SECTION 2: 2017/18 year in review | Te arotake o te tau 2017/18
# Financial summary | He kōrero whakarapopoto pūtea

<table>
<thead>
<tr>
<th>What we planned</th>
<th>What we delivered</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue</strong></td>
<td>Actual revenue was $125.552 million. The key contributors to the variance from projected revenue levels include:</td>
</tr>
<tr>
<td></td>
<td>- The council’s investment fund returned $6.795 million for the year, against a budgeted return of $5.152 million.</td>
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<tr>
<td></td>
<td>- Additional revenue was received by way of contributions to the council’s catchment new works programme ($524,000) and flood schemes ($346,000). Fines revenue awarded by the courts in relation to Resource Management Act prosecutions was also more than budgeted ($143,000).</td>
</tr>
<tr>
<td><strong>Projected revenue for the year was $121.572 million.</strong></td>
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<tr>
<td><strong>Of this:</strong></td>
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<tr>
<td></td>
<td>- $84.981 million was to come from rates</td>
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<tr>
<td></td>
<td>- $10.747 million from subsidies and grants</td>
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<tr>
<td></td>
<td>- $10.207 million from fees and charges</td>
</tr>
<tr>
<td></td>
<td>- $6.784 million from returns on the council’s investments.</td>
</tr>
</tbody>
</table>

**Cost of services**

Waikato Regional Council’s 2017/18 Annual Plan projected total expenditure of $123.609 million.

Actual expenditure for the year was $126.238 million. Included in this amount is the recognition of costs that had previously been treated as capital expenditure in relation to work undertaken on the resource consent for the operation of the Northern Control Gates at Lake Waikare ($1.05 million), and scoping and feasibility of capital works at Tauhei in the Lower Waikato zone ($737,000).

Regular flood events across the region have driven additional expenditure ($630,000).

Additional costs have been incurred in relation to catchment new works, offset by additional external funding through partnerships with organisations such as the Waikato River Authority.

**Net operating position**

A net operating deficit of $2.037 million was projected.

Actual net operating deficit was $686,000, with $3.769 million transferred from reserves.

**Capital expenditure**

Operating capital expenditure (including intangible assets) was projected to be $5.378 million.

Infrastructural capital expenditure was projected to be $14.631 million.

Operational capital expenditure was $4.465 million. Contributing to the under expenditure has been a delay in the replacement of the council’s electronic ticketing system for the public transport network ($1.051 million). Budget will be carried forward to meet these costs which are expected to be incurred in 2018/19. The planned redevelopment of the council’s property at Paeroa has also been delayed. Construction has now commenced and will be completed this year. $1.205 million of capital is carried over to 2018/19 to fund this project.

Infrastructural capital expenditure was $12.951 million. This expenditure includes costs funded through the carryover of capital funding not spent in the previous financial year. $6.169 million of unspent capital will be carried forward to 2018/19 to allow for the completion of the planned capital works programme. The major projects included within this budget carry over are Muggeridge’s pump station ($2.026 million), Lower Waikato zone capital renewals ($1.395 million) and Waihou/Piako zone capital renewals ($2.048 million).
OUR STRATEGIC DIRECTION

Waikato Regional Council’s Strategic Direction 2016-2019 sets out our role in making our place, the mighty Waikato, the best it can be. It shows the large number of things we continue to do for our community. It also identifies our long term aims for the region and prioritises areas of work in order to make a real difference in the short term.

Our strategic direction is reviewed at the beginning of each council term to ensure we continue to effectively address current and emerging issues. The current 2016-2019 strategic direction was adopted in December 2016.

VISION FOR THE REGION
THE WAIKATO CARES LOCALLY, COMPETES GLOBALLY

WAIKATO REGIONAL COUNCIL’S MISSION
Working together to build a Waikato region that has a healthy environment, a strong economy and vibrant communities

PRIORITIES
Support communities to take action on agreed outcomes

Forge and strengthen partnerships to achieve positive outcomes for the region

Positively influence future land use choices to ensure long term sustainability

Increase communities’ understanding of risks and resilience to change

Manage freshwater more effectively to maximise regional benefit

Enhance the value of the region’s coasts and marine area

Shape the development of the region so it supports our quality of life

EVERYTHING WE DO
COMMUNITY AND SERVICES
RESOURCE USE
FLOOD AND PROTECTION CONTROL WORKS
SCIENCE AND STRATEGY
EMERGENCY AND HAZARD MANAGEMENT
PUBLIC TRANSPORT
INTEGRATED CATCHMENT MANAGEMENT
Here’s a summary of the work we’ve been doing this year in relation to each of the seven priority areas.

**Positively influence future land use choices to ensure long term sustainability | Whakapoapoa i te tangata kia tika ana kōwhiringa whakahaere whenua kī tua**

Soil health, erosion, biodiversity and water quality – they’re all connected to the way we’re using our land. So how we use it is just as important to the state of our environment as it is to our economy. In 2017/18, we continued to work with landowners and other agencies to provide information, advice and funding.

### Key measure | 2017/18 result
---|---
Kilometres of fencing and/or riparian planting completed | Catchment management staff worked on 335 individual properties, building 242km of new fencing, retiring 820ha of land and planting over 497,000 native plants.

### Results in your backyard

Work like this reduces the amount of sediment and other contaminants in our waterways, leading to improvements in water quality.

<table>
<thead>
<tr>
<th>Zone</th>
<th>Fencing (km)</th>
<th>Planting</th>
<th>Retired land (ha)</th>
<th>Properties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waipā</td>
<td>57.4</td>
<td>245,700</td>
<td>306</td>
<td>74</td>
</tr>
<tr>
<td>West Coast</td>
<td>86.5</td>
<td>82,500</td>
<td>244</td>
<td>67</td>
</tr>
<tr>
<td>Lower Waikato</td>
<td>17.8</td>
<td>49,800</td>
<td>88</td>
<td>25</td>
</tr>
<tr>
<td>Central Waikato</td>
<td>7.1</td>
<td>18,780</td>
<td>12</td>
<td>15</td>
</tr>
<tr>
<td>Upper Waikato</td>
<td>22</td>
<td>4,540</td>
<td>48</td>
<td>22</td>
</tr>
<tr>
<td>Taupō</td>
<td>6.7</td>
<td>4,000</td>
<td>10</td>
<td>4</td>
</tr>
<tr>
<td>Wahou Piako</td>
<td>31.5</td>
<td>76,500</td>
<td>47</td>
<td>73</td>
</tr>
<tr>
<td>Coromandel</td>
<td>12.9</td>
<td>15,300</td>
<td>65</td>
<td>55</td>
</tr>
</tbody>
</table>

### Afforestation feasibility study

What are the land use change options and are they really economically viable?

It’s an obvious question, but there’s very little information available to landowners.

Recognising that this lack of information can be a barrier to sustainable land use change, our catchment management team initiated the Waipā Catchment Afforestation Feasibility Study – a project funded by our council, the Waikato River Authority and Ministry for Primary Industries.

Through this project, a web-accessible series of geographic information system (GIS) overlays were developed to identify the optimal areas for forestry alternatives. Another tool then evaluates the economics of the afforestation alternatives, enabling landowners to make confident decisions.

### Flood infrastructure

We need to ensure land uses can be supported by efficient and effective infrastructure. In April we opened New Zealand’s first ‘fish friendly’ flood control pump station at Te Kauwhata, in north Waikato.

The two-year project to replace the pump station was completed in late 2017.

The new Bedford fish friendly pumps increase the survival of fish by using a screw-shaped impellor with rounded blades that have a lower risk of striking and cutting fish. Monitoring of the old and new pumps at Orchard Road using live tagged eels has shown a dramatic increase in large eel survival – from 0 per cent to 95 per cent.

The hefty cost of maintaining and replacing the infrastructure was a key discussion topic for our council this year. In the 2018-2028 Long Term Plan, we budgeted $107 million for this work over the next 10 years.

### Did you know?

On your behalf we look after $499 million worth of flood protection assets – floodgates, pump stations and stopbanks – to protect homes and farms, as well as roads, rail and electricity infrastructure from flooding.

### Manage fresh water more effectively to maximise regional benefit | Whakahaere tōtika i te wai māori kia whai hua te rohe whānui

Communities and our economy need water – clean water. So it’s hardly surprising water quality is what the majority of you care about the most. Rules alone won’t give us the kind of improvement you want, so we took the conversation to another level with the **Waikato Freshwater Strategy**.

### Key measure | 2017/18 result
---|---
Percentage of water takes allocated to main sectors | A total of 45 per cent of all consented water over summer is allocated for agriculture, 32 per cent for domestic and municipal purposes (largest takes are Hamilton and Auckland), 18 per cent for industrial, with the remaining 5 per cent classed as other.

### Waikato Freshwater Strategy

The **Waikato Freshwater Strategy** is the first of its kind in New Zealand. It creates a roadmap to ensure there will be enough fresh water for everyone who wants it, well into the future.

The strategy, approved by our council in June 2017, calls for a financial as well as a cultural value for water. It was used during the 2018-2028 Long Term Plan development process to help the council decide what investment is needed in core work around water allocation and quality issues.
Healthy Rivers/Wai Ora

Healthy Rivers/Wai Ora: Proposed Waikato Regional Plan Change 1 (HRWO) is all about reducing the amount of contaminants entering the Waikato and Waipā rivers. It’s the first step in an 80 year journey to ensure these two rivers are swimmable and safe for flood gathering – a requirement of Te Ture Whaimana o Te Awa o Waikato (The Vision and Strategy for the Waikato River).

In April 2018, the public was given the opportunity to submit on a variation to the proposed plan change, which included some amendments arising from consultation with Pare Hauraki.

While implementation of the plan is still a couple of years away, there was a big focus this year on planning for implementation, including developing tools and processes to help farmers and growers identify and manage common risks.

A total of 1084 submissions were received on HRWO and an additional 60 plus submissions were received on the variation.

Restoration Strategy

A milestone for the future wellbeing of the Waikato and Waipā river catchments was marked in April when Minister for the Environment, the Hon David Parker, launched the Restoration Strategy.

This strategy is a non-statutory and non-regulatory framework that will help prioritise future ‘on the ground’ restoration activities around the Waikato and Waipā rivers. It was a three-year project between our council, the Waikato River Authority and DairyNZ.

“In the Waikato region we are privileged to have a number of organisations that are committed to restoring the health of our waterways and it was great to have us come together to work on a coordinated plan.”

Alan Livingston, Waikato Regional Council chair

Increase communities’ understanding of risks and resilience to change | Whakatipu mōhioho whatitata me te manahau a te tangata ki te hurihuri o te ao

From sea level rise and managing storms to ensuring our communities are well connected, change is inevitable. It also has the potential to increase people’s vulnerability and impact on their quality of life. To ensure you’re prepared, we’re working to make information as easy as possible to understand and access.

<table>
<thead>
<tr>
<th>Key measure</th>
<th>2017/18 result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community property and infrastructure protected by flood protection schemes</td>
<td>The council’s flood protection systems protect community property and infrastructure worth $25.5 billion. Land benefiting from flood protection in the Waikato is 2983.63km².</td>
</tr>
</tbody>
</table>

Maintaining our defences

In the last financial year (2016/17), the Waikato region was hit by a severe and prolonged rainfall event. That meant a focus for the 2017/18 year was on testing and maintaining our flood protection and land drainage infrastructure to ensure communities are safe, have access to and from their properties, and that critical infrastructure isn’t compromised.

Did you know?

We launched Flood Room Live in January to keep you up to date with severe weather events in the Waikato. Visit waikatoregion.govt.nz/flood-room

The site has had 6393 unique views since January 2018.

Reducing our carbon footprint

As an organisation, we are committed to reducing our carbon footprint and this year we became a Certified Emissions Measurement and Reduction Scheme (CEMARS) organisation.

CEMARS is given to organisations around the world that demonstrate an effective approach and attitude to reducing their carbon footprint, including travel, fuel use, electricity consumption and waste annually. We are the first regional council, and one of only five councils in New Zealand, to receive this certification.

In addition to measuring and managing our own carbon footprint, we undertook an inventory of gas emissions in the entire region. This showed that our region was responsible for 17.4 per cent of the nation’s gross greenhouse emissions, despite being 10 per cent of the nation’s land area and 12 per cent of its population.

Did you know?

<table>
<thead>
<tr>
<th>Our corporate greenhouse gas emissions</th>
<th>1772Kt CO₂e*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regional greenhouse gas emissions (gross)</td>
<td>13.8Mt CO₂e*</td>
</tr>
<tr>
<td>Regional emissions offset by forestry</td>
<td>5.6Mt CO₂e*</td>
</tr>
</tbody>
</table>

*Due to the time it takes to collate data for these measures, the result is based on performance from the previous year.

Enhance the values of the region’s coasts and marine areas | Hāpai ake ngā rawa taimoana me te takutai

From the lands along the coast to 12 nautical miles off shore, our council monitors and protects the health of this tāonga, to enhance its value for generations to come. This year, we committed to ensuring we have plans for all harbours and catchments in the region.
Harbour and catchment management plans

The harbour and catchment management plan process kicked off on the Coromandel Peninsula in 2009. We already have plans for Wharekawa, Whangamatā, Whangapoua and Tairua. We’ve now turned our focus to Whitianga/Mercury Bay, Coromandel/Manaia and the region’s west coast.

To ensure we build on work already done, and don’t reinvent the wheel, this year was all about reviewing the current state – what we already know about the health of these harbours and catchments, and the work community groups and other organisations are already doing.

Work on the ground continued in Tairua, Wharekawa and Whangamatā to help restore coastal habitat by controlling weeds and animal pests, and carrying out restoration planting.

Sea Change - Tai Timu Tai Pari

In December 2016 the country’s first marine spatial plan, Sea Change – Tai Timu Tai Pari, was released. This non-statutory plan outlines a comprehensive range of suggested measures to boost the health of the Hauraki Gulf and make it increasingly productive.

Here’s what our council has done to implement this plan:

- Carried out coastal water quality monitoring.
- Worked with landowners and stakeholders to protect and improve water quality by enhancing and stabilising catchments that enter the Hauraki Gulf Marine Park.
- Carried out regular stream maintenance work, including the removal of 80,000 cubic metres of sediment from the Waihou and Piako rivers.
- Continued to implement agreed work set out in existing Coromandel harbour and catchment management plans.
- Convened the Waikato Regional Aquaculture Forum.

Moving forward, Sea Change – Tai Timu Tai Pari will also inform the reviews of the Waikato Regional Coastal Plan and Waikato Regional Plan.

Support communities to take action on agreed outcomes |Tautoko hapori kia tutuki ai ngā mahi e hiahiatia ana

The work we do to control harmful pests, prepare for disasters, deliver road safety programmes and keep people safe on our waterways is all about improving quality of life in the Waikato. But we know that people working together is the key to the success of our rohe. That’s why we continued our focus on supporting landowners and communities to take action on the issues that are most important to them.

Who we supported

Every year, hundreds of volunteers spend thousands of hours doing good work to protect the Waikato’s natural environment. Here are just a few of the groups we supported in 2017/18.

- Maungatautari Ecological Island for maintenance of the predator-proof fence.
- Moehau Environment Group for integrated pest control in the northern Coromandel Peninsula.
- A Rocha Aotearoa to restore Mt Karioi as a seabird mountain.
- Pirongia Restoration Society for the re-introduction of kōkako on Mt Pirongia.
- Tui 2000 for native planting at Waiwhakareke Natural Heritage Park in Hamilton.
- Mahakirau Forest Estate Society for a predator control programme across nearly 600 hectares of protected native forest near Whitianga.
- Project Tongariro for the restoration of the Waiotaka River riparian corridor near Tūrangi.

We also help fund volunteer emergency services, in 2017/18 we granted:

- $354,600 to Surf Life Saving.
- $175,400 to Coastguard.
- $50,000 to Philips Search and Rescue Trust and $50,000 to Coromandel Rescue Helicopter Trust.
Forge and strengthen partnerships to achieve positive outcomes for the region | Hanga rānei, whakahaka rānei ngā hononga ki ētahi atu kia tutuki ai ngā whānga papai mō te rohe

Collaboration and good partnerships to deliver on our programme of work, with the heart of communities at mind, puts us at the forefront of best practice among regional councils.

Key measure | 2017/18 result
--- | ---
Number of new partnerships | A total of four new initiatives were implemented in 2017/18.

Landmark addition

This year saw the addition of a joint management agreement (JMA) between our council and Tūwharetoa Māori Trust Board. This JMA will see us working closely together over Taupō Waters, which includes Lake Taupō and the tributaries flowing into and out of the lake.

Kawe Kōrero app

The Kawe Kōrero smartphone app, launched in September, is one way we’re helping our staff, councillors and other councils to confidently and effectively communicate in partnerships with iwi and Māori.

- It was downloaded to 4,100 devices in the three weeks after the launch.
- The app won a Supreme Award at the SOLGM Local Government Excellence Awards.

Rural partnerships

We also strengthened our partnerships with rural professionals and farmers who will be impacted by Healthy Rivers/Wai Ora: Proposed Waikato Regional Plan Change 1. In particular, 119 participants from the rural sector completed soil conservation and land management training. We also worked with a reference group of 20 rural professionals to develop a Farm Environment Plan template and guide and we will continue to work with Beef + Lamb NZ to provide workshops to farmers.

Did you know?

Farm Environment Plans distributed to farmers since June include:

- 300 at Fieldays
- 242 digital downloads.

Shape the development of the region so it enhances our quality of life | Waihanga i te ara whanake i te rohe kia kounga ake ai te oranga o te tangata

The Waikato region is a place of powerful possibilities. That’s why we’ve prioritised regional development – connecting people, ideas and information.
COMMUNITY OUTCOMES

Community outcomes are the outcomes that a local authority aims to achieve in meeting the current and future needs of communities for good quality local infrastructure, local public services, and performance of regulatory functions.

To align with our strategic direction, our community outcomes are constant with the three themes from our mission statement – healthy environment, strong economy and vibrant communities. The descriptors that sit underneath define the major aspects of the outcome from a regional council perspective.

OUTCOME MEASURES

As part of the 2015-2025 Long Term Plan we developed a set of organisation-wide outcome measures that are cross functional across more than one group of activities and are attributable to varying degrees of council intervention. Outcome measures help to tell the story of how we are progressing towards delivering on our community outcomes.

These outcome measures draw on the independently reviewed and published Waikato Progress Indicators (WPI). The WPI is a dashboard of 32 outcome measures for assessing progress towards regional wellbeing. It is designed to be an alternative to gross domestic product as a measure of societal progress.

For more information on the WPI, please refer to our website: www.waikatoregion.govt.nz/wpi.

The measures are reported as an improving, stable or worsening trend. If a measure has not been completed or no trend is available, this is indicated in the result section of the table.

HEALTHY ENVIRONMENT

<table>
<thead>
<tr>
<th>Outcome descriptor (what matters)</th>
<th>Outcome measure</th>
<th>Result</th>
<th>Commentary</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Water</strong></td>
<td>Water quality for recreation</td>
<td>39%, stable trend 2016/17: 37%, stable trend 2015/16: 39%, no trend available</td>
<td>This indicator shows that water quality for contact recreation, such as swimming in rivers, is generally good in the upper Waikato River, and in rivers and streams in the Taupō and Coromandel areas. In other parts of the region, land use is more intensive and river water quality for contact recreation is poorer. Water quality for contact recreation at Lake Taupō is mostly excellent. But at beaches near urban areas bacterial levels are sometimes high. As this measure is highly-aggregated it is difficult to provide a trend. In particular, improvements and deteriorations have opposing effects (and may even balance each other). Instead we assess trends in the individual components of the indicator.</td>
</tr>
<tr>
<td>Water is suitable for recreational use</td>
<td>Water quality for ecological health</td>
<td>72%, stable trend 2016/17: 72%, stable trend 2015/16: 72%, no trend available</td>
<td>This indicator shows that water quality for ecological health is generally good across the region and in areas where land use is more intensive, water quality for ecological health is poorer. As this measure is highly-aggregated it is difficult to provide a trend. In particular, improvements and deteriorations have opposing effects (and may even balance each other). Instead we assess trends in the individual components of the indicator.</td>
</tr>
</tbody>
</table>

9 A stable trend is defined as a result with no significant or material change from the previous year

10 In principle, contact recreation could mean any form of recreation where people are in contact with the water – ranging from occasional or “secondary” contact (e.g. kayaking) through to extended or “primary” contact (e.g. swimming). In practice, however, for the past 20 years Waikato Regional Council has taken the term for contact recreation to mean primary contact recreation or swimming.
<table>
<thead>
<tr>
<th>Outcome descriptor (what matters)</th>
<th>Outcome measure</th>
<th>Result</th>
<th>Commentary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water is suitable for drinking</td>
<td>Water quality for drinking</td>
<td>79.09%, stable trend 2016/17: 79.1%, stable trend 2015/16: 84.55%*, no trend available</td>
<td>Groundwater quality is measured annually at 110 wells in a regional network using a baseline suite of determinants. There has been no change in the percentage of monitored network wells which met the NZDWS for the chemical determinands measured.</td>
</tr>
<tr>
<td>Water is allocated within limits</td>
<td>Water use</td>
<td>82.2%, stable trend 2016/17: 86% worsening trend 2015/16: 86%, worsening trend</td>
<td>This indicator is the level of consented water allocation as a percentage of the amount of total water available for allocation in the Waikato region, measured at the Waikato River mouth during summer months each year. From 2009 to 2013, the percentage of water allocated through resource consents of the total water available to be allocated for use has risen substantially, but since then has stayed relatively constant at 85-87% of the amount of total water to be available for allocation. During non-summer months, the allocation level is substantially less due to lower demand.</td>
</tr>
</tbody>
</table>

*The 2015/16 result published was 15.45%. This figure was of bores not meeting NZDWS. For consistency, the inverse result has been used to show the trend between years.

| Soil quality | Soil quality | 86%, stable trend 2016/17: 84%, no significant trend 2015/16: 79%, worsening trend | This indicator is the estimated percentage of soil quality monitoring sites in the Waikato region meeting five or more soil quality targets. The percentage of monitoring sites in the Waikato region with high soil quality fell between 2008 and 2013, but subsequently improved. |

| Rural subdivision | Rural subdivision | No result 2016/17: No result 2015/16: 527 hectares, worsening trend | No update available as this indicator requires Census population data which won’t be available until the end of 2019. MFE is proposing a similar indicator for environmental reporting and, once confirmed, we may use this new indicator methodology for future reporting on this measure. |

| Air | | | |

SECTION 2: 2017/18 year in review Te arotake o te tau 2017/18

23
<table>
<thead>
<tr>
<th>Outcome descriptor (what matters)</th>
<th>Outcome measure</th>
<th>Result</th>
<th>Commentary</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Air quality in the Waikato region that supports healthy people and a healthy economy (source: Air Quality Strategy, July 2011)</strong></td>
<td><strong>Air quality</strong></td>
<td><strong>12, improving trend</strong>&lt;br&gt;2016/17: <strong>5, improving trend</strong>&lt;br&gt;2015/16: <strong>10, improving trend</strong></td>
<td>This indicator measures the number of times the regional guideline and national environmental standard for fine particle concentrations in our air has been exceeded each year, across all air quality monitoring sites in urban areas within the Waikato region. There were 12 instances in the Waikato region during 2017 where the level of fine particles in our region’s urban areas exceeded the regional guideline and national environmental standard. Despite this increased number of exceedances recorded compared with 2016, the long term analysis continues to indicate an improving trend.</td>
</tr>
</tbody>
</table>

| **Biodiversity** | **Biodiversity** | **No trend available**<br>2016/17: No trend available<br>2015/16: No trend available | A national group of regional council managers and technical staff has been set up to forward the uptake of the national biodiversity indicators programme. The Department of Conservation has stated it will take the lead on setting up the region-wide 8x8 kilometre grid monitoring network. Within the council, capacity exists to work on some of the indicators that do not require the region-wide 8x8 kilometre grid monitoring network to be set up. The Waikato Regional Council biodiversity inventory project has progressed to data validation and quality assurance stage, but it is still a year from completion. |

**STRONG ECONOMY**

<table>
<thead>
<tr>
<th>Outcome descriptor (what matters)</th>
<th>Outcome measure</th>
<th>Result</th>
<th>Commentary</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Economy</strong></td>
<td><strong>GDP per capita</strong></td>
<td><strong>$50,068, improving trend</strong>&lt;br&gt;2016/17: <strong>$47,119, improving trend</strong>&lt;br&gt;2015/16: <strong>$45,160, stable trend</strong></td>
<td>This indicator is an estimate of real (inflation adjusted) regional GDP per person and per year, using Statistics New Zealand’s estimated regional GDP per person in the Waikato region. There was an expansion in real Gross Domestic Product (GDP) between 2007 and 2017 despite events affecting the economy such as fluctuations in agricultural commodity prices.</td>
</tr>
<tr>
<td></td>
<td><strong>Median income</strong></td>
<td><strong>$1,498, improving trend</strong>&lt;br&gt;2016/17: <strong>$1,486, improving trend</strong>&lt;br&gt;2015/16: <strong>$1356, stable trend</strong></td>
<td>This indicator is real median household income in the Waikato region. It is calculated from median weekly household income from the New Zealand Income Survey, adjusted by the Consumer Price Index (CPI) (a measure of the average price of consumer goods and services purchased by households). Following a period of slow growth, since 2015 the real median household income in the Waikato region has rebounded to a record high level.</td>
</tr>
</tbody>
</table>
### VIBRANT COMMUNITIES

<table>
<thead>
<tr>
<th>Outcome descriptor (what matters)</th>
<th>Outcome measure</th>
<th>Result</th>
<th>Commentary</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Income inequality</strong></td>
<td>Gini coefficient to measure income inequality across people in paid employment in the Waikato region (source: WPI)</td>
<td><strong>0.41, stable trend</strong></td>
<td>This indicator uses a ‘Gini coefficient’ to measure income inequality across households in the Waikato region. ‘Zero’ indicates perfect income equality. As the measure gets closer to ‘1’, income inequality increases. Household income inequality in the Waikato region varies from year to year but there is no apparent long-term trend. The Waikato region has slightly less income inequality (more equality) than New Zealand overall. New Zealand’s income inequality is slightly higher than the OECD average.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
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<tr>
<td><strong>Engagement and customer service</strong></td>
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<tr>
<th>Outcome descriptor (what matters)</th>
<th>Outcome measure</th>
<th>Result</th>
<th>Commentary</th>
</tr>
</thead>
<tbody>
<tr>
<td>People are satisfied with the governance of the region</td>
<td><strong>Iwi satisfaction</strong>&lt;br&gt;Percentage of iwi partners satisfied with our collaborative relationships, joint decision making processes and co-governance arrangements</td>
<td><strong>93%, improving trend</strong>&lt;br&gt;2016/17: 78%, no trend available&lt;br&gt;2015/16: No result</td>
<td>An online survey was sent to our six iwi partners and five responses were received. The survey included three questions about their satisfaction of our collaborative relationships, joint decision making processes and co-governance arrangements. Of the five responses, 100 per cent were satisfied with our collaborative relationship, 80 per cent were satisfied with our joint decision making processes and 100 per cent were satisfied with our co-governance arrangements. This equates to an overall result of 93 per cent, which is above the 2016/17 result of 78 per cent.</td>
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<td><strong>Stakeholder satisfaction</strong>&lt;br&gt;Percentage of key external stakeholders satisfied or very satisfied with council services</td>
<td></td>
<td><strong>No trend available</strong>&lt;br&gt;2016/17: No result&lt;br&gt;2015/16: 40%, improving trend</td>
<td>The CE survey of key external stakeholders was not completed in 2017/18 due to a new approach in stakeholder relationships.</td>
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| **Resident satisfaction**<br>Percentage of residents satisfied with the council | | **2017/18: 94.5%, decreasing trend**<br>(flood warning 94% and passenger transport 95%)<br>2016/17: 95.5%, decreasing trend<br>(flood warning 93% and passenger transport 98%)*<br>2015/16: 98.5%, improving trend<br>(flood warning 100% and passenger transport 97%). | | The percentage of residents satisfied with our flood warning and passenger transport services has decreased by 1 per cent from 2016/17 as follows:  
- A total of 94% of customers are satisfied with our flood warning service, which is an increase of 1% from 2016/17.  
- A total of 95% of passengers are satisfied or very satisfied with our public transport services, which is a decrease of 3% from 2016/17. |
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<td><em>The council has revised the underlying surveys that make up this result to be a better representation of resident satisfaction. Because of this, the overall result from 2016/17 has been updated from what was originally reported in the 2016/17 Annual Report (97 per cent) so a fair comparison can be made. The 2015/16 result is not impacted.</em></td>
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### Partnerships

**Achieve more by working together for mutually beneficial outcomes**

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<thead>
<tr>
<th>Partnerships</th>
<th>13, improving trend</th>
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<tbody>
<tr>
<td>Efficacy measure of partnerships (in development)</td>
<td>2016/17: 12, no trend available</td>
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<td></td>
<td>2015/16: No trend available</td>
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In 2016/17 a total of 11 new initiatives were implemented as a result of working together with our stakeholders to achieve mutually beneficial outcomes. Of these, a number of initiatives continued to be implemented through 2017/18 with four new initiatives commencing and two ending as follows.

1. Sub-regional waste awareness group.
2. Regional waste bylaw development.
3. Exploring opportunities to replicate into other sub-regional groups Regional Waste planning template development (new initiative).
4. Disaster waste management project (a collaborative project looking at how to dispose of waste after a disaster, for example a flood, earthquake or tsunami).
5. Waste innovation challenge.
6. Circular economy innovation pilot project development with Wintec and Corrections.
8. Ongoing road safety campaign with the NZ Transport Agency.
9. Regional education group development of prevention safer journeys programme.
10. Stock truck effluent disposal strategy, project plan development and registration of interest for collection and treatment of stock truck effluent.
11. Driver training and waste recycling project with Corrections (new initiative).
12. Air quality behaviour change and education initiative planning with South Waikato District Council (new initiative).
13. Enviroschools programme development for partnerships with territory authorities (new initiative).
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<td><strong>Productive land, people, and property are safeguarded</strong></td>
<td><strong>Safety - civil defence response</strong>&lt;br&gt;Maintain a 24/7 Group civil defence emergency response function</td>
<td>100%, stable trend&lt;br&gt;2016/17: 100%, stable trend&lt;br&gt;2015/16: 100%, stable trend</td>
<td>The Group Emergency Coordination Centre (GECC) was activated instantaneously on 3 January 2018 in support of the high tide inundation event impacting Hauraki, Thames-Coromandel and Waikato district councils. The GECC (through the duty officer arrangement), has retained the capability to meet this measure as and when required.</td>
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<td><strong>Safety - flood response</strong>&lt;br&gt;Maintain a 24/7 flood response function</td>
<td>100%, stable trend&lt;br&gt;2016/17: 100%, stable trend&lt;br&gt;2015/16: 100%, stable trend</td>
<td>A 24/7 flood emergency response capability has continued to be provided in 2017/18.</td>
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<td><strong>Safety - incident response</strong>&lt;br&gt;Maintain a 24/7 incident response function</td>
<td>24/7 service not maintained, decreasing trend&lt;br&gt;2016/17: 100%, stable trend&lt;br&gt;2015/16: 100%, stable trend</td>
<td>A response service to environmental issues was maintained during business hours. However, due to a new online service being introduced, a total of 4% (66 out of nearly 1600) of the annual total of calls were 'lost' in the system for some weeks and subsequently not responded to in a timely manner. Staff have since reviewed the online service and it is now processing calls correctly.</td>
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Cycling alongside the Waikato River in the Waipā district.