

It's over to you... VOTE!

By the time you read this the nomination period candidates for the local government elections will have closed. So now it's over to you. You have the power to VOTE and you are urged use your power and cast your VOTE.

Local elections turnout in New Zealand has been declining since the 1980s. Local voter turnout varies significantly across different age groups and geographic areas but, overall, there are not enough New Zealanders currently participating in the local government process - by having their say on the issues that matter, by voting or by standing for office.

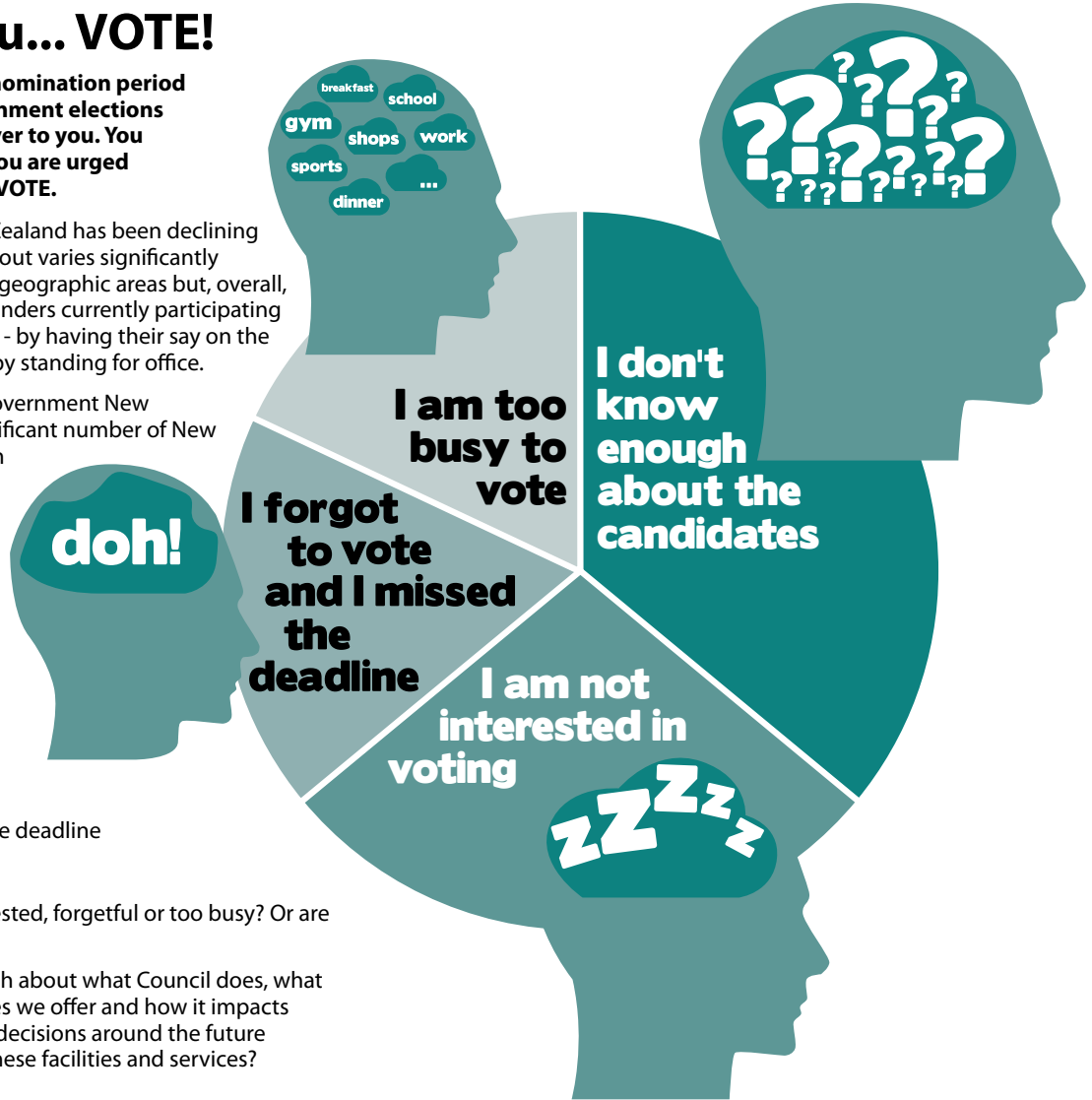
Research conducted by Local Government New Zealand shows us there is a significant number of New Zealanders who are interested in the local government process, but don't vote, or who want to vote, but say it's too hard to find the information they need to make an informed decision.

According to this research there are four main reasons why people don't vote:

- I don't know enough about candidates
- I am not interested in voting
- I forgot to vote and I missed the deadline
- I am too busy to vote

So are you uninformed, uninterested, forgetful or too busy? Or are you going to VOTE instead!

Question is - do YOU care enough about what Council does, what services we deliver, what facilities we offer and how it impacts you to VOTE for who makes the decisions around the future development and planning of these facilities and services?



IN brief

- A project management plan has been created to ensure all identified issues at Te Waihou are carried out.
- The construction of the new compound for Council vehicles at the main office in Tokoroa will house a number of Council vehicles on site overnight.
- The Urban Connector District Circuit has seen a 300% increase in usage during May.

IN side

- 2&3 Excellence Programme KPIs - how did we do
- 4&5 Urban Connector - here for another year!
- 6&7 What's Hot, What's Not Skate park update
- 8 Tirau Walkway update Recycle more!

IN house

Produced in-house for the South Waikato community by the South Waikato District Council.

Editorial: Communications staff, Kerry Fabrie and Sina Tolovae, 07 885 0340

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SWDC is proud to be a Foundation council for the LGNZ Excellence Programme



South Waikato District Council is pleased to let our community know that we have been selected as a Foundation Council for the Local Government Excellence Programme, a new performance standards programme.

The new system outlined in the Excellence Programme lines up with our own vision of lifting the value of the services we deliver to our community and celebrating what we already do well.

"This will help us improve and deliver top value for our people."

- Ben Smit, Deputy CE

"We are thrilled to be selected as one of the founding councils for this standards programme. We are excited by what the programme offers and the chance to share the results with our community," said Ben Smit, Council's Deputy Chief Executive.

"We believe we offer great value to the South Waikato community. We ranked very high in a study by the Tax Payers union a few years ago in terms of value for money," he continued. "But there is always room for improvement."

The Excellence Programme will demonstrate and improve the value and services of councils by measuring qualitative and quantitative indicators across leadership, finance, service delivery and community engagement. Local Government New Zealand has selected 21 Foundation Councils to lead the programme in 2016. Results will be published in 2017.

Through the programme participating councils will be assessed every three years, given a standard from A to C,

and the results publicised. Councils will discuss results with communities and use the assessments to plan improvements.

"This will provide a thorough and trusted standard of council performance for communities."

- Lawrence Yule, LGNZ President

LGNZ President Lawrence Yule said the system was being set up to give communities a clear and independent picture of how well their council was performing.

"This will provide a thorough and trusted standard of council

performance for communities. They will now know that their council meets an A, B, or C standard," he said.

"For our Council, this will help us improve and deliver top value for our people," continued Mr Smit. "They will now know how we perform in dozens of services, and where the community wants improvement."

The excellence programme has been developed in response to the 2015 New Zealand Local Government Survey, which showed there is an opportunity to lift and demonstrate the service and value councils deliver to their communities.

Our Council may be performing well in some of these areas already, but there will certainly be some areas where we can enjoy improvements.

A specified set of performance measures are identified

Councils identify areas of improvement based on the results



Councils are independently assessed on the specified set of measures

Councils are given an overall rating as well as a rating for each of the four priorities

Our Goal - overall improvement in performance and reputation

our year in
NUM83R5
July 2015 to
June 2016

visitors to the swimming pools
72,774

functions, games or events on reserves
445

Measuring our performance through KPIs

Council measures its performance through 64 Key Performance Indicators or KPIs. We achieved 53 of them this year. We note that a number of our unachieved KPIs were very narrowly missed. We are proud that we operate under KPIs that are stretched targets as they reflect goals that we need to work very hard to achieve.

Roading	<p>Five KPIs measuring resurfacing work, smoothness, response to service requests, fatalities on local roads and footpath displacement.</p>		<p>Received 626 service requests and just one was over the time allowed - 625 out of 626 is sadly 99.8% not 100% and our KPI states 100% compliance.</p>
Recreation and Facilities	<p>Twelve KPIs measuring response time to service requests for playgrounds, parks and reserves, public toilets and cemeteries, pensioner housing occupancy, use of function rooms and sport arena at the events centre, pool water quality, pool and library visits, library community group visits and website visits.</p>		<ul style="list-style-type: none"> Received 135 service requests for parks and reserves and just one was over the time allowed - 134 out of 135 is unfortunately not 100% compliance. Use of the Events Centre is not reaching the targets set due to the KPI referring only to standard office hours (after hours and weekend functions aren't included). Pools visitor number target not met.
Economic & Community Development	<p>Three KPIs measuring groups registered on Community Connect, community events and students enrolled at the Trade Training Centre.</p>		<p>A total of 27 students were enrolled in trade training, against a target of at least 30 students.</p>
Water Supply	<p>Five KPIs measuring response times to service requests, the number of complaints received, water loss and our compliance with the New Zealand Drinking Water Standards.</p>		<p>Didn't achieve one KPI relating to secure water sources. Technically we have two water supplies that don't meet the standards. The standards are based on potential risk and not on actual risk. We assure our community that all of our drinking water supplies are appropriately disinfected through various means and are safe.</p>
Stormwater	<p>Five KPIs measuring flood events, formal enforcement actions on our consents, response time to callouts and number of complaints.</p>		<p>Two KPIs relate to us having no buildings (that comply with the building code) being flooded and unfortunately one building flooded in June due to the heavy rains.</p>
Wastewater	<p>Five KPIs measuring response time for callouts, clearing blockages within a set time, number of complaints and not receiving any formal enforcement actions on our consents.</p>		<p>One of our wastewater KPIs effectively means that we could incur 22 overflows, but we had 23! Just missed out!</p>
Governance and Corporate	<p>Ten KPIs measuring Council conducting error-free elections, the collection of rates to meet funding requirements, compliance with the Local Government Act, responding to Official Information Requests within set timeframes, responding to media queries within set timeframes, the level of total arrears, having our IT systems available 99% of the time, adopting our Annual Plan or Long Term Plan on time and demonstrating sustainability in regard to capital projects.</p>		<p>We failed to demonstrate that we have regard for sustainability during the planning of capital projects.</p>
Solid Waste and Recycling	<p>Four KPIs measuring recycling as a percentage of total waste, not receiving any formal enforcement actions on our solid waste and recycling consents and service request responses relating to both refuse collection and recycling. We achieved all KPIs in this activity.</p>		
Regulatory	<p>Fifteen KPIs measuring processing of building consents, retaining our Building Consenting Authority status, all premises inspected under the Food Hygiene regulations and under the Food Act 2014, all liquor licensed premises inspected, animal control response time, contact with potential clients under our Business Case Management programme, processing time for resource consents, resource consent monitoring, Civil Defence training sessions, raising awareness of Civil Defence, rural fire arrangements meeting the Act and response time to callouts. We achieved all KPIs in this activity.</p>		

incoming calls to 885 0340

26,964

4,138 service requests processed

881 complaints received

clap clap clap

153 compliments received

The **Urban** CONNECTOR

here for another year!

Council is excited to announce that the Urban Connector will continue to help our communities stay connected for another 12 months!

Waikato Regional Council (WRC) recently approved the New Zealand Transport Agency (NZTA) funding of approximately \$30,000 to help keep the service running.

"This is a fantastic outcome. The secured funding is a reflection of the success of the service," commented Council's Deputy Chief Executive, Ben Smit. "Council has continued to be impressed by the use of the service since its initiation."

Going ahead the Urban Connector will be funded by NZTA, Council and user charges.

"The service was never designed to turn a profit, Council sees it as a social good and the benefits

of this service outweigh the cost to Council of running the service," continued Mr Smit.

Council, along with WRC, Go Bus and the Tokoroa and Tirau i-SITES, will continue to monitor the service.

"The secured funding is a reflection of the success of the service."

- Ben Smit, Deputy CE

The Tokoroa Circuit is well used, and the numbers for the District Circuit are climbing. It is important that our community remember, that although the service is no longer a trial, changes can still be made if parts of the service are not being well utilised.

Upgrades are being made to popular bus stops to make them more user friendly for patrons and safer for people, and WRC are currently investigating the possibility of Gold Card use for the service.

"We're stoked to see the funding come through," said Michael Lawry, one of the Urban Connectors drivers. "It's well used by our people, we have lots of regulars and we know the bus is really helping them."

One of those regulars is Tokoroa Resident, Joel Christensen. Mr Christensen was a passenger on one the first rounds that the Urban Connector ever drove, and has been using it to get around Tokoroa ever since.

"It's great - I have enough tickets now to decorate my wall. I'm glad to hear it's sticking around," commented Mr Christensen.

One Facebook user, Dani Blomfield, took to a local Facebook group to express her compliments with service.

"We went for a joy ride and my three year old enjoyed it. The driver was awesome and friendly... See ya again Urban Connector."

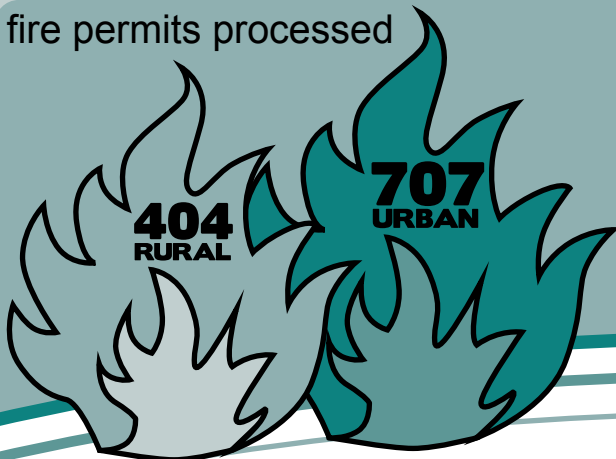
Council introduced the service in late June of 2015 after a need for public transport in the district was highlighted during the 2014-15 Annual Plan, and Economic and Community Development \$5million project consultation processes.

Consequently Council provided \$200,000 to fund a public transport trial in the South Waikato.

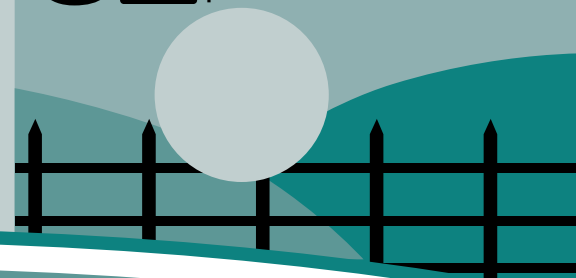
The initial driver was to help get our residents up to the newly consolidated South Waikato Health Centre. The service



fire permits processed



62 resource consents processed



started out with a district circuit in the morning and afternoon from Tokoroa - Putāruru - Tirau and back (the District Circuit), as well as three Tokoroa urban circuits (the Tokoroa Circuit).

"The driver was awesome and friendly."

- Facebook user, Dani Blomfield

However, just six weeks into the trial, Council and the steering committee quickly realised that although getting people to the Health Centre was an important part of the service, more users were interested in getting to and from the Tokoroa CBD. So we introduced a number of changes to accommodate this and other needs highlighted, such as doubling the number of circuits around Tokoroa to six, introducing new stops along the circuit, and making the Tokoroa i-SITE the home base to the Tokoroa Circuit.

Along the way several other changes have been introduced and Council will continue to take feedback on how we can keep the service working for our residents.



Pricing

We've kept our same low fares so you can stay connected

Tokoroa Circuit

- Adults - \$2.00
- Children - \$1.00

District Circuit

Tokoroa to Tirau

- Adults - \$8.00
- Children - \$4.00

Tokoroa to Putaruru

- Adults - \$5.00
- Children - \$2.50

Putaruru to Tirau

- Adults - \$3.00
- Children - \$1.50

Pre-schoolers ride for free on all services.

Fares on the District Circuit are one-way.

Payment made to bus driver when you board.

Tokoroa Circuit Timetable

Departs from the Tokoroa i-SITE six times a day, Monday to Friday, at 9am, 10am, 11am, 12pm, 1pm and 2pm. It will be at:

Stops 1 - 4 between the times of:

- 9am - 9.10am
- 10am - 10.10am
- 11am - 11.10am
- 12pm - 12.10pm
- 1pm - 1.10pm
- 2pm - 2.10pm

Stops 5 - 8 between the times of:

- 9.10am - 9.20am
- 10.10am - 10.20am
- 11.10am - 11.20am
- 12.10pm - 12.20pm
- 1.10pm - 1.20pm
- 2.10pm - 2.20pm

Stops 9 - 14 between the times of:

- 9.20am - 9.30am
- 10.20am - 10.30am
- 11.20am - 11.30am
- 12.20pm - 12.30pm

- 1.20pm - 1.30pm
- 2.20pm - 2.30pm

Stops 15 - 20 between the times of:

- 9.30am - 9.40am
- 10.30am - 10.40am
- 11.30am - 11.40am
- 12.30pm - 12.40pm
- 1.30pm - 1.40pm
- 2.30pm - 2.40pm

Stops 21 - 26 between the times of:

- 9.40am - 9.50am
- 12.40pm - 12.50pm
- 10.40am - 10.50am
- 1.40pm - 1.50pm
- 11.40am - 11.50am
- 2.40pm - 2.50pm

**excluding public holidays*

District Circuit Timetable

The morning trip departs Monday to Friday from the:

Tokoroa i-SITE

Leaving no later than...

Morning trip:

- 7.25am (North bound)

Lichfield (stops on demand)

Leaving no later than...

Morning trip:

- 7.35am (North bound)
- 8.30am (South bound)

Putāruru bus stops

Leaving no later than...

Morning trip:

- 7.55am (North bound)
- 8.20am (South bound)

Tirau i-SITE

Leaving no later than...

Morning trip:

- 8.10am (South bound)

The afternoon trip departs Monday to Friday from the:

Tokoroa i-SITE

Leaving no later than...

Afternoon trip:

- 3.00pm (North bound)

Lichfield (stops on demand)

Leaving no later than...

Afternoon trip:

- 3.10pm (North bound)
- 4.05pm (South bound)

Putāruru bus stops

Leaving no later than...

Afternoon trip:

- 3.30pm (North bound)
- 3.55pm (South bound)

Tirau i-SITE

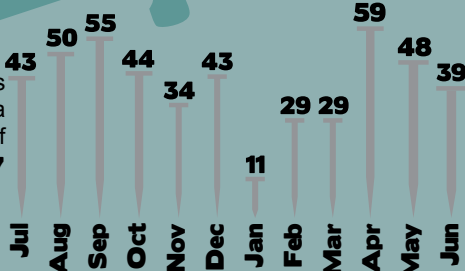
Leaving no later than...

Afternoon trip:

- 3.45pm (South bound)

484

building consents processed with a total value of **\$70,895,807**



Business Case Management interactions



liquor applications processed



WHAT'S HOT

Council being accepted as a foundation council for the Local Government Excellence Programme.

The issuing of rural fire permits having increased by 35% over the past five years and the number of rural fires over the same period has decreased.

The increase in visitor numbers to the pool during May over May last year - 7,147 compared to 4,734.

The significant increase in users of the South Waikato Sport and Events Centre - year to date at the end of May this year is 35,570 users compared to this time last year which was 30,572.

Gorgeous new baby swans at the lake and frequent bird calls. Even the birds like our beautiful lake reserve!

Great feedback on the anti-slip coating of the footpaths in the Tokoroa CBD.



Tee Street kerb and channel renewal in Putaruru, looking good!

Two of our library staff (and a member of our community) who came to the aid of a library user when she fainted in the library recently.

Heat swap and warm homes clean air programme participants - Buy Now Pay Later (15 homes), Split the Bill (64 homes) and On the House (44 homes).

The lovely new customer service counter at the Putaruru Service Centre, now easily distinguishable from the library services counter.



WHAT'S NOT

Issues with the spa pool at the Indoor Pools that has had the warmest pool in the facility out of action for a number of days this winter.

Repeated power cuts meaning staff at the Indoor Pools have to empty and refill the filtration tanks every single time... grrr! And for our residents too!

Lazy dog owners leaving dog poo at Lake Moananui - pick it up so that other users don't step in it!

Council having to foot the bill to repair the Ngatira Road bridge following damage by a vehicle that couldn't be identified, so no costs recouped.



Wet weather causing havoc on our roads - flooding, culvert damage, slips, total collapse!

191
Annual Plan submissions

169,289
library visitors

1,556,267
square metres of

GRASS MOWED

942
rates rebate applications approved at an average rebate of **\$539** per applicant

667
number of new Facebook likes

Skate park skates forward

A new skate park is planned to be built on vacant land adjacent to the Tokoroa Youth Park, following submissions from local youth in the 2015 Long Term Plan process. To ensure that the skate park is located in the best spot within the site and integrates fully with the Youth Park and other neighbouring facilities, Council has engaged the services of Opus Consultants to create a Master Plan for the overall site. We have collaborated with a range of stakeholders to ensure that the site is laid out appropriately and addresses all requirements both in terms of facilities and practical elements such as car parking. We have also used the Master Plan as a platform for funding applications to assist with developing the site as a whole.

Council will be looking to engage a professional skate park designer shortly to ensure that a high quality, fit for purpose skate park is

designed and built. The skate park design process will include engagement with stakeholders to ensure the design reflects the needs of users both young and old. Timeframes for the build will be dependent on the capacity of the successful designer, however we intend to start the design process in the coming months. For further information please contact Sarah Flavall, Strategic Projects Manager.



No more doggie poop!

Council recently installed a Dog Litter Bag Dispenser unit at Lake Moananui, at the Maraetai Road end. The unit is a trial to see if it works well in our community. If the trial proves successful, more units may be installed in other areas around the district. Now there really is no excuse for not picking up your doggies' poop... you know... before someone else steps in it!



Slippery footpaths no more...

The non-slip coating on selected footpaths in the Tokoroa CBD area looks to be doing the job... touch wood!

The product is bauxite and while works were programmed for May the unusually wet weather pushed the application work out through June.

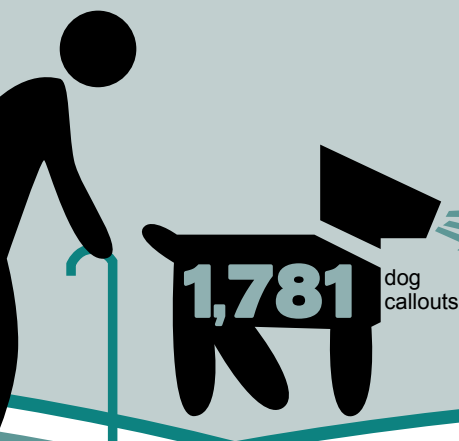
There were a few issues with the application, including some areas where the resin 'popped-up'. We know now that this was caused by moisture captured by the resin. This will be remedied by the contractor at no cost to Council - or the ratepayer. Staff will monitor the performance of the anti-slip coating over winter

and report back to Council. At that point decisions will be made around applying the coating to other areas when budgets allow.

We welcome your feedback - good experiences, close calls, incidents at other areas that don't have the coating... contact details on back page.

There have been several positive comments already in social media circles and some comments from a few people expressing concern over the product too, particularly from a visual amenity perspective.

- "I was so stoked... back to wearing jandals in the rain without fear of falling on my butt..." Kereta
- "The good thing is that this new surface has good grip and is far safer than the bricks that are so slippery. I am very impressed by the new surface. It is the solution to a problem that has been with us for a while, so it is a great relief to see a positive approach taken and a good solution found and used." James
- "So much safer walking round town particularly by Post Office and taxi rank in Swanston Street. Well done SWDC." Kathy



functions or events at the South Waikato Sport and Events

Centre involving
43,383
people



average rates bill on all rateable properties

IN brief continued...

- During June, Council's security contractor attended 68 after-hours noise callouts, with officers attending a further eight during office hours.
- Animal Control staff microchipped 38 dogs during April and May this year.
- Our planning team received and/or processed seven resource consent applications from 1 June to 12 July.
- The Pre-Election Report is published and on our website on the Elections 2016 page.
- Council has resolved to not delist the airfield following a comprehensive investigation into the benefits of the proposal.
- Council staff processed 145 media queries during the 2015-16 year and our facebook page grew by 667 likes.



Council and the Tirau Community Board are thrilled that we have finally received approval from KiwiRail for the pedestrian rail crossing at the southern entrance to Tirau. This approval means that work can now start on the Tirau Walkway project which is one of the sixteen \$5 million Community and Economic Development Projects approved in 2014.

Quotes are currently being sought from local contractors to undertake the work supporting Council's strategic goal of growing our own economy and

supporting our own businesses. Construction is planned to start in late August. Staff are also progressing the necessary resource consents with Waikato Regional Council.

We have made contact with a couple of bridge specialists and will be meeting on site with them, the walkway project manager and regional council staff to discuss design options. The parks team has also started work on the Tirau Domain, weed spraying as required at the domain and pruning some trees.

Do you want to go for a café lunch out?

Yes?! Here's a great way to save \$26 so that you CAN go out for a café lunch.

Recycle more. Put less waste in your green bin bag. Use half the number of bags. It's that easy.

Rubbish bags cost \$1* each, so if you put out one full bag each week you are spending \$52 a year on rubbish bags#. If you put more in your recycling bin and less in your green bag and only put out a bag every fortnight rather, your bags for the year will cost you \$26...

You can take your \$26 saving and go out for a café lunch, or half fill your tank in your car, or buy five standard cups of coffee... the options for your \$26 saving are endless...

As a community, last year we sent 5,802 tonnes of rubbish to

the landfill. We recycled 1,810 tonnes. That means that we are recycling only 23% of our total waste...

Why is recycling a good thing to do?

- It is better for the environment.
- It ensures our landfill lasts longer.
- It puts dollars in your pocket.

Additional recycling crates in two sizes can be purchased from the Council offices for \$10. There is also the Croad Place Recycling facility in Tokoroa which is manned and under cover.

Recycling facilities are available at the Putauru Transfer Station and Tokoroa landfill. And let's not forget the recycling stations too at Te Waotu, Kurunui and Tirau.

** actually a \$1.05, rounding
the cost of the bag includes collection and disposal costs*



The North Shore Male Choir Sunday, 11th September 2016, 2pm. Tickets \$25 Adults, \$20 Students/Seniors.

The North Shore Male Choir, with a membership of 50, continues to perform concerts. The choir goes from strength to strength under the professional guidance of Music Director, Lynn John, a Welsh Opera singer and tutor of renown.

The Topp Twins Saturday, 8th October 2016, 7pm. Tickets \$40 on sale now!

The Topp Twins take to the stage at The Plaza for the first time ever with an intimate evening of comedy, stories and songs. The Twins' infamous alter-egos the Kens, Camp Mother and Camp Leader and the Bowling Ladies, fresh from their TV series Topp Country will delight all ages.

Expect a memorable night of entertainment as New Zealand's well-loved daughters present an evening up close and personal with their trademark sense of fun and of course a yodel or two.

The Monroes 12th November 2016, 8pm. Tickets \$25

When the band hits the stage you want your jaw to hit the floor. That is The Monroes musical mission!

We have Monthly Movie Screenings on the last Sunday of the month at 2pm as well as a Youth/Family movie on the second Friday of the month at 7pm.

The movie dates occasionally do change so please check our Website (www.plaza.org), Facebook (The Plaza) or contact Emma on 07 8838596 for more information about specific screening information.



IN october

During the election period Council must remain politically neutral. For that reason Councillor contact details and Councillor columns that normally appear on our back page are removed. These will be reinstated following elections.

IN the know

You can keep up to date with Council information via:
www.southwaikato.govt.nz
[@SouthWaikatoDC](http://www.facebook.com/SouthWaikatoDistrictCouncil)
info@southwaikato.govt.nz

IN view

If you would like to receive this newsletter in electronic format please email kerry.fabrie@southwaikato.govt.nz.