

## From the chief executive

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We measure our success by how well we plan and deliver services. This report explains what we did from 1 July 2005 to 30 June 2006 to achieve the actions set out in the 2004 – 2014 Community Plan. It reports how we spent ratepayer money and what was delivered in return.

During the year we had to make tough decisions due to the rising costs of fuel, steel, concrete and other products required to build infrastructure. Council, informed by community priorities, had to decide which projects went ahead and what levels of service to deliver. You can read about the impact of these decisions throughout this report.

Christchurch's growing population and rising public expectations mean our demand for roads, water supply, wastewater and other infrastructure grows continually.

Council must plan well in advance to determine how to meet these needs. We have an obligation to forecast our service delivery and consult with the community about our plans, to ensure they meet their expectations. These plans—known as Long Term Council Community Plans (LTCCP)—are our contract with the community.

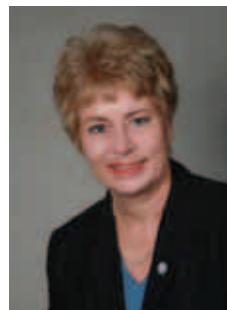
During the year Council focused on effective delivery of services to the city. Our community tells us that we achieved or surpassed 75% of our targets. For more detail on monitored performance indicators, take a look at the Group of Activities section and the Appendix.

Where we fell short of our targets, we are continuing to focus on improvement within the organization through our Business Excellence programme.

It is especially gratifying to report that the Council received the only New Zealand Performance Excellence Study Award for local government in 2006. The award is a milestone for the Council, particularly in its first-ever application. It sets a benchmark for future performance, and acknowledges that the Council is already one of the best-performing organisations in the country.

This recognition means Christchurch residents can have confidence in their Council's operations, and confirms that we are on track to become a world-class organisation. It is also an endorsement of the vision and direction that has been introduced to the Council over the past three years.

My heartfelt thanks go to the employees who have contributed their energy and passion to ensure we have delivered to our community during the past year, and to the many organisations and agencies which have worked alongside us to help achieve a positive and sustainable future for Christchurch.



*Lesley McTurk*

**Dr. Lesley McTurk**  
Chief Executive