

OUR COUNCIL



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TAURANGA MOANA --- TAURANGA TANGATA

(our place) (our people)

Mission Statement

By working in partnership with the community and engaging in meaningful consultation, Council will ...

- provide leadership
- enhance quality of life for current and future residents
- plan for and provide affordable quality services

... while managing the balance between social, economic, cultural and environmental sustainability.

People First

people first

'The way we do things around here'

People First is Tauranga City Council's Customer Service Strategy.

The goal of 'people first' is:

To support and empower staff so that they provide outstanding service, every time.

We will annually measure how we are going in regard to People First through Council's annual resident's survey.

We will let you know the results using this measure:

"Of residents who had contact with Council, the percentage that were happy with the customer service provided".

Strategy and Plan Framework

A strategy is a good long term plan for success, without these a lot of ad hoc things we do can add up to a lot of money and time spent with little result, or not the intended result. Strategies generally happen at the start of a planning process to help us to outline where we want to be and how we are going to get there. They help to identify what the plans are for the future of the city and the region. Community engagement is a vital part of a strategy development or review.

There are many strategies that Tauranga City Council is involved with. There are Tauranga City strategies, Joint or Subregional strategies, Corporate strategies and Area Based strategies. The majority of projects Council does or is involved in come from a strategy.



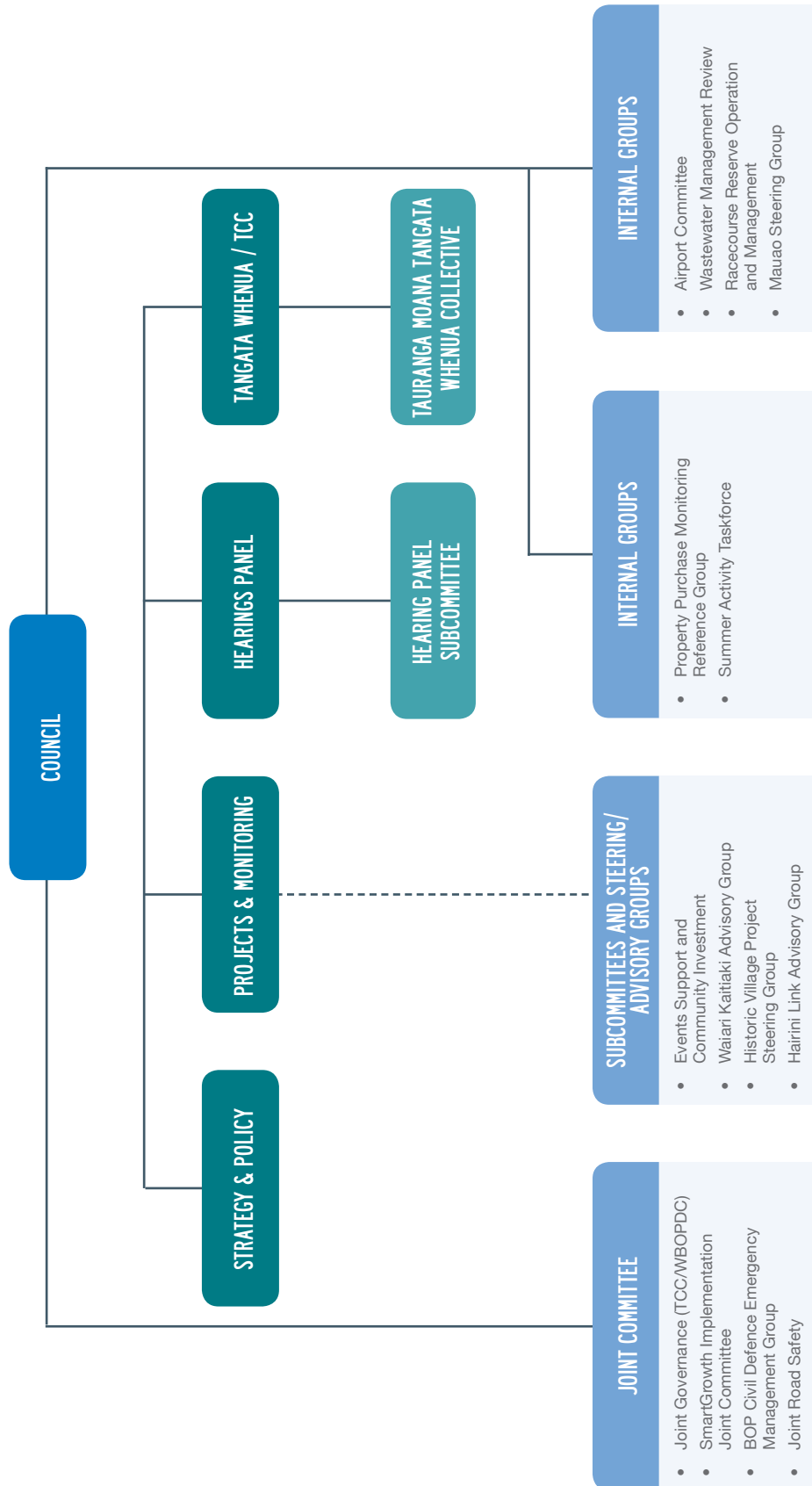
Strategy Level	Strategy	Easy and safe to move around	Built to fit our hills, harbour and coast	A clean, green, valued environment	Vibrant, healthy and diverse communities	Actively involved people	Strong sustainable economy	Living well, wasting less	A great place to grow up
National +	Land Transport Strategy	H	M	M	M	L	M	M	L
Regional +	Regional Land Transport Strategy	H	M	M	M	L	H	M	L
Regional +	Regional Walking and Cycling Strategy	H	M	M	M	L	M	M	M
Regional +	Regional Policy Statements	H	H	H	M	L	M	M	L
Regional +	EBOP Heritage Strategy	L	H	M	H	L	M	L	L
Subregional	SmartGrowth	H	H	H	M	L	M	M	L
Subregional	SmartEconomy	M	L	L	M	L	H	L	L
Subregional	SmartArts	L	M	L	H	M	M	L	M
Subregional	Smart Tourism	L	L	L	H	L	H	L	M
Subregional	WBOP Waste Management Plan and Minimisation Plan	L	L	M	M	L	L	H	L
Subregional	Tauranga Harbour Recreation Strategy	L	L	H	H	M	L	L	H
Subregional	Events Strategy	L	L	L	H	M	M	L	H
City	Tauranga Tomorrow	H	H	H	H	H	H	H	H
City	District Plan	H	H	H	H	H	H	H	H
City	Code of Practice	H	H	M	L	L	M	M	L
City	Integrated Transport Strategy	H	M	M	M	L	H	L	L
City	Biosolids Management Plan	L	L	M	L	L	L	H	L
City	Aquatics Strategy	L	L	L	H	L	L	L	H
City	Extreme Sports Strategy	L	L	L	M	L	L	L	H
City	Open Space Strategy	M	H	H	H	L	M	L	H
City	Vegetation Strategy	L	H	H	M	M	L	M	L
City	Urban Design Strategy	M	H	M	H	L	M	M	M
City	Sport and Active Living Strategy	L	L	L	H	M	M	L	H
City	Community Facilities Strategy	L	H	L	H	M	L	L	H
City	City Centre Strategy	H	H	L	H	M	H	L	M
City	Elders' Strategy	L	L	L	H	L	L	L	L
Area	Wairoa River Valley Strategy	L	H	H	M	L	L	L	M
Area	Neighbourhood Plans	M	H	M	H	M	M	M	M
Area	Reserve Management Plans	M	H	H	H	L	L	L	H

KEY: H - Primary Vision, M - Secondary Vision, L - By association, *Strategies not yet adopted, +Examples only at these levels

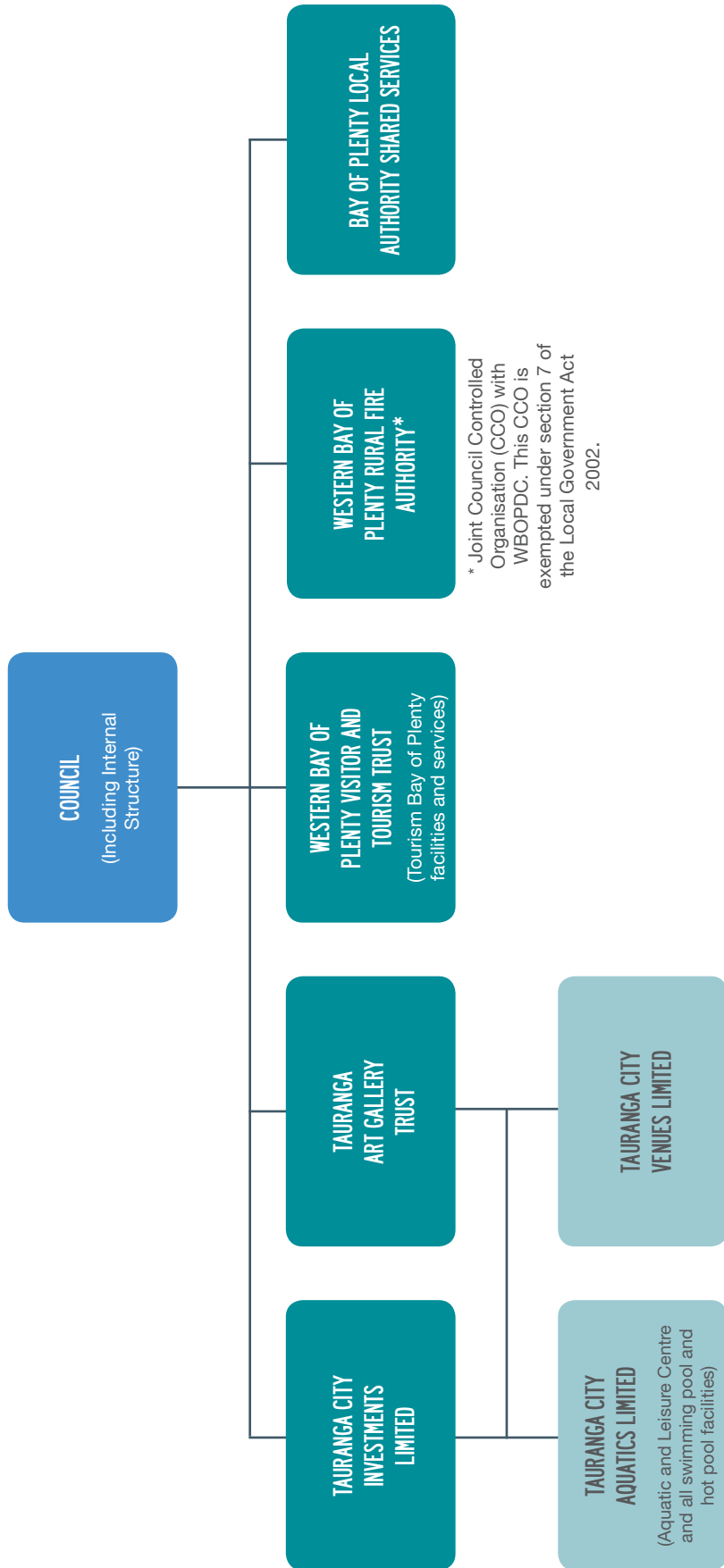
Planning Process



Council Committee Structure

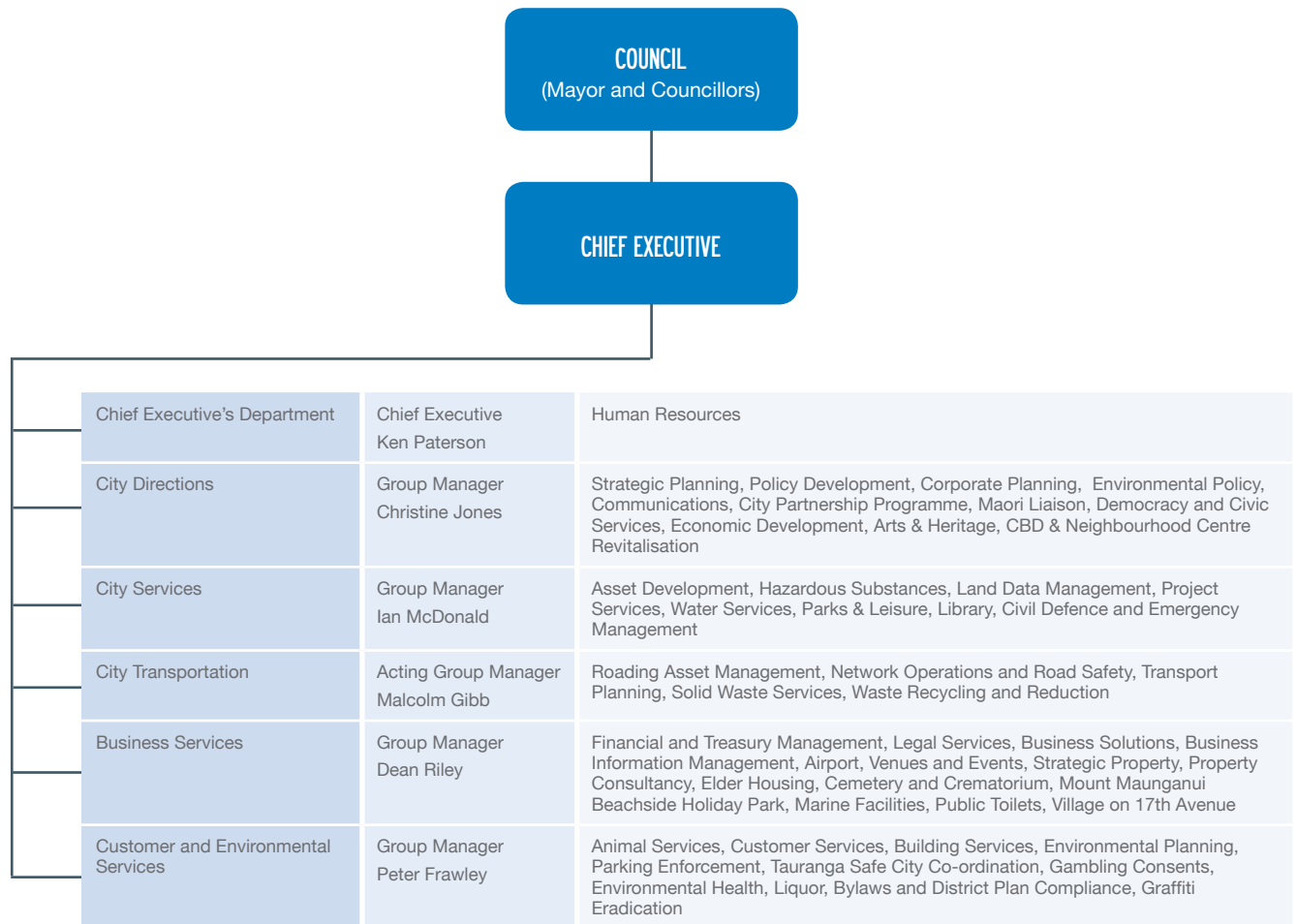


Council's Structure and its Subsidiaries



Organisational Structure

(As at 11 July 2011)



OUR COUNCIL

Financial Overview

TAURANGA CITY COUNCIL FIVE-YEAR PERFORMANCE SUMMARY

	2011 \$m	2010 \$m	2009 \$m	2008 \$m	2007 \$m
Rates Revenue	90	82	73	68	64
Other Revenue	54	52	49	91	127
Operating Expenditure	148	138	132	122	138
Operating Surplus/(Deficit)	(4)	(4)	(10)	37	53
Development Contribution Revenue	8	12	12	19	23
Capital Expenditure (including Vested Assets)	112	98	98	118	98
Working Capital	(118)	(111)	(79)	(66)	(40)
Net External Debt	369	310	259	213	167
Fixed Assets (Net Book Value)	3,494	3,421	2,672	2,604	2,449

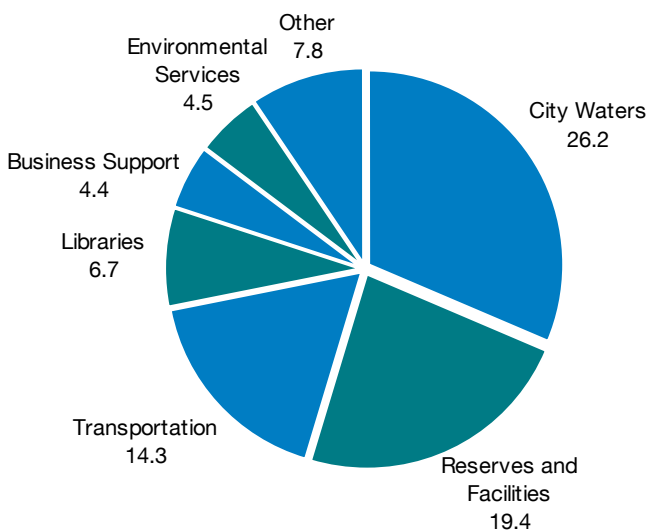
TAURANGA CITY COUNCIL FIVE-YEAR STATISTICAL SUMMARY

	2011	2010	2009	2008	2007
Proportion of Rates to Operating Revenue	58.8%	61.2%	58.5%	42.7%	33.5%
External Term Debt to Total Assets	10.6%	9.1%	10.0%	7.8%	6.5%
External term Debt per Rateable Property	\$7,303	\$6,197	\$5,245	\$4,379	\$3,603

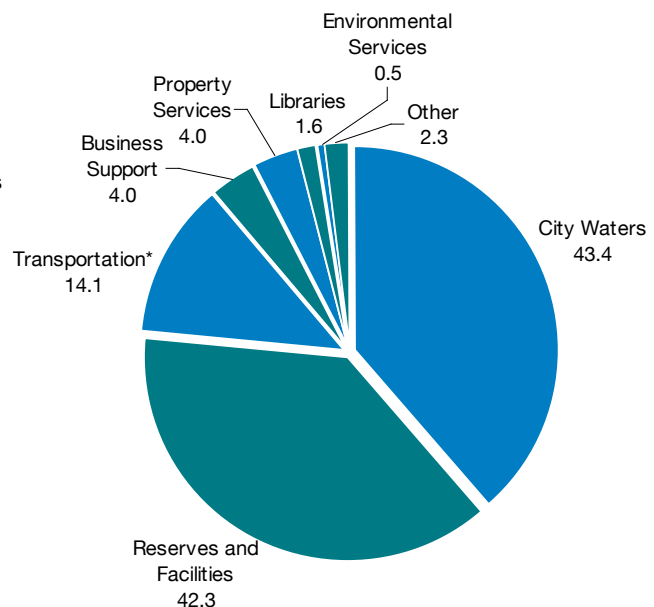
TAURANGA CITY COUNCIL RATEPAYER DATA

	2011	2010	2009	2008	2007
Rateable Properties	50,506	50,026	49,384	48,643	47,382
Growth Rate	1.0%	1.3%	1.5%	2.7%	3.0%

rates requirement: total = \$83.3m

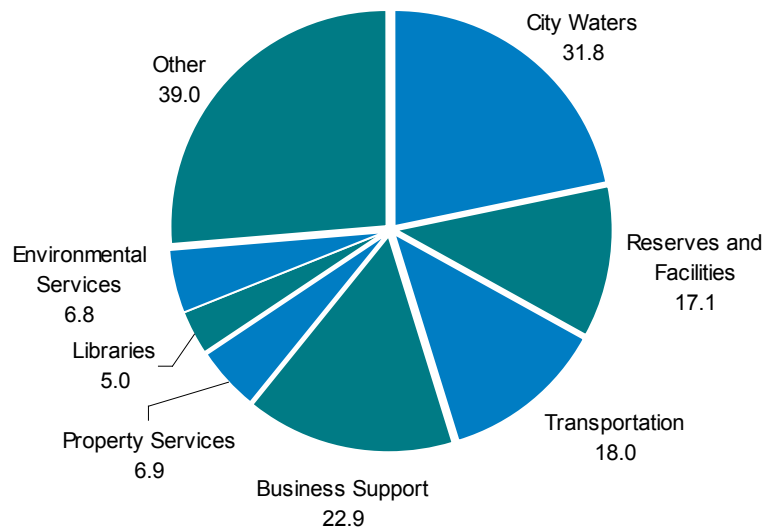


capital expenditure: total = \$112.2m



* Transportation is net of vesting Pyes Pa Bypass to New Zealand Transport Agency - \$19m

Operational Expenditure: Total = \$147.5m



For the series of graphs above, the following combinations have been used:

Category:	Activities included:
Other	All other Council activities: e.g. Airport, Aquatics, Waterfront CBD, Economic Development, Venues and Events etc.
City Waters	Stormwater, Wastewater and Water Supply.
Reserves and Facilities	Open spaces - Parks and Coastal, Indoor Space and Active Living.
Property Services	Strategic Land Purchases, Administration Building, Beachside Holiday Park, Marine Facilities, Tauranga Cemeteries and Crematorium, Property Management, Village on 17th Ave and Elder Housing.
Environmental Services	Environmental Planning, Environmental Compliance and Monitoring, Building Services, Building Inspections and Environmental Policy.

Working with Tangata Whenua

Tauranga City Council and Tangata Whenua of Tauranga Moana continue to maintain a strong working relationship through the various council committees and project work groups. These include the Tangata Whenua and Tauranga City Council standing Committee which meets on a bimonthly basis. The key discussion points have been Papakainga housing development and how Council supports this project, the new Takutai Moana Bill and its implications for Territorial Authorities and the progress of the Iwi/Hapu Treaty Settlements in Tauranga Moana. The Kaumatua Forum has discussed the impact of the Waitangi Day Ceremony on the summit in light of the recent slips and damage to the Maunga and support moves to bring the ceremony down to the main beach area. The Tauranga Moana Tangata Whenua Collective has concentrated its efforts on the City Plan appeals and inputting into the Wider City Stormwater Resource consent process.

Other working committees include the Mauao Project Steering Group, the Waiari Kaitiaki Advisory Group, the Wastewater Management Review Board and the Joint Smart Growth Committee who meet less frequently however are all excellent vehicles for canvassing Maori views, comments and perspectives.

For the past 12 months the Council's Takawaenga Maori Unit has encouraged in-house training for staff on the 'Best Practice Toolkit'. The toolkit covers a number of new procedures that facilitate a consistent approach to Tangata whenua engagement. The toolkit is proving a winner around the region with not only council staff but also the development community, consultants and other Government agencies.

Lastly, Council has maintained an 'open brief' on developments between the Crown and Tangata whenua as the regions' tribal groups move towards the final phase of Treaty Claims processes.

Na

Mererina Murray
Manager: Takawaenga Maori Unit.