

# ACTIVITIES SECTION

## Development of Levels of Service

The Local Government Act 2002 requires Councils to state the intended level of service provision for each group of activities, including the performance targets and other measures by which actual levels of service provision may be meaningfully assessed.

Council believes that all ratepayers should have the opportunity to consider the impacts of changes to levels of service.

In late 2005 Council undertook community consultation on levels of service for a number of activities, including Animal Control, Public Toilets, Stock Crossings, and Unsealed Roads.

Council received feedback from 889 people; 404 people through the telephone survey and 485 people through the written survey sent out via The Link.

Council took on board the comments received by the community through the Annual Satisfaction Surveys and will not be increasing rates to pay for additional services in the areas of animal control, or public toilets. Neither will Council be increasing rates to fund the elimination of stock crossings at a quicker rate or increasing the current level of service to seal additional roads.

The intended level of service provision for the Recycling activity is included in the Solid Waste section of this Plan.

A proposed programme of consultation for all remaining Council activities has been developed. The programme would see all Council activities being consulted on by 2010.

Clearly, a flexible approach must be taken to the rolling programme of consultation on levels of service provision. Some activities may require consultation at an earlier or later time than planned, due to changing needs. This will be reviewed annually. At the time that service levels are reviewed for each activity, respective performance measures will also be reviewed.

Unless otherwise stated, all intended service levels and performance measures contained within this LTCCP are assumed to apply for the full ten-year period, or until the scheduled year of service level review, at which time the measures will be reviewed, revised as appropriate, and updated in Council's Annual Plan or LTCCP.

## Key for understanding Service Level and Performance Measure information -

### “How will we know we are on track”

Service Level	Checking Progress	Target 2006/07 -2008/09	Target 2009/10 -2015/16
This section outlines the intended levels of service provision for the activity.	This section outlines the performance measure that Council will be using to measure achievement of service level provision.	This section specifies the target level of achievement for the first three years of the Plan.	This section specifies the target level of achievement for the last seven years of the Plan. A tick (✓) in this box means that the 2006-2009 target is relevant for the full ten - year period, or until such time as the service level and performance measures are reviewed.

## Proposed Consultation Programme for Levels of Service

ACTIVITY	2005/06 (Completed)	2006/07	2007/08	2008/09	2009/10
<b>Corporate and Council Leadership</b>					
<b>Corporate Services</b>					
Property					
Grants and Donations					
Community and Safety					
Area Offices					
<b>Environmental Services</b>					
Building Control					
Animal Control					
Resource Management					
Environmental Health					
<b>Community Assets</b>					
Water Supply					
Wastewater					
Solid Waste Management	Recycling	Balance of activities			
Parks and Reserves	Public Toilets			Swimming Pools	Balance of activities
Stormwater					
Libraries					
<b>Roading</b>					
Roading Network Administration					
Passenger Transport					
Road Safety					
Regulatory	Stock Crossings				Balance of activities
Corridor Maintenance					
Footpaths					
Bridges					
Roading Network Development and Maintenance	Unsealed Roads				Balance of activities