

# 2013 Annual Report Summary



## From the Mayor and CEO

Welcome to Council's 2012/2013 Annual Report Summary. This is a summary of Council's full formal report on its achievement over the last financial year (01 July 2012 to 30 June 2013). To meet all reporting requirements (as required by law) means that the full annual report extends out to over 120 pages. Council is required to also produce this summary of its annual report which outlines the major matters of the last financial year. This includes Council's financial performance as well as non-financial measures.

It is fair to say that 2012/2013 has been a very difficult year for our District. The combined impact of the closure of the Spring Creek Mine, the worldwide economic downturn and the Christchurch earthquakes has been most significant, providing our District with a negative growth rate for the first time in some years. Notwithstanding, we are able to budget for a modest positive growth for 2013/2014.

This modest growth has forced Council to be particularly responsible in how it manages our District's finances. The strict financial control measures that had been in place over the past decade have had to be further intensified. This not only put Council in a position to implement a smaller than average rate increase, but also allowed us to post a year-end surplus, which was due to our successful application for subsidy to fund our new sewerage schemes. The latter is a big achievement as Council has had to deal with a number of unexpected financial expenditures. This includes the financial support package given to the West Coast Theatre Trust in respect of Regent Theatre where Council has made provision for repayment of loans held by the West Coast Theatre Trust. This has impacted our bottom line, reducing it by \$1.231 million.

Council has also impaired (or reduced) the value of the Grey District Aquatic Centre. This is to reflect the on-going issues with the roof deflection (sagging).

We continue to successfully develop the Greymouth to Ross Cycleway with our neighbouring council, Westland. The cycleway had its official opening on 23 November 2013 with over 100 riders departing from the starting platform in Greymouth to join the large crowd in Kumara for the grand opening celebrations. We also completed the viewing platform on the Southern Breakwater, which has enhanced that area for residents and visitors alike. On

the Northern Breakwater, progress is continuing with Council, the Department of Conservation and the wider community partnering in ecological restoration and beautification of the area. The Miners' Memorial was also completed and is a stunning feat of engineering that commemorates all coal miners who have lost their lives.

Council also continues to renew and build our infrastructure for future generations. This includes but is not limited to:

- Replacement of Nelson Quay stormwater pump and structural repairs of Johnson Street
- Greymouth Sewerage Scheme upgrade
- Dobson/Kaiata/Taylorville Scheme
- Lifelines project – Replacement of the Greymouth Reservoir
- Implementation of Council's new computer system

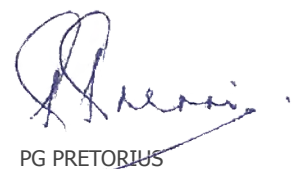
These are strategic projects that will ensure that Council can keep on serving the community now and in the years to come.

Whilst we have every confidence in the future of the District, it is fair to say that the next two to three years may prove challenging. Council remains committed to leading our District.

Special words of thanks goes to elected members and staff for their on-going inputs in making our District a great place to work, live, play and invest.



AF KOKSHOORN  
Mayor



PG PRETORIUS  
Chief Executive Officer

This is a summary of Grey District Council's full 2013 Annual Report.

The full report can be obtained by visiting Council offices in Tainui St or [www.greymouth.govt.nz](http://www.greymouth.govt.nz).

# Summary financial statements

Grey District Council is a public benefit entity. The information included in the summary financial statements has been extracted from the audited full financial statements. The full financial statements includes full details of accounting policies, was authorised for issue by the Council on 30 October 2013, was prepared in accordance with generally accepted accounting practice in New Zealand and fully complied with New Zealand Equivalents to International Financial Reporting Standards (NZ IFRS).

## Notes to the Financial Statements for the year ended 30 June 2013

### Basis of Preparation:

The Council has prepared the summary financial statements in order to provide users with an overview of the performance of Council. The specific disclosures included in the summary financial report have been extracted from the full audited annual report dated 30 October 2013.

Users of the summary financial statements should note that the information

contained therein cannot be expected to provide as complete an understanding as provided by the full financial statements of the financial performance, financial position, cashflows, and service performance measures of the Council. Users who require additional information should access the full Council Annual Report from:

- The Council website at [www.greydc.govt.nz](http://www.greydc.govt.nz); or
- Contact the Council on 03 769 8600

The summary financial statements are presented in New Zealand dollars and are rounded to the nearest thousand dollars (\$000) where indicated. These summary financial statements have been prepared in accordance with FRS 43: Summary Financial Statements.

The summary has been authorised for issue by Grey District Council management on

29 November 2013

# Audit report

AUDIT NEW ZEALAND  
Mana Arotake Aotearoa

## Independent Auditor's Report

To the readers of  
Grey District Council's  
summary annual report  
for the year ended 30 June 2013

The summary annual report was derived from the annual report of the Grey District Council (the District Council) for the year ended 30 June 2013. We have considered whether the summary annual report represents, fairly and consistently, the information regarding the major matters dealt with in the annual report.

The annual report included full audited statements, and the summary annual report includes summary statements. We have audited the following summary statements reported in the summary annual report on pages 2 to 12:

- the summary balance sheet as at 30 June 2013;
- the summaries of the statement of comprehensive income, statement of movements in equity and statement of cash flows for the year ended 30 June 2013;
- the notes to the summary financial statements that include other explanatory information; and
- the summary statement of service provision of the District Council.

We expressed an unmodified audit opinion on the District Council's full audited statements in our report dated 30 October 2013.

### Opinion

In our opinion:

- the summary annual report represents, fairly and consistently, the information regarding the major matters dealt with in the annual report; and
- the summary statements comply with FRS-43 (PBE): Summary Financial Statements.

### Basis of opinion

Our audit was carried out in accordance with the Auditor-General's Auditing Standards, which incorporate the International Standards on Auditing (New Zealand), and in particular with the International Standard on Auditing (New Zealand) 810: Engagements to Report on Summary Financial Statements. These standards require us to carry out procedures to confirm whether the summary annual report contains the information necessary, and at an appropriate level of aggregation, so as not to be misleading.

The summary statements and the full audited statements from which they were derived, do not reflect the effects of events that occurred subsequent to our report dated 30 October 2013 on the full audited statements.



The summary statements do not contain all the disclosures required for full audited statements under generally accepted accounting practice in New Zealand. Reading the summary statements, therefore, is not a substitute for reading the full audited statements in the annual report of the District Council.

### Responsibilities of the Council and the Auditor

The District Council is responsible for preparing the summary annual report so that it represents, fairly and consistently, the information regarding the major matters dealt with in the annual report. This includes preparing summary statements, in accordance with FRS-43 (PBE): Summary Financial Statements. The District Council is also responsible for the publication of the summary annual report, whether in printed or electronic form.

We are responsible for expressing an opinion on whether the summary annual report represents, fairly and consistently, the information regarding the major matters dealt with in the annual report and whether the summary statements comply with FRS 43 (PBE): Summary Financial Statements.

Other than in our capacity as auditor we have no relationship with, or interest in, the District Council.

A handwritten signature in black ink, reading "Ian Lothian". The signature is written in a cursive style.

Ian Lothian  
Audit New Zealand  
On behalf of the Auditor-General  
Christchurch, New Zealand  
29 November 2013



## summary statement of comprehensive income for the year ended 30 June 2013

	Actual 2013 \$000	Budget 2013 \$000	Actual 2012 \$000
<b>INCOME</b>			
Rates, excluding targeted water supply rates	11,967	11,633	11,046
Fees, charges, and targeted rates for water supply	5,565	5,553	5,419
Development and financial contributions	227	56	33
Subsidies and grants	9,604	9,158	6,902
Finance income	403	695	502
Other revenue	419	378	358
Other gains/(losses)	111	152	276
<b>Total income</b>	<b>28,296</b>	<b>27,625</b>	<b>24,536</b>
<b>EXPENDITURE</b>			
Employee expenses	(4,450)	(4,471)	(4,261)
Depreciation and amortisation expense	(7,715)	(8,035)	(7,695)
Other expenses	(12,570)	(10,476)	(10,910)
Finance costs	(542)	(1,251)	(1,650)
<b>Total operating expenditure</b>	<b>(25,277)</b>	<b>(24,233)</b>	<b>(24,516)</b>
<b>Net surplus/(loss) before tax</b>	<b>3,019</b>	<b>3,392</b>	<b>20</b>
Income tax expense	-	-	-
<b>Surplus/(deficit) after tax attributable to Grey District Council</b>	<b>3,019</b>	<b>3,392</b>	<b>20</b>
<b>OTHER COMPREHENSIVE INCOME</b>			
Movement in asset revaluation reserve	(2,439)	-	-
<b>Total comprehensive income</b>	<b>580</b>	<b>3,392</b>	<b>20</b>



### Summary of capital commitments approved and contracted

During its annual planning process for the 2013/2014 financial year, Council approved \$20,138,000 to be spent on Capital Works (2012/2013 - \$33,146,000) associated with Council's various assets and functions. A detail of the works to be carried out is included in the 2014 Annual Plan which was adopted by Council on 27 June 2013 and released to the public. Council has also approved budget carry-forwards for work not completed during 2012/2013 of \$14,830,250.

### Summary of contingent assets, contingent liabilities

A full disclosure of contingent assets and liabilities is disclosed in the full annual statements, relating to:

1. Council has agreed to act as guarantor for borrowing by Westurf Recreation Trust up to \$200,000. As at balance date the trust has not yet proceeded with uplifting of a loan, and has indicated to Council that they are unlikely to require the loan.
2. Defined benefit superannuation scheme - Council has an ongoing commitment as a participating employer in the National Provident Fund's Defined Benefit Plan (contingent liability);
3. Resource consents - Council has entered into a number of bonding arrangements with various subdividers, whereupon the financial contributions payment to Council is delayed until the sale of each individual lot. The actual contributions are adjusted based on relative price indices, and are underwritten by a third party guarantor. As at 30 June 2013, the payments to be made to Council in the future totalled \$155,417 (2012 \$195,831).
4. Aquatic Centre - Council is currently working to resolve the issue commonly known as the 'roof deflection' of the Grey District Aquatic

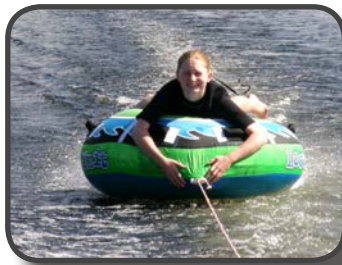
Centre (Aquatic Centre). The 'roof deflection' has been caused by the sagging of the beams which support the roof. There is a question of liability and there are several parties involved in the litigation. All parties have been collecting information regarding the case and as this information has come to light, Council's case has become stronger. Council considers a growing likelihood that it will be successful in finding a solution and that any cost to Council will be minimal. However, due to the complexity of the case, and uncertainty about how it will be resolved, it is difficult to assess the value of the contingent asset. Council will continue to assess the likelihood of a contingent asset in the future, once the cost and nature of the remedial work is known.

5. Setting of rates - 23(2)(b) of the Local Government (Rating) Act 2002 requires Council to set its rates in accordance with the relevant provisions of Council's long-term plan and funding impact statement for that financial year. In the process of setting rates for the 2012/13 financial year, Council has not fully complied with this requirement with respect to its Uniform Annual General Charges and Targeted Rates for Refuse Collection. The wording used as a basis for these rates in Council's annual Rates Resolution, passed on 28 June 2012, was inadvertently at variance with that used in its funding impact statement for the 2012/13 financial year. Despite this Council considers that there is no material impact on ratepayers, and that the risk of challenge or potential liability arising is very low.

### Major variances against budget

The above statement shows Council's total comprehensive income as \$580,000. The main differences from those that were anticipated in the budget are:

statement of comprehensive income	actual variance to budget \$000	greater or less than budget
Other expenses	2,094	greater
The main difference to budget is in Community facilities and events where overall expenditure is \$2,064,000 higher than budget. The main items of expenditure that were not budgeted for were:		
1. Provision recognised this year for a financial guarantee that Council believes it is likely it will need to meet, which has increased expenditure by \$1,231,000, not budgeted for. The financial guarantee is for 2 loans taken out by the West Coast Theatre Trust for which Council acts as guarantor.		
2. An additional \$680,000 was distributed in grants above what was included in the budget. These include funds distributed under the Development West Coast Major District Initiative (MDI) and Extraordinary Distribution Fund (EDF). These amounts are funded from Development West Coast.		
Finance costs	(709)	less
The finance costs as reported are lower than budget as they include the movement in the fair value of its interest rate swaps as at balance date. These have decreased in this financial year by \$445,000. This fair value recognises the cost to Council should they exit these agreements as at balance date. Council does not intend to exist these agreements as they have been arranged to provide a longer term fixed interest cost for their borrowing.		
In addition to this the actual interest costs incurred are lower than budgeted due to more favourable interest rates as well as new loans being uplifted later in the year than originally budgeted.		



### statement of movements in equity for the year ended 30 june 2013

	Actual 2013 \$000	Budget 2013 \$000	Actual 2012 \$000
<b>Balance at 01 July</b>	<b>309,439</b>	<b>310,934</b>	<b>309,419</b>
Total comprehensive income	580	3,392	20
<b>Balance at 30 June</b>	<b>310,019</b>	<b>314,326</b>	<b>309,439</b>

### summary balance sheet as at 30 june 2013

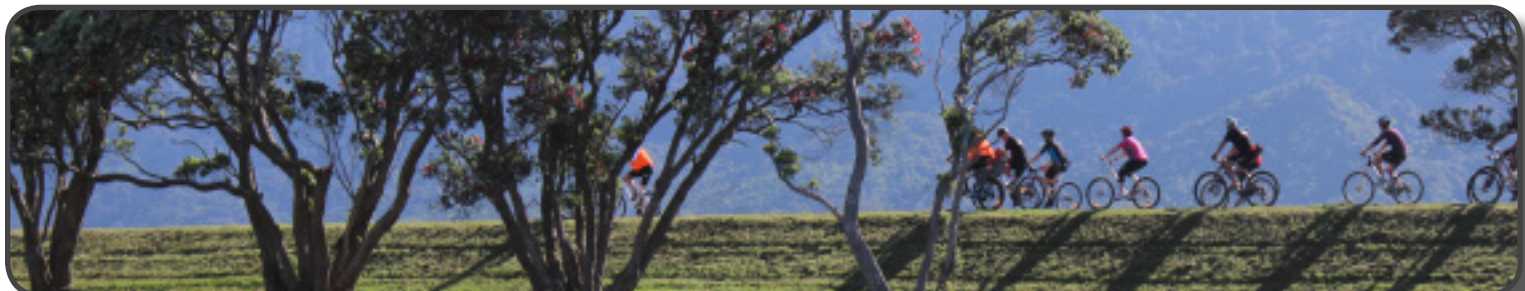
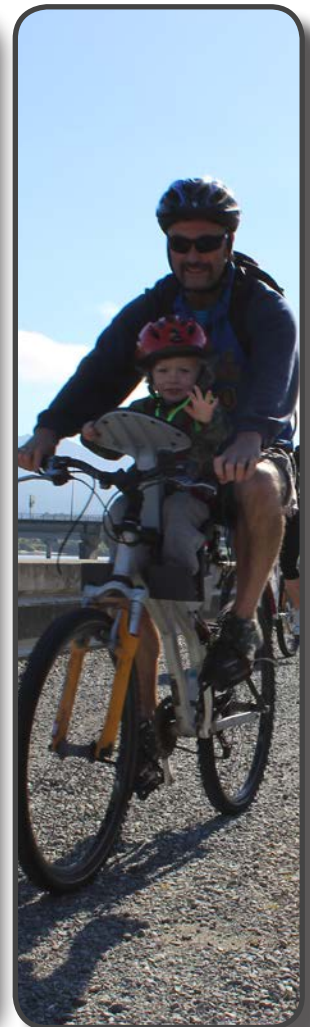
	Actual 2013 \$000	Budget 2013 \$000	Actual 2012 \$000
<b>ASSETS</b>			
Current Assets	28,205	15,063	18,900
Non Current Assets	319,581	336,326	310,750
<b>TOTAL ASSETS</b>	<b>347,786</b>	<b>351,389</b>	<b>329,650</b>
<b>LIABILITIES</b>			
Current Liabilities	8,781	21,725	9,309
Non Current Liabilities	28,986	15,338	10,902
<b>TOTAL LIABILITIES</b>	<b>37,767</b>	<b>37,063</b>	<b>20,211</b>
<b>EQUITY</b>			
Retained earnings	209,673	219,951	210,146
Special Funds	17,375	8,952	13,887
Trusts Bequests and Other Reserves	502	515	498
Revaluation reserve	82,469	84,908	84,908
<b>Total equity attributable to the Council</b>	<b>310,019</b>	<b>314,326</b>	<b>309,439</b>
<b>TOTAL EQUITY AND LIABILITIES</b>	<b>347,786</b>	<b>351,389</b>	<b>329,650</b>



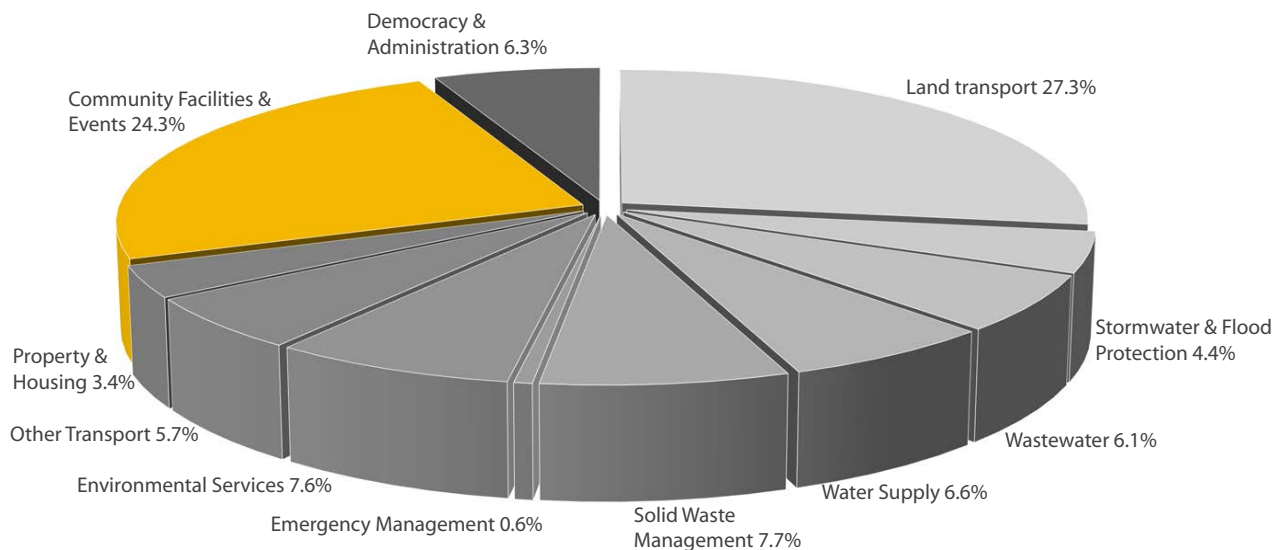
### MAJOR VARIANCES AGAINST BUDGET

	actual variance to budget \$000	greater or less than budget
<b>ASSETS</b>		
Cash and cash equivalents	14,513	greater
Overall Council holds more; Cash and cash equivalents, Short-Term investments, and Term investments than budgeted for (\$9,601,000 higher). This is due largely to significant capital expenditure (such as Greymouth Sewerage scheme and Taylorville, Dobson, Kaiata Sewerage Scheme) being delayed as compared to budget. The result is that funds set aside and raised specifically for the purpose have not yet been utilised. The difference in classification of term of investment between actual and budget is related to Council choosing to keep funds on short terms to meet contract payments as required.		
Trade and other receivables (current and non current)	3,459	greater
A number of large receivables were billed as at 30 June 2013 for work relating to 2012/2013. These include: - NZ Transport Agency: \$0.45m - Ministry of Health (Greymouth sewerage subsidy and Taylorville, Dobson, Kaiata sewerage subsidy) \$2.3m - Development West Coast grants for Major District Initiatives and Extraordinary Distribution Funds - \$1.4m		
Short-Term investments	(4,632)	less
refer above comments for "Cash and cash equivalents"		
Property, plant and equipment	(17,069)	less
Key capital projects have not progressed as far as anticipated, such as the Greymouth Sewerage scheme and the Taylorville, Dobson, Kaiata Sewerage scheme. These projects will be completed in the 2013/2014 year.		
Intangible Assets	351	greater
Council's budgeted spend on replacing its core computer system was included in the budget as 'Property plant and equipment'.		
<b>LIABILITIES</b>		
Trade and other payables	1,065	greater
A number of larger projects were completed in June, or had significant progress payments due in June. This meant the money wasn't paid until July, and the balance is therefore reflected as a payable.		
Borrowings (Current and Non Current)	(2,467)	less
Due to not all capital projects not yet proceeding/completed, not all the borrowing required to fund these is not yet required. Council has set up facilities that allow it to draw down funds at short notice.		
Provisions	1,284	greater
Council has recognised its likely obligation as the guarantor to two West Coast Theatre Trust Loans. The loans have a total value of \$1,231,000, and Council has made a provision for the entire amount, which was not budgeted for.		
Derivative financial instruments (Current and Non Current)	599	greater
Council didn't include in the budgets a forecast for the fair value of derivatives (i.e. interest rate swaps). Council has no intention to exit these agreements as they relate to funding of long term capital projects.		
<b>EQUITY</b>		
Variances as noted above (balance sheet and statement of comprehensive income) are reflected in equity		
Special Funds	8,423	greater
A number of projects that have special funds set aside have not progressed per the anticipated budget schedule. Most notably the Greymouth Sewerage scheme, which has a dedicated special fund balance of \$8.1m as at 30 June 2013. These special funds will be fully utilised in the 2013/2014 year as the scheme progresses to completion.		

summary statement of cashflows for the year ended 30 june 2013	Actual 2013 \$000	Budget 2013 \$000	Actual 2012 \$000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from rates & other revenue	27,246	27,486	21,967
Payments to suppliers, employees, and interest paid	(16,599)	(15,579)	(15,696)
<b>Net cash from operating activities</b>	<b>10,647</b>	<b>11,907</b>	<b>6,271</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Proceeds from sale of property, plant and equipment and investments	32,059	17,287	47,705
Purchase of property, plant and equipment and acquisition of investments	(46,155)	(48,084)	(53,856)
<b>Net cash from investing activities</b>	<b>(14,096)</b>	<b>(30,797)</b>	<b>(6,151)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Proceeds from borrowings	15,875	17,667	38
Dividends paid	(51)	(357)	(126)
<b>Net cash from financing activities</b>	<b>15,824</b>	<b>17,310</b>	<b>(88)</b>
<b>Net (decrease)/increase in cash, cash equivalents and bank overdrafts</b>	<b>12,375</b>	<b>(1,580)</b>	<b>32</b>
Cash, cash equivalents and bank overdrafts at the beginning of the year	7,765	7,207	7,733
<b>Cash, cash equivalents and bank overdrafts at the end of the year</b>	<b>20,140</b>	<b>5,627</b>	<b>7,765</b>

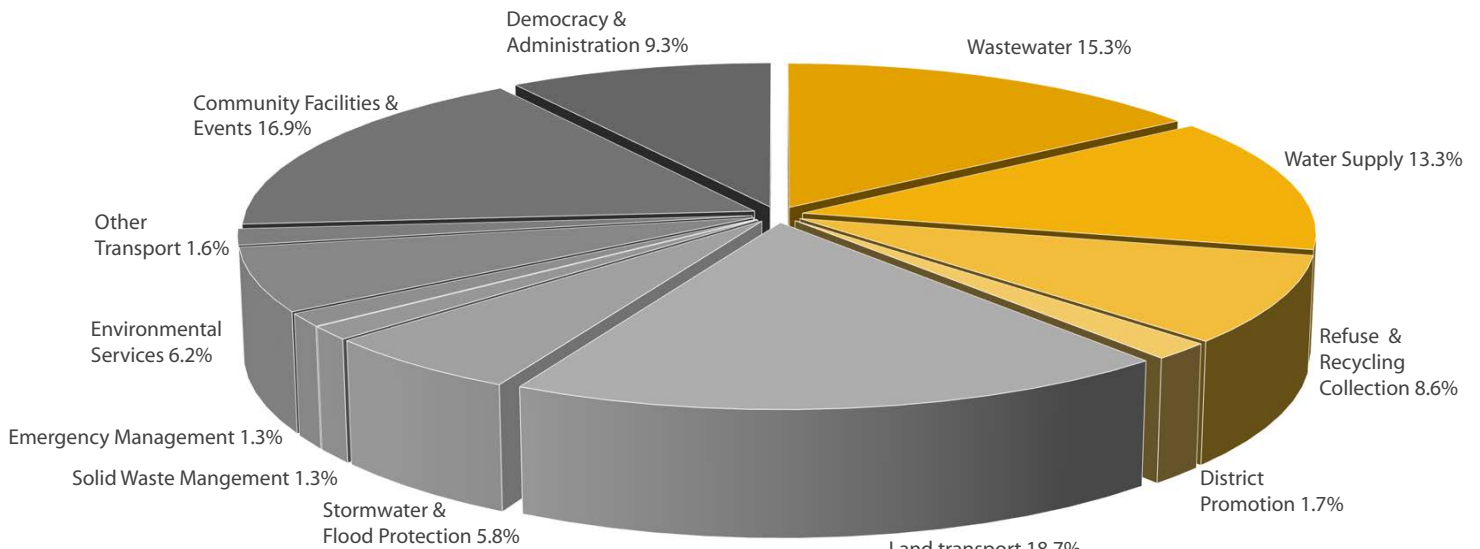


## Total expenditure per activity



Total expenditure of \$27,716,000 includes all operating and maintenance items, staff costs, interest expenditure and depreciation. It does not include the money spent replacing existing or purchasing new assets (refer to graph on next page). Internal administration costs (staff costs plus overheads) have been allocated against each activity of Council using the most appropriate method.

## Where Council spent rates

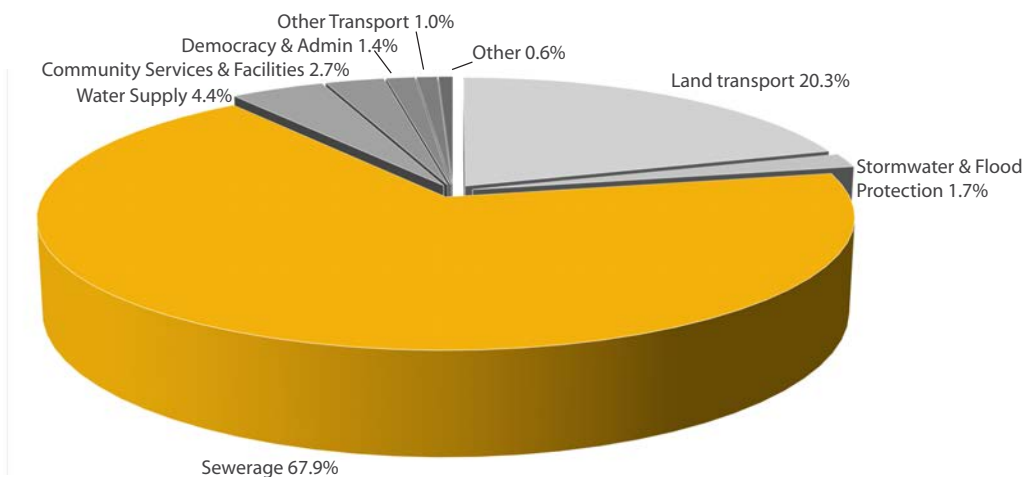


General Rates (incl. Uniform Annual General Charge) and penalties  
 Targeted Rates



	Actual 2013 \$000	Budget 2013 \$000	Actual 2012 \$000
<b>GENERAL RATES</b>			
General Rate	5,545	5,543	5,562
Uniform Annual General Charge	2,659	2,616	2,465
<b>Total general rates</b>	<b>8,204</b>	<b>8,159</b>	<b>8,027</b>
<b>TARGETED RATES ATTRIBUTABLE TO ACTIVITIES:</b>			
District Promotion	234	224	228
Refuse Collection	1,184	1,100	926
Sewerage Collection	2,107	2,012	1,684
<b>PENALTIES</b>			
Rate Penalties	238	138	181
<b>Total rates, excluding targeted water supply rates</b>	<b>11,967</b>	<b>11,633</b>	<b>11,046</b>
Water Supplies	1,571	1,506	1,524
Water Meter Rates	257	338	300
<b>Total rates revenue</b>	<b>13,795</b>	<b>13,477</b>	<b>12,870</b>
<b>RATES REMITTED ARE AS FOLLOWS:</b>			
Rates on land where GDC is the ratepayer	317	315	298
Rate discounts	26	38	32
Rates remitted per Council policy	45	30	60

## Capital expenditure per activity



Council spent a total of \$18,820,000 on replacing existing assets and acquiring/building new assets. Items of note were:

- Taylorville, Dobson, Kaiata sewerage scheme (work in progress) \$ 1,453,000
- Greymouth sewerage upgrade (on-going) \$11,172,000
- General roading renewals and minor upgrades \$ 2,395,000
- Viewing platform on Southern Breakwater \$ 177,000
- Coastal Pathway \$ 598,000

# Summary of significant performance measures

What Council has spent and where is outlined in the financial tables and graphs as shown above. Council also measures non financial performance against a number of measures (all of which are contained within the full annual report).

## Resident satisfaction survey

Council used an independent research company to carry out a resident satisfaction survey on Council's behalf. The interviews took place between 5 August 2013 and 18 August 2013. Initial random sampling was combined with quota sampling to ensure a representative sample was achieved. Quotas were set for age, gender and area according to the 2006 Census.

The statistical margin of error for the total sample of 350 is plus/minus 5.3% at a 95% confidence level.

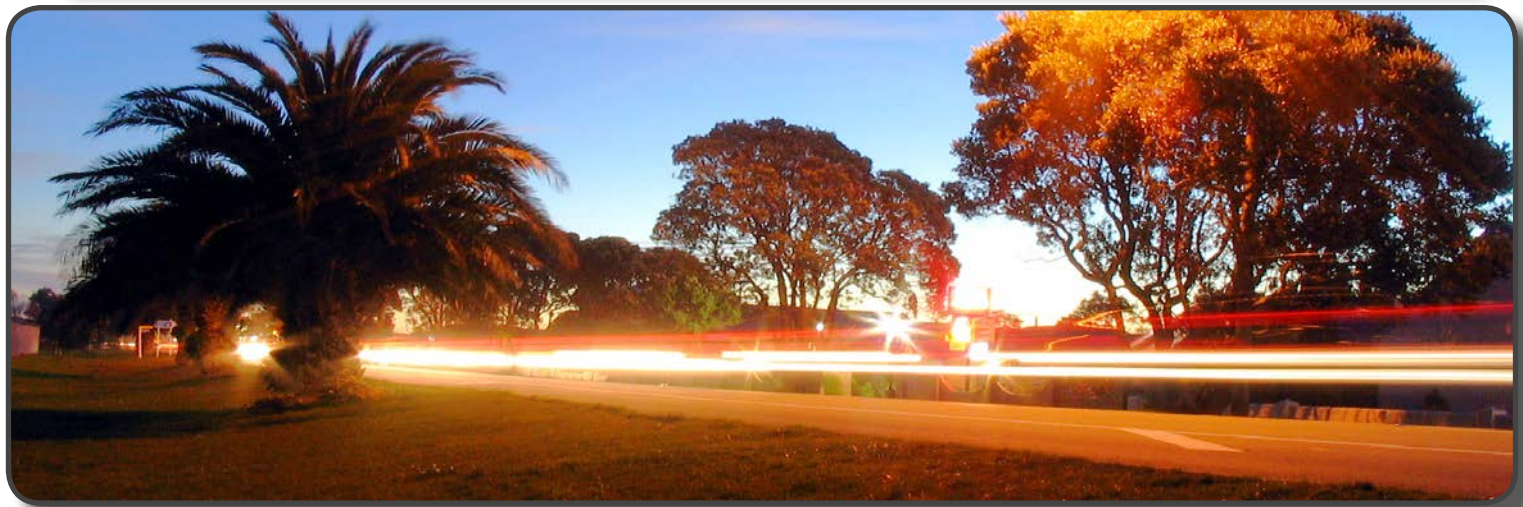
## Significant performance measures are as below:

Land Transport					
Activity Goal	How the goal is to be achieved	Measurement of achievement	Target	Result	Notes
Quality of service	Council will provide a local roading network that is 'fit for purpose'	Minimum % satisfied per survey with Council's roading network	80%	66%	The Resident's Satisfaction Survey was conducted in August 2013. The full report is available on Council's website.
	Residents are provided with a reliable roading network	Minimum % satisfied with the way local roads are maintained.	75%	58%	The Resident's Satisfaction Survey was conducted in August 2013. The full report is available on Council's website.
	Residents are provided with a reliable roading network	Minimum % satisfied with the way footpaths are maintained.	60%	52%	The Resident's Satisfaction Survey was conducted in August 2013. The full report is available on Council's website.

Solid Waste Management					
Activity Goal	How the goal is to be achieved	Measurement of achievement	Target	Result	Notes
Quality of service	By providing a convenient service	Minimum % of residents are satisfied facilities (litter bins, recycling stations, recycling centre) are kept clean and tidy.	75%	77%	The Resident's Satisfaction Survey was conducted in August 2013. The full report is available on Council's website.
	Residents overall satisfaction with the service	Minimum % satisfied per survey.	90%	76%	The Resident's Satisfaction Survey was conducted in August 2013. The full report is available on Council's website.
Access to the service	By providing convenient services that our residents are aware of and understand	Minimum % of waste collected, is recycled	35%	13%	Recycling collection started 1st September 2012, so this service was only delivered for part of the year.
	Residents are provided with a reliable service	Minimum % satisfied that waste and recyclables are collected on time, (where services are provided).	90%	91%	The Resident's Satisfaction Survey was conducted in August 2013. The full report is available on Council's website.



Wastewater					
Activity Goal	How the goal is to be achieved	Measurement of achievement	Target	Result	Note
Quality of service	Residents overall satisfaction with the service	Minimum % satisfied per survey.	65%	67%	The Resident's Satisfaction Survey was conducted in August 2013. The full report is available on Council's website.
	Residents are provided with a reliable and efficient sewerage service	Maximum number of customers who experience a public wastewater service problem in any year	20	60	This represents the actual reported service problems in the network and is mainly as a result of a large number of properties still having a combined stormwater/sewerage connection. These combined connections cause capacity issues however is expected to decrease as more residents connect to the new sewerage systems.



Water Supply					
Activity Goal	How the goal is to be achieved	Measurement of achievement	Target	Result	Notes
Quality of service	By providing a safe water supply	Maximum number of notifiable water supply transgressions with Drinking Water Standards per year <ul style="list-style-type: none"> <li>• Greymouth</li> <li>• Blackball</li> <li>• Runanga</li> <li>• Dobson/Taylorville</li> <li>• Stillwater</li> </ul>	<ul style="list-style-type: none"> <li>• Nil</li> <li>• Nil</li> <li>• 5</li> <li>• 1</li> <li>• 1</li> </ul>	<ul style="list-style-type: none"> <li>• Nil</li> <li>• Nil</li> <li>• 1</li> <li>• Nil</li> <li>• Nil</li> </ul>	Due to on-going issues around the protection of the Runanga Water Supply, contamination can occur during high rainfall events. The one transgression relates to the event which happened around early January 2013. The Runanga Water Supply upgrade is planned for 2015. The number of transgressions allowed within each area was within the targeted amount for 2012-13.
	Residents are happy with the appearance and taste of water	Minimum % satisfied per survey	90%	76%	The Resident's Satisfaction Survey was conducted in August 2013. The full report is available on Council's website.
	Residents are happy with the pressure and flow	Minimum % satisfied per survey	80%	89%	The Resident's Satisfaction Survey was conducted in August 2013. The full report is available on Council's website.
	Residents overall satisfaction with the service	Minimum % satisfied per survey	75%	72%	The Resident's Satisfaction Survey was conducted in August 2013. The full report is available on Council's website.



Airport					
Activity Goal	How the goal is to be achieved	Measurement of achievement	Target	Result	Notes
Quality service	of By providing residents with a service they are happy with	Minimum % satisfied that the airport is run efficiently.	55%	48%	The Resident's Satisfaction Survey was conducted in August 2013. The full report is available on Council's website.
Parking					
Activity Goal	How the goal is to be achieved	Measurement of achievement	Target	Result	Notes
Quality service	of By maintaining safe, convenient and accessible parking in the CBD	Public satisfied with the availability of public parking	75%	79%	The Resident's Satisfaction Survey was conducted in August 2013. The full report is available on Council's website.
Port of Greymouth					
Activity Goal	How the goal is to be achieved	Measurement of achievement	Target	Result	Notes
Quality service	of By providing residents with a service they are happy with	Minimum % satisfied that the port is run efficiently.	55%	35%	The Resident's Satisfaction Survey was conducted in August 2013. The full report is available on Council's website.

Stormwater and Flood Protection					
Activity Goal	How the goal is to be achieved	Measurement of achievement	Target	Result	Notes
Quality service	of By providing a reliable and efficient stormwater system	Minimum % satisfied per survey with overall stormwater service.	65%	69%	The Resident's Satisfaction Survey was conducted in August 2013. The full report is available on Council's website.
		Minimum % satisfied with the way their property drains stormwater in urban and residential areas.	60%	77%	The Resident's Satisfaction Survey was conducted in August 2013. The full report is available on Council's website.



Libraries					
Activity Goal	How the goal is to be achieved	Measurement of achievement	Target	Result	Notes
Quality service of	By providing quality library service	% of users satisfied with service	80%	79%	The Resident's Satisfaction Survey was conducted in August 2013. The full report is available on Council's website.

Swimming Pools					
Activity Goal	How the goal is to be achieved	Measurement of achievement	Target	Result	Notes
Quality service of	By providing a professional customer service	% of users satisfied with service	70%	78%	The Resident's Satisfaction Survey was conducted in August 2013. The full report is available on Council's website.
Access to the service	By providing convenient services	A minimum number of users annually – Grey District Aquatic Centre	100,000	102,867	The numbers of users are currently meeting the target.
		A minimum numbers of users annually – Spring Creek Pool, Runanga	4,000	2,900	Runanga is a small community that was affected by the closure of the Spring Creek Mine. This affected the use of the Spring Creek Pool.
		A minimum number of Swimming School registrations per term	185	356	The enrolments in the Swimming School continue to grow.

Heritage					
Activity Goal	How the goal is to be achieved	Measurement of achievement	Target	Result	Notes
Quality service of	Building local identity by providing or assisting in the provision of culture and heritage facilities	A minimum percentage of the public agree that the facilities are good or better.	70%	57%	The Resident's Satisfaction Survey was conducted in August 2013. The full report is available on Council's website.



Retirement Housing					
Activity Goal	How the goal is to be achieved	Measurement of achievement	Target	Result	Notes
Quality service of	By providing well maintained and comfortable housing.	A minimum percentage of occupancy rates achieved	95%	98%	All units are effectively let. Council takes the opportunity between tenants to undertake any necessary renewal works.



Environmental Services					
Activity Goal	How the goal is to be achieved	Measurement of achievement	Target	Result	Notes
Quality of service	We will efficiently process information requests and consent applications within statutory time limits	% of Land Information Memoranda (LIMs) issued within 10 working days of application	100%	97%	195 of 202 Land Information Memoranda (LIMs) issued within 10 working days of application. The target was not achieved due to a change in the Council's information technology system.
		% of non-notified land use consents processed within 20 working days	100%	100%	82 of 82 land use consents were processed within the targeted timeframe.
		% Building consents and Code of Compliance Certificates issued with statutory time limits	100%	100%	394 of 394 building consents and 545 of 545 Code of Compliance Certificates were processed within the statutory time frame.
	We will ensure that buildings within the District are safe and meet national quality standards	% of owners of earthquake prone buildings in the District aware of their obligations to strengthen their buildings to the required standard	100%	100%	All owners of buildings with earthquake prone issues received information regarding their obligations to strengthen their buildings, and Council held two public information sessions.
		% of residents satisfied with their environment	90%	55%	The Resident's Satisfaction Survey was conducted in August 2013. The full report is available on Council's website.

Emergency Management					
Activity Goal	How the goal is to be achieved	Measurement of achievement	Target	Result	Notes
Quality of service	By emergency management personnel being aware of their roles and being proficient in the execution of duties	A minimum percentage of personnel trained to CIMS 4 standard	80%	92%	24 out of 26 Grey District Council Staff who man the Emergency Operations Centre are trained to the CIMS 4 standard.
	Our residents are prepared for an emergency	% of residents surveyed who feel they are prepared to cope in an emergency	80%	72%	The Resident's Satisfaction Survey was conducted in August 2013. The full report is available on Council's website.

## Democracy and Administration

Activity Goal	How the goal is to be achieved	Measurement of achievement	Target	Result	Notes
Accessibility and quality of service	We will provide the highest standard of customer service	Overall satisfaction from those who have contacted Council offices	85%	87%	The Resident's Satisfaction Survey was conducted in August 2013. The full report is available on Council's website.
		Minimum % surveyed that agree the public are consulted on important issues	90%	65%	The Resident's Satisfaction Survey was conducted in August 2013. The full report is available on Council's website.
	Our representatives demonstrate Leadership community will strong	Public satisfaction with performance of Mayor and Councillors	85%	83%	The Resident's Satisfaction Survey was conducted in August 2013. The full report is available on Council's website.

