plans for customer service activities

Environmental Policy and Regulatory Services

Cost of Proposed Services

Budget 2001/02		Budget 2002/03		
Net Cost	Operational Outputs	Costs (After Internal Recoveries)	Revenue	Net Cost
\$		\$	\$	\$
2,243,110	Consents and Applications	8,717,142	(6,598,250)	2,118,892
658,490	Environmental Effects Control	903,663	(208,500)	695,163
1,190,097	Plans and Policy Statements	1,281,099	(15,000)	1,266,099
2,406,070	Information and Advice	3,799,053	(1,358,000)	2,441,053
78,523	Animal Control	1,638,843	(1,479,731)	159,112
1,013,999	Policy Advice	1,383,837	0	1,383,837
175,528	Consents and Applications	197,269	0	197,269
2,205,293	City Development Advice	2,443,511	0	2,443,511
1,514,613	City Planning	1,778,928	0	1,778,928
597,863	Funds Administration	609,291	0	609,291
853,762	Energy Programmes	69,581	0	69,581
12,937,349	Net Cost of Service	22,822,218	(9,659,481)	13,162,737

Note: The above Cost of Service Statement includes a depreciation provision for 2001/02 of \$74,339 and in 2002/03 of \$97,976.

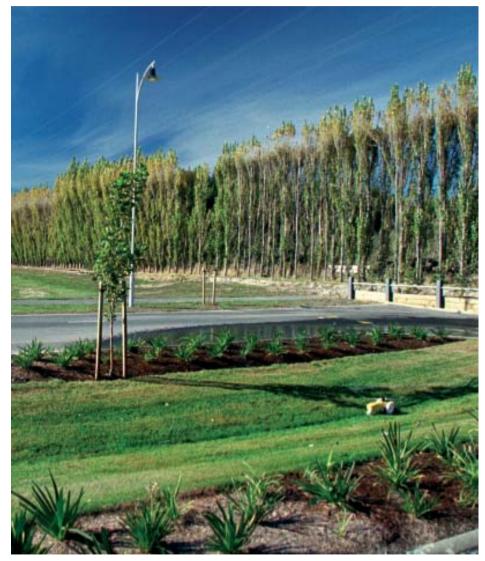
Projected Cost of Service 2003/04 Projected Cost of Service 2004/05	13,260,751 13,260,766	Sources of Funding
2001/02 Capital Outputs \$ 19,500 Renewals and Replacements 772,786 Asset Improvements 350,000 New Assets	2002/03 \$ 14,000 29,000 350,000	57.5% User Pay Revenue User Pay Revenue Internal Charges Rates
1,142,286	393,000	1.4%

plans for customer service activities

Environmental Policy and Regulatory Services

Nature and Scope

- Prepare, review, monitor and implement the objectives and policies of the City Plan prepared under the Resource Management Act 1991.
- Monitor the preparation and administration of policy statements and plans prepared by Environment Canterbury and adjacent local authorities.
- Prepare concept plans for urban renewal and environmental improvements of the city, including the Central City, which address the effects of urban renewal on people and communities.
- Provide policy advice on planning and development, conservation, design and heritage, transportation and environmental health issues, that affect the city.
- Develop projects and prepare feasibility studies for achieving the objectives and policies of the City Plan, other than by regulation.
- Administer funds set aside for promoting heritage retention and the removal of nonconforming activities.
- Promote an awareness of the environmental issues and values of the city.
- Process land use and subdivision consents.
- Administer the Building Act and Building Code within the city, including the issue of building consents, code compliance certificates, and annual warrants of fitness.
- Administer environmental health statutes, including food licensing, dangerous goods, sale of liquor, offensive trades and hazardous substances.
- Minimise occurrences that are likely to be objectionable or otherwise affect human health or safety arising from the presence or keeping of dogs and other animals.
- Provide information and advice on planning, building and environmental statutes and regulations, including developing and maintaining the necessary information bases.
- Process applications for land information memoranda.
- Monitor and control adverse environmental effects, including primary responsibility for noise, and shared responsibility for hazardous substances.



A new subdivision takes shape on the Rural Urban fringe.

triple bottom line measures

Environmental Policy and Regulatory Services

Objectives

Manage & Plan

To manage and plan the use, development and protection of the natural and physical resources of the city in a sustainable way.

Environmental **Performance Indicators**

• Successfully defend 90% of City Plan

references to Environment Court.

Social

Performance Indicators

- 88% of residents satisfied with building or land development within their area.
 - **Developments** 100% 80% 60% 40% 20% 0% 1998 1999 2000 797 2001

Link to Strategic

- Provide financial assistance to owners C1, C2, C3, of 10 listed heritage buildings by C4, C5, G2
- **Objectives**
- 30 June 2003.

Economic/Financial

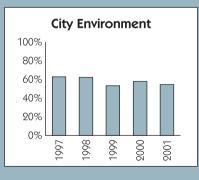
Performance Indicators

Promoting Health & Safety

To promote the environmental health of the city and the health, safety and well being of its citizens.

• All food premises identified as being high risk in terms of food safety to be inspected at least once during the year.

- Situations likely to affect human health or safety or to cause objectionable statutory nuisance are investigated and actioned (Target: 100%).
- Residents satisfied with the value for C2, G2 money of rates spent on overall city and environmental planning, at least 60%.



triple bottom line measures

Environmental Policy and Regulatory Services

Objectives

Environmental Performance Indicators

Limiting Adverse Effects

To limit the adverse effects of activities on the environment including people and communities.

Compliance with Legislation

To ensure that the statutory purposes and principles of building control, health, hazardous substances, liquor licensing, and animal control are achieved with minimal compliance cost.

• Monitoring of resource consents within periods stipulated.

Social **Performance Indicators**

Economic/Financial Performance Indicators

Link to Strategic **Objectives** C1, C3, G2

• Residents satisfied with the value for money of rates spent on regulating activities and investigating nuisances, at least 57%.



relevant legislation.

• Process all applications (eg building C2, C5, D5, and land use resource consents) within F5, F7, G2 the time limits prescribed by the