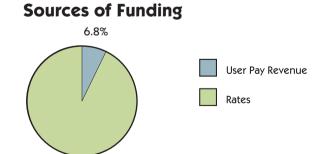
Cost of Proposed Services

Budget 2002/03		Budget 2003/04		
Net Cost	Operational Outputs	Costs (After Internal Recoveries)	Revenue	Net Cost
\$		\$	\$	\$
498,368	Plans and Policy Statements	522,341	0	522,341
727,817	Information and Advice	676,140	(8000)	668,140
101,594	Consents and Applications	111,869	0	111,869
6,079,361	Utilities Maintenance	5,901,715	(112,000)	5,789,715
3,119,557	Waterways and Wetlands Maintenance	3,245,858	(15,000)	3,230,858
1,196,643	Customer Services	1,553,666	(363,889)	1,189,777
16,029,685	Environmental	18,038,029	(1,720,680)	16,317,349
802,321	Support	804,281	0	804,281
98,000	Environment and Parks Grants	101,000	0	101,000
28,653,346	Net Cost of Service	30,954,898	(2,219,569)	28,735,329

Note: The above Cost of Service Statement includes a depreciation provision for 2002/03 of \$3,722,004 and in 2003/04 of \$4,012,976. The above Cost of Service Statement also includes an Internal Service Provider surplus allocation for 2002/03 of (\$132,122) and in 2003/04 of (\$143,574).

Projected Cos Projected Cos	29,692,975 30,950,771	
2002/03 \$	Capital Expenditure	2003/04 \$
2,692,838	Renewals and Replacements	2,517,303
6,608,818	Asset Improvements	6,504,003
6,535,984	New Assets	4,813,366
15,837,639		13,834,672



93.2%

plans for customer service activities

Parks and Waterways

Nature and Scope

Customer Services

- Provide specialist and general advice on parks, waterways, wetlands and drainage activities.
- Manage the use of parks and waterways to promote community enjoyment, safety and accessibility.
- Advise on consents related to the city's parks, protected trees, waterways, wetlands and drainage systems.
- Research and plan for the sustainable management of the city's parks, waterways
 and wetlands with community and stakeholder participation and in a way that is
 integrated with other planning initiatives and external influences.
- Build community partnerships by enabling volunteer participation and sponsorship of projects, and encouraging community guardianship of parks and waterways.
- Provide opportunities to raise awareness and enhance learning of environmental issues through a variety of communication and project initiatives.
- Provide a ready response to all rural fires in the defined rural area of the City and ensure citizens are aware of fire safety requirements relating to fire bans.

Environmental

- Provision of Botanic Gardens and other garden and heritage parks to enhance the unique garden city identity and provide landscaped plant collections including rare and endangered plants for education and conservation.
- Provide sports parks with recreation facilities to cater for children, youth, competitive sports and family recreation as well as contributing to the city's landscape character.
- Ensure provision and maintenance of large metropolitan parks and beaches for informal recreation in the natural environment and conservation of natural resources and scenic values.
- · Maintain a network of smaller local parks throughout the urban area, providing

amenity values and informal recreation especially for children and families within easy walking distance.

- Protect and enhance riverbanks and conservation areas to ensure scenic and ecological values and natural habitats are maintained.
- Provide well maintained cemeteries that satisfy the cultural needs of the community.
- Manage the nursery to supply plants.
- Renew, improve and provide new park facilities to meet technical standards, growth demands and changing uses.
- Manage and maintain the city's waterways, wetlands and drainage system and provide effective flood mitigation measures and facilities.
- Restore and enhance waterways and wetlands environments to promote ecological, recreation, cultural, heritage, landscape and drainage values.
- Purchase and protect additional areas of open space to preserve natural systems, provide for sustainable land drainage options, preserve heritage values, address identified open space deficiencies and to meet the city's future recreational and amenity needs.

The city's parks resource comprises 748 parks including 57 regional parks, 98 sports parks, 469 local parks, 67 riverbank and wetland parks, 45 garden parks and 12 cemeteries. This covers an area of 6,091ha.

The Christchurch's waterways and wetlands system is based on the land surface of the city and 295 km of waterways, 24 pumping stations, 130 km of utility waterways, 925 km of stormwater pipes and 36 retention basins.

Objectives

Customer Service

The city's waterways wetlands and drainage system is maintained in a way that is sensitive to natural values and flood hazards.

Environmental Performance Indicators

 Maintain Surface water ecosystem health as indicated by sample chemical analysis and surveys of physical properties and fish species diversity (Baseline survey).

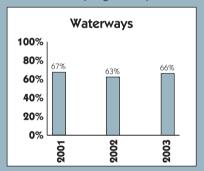
• Nil flooding damage arising from system blockages or pump failure.

Social Performance Indicators

• Complaints related to waterways received and timeframe for action (Target: 100% within 2 working days).

Economic/Financial Performance Indicators

• Residents are satisfied with the value for money of rates spent on waterways and wetlands (*Target 70%*).



• Quality standards attained for waterway utilities (85% of specification) within budget targets.



Travis Wetland Walkway



Rubbish free Parks.

Link to

Strategic Objectives A1, A2, A3,

A5, B4, C1,

C2, C3, C4,

C5, E1

Objectives Economic/Financial Link to **Environmental** Social **Performance Indicators Performance Indicators Performance Indicators** Strategic **Objectives** Customer Service (Cont'd) • Residents are satisfied with the value • Reduce herbicide application on utility • Customer satisfaction with parks waterway margins to a maximum of maintenance standards (Target: 90% for money of rates spent on parks 360,000m² (5% reduction). satisfied). (Target: 80% satisfied). **Rates Spent on Parks** Parks Looked After 80% 80% 60% 60% 40% 40% 20% 20% 2000 The city's greenspace areas are maintained • Implement 2 projects using on site • Recreational User Groups satisfaction • Quality standards attained for parks in a healthy and safe condition. processing and recycling to reduce with services (Target: 90% satisfied). maintenance (90% of specification) annual tonnage of dumped green waste within budget targets. (Target: 5% reduction). Community Engagement Community participation • Support at least 170 volunteer wardens Community volunteer hours spent on A1, A2, A3, The community are informed and participate B4, C1, C2, environmental guardianship and on parks and waterways. regional parks projects (Target: 8,000 in the governance and management of parks C3, C5, D1, monitoring (Target: At least 15 active hours). G3 and waterways. groups). • Sponsorship revenue received (*Target*: • Participation in planting projects by • Children participation in the Learning volunteer and community groups Through Action Environmental \$100,000). (Target: 10,000 plants per year). Education Programme (Target 8,000 children per year).

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Objectives	Environmental Performance Indicators	Social Performance Indicators	Economic/Financial Performance Indicators	Link to Strategic Objectives
Community Engagement (Cont'd)		• Support one annual community employment contract with at least 80 unemployed people participating in the programme.		•
Planning & Infrastructure Management Christchurch's green space, waterways and wetlands are renewed, enhanced and protected for the present and future people and environment.	• Preservation and enhancement of the city's bio-diversity as determined by number of native plant species, native bird population statistics and fish species diversity compared with existing data.	• The level of satisfaction with the diversity and accessibility of recreational activities provided on parks and waterways to meet identified community needs (<i>Target: 80% satisfied</i>).		A3, A5, C1, C2, C3, C5, D1, E1, E3
The overall form and character of the city is enhanced by green space and waterways planning.	Four ecologically significant sites identified and protected.	 Level of satisfaction with community engagement and participation in planning processes (<i>Target: 75% satisfied</i>). Maintain a ratio of 18 hectares of public open space per 1,000 population concurrent with population growth through planning, purchase and acquisition of land. 	Revenue received from land drainage cost share schemes (Target: \$100,000)	

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