%	≥60%	≥60%
		Number of training activities or exercises conducted	No	No	≥1	≥1	≥1	≥1
Emergency Management	We will provide community education initiatives to increase public awareness and preparedness	Percentage of residents that know they need to be self-reliant in the event of a major civil defence emergency Source: ARS 2022/23 YTD performance: 79%	No	No	80%	80%	80%	80%

- Notes:
- LTP 2024-2034 Emergency Management changes:
- Removed measure regarding resident self-reported emergency preparedness. Council's level of service for this activity is focussed on ensuring residents know they need to be self-reliant in the event of a major civil defence emergency.
 - Retained EOC preparedness measure but made it more succinct and aligned to Bay of Plenty Civil Defence Emergency Management Group standards.



Appendix 6: Activity Group – Regulatory and Compliance

Activities:

- Animal Services
- Building Services
- Environmental Health and Licensing
- Environmental Planning
- Regulation Monitoring

Summary of changes			
LTP	# of measures	Deletions in 2024	New measures in 2024
LTP 2021-2031	17	7	
LTP 2024-2034	10		0

LTP 2021-2031 measures						
Activity	Level of Service	Performance Measures	DIA measure	2021/2022 result	2024-2031 target	LTP 2024 action
Animal Services	We will provide an effective dog registration process that supports a safe community	All known dogs are registered, or appropriate enforcement action is taken.	No	96% (off-track)	100%	Retain – amend
Animal Services	We will provide a prompt response time to animal behavioural issues	All urgent animal requests are responded to within 60 minutes where there is an ongoing risk to safety	No	94% (off-track)	100%	Retain – amend
Animal Services	We will provide dog management and behavioural education to the community	Provide educational presentations regarding dog handling, management and bite prevention to schools and other relevant businesses	No	12 events (off-track)	15 events	Delete
Building Services	We will provide technical advice and consent decisions within statutory timeframes	Percentage of building consent applications processed within legal timeframes	No	46% (off-track)	99%	Retain – amend
Building Services	We will provide technical advice and consent decisions within statutory timeframes	Carrying out of building inspections (on average)	No	3.6 days	4 days	Retain - amend
Building Services	We will ensure all private pools barriers within Tauranga City are safe and compliant	Percentage of properties with compliant pool fencing or appropriate enforcement action is taken.	No	100%	100%	Delete
Building Services	Ensure Building warrant of fitness are current and compliant.	Ensure Building warrant of fitness are renewed on time and are compliant with the building compliance schedule	No	94%	95%	Delete
Environmental Health and Licensing	We will undertake audits of all food premises registered with Tauranga City Council	Percentage of TCC verified food premises that have been inspected and had appropriate enforcement action taken	No	80% (off-track)	100%	Retain – amend

Environmental Health and Licensing	Council will aim to reduce alcohol-related harm by annually inspecting alcohol licensed premises to ensure compliance with the Sale and Supply of Alcohol Act 2012 and licensing conditions in general.	Percentage of new and renewed licensed premises inspected and appropriate enforcement action taken	No	95% (off-track)	100%	Retain - amend
Environmental Planning	We will meet the community's expectations through making informed decisions, delivering fit for purpose vested infrastructure through robust engineering assessments and by taking an education first approach to compliance.	Percentage of new resource consent applications processed within statutory timeframes	No	60% (off-track)	95%	Retain – amend
Environmental Planning	We will meet the community's expectations through making informed decisions, delivering fit for purpose vested infrastructure through robust engineering assessments and by taking an education first approach to compliance.	Percentage overall satisfaction with level of advice given, response times and clarity of communication	No	30% (off-track)	80%	Delete
Environmental Planning	We will meet the community's expectations through making informed decisions, delivering fit for purpose vested infrastructure through robust engineering assessments and by taking an education first approach to compliance.	Percentage of compliance and enforcement actions undertaken following the principles set out in the R&C Compliance Charter and Strategy	No	100%	100%	Delete
Environmental Planning	We will meet the community's expectations through making informed decisions, delivering fit for purpose vested infrastructure through robust engineering assessments and by taking an education first approach to compliance.	Percentage of building consent, resource consent and service connection applications are assessed for development contributions as well as invoiced and collected as appropriate.	No	100%	100%	Delete
Environmental Planning	We will undertake noise monitoring to ensure community amenity is protected from excessive and unreasonable noise	Percentage of noise complaints that are attended and are resolved through appropriate enforcement action.	No	100%	100%	Retain – amend
Regulation Monitoring	We will monitor traffic and parking bylaw and related legislation, taking an education approach to raise awareness in the community, or enforcement where appropriate.	Respond to all parking complaints within 24 hours	No	91% (off-track)	100%	Retain - amend
Regulation Monitoring	We will monitor traffic and parking bylaw and related legislation, taking an education approach to raise awareness in the community, or enforcement where appropriate.	Enforce parking compliance at known hotspot areas (events, sports fields, markets) and during school patrols on average at least 2 times per week	No	100%	100%	Delete
Regulation Monitoring	We will monitor the Freedom Camping Bylaw	a) Daily patrols of key designated and prohibited freedom camping sites from Nov-April. b) Patrol same sites 4 nights a week from May-Oct. And appropriate action is taken regarding breaches of the bylaw - education and/or enforcement	No	100%	100%	Retain - amend

LTP 2024-2034 proposed measures						
Activity	Level of Service	Performance Measures				Targets

			DIA measure	New measure	24/25	25/26	26/27	27-34
Animal Services	We will provide a prompt response to animal behavioural issues	Percentage of animal complaints involving a rush or attack on a person contacted within 60 minutes where there is an ongoing risk to safety	No	No	95%	95%	95%	95%
Animal Services	We will provide an effective dog registration process that supports a safe community	Percentage of known dogs that are registered	No	No	95%	95%	95%	95%
Building Services	We will provide technical advice and consent decisions within statutory timeframes	Percentage of building consent applications approved within statutory timeframes.	No	No	95%	95%	95%	95%
Building Services	We will provide timely building inspections.	Average minimum wait time for a standard building inspection.	No	No	≤ 4 days	≤ 4 days	≤ 4 days	≤ 4 days
Environmental Health and Licensing	We will inspect alcohol-licenced premises and conduct enforcement as appropriate.	Percentage of venues with new or renewed alcohol licences that have been inspected	No	No	95%	95%	95%	95%
Environmental Health and Licensing	We will verify registered food premises and conduct enforcement as appropriate.	Percentage of food premises that have been inspected as required by the Food Act 2014.	No	No	95%	95%	95%	95%
Environmental Planning	We will meet the community's expectations through making professional regulatory decisions.	Percentage of new resource consent applications processed within statutory timeframes	No	No	95%	95%	95%	95%
Environmental Planning	We will provide a noise control service to ensure community wellbeing is protected from excessive and unreasonable noise.	Percentage of noise complaints that are attended within 1 hour of the second call to the Customer Service Centre	No	No	95%	95%	95%	95%
Regulation Monitoring	We will monitor the Freedom Camping Bylaw and provide education and enforcement where appropriate.	Freedom camping bylaw patrol completion rate a) Daily patrols of key designated and prohibited freedom camping sites from Nov-April. b) Patrol same sites 4 nights a week from May-Oct.	No	No	95%	95%	95%	95%
Regulation Monitoring	We will monitor traffic and parking bylaw and related legislation, taking an education approach to raise awareness in the community, or enforcement where appropriate.	Percentage of parking complaints responded to within 24 hours	No	No	95%	95%	95%	95%



Appendix 7: Activity Group – Spaces and Places

Activities:

- Spaces and Places
- Mount Beachside Holiday Park
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Summary of changes			
LTP	# of measures	Deletions in 2024	New measures in 2024
LTP 2021-2031	5	4	
LTP 2024-2034	4		3

LTP 2021-2031 measures						
Activity	Level of Service	Performance Measures	DIA measure	2021/2022 result	2024-2031 target	LTP 2024 action
Mount Beachside Holiday Park	We will provide a range of accommodation options for visitors to the region	Number of Guest Nights	No	70,453	83,000	Delete
Spaces and Places	We will provide a network of open spaces, parks, and playgrounds for the use of residents and visitors to the city.	Percentage of residential households that are within 500m of an open space	No	92%	90%	Retain – amend
Spaces and Places	We will provide a network of playgrounds enabling a variety of experiences for all age groups. Playgrounds can be targeted at young children, older children or can be exercise equipment for both adults and children	Percentage of residential households that are within 500m of a playground	No	67%	65-70%	Delete
Spaces and Places	We will provide high quality coastal and reserve land and structures, including	Removal of 20 coastal encroachments from public land each year.	No	6 (off-track)	20	Delete
Spaces and Places	We will provide high quality coastal and reserve land and structures, including	The amount of Parks land protected in the City Plan as a Special Ecological Area that is restored.	No	79%	Additional 2%	Delete

LTP 2024-2034 proposed measures								
Activity	Level of Service	Performance Measures	DIA measure	New measure	Targets			
					24/25	25/26	26/27	27-34
Spaces and Places	We will provide a network of open spaces, parks, and play spaces	Percentage of households that are within 500m of a neighbourhood area open space	No	No	95%	95%	95%	95%
Spaces and Places	We will provide a network of open spaces, parks, and play spaces	Percentage of residents satisfied or neutral with the quality and experiences offered by Tauranga's open spaces, parks, and play spaces	No	Yes	85%	85%	85%	85%
Spaces and Places	We will value, protect, and enhance our environment	Percentage of vegetation canopy cover in Tauranga	No	Yes	15%	17%	19%	21-30%

Spaces and Places	We will value, protect, and enhance our environment	Percentage of residents satisfied or neutral with the opportunities to access and experience nature in Tauranga	No	Yes	75%	75%	75%	75%
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Notes:

LTP 2024-2034 Spaces and Places changes:

- Retained accessibility measure related to open space level of service policy.
- Removed measures regarding coastal encroachments* and visitor guest nights at Mount Beachside Holiday Park. Despite being important and measurable, the activity manager’s assessment is these measures do not constitute “a major aspect of the group of activities” per the Local Government Act.
- Added nature focussed measures to align with City Vision, Strategic Framework, and resident preference that the #1 thing they wish to see protected and enhanced is our green and open spaces (Vital Update, Annual Resident Survey).
- Percentage of vegetation canopy cover aligned to Nature and Biodiversity AIP and Tauranga Taurikura / Environment Strategy – baseline TBD.
- New measures lack baseline data. – there is the opportunity to refine targets as baseline data becomes available.

*At the Strategy, Finance, and Risk Committee meeting of 06 June 2023, the Commission Chair expressed a strong desire that this measure be retained – if not the actual removal of encroachments, the Chair was keen that we continue to notify property owners of the encroachments on to public land which must be removed if required by Council.



Appendix 8: Activity Group – Stormwater and Flood Protection

Activities:

- Stormwater

Summary of changes			
LTP	# of measures	Deletions in 2024	New measures in 2024
LTP 2021-2031	6	0	
LTP 2024-2034	6		0

LTP 2021-2031 measures						
Activity	Level of Service	Performance Measures	2021/2022 result	2024-2031 target	DIA measure	LTP 2024 action
Stormwater	We will provide a conveyance and treatment network to effectively manage stormwater and to deliver safety to persons	The number of flooding events that occur in a territorial authority district. (DIA measure). * * A flooding event refers to an overflow of stormwater that enters a habitable floor (meaning a building, including a basement, but does not include garden sheds or garages).	Nil	No more than one flooding event	Yes	Retain – amend
Stormwater	We will provide a conveyance and treatment network to effectively manage stormwater and to deliver safety to persons	For each flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to the territorial authority's stormwater system.) (DIA measure)	Nil	<1	Yes	Retain – amend
Stormwater	We will provide a timely response to a flooding event	The median response time to attend a flooding event, measured from the time that the territorial authority receives notification to the time that service personnel reach the site. (DIA measure)	0 min (zero flooding events in period)	<90 min	Yes	Retain – amend
Stormwater	We will provide a timely response to a flooding event	The median response time to attend a flooding event, measured from the time that the territorial authority receives notification to the time that service personnel resolve the problem.	1 hr 54 min	<8 hr	No	Retain – amend
Stormwater	We will provide satisfaction to our customers	The number of complaints received by a territorial authority about the performance of its stormwater system, expressed per 1000 properties connected to the territorial authority's stormwater system. (DIA measure)	2.73 (off-track)	<2	Yes	Retain – amend

Stormwater	We will provide a stormwater system that avoids impact on the environment	Council's stormwater compliance with resource consents for discharge from its stormwater system measured by the number of: a. abatement notices; b. infringement notices; c. enforcement orders; d. convictions received in relation to those resource consents (DIA measure)	Nil	Nil	Yes	Retain – amend
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LTP 2024-2034 proposed measures								
Activity	Level of Service	Performance Measures	DIA measure	New measure	Targets			
					24/25	25/26	26/27	27-34
Stormwater	We will provide a stormwater system that avoids impact on the environment	Council's compliance with resource consents for discharge from its stormwater system measured by the number of abatement notices, infringement notices, enforcement orders, and convictions received in relation to those resource consents	Yes	No	Nil	Nil	Nil	Nil
Stormwater	We will provide a timely response to a flooding event	The median response time to attend a flooding event, measured from the time that Council receives notification to the time that service personnel reach the site	Yes	No	≤ 90 min	≤ 90 min	≤ 90 min	≤ 90 min
Stormwater	We will provide a timely response to a flooding event	The median response time to attend a flooding event, measured from the time that Council receives notification to the time that service personnel resolve the problem.	No	No	≤ 8 hr	≤ 8 hr	≤ 8 hr	≤ 8 hr
Stormwater	We will provide an effective conveyance and treatment network for managing stormwater to ensure the safety of our community and meet their expectations	The number of flooding events (A flooding event refers to an overflow of stormwater that enters a habitable floor (meaning a building, including a basement, but does not include garden sheds or garages).	Yes	No	≤1	≤1	≤1	≤1
Stormwater	We will provide an effective conveyance and treatment network for managing stormwater to ensure the safety of our community and meet their expectations	For each flooding event, the number of habitable floors affected, expressed per 1000 connections to the stormwater system.	Yes	No	≤1	≤1	≤1	≤1
Stormwater	We will provide an effective conveyance and treatment network for managing stormwater to ensure the safety of our community and meet their expectations	The number of complaints received by Council about the performance of the stormwater system, expressed per 1000 properties connected to the system	Yes	No	≤2	≤2	≤2	≤2

Notes:

LTP 2024-2034 Stormwater changes:

- These KPIs are proposed to be reported under the Stormwater activity for 24/25 and 25/26 FY. Then from 26/27 FY these measures would transfer to the new Flood Protection group of activities. This will be reflected in the final Groups of Activities document.



Appendix 9: Activity Group – Sustainability and Waste

- Activities:
- Sustainability and Waste

Summary of changes			
LTP	# of measures	Deletions in 2024	New measures in 2024
LTP 2021-2031	4	2	
LTP 2024-2034	4		2

LTP 2021-2031 measures						
Activity	Level of Service	Performance Measures	2021/2022 result	2024-2031 target	DIA measure	LTP 2024 action
Sustainability and Waste	We will provide a rubbish collection service to all residential properties in urban and rural-residential areas	Percentage of residents that satisfied with Council run rubbish collection service.	74% (off-track)	75%	No	Retain – amend
Sustainability and Waste	We will provide transfer stations, and maintain closed landfill sites	Transfer stations provide customers with a 7-day service for refuse and green waste facilities and free access to a recycling centre (except on Good Friday, Christmas Day and New Years Day)	Achieved	Achieved	No	Delete
Sustainability and Waste	We will provide transfer stations, and maintain closed landfill sites	Number of abatement notices/infringements issued in relation to closed landfill resource consents	Nil	Nil	No	Delete
Sustainability and Waste	Providing behaviour change programmes across community that target community behaviours and lead to a reduction of waste to landfill	Average amount of waste sent to landfill per capita/per annum based on current operating environment	429kg	450kg	No	Retain – amend

LTP 2024-2034 proposed measures								
Activity	Level of Service	Performance Measures	DIA measure	New measure	Targets			
					24/25	25/26	26/27	27-34
Sustainability and Waste	We will provide collection services supported by behaviour change programmes that lead to a reduction in waste sent to landfill	Percentage of residents that are neutral or satisfied with Council’s kerbside waste collection services	No	No	75%	75%	75%	75%
Sustainability and Waste	We will provide a waste transfer station that provides opportunities to reduce waste sent to landfill.	Tonnes of waste processed at Te Maunga Transfer Station and disposed to landfill.	No	Yes	34,960 tonnes	33,212 tonnes	31,551 tonnes	30,000 tonnes
Sustainability and Waste	We will provide collection services supported by behaviour change programmes that lead to a reduction in waste sent to landfill	Annual per capita household kerbside waste volumes disposed to landfill.	No	No	130kg	110kg	90kg	75kg
Sustainability and Waste	We will do our part in limiting global warming and reach net zero greenhouse gas emissions by 2050.	Percentage of Tauranga City Council’s scopes 1 & 2 emissions reduced (compared to 2019 base year levels).	No	Yes	21%	25.2%	29.4%	63%

Appendix 10: Activity Group – Transportation

- Activities:
- Transportation

Summary of changes			
LTP	# of measures	Deletions in 2024	New measures in 2024
LTP 2021-2031	9	0	
LTP 2024-2034	13		3 (+1 measure split into 2)

LTP 2021-2031 measures						
Activity	Level of Service	Performance Measures	2021/2022 result	2024-2031 target	DIA measure	LTP 2024 action
Transportation	We will provide an efficient transport network, minimising all-day congestion	Average speed across key parts of the transport network* (free flow speed = 59k/hr)	32.5km/h	29km/hr	No	Retain
Transportation	We will provide an efficient transport network, minimising all-day congestion	Duration of peak across the transport network* (where traffic is travelling at 50% of free flow speed of 59k/hr)	330min	330min	No	Retain
Transportation	We will provide opportunities for walking, cycling and bus travel, and encourage increasing awareness of sustainable transport initiatives, including school walking/cycling programmes	Proportion of people journey to work via: 1) a vehicle as the driver 2) a vehicle as a passenger 3) walking/jogging 4) cycling 5) bus 6) didn't go to work or not stated	1) 52% 2) 2% 3) 3% 4) 2% 5) 2% 6) 27% 7) 9% (off-track)	1) 50% 2) 3-5% 3) 4% 4) 8% 5) 10% 6) 23-25% 7) 5-6%	No	Retain - amend
Transportation	We will provide opportunities for walking, cycling and bus travel, and encourage increasing awareness of sustainable transport initiatives, including school walking/cycling programmes	Number of participants in school children's walking and cycling programmes	10,237	6,200	No	Retain - amend
Transportation	We will provide a well-maintained and fit-for-purpose road and footpath network, and well-utilised and available city centre parking	Average quality of ride of the sealed road network as measured by Smooth Travel Exposure e.g. percentage of smooth travel exposure	92%	91-92%	Yes	Retain - amend

Transportation	We will provide a well-maintained and fit-for-purpose road and footpath network, and well-utilised and available city centre parking	Percentage of footpaths that fall within the level of service standard for the condition of footpaths set out in the asset management plan (less than or equal to 1.5m of grade 4 or 5 faults per km of footpath).	97.1% (off-track)	98-100%	Yes	Retain - amend
Transportation	We will provide a well-maintained and fit-for-purpose road and footpath network, and well-utilised and available city centre parking	The percentage of the sealed local road network that is resurfaced.	3% (off-track)	4%	Yes	Retain - amend
Transportation	We will provide a well-maintained and fit-for-purpose road and footpath network, and well-utilised and available city centre parking	The percentage of customer service requests relating to roads and footpaths responded to within 7 calendar days.	78% (off-track)	90%	Yes	Retain - amend
Transportation	We will identify and respond to safety issues, through education and engineering solutions	The change from the previous year in the number of deaths and serious injury crashes on the local road network expresses as a number.	30	Reducing	Yes	Retain - amend

LTP 2024-2034 proposed measures								
Activity	Level of Service	Performance Measures	DIA measure	New measure	Targets			
					24/25	25/26	26/27	27-34
Transportation	We will provide a transport network that is safe to use	The change from the previous year in the number of deaths and serious injury crashes on the local road network expresses as a number	Yes	No	0	0	0	0
Transportation	We will provide an efficient transport network, minimising all-day congestion	Average speed across key parts of the transport network (free flow speed = 59k/hr)	No	No	29km/hr	29km/hr	29km/hr	29km/hr
Transportation	We will provide an efficient transport network, minimising all-day congestion	Duration of peak across the transport network (where traffic is travelling at 50% of free flow speed of 59k/hr)	No	No	330min	330min	330min	330min
Transportation	We will provide an efficient transport network with reliable journey times	Travel times are reliable during peak hours (95% of trips should occur within +/- 25% of the average duration)	No	Yes	A variation of no more than 25%	A variation of no more than 25%	A variation of no more than 25%	A variation of no more than 25%
Transportation	We will provide a well-maintained and fit-for-purpose road and footpath network, and well-utilised and available city centre parking	Average quality of ride of the sealed road network as measured by Smooth Travel Exposure e.g. percentage of smooth travel exposure	Yes	No	92-93%	92-93%	92-93%	92-93%
Transportation	We will provide a well-maintained and fit-for-purpose road and footpath network, and well-utilised and available city centre parking	Percentage of footpaths that fall within the level of service standard for the condition of footpaths set out in the asset management plan (less than or equal to 1.5m of grade 4 or 5 faults per km of footpath).	Yes	No	98-100%	98-100%	98-100%	98-100%
Transportation	We will provide a well-maintained and fit-for-purpose road and footpath network, and well-utilised and available city centre parking	The percentage of the sealed local road network that is resurfaced.	Yes	No	>4%	>4%	>4%	>4%
Transportation	We will provide a well-maintained and fit-for-purpose road and footpath network, and well-utilised and available city centre parking	The percentage of customer service requests relating to roads and footpaths responded to within 7 calendar days	Yes	No	85%	85%	85%	85%

Transportation	We will promote safe and sustainable transport options and support walking/cycling programmes.	Number of people 16 years or older participating in walking, cycling, and road safety education programmes and initiatives	No	Yes	200	250	300	350
Transportation	We will promote safe and sustainable transport options and support walking/cycling programmes.	Number of children under 16 participating in walking, cycling and road safety programmes and initiatives	No	No	10,000	10,000	10,000	10,000
Transportation	We will promote safe and sustainable transport options and support walking/cycling programmes	The proportion of people who journey to work by active modes (walking/jogging/cycling) Source: ARS	No	No	5%	7%	8%	10%
Transportation	We will promote safe and sustainable transport options and support walking/cycling programmes	The proportion of people who journey to work by public transport Source: ARS	No	No	2%	3%	4%	5%
Transportation	We will provide a well-maintained and fit-for-purpose road and footpath network, and well-utilised and available city centre parking	Average weekday city centre on-street and off-street parking occupancy rate	No	Yes	75-85%	75-85%	75-85%	75-85%



Appendix 11: Activity Group – Wastewater

Activities:

- Wastewater

Summary of changes			
LTP	# of measures	Deletions in 2024	New measures in 2024
LTP 2021-2031	5	0	
LTP 2024-2034	5		0

LTP 2021-2031 measures						
Activity	Level of Service	Performance Measures	2021/2022 result	2024-2031 target	DIA measure	LTP 2024 action
Wastewater	We will provide a reliable, well-maintained wastewater system that is available to all serviced zones	The number of dry weather sewerage overflows from the territorial authority's sewerage system, expressed per 1000 sewerage connections to that sewerage system	1.21	≤2	Yes	Retain
Wastewater	We will provide a reliable, well-maintained wastewater system that is available to all serviced zones	Compliance with Council's resource consents for discharge from its sewerage system measured by the number of: a) abatement notices; b) infringement notices; c) enforcement orders; and d) convictions, received by Council in relation those resource consents	1 (off-track)	Nil	Yes	Retain
Wastewater	We will provide emergency response to sewage overflows, to minimise risk of safety to persons or damage to property	Where the territorial authority attends to sewerage overflows resulting from a blockage or other fault in the territorial authority's sewerage system, the following median response times measured: a) attendance time: from the time that the territorial authority receives notification to the time that service personnel reach the site	36 min	≤ 60 min	Yes	Retain
Wastewater	We will provide emergency response to sewage overflows, to minimise risk of safety to persons or damage to property	Where the territorial authority attends to sewerage overflows resulting from a blockage or other fault in the territorial authority's sewerage system, the following median response times measured: b) resolution time: from the time that the territorial authority receives notification to the time that service personnel confirm resolution of the blockage or other fault.	3hrs, 12min	≤ 5 hr	Yes	Retain
Wastewater	We will provide satisfaction to our customers	The total number of complaints received by Council for any of the following: a) Sewage odour; b) Sewerage system faults; c) Sewerage system blockages; and d) the Council's response to issues with its sewerage system expressed per 1,000 connections to the Council's sewerage system.	5.76	≤10	Yes	Retain

LTP 2024-2034 proposed measures								
Activity	Level of Service	Performance Measures	DIA measure	New measure	Targets			
					24/25	25/26	26/27	27-34
Wastewater	We will provide a reliable, well-maintained wastewater system that is available to all serviced zones and meets the expectations of our community	The number of dry weather wastewater overflows from the wastewater system, expressed per 1000 connections to the system	Yes	No	≤2	≤2	≤2	≤2
Wastewater	We will provide a reliable, well-maintained wastewater system that is available to all serviced zones and meets the expectations of our community	Council's compliance with the resource consents for discharge from the sewerage system, measured by the number of: abatement notices, infringement notices, enforcement orders and convictions received by Council in relation to those resource consents	Yes	No	Nil	Nil	Nil	Nil
Wastewater	We will provide a reliable, well-maintained wastewater system that is available to all serviced zones and meets the expectations of our community	The total number of complaints received by Council about any of the following: sewage odour, sewerage system faults, sewerage system blockages, and the Council's response to issues with its sewerage system, expressed per 1000 connections to the sewerage system	Yes	No	≤10	≤10	≤10	≤10
Wastewater	We will provide emergency response to sewage overflows, to minimise the risk of safety to persons or damage to property	Where Council attends to sewerage overflows resulting from a blockage or other fault in the sewerage system, the following median response times are measured: a) attendance time: from the time that Council receives notification to the time that service personnel reach the site.	Yes	No	≤ 90 min	≤ 90 min	≤ 90 min	≤ 90 min
Wastewater	We will provide emergency response to sewage overflows, to minimise the risk of safety to persons or damage to property	Where Council attends to sewerage overflows resulting from a blockage or other fault in the sewerage system, the following median response times are measured: b) resolution time: from the time that Council receives notification to the time that service personnel confirm resolution of the blockage or other fault.	Yes	No	≤ 5 hr	≤ 5 hr	≤ 5 hr	≤ 5 hr



Appendix 12: Activity Group – Water supply

Activities:

- Water supply
-

Summary of changes			
LTP	# of measures	Deletions in 2024	New measures in 2024
LTP 2021-2031	11	0 (2 measures combined)	
LTP 2024-2034	10		0

LTP 2021-2031 measures						
Activity	Level of Service	Performance Measures	2021/2022 result	2024-2031 target	DIA measure	LTP 2024 action
Water Supply	We will provide a water supply network across the city, delivering safe drinking water that meets with drinking water standards (bacteria and protozoal) and customer expectations around clarity, taste, odour, water pressure and continuity of supply	The extent to which Council's drinking water supply complies with: Part 4 of the drinking-water standards (bacteria compliance criteria);	100%	100%	Yes	Retain – combine with below per new Drinking Water Standards
Water Supply	We will provide a water supply network across the city, delivering safe drinking water that meets with drinking water standards (bacteria and protozoal) and customer expectations around clarity, taste, odour, water pressure and continuity of supply	The extent to which Council's drinking water supply complies with: Part 5 of the drinking-water standards (protozoal compliance criteria)	100%)	100%	Yes	Retain – combine with above per new Drinking Water Standards
Water Supply	We will manage the average consumption of drinkable water	The percentage of residents who are aware of ways they can conserve water and have taken steps to do so.	86%	≥80%	No	Retain
Water Supply	We will manage the average consumption of drinkable water	The percentage of real water loss from Council's networked reticulation system (includes real losses through leaks in the network, non-revenue water and apparent losses through metering inaccuracies or water theft)	18.8% (off-track)	≤ 18%	Yes	Retain
Water Supply	We will manage the average consumption of drinkable water	Annual peak demand in litres per capita per day	357	≤ 450	No	Retain
Water Supply	We will manage the average consumption of drinkable water	The average consumption of drinking water per day per resident within the city based on water leaving the water treatment plants in litres per capita per day	285	≤ 330	Yes	Retain

Water Supply	We will manage the average consumption of drinkable water	Where the local authority attends a call-out in response to a fault or unplanned interruption to its networked reticulation system, the following median response times are measured: a) attendance for urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site.	1hr 05 min (off-track)	≤ 60 min	Yes	Retain
Water Supply	We will manage the average consumption of drinkable water	Where the local authority attends a call-out in response to a fault or unplanned interruption to its networked reticulation system, the following median response times are measured: b) resolution of urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption.	4hrs 51 min	≤ 5hr	Yes	Retain
Water Supply	We will manage the average consumption of drinkable water	Where the local authority attends a call-out in response to a fault or unplanned interruption to its networked reticulation system, the following median response times are measured: c) attendance for non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site	20hrs 22 min	≤ 24h	Yes	Retain
Water Supply	We will manage the average consumption of drinkable water	Where the local authority attends a call-out in response to a fault or unplanned interruption to its networked reticulation system, the following median response times are measured: d) resolution of non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption.	24hrs 21 min	≤ 28hr	Yes	Retain
Water Supply	We will manage the average consumption of drinkable water	The total number of complaints received by the local authority for any of the following: (a) drinking water clarity; (a) drinking water taste; (b) drinking water odour; (c) drinking water pressure or flow; (d) continuity of supply; and (e) the local authority's response to any of these issues, expressed per 1000 connections to the local authority's networked reticulation system.	8.66	≤ 10	Yes	Retain

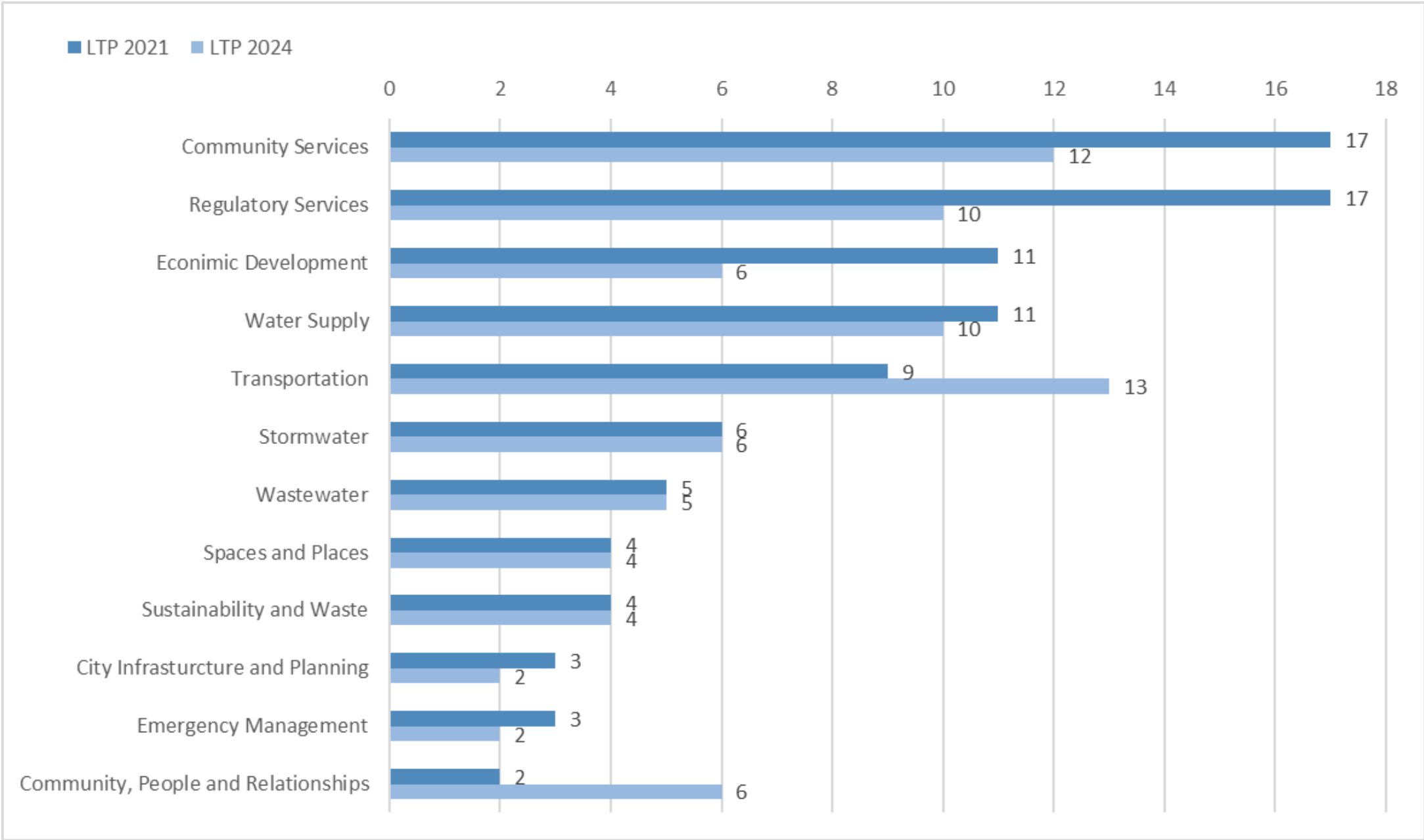
LTP 2024-2034 proposed measures								
Activity	Level of Service	Performance Measures	DIA measure	New measure	Targets			
					24/25	25/26	26/27	27-34
Water Supply	We will manage the average consumption of drinkable water	The average daily consumption of drinking water per resident	Yes	No	≤ 300 litres	≤ 300 litres	≤ 300 litres	≤ 300 litres
Water Supply	We will manage the average consumption of drinkable water	The annual peak daily consumption of drinking water per resident	No	No	≤ 400 litres	≤ 400 litres	≤ 400 litres	≤ 400 litres
Water Supply	We will manage the average consumption of drinkable water	The percentage of residents who are aware of ways they can conserve water and have taken steps to do so.	No	No	≥ 85%	≥ 85%	≥ 85%	≥ 85%
Water Supply	We will manage the average consumption of drinkable water	The percentage of real water loss from Council's networked reticulation system (includes real losses through leaks in the network, non-revenue water and apparent losses through metering inaccuracies or water theft)	Yes	No	≤ 18%	≤ 18%	≤ 18%	≤ 18%
Water Supply	We will supply safe drinking water that meets the Drinking Water Standards and customer expectations for clarity, taste, odour, pressure, and continuity	Compliance with the <i>Drinking Water Standards for New Zealand</i>	Yes	No	100%	100%	100%	100%
Water Supply	We will supply safe drinking water that meets the Drinking Water Standards and customer expectations for clarity, taste, odour, pressure, and continuity	The total number of complaints (expressed per 1000 connections to Council's network) for any of the following: (a) drinking water clarity; (b) drinking water taste; (c) drinking water odour; (d) drinking water pressure or flow; (e) continuity of supply; and (f) the local authority's response to any of these issues .	Yes	No	≤ 10	≤ 10	≤ 10	≤ 10
Water Supply	We will supply safe drinking water that meets the Drinking Water Standards and customer expectations for clarity, taste, odour, pressure, and continuity	Where Council attends a callout in response to a fault or unplanned interruption to its networked reticulation system, the following median response times are measured: Attendance for callouts: from the time Council receives notification to the time service personnel reach the site: • Urgent callouts	Yes	No	≤ 90 min	≤ 90 min	≤ 90 min	≤ 90 min
Water Supply	We will supply safe drinking water that meets the Drinking Water Standards and customer expectations for clarity, taste, odour, pressure, and continuity	Where Council attends a callout in response to a fault or unplanned interruption to its networked reticulation system, the following median response times are measured: Attendance for callouts: from the time Council receives notification to the time service personnel reach the site:	Yes	No	≤ 24h	≤ 24h	≤ 24h	≤ 24h

		• Non urgent callouts						
Water Supply	We will supply safe drinking water that meets the Drinking Water Standards and customer expectations for clarity, taste, odour, pressure, and continuity	Resolution of callouts from the time Council receives a notification to the time service personnel confirm resolution of the fault or interruption. • Urgent callouts	Yes	No	≤ 5hr	≤ 5hr	≤ 5hr	≤ 5hr
Water Supply	We will supply safe drinking water that meets the Drinking Water Standards and customer expectations for clarity, taste, odour, pressure, and continuity	Resolution of callouts from the time Council receives a notification to the time service personnel confirm resolution of the fault or interruption. • Non urgent callouts	Yes	No	≤ 28hr	≤ 28hr	≤ 28hr	≤ 28hr



Appendix 13: Summary of changes

The total number of measures reduces from 100 to 80. By groups of activities, this is what the changes look like:





By additions:

23 new performance measures are proposed for LTP 2024-2034. By groups of activities, this is what the changes look like:

Activity Group	Activity	Performance Measures
City and Infrastructure Planning	City and Infrastructure Planning	There will be sufficient business zoned land provided with development capacity for at least: 1) 3 years 2) 10 years 3) 30 years
Community Services	City Centre Development and Partnerships	Percentage of residents satisfied with the city centre as the commercial and cultural heart of Tauranga.
Community Services	City Centre Development and Partnerships	The average daily number of pedestrian movements in the city centre.
Community Services	City Centre Development and Partnerships	The number of green star rated civic buildings delivered
Community Services	Arts and Culture	Percentage of residents satisfied or neutral that Tauranga has a strong sense of arts, culture, and heritage
Community Services	Community Development	Percentage of available grant funding awarded to community organisations.
Community Services	Community Development	Number of stakeholder interactions with community organisations
Community Services	Venues and Events	Percentage of residents satisfied with the range and frequency of event experiences in Tauranga.

Community Services	Venues and Events	Percentage of residents satisfied with the accessibility and quality of Tauranga's arts, cultural, and events spaces.
Community, People and Relationships	Community Relations	Percentage of residents who are satisfied or neutral with the efforts of Council in consulting and engaging directly with the community.
Community, People and Relationships	Customer Services	Percentage of phone enquiries that are resolved at the first point of contact
Community, People and Relationships	Democracy Services	Percentage of residents who are satisfied or neutral that Council makes decisions in the best interests of the city
Economic Development	Airport	Percentage of the time airport operational infrastructure is available, safe, and fully compliant with CAA regulations
Economic Development	Economic Development	Percentage of residents who believe the tourism sector makes a positive impact to the community
Economic Development	Economic Development	The number of Smart Economy Business Advisor (SEBA) advisory meetings conducted by the Tauranga Business Chamber with eligible business owners.
Emergency Management	Emergency Management	We have an EOC capability that is adequately staffed, trained, and prepared.
Spaces and Places	Spaces and Places	Percentage of residents satisfied with the quality and experiences offered by Tauranga's open spaces, parks, and play spaces
Spaces and Places	Spaces and Places	Percentage of vegetation canopy cover in Tauranga
Spaces and Places	Spaces and Places	Percentage of residents satisfied with the opportunities to access and experience nature in Tauranga
Sustainability and Waste	Sustainability and Waste	Tonnes of waste processed at Te Maunga Transfer Station and disposed to landfill.
Sustainability and Waste	Sustainability and Waste	Percentage of Tauranga City Council's scopes 1 & 2 emissions reduced (compared to 2019 base year levels).
Transportation	Transportation	Number of people 16 years or older participating in walking, cycling, and road safety education programmes and initiatives
Transportation	Transportation	Average weekday city centre on-street and off-street parking occupancy rate
Transportation	Transportation	Travel times are reliable during peak hours (95% of trips should occur within +/- 25% of the average duration)

By deletions:

42 performance measures included in LTP 2021-2031 are proposed for deletion. By groups of activities, this is what the changes look like:

Activity Group	Activity	Performance Measures
City and Infrastructure Planning	City and Infrastructure Planning	Percentage of building consents approved for new dwellings that will be located in the zone(s) where permitted (refer City Plan zones)
		Ensure DC policy is current and updated annually with the Annual or Long-term Plan
Community Services	Arts and Culture	Number of community facilitations undertaken
		Number of proposals received for the Creative Communities Scheme
		The number of items loaned to schools through the Hands On Tauranga service
	Community Partnerships	Number of proposals received for the Match Fund
		Number of proposals received for the Community Grant Fund
		Community projects contributed to by Project Tauranga partners each year
	Venues and Events	Number of patrons attending ticketed events at Baycourt
		Level of satisfaction based on monthly survey of hirers to Baycourt
		The number of event days that Baycourt is occupied from total possible available days using booking information.
		Number of annual visitors to Historic Village
		Occupancy rate of Historic Village leasable village space
		Occupancy rate of Historic Village hireable venue space
		Number of visitor nights as a direct result of Legacy and Major Event Fund investments
		Total "Net Benefit" contribution of events within the Legacy and Major Event Funds
		Percentage of all Event Funding Framework supported events held in off-peak months (i.e. April to November)

		Public attendees are satisfied or very satisfied (via survey) with the Council-delivered event they attended
Community, People and Relationships	Community Relations	Trust and confidence in the organisation will increase as shown by an increase in satisfaction by survey
	Democracy Services	Percentage of residents who are satisfied or neutral with the way the Council involves the public in decision-making processes.
Economic Development	Airport	Number of passengers through the airport each year- this is a 12-month running total
		Customer satisfaction with airport facilities as measured by point of user survey
	Economic Development	Gross Domestic Product per Employee in the city (<i>moved to front of Annual Report</i>)
		Unemployment Rate (<i>moved to front of Annual Report</i>)
		Mean annual earnings (<i>moved to front of Annual Report</i>)
		Net promoter score
	Emergency Management	Percentage of residents who are prepared for an emergency
	Marine Precinct	Average annual berth occupancy
Regulatory and Compliance	Marine Precinct	Percentage of customers satisfied with fish unloading facilities and access to existing ice loading facilities
	Animal Services	Provide educational presentations regarding dog handling, management and bite prevention to schools and other relevant businesses
	Building Services	Percentage of properties with compliant pool fencing or appropriate enforcement action is taken.
		Ensure Building warrant of fitness are renewed on time and are compliant with the building compliance schedule
	Environmental Planning	Percentage overall satisfaction with level of advice given, response times and clarity of communication
		Percentage of compliance and enforcement actions undertaken following the principles set out in the R&C Compliance Charter and Strategy
		Percentage of building consent, resource consent and service connection applications are assessed for development contributions as well as invoiced and collected as appropriate.
	Regulation Monitoring	Enforce parking compliance at known hotspot areas (events, sports fields, markets) and during school patrols on average at least 2 times per week

Spaces and Places	Mount Beachside Holiday Park	Number of Guest Nights
	Spaces and Places	Percentage of residential households that are within 500m of a playground
		Removal of 20 coastal encroachments from public land each year.
		The amount of Parks land protected in the City Plan as a Special Ecological Area that is restored.
Sustainability and Waste	Sustainability and Waste	Transfer stations provide customers with a 7-day service for refuse and green waste facilities and free access to a recycling centre (except on Good Friday, Christmas Day and New Years Day)
		Number of abatement notices/infringements issued in relation to closed landfill resource consents



Appendix 14: A potential performance management framework for TCC

