



CANTERBURY
EMPLOYERS'
CHAMBER OF
COMMERCE

12 May 2005

2006 Annual Plan Submissions
Christchurch City Council
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CHRISTCHURCH

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Dear Councillors

2006 DRAFT ANNUAL PLAN

The Canterbury Employers' Chamber of Commerce is a membership-based organisation with 3,050 members, most of whom are located in the greater Christchurch area.

The Employers' Chamber has for many years submitted on the Christchurch City Council's annual planning process. We note, however, that the draft Annual Plan for 2006 is a sub-set of the LTCCP and is by and large a business as usual document given that it is covering an interim year in the context of the LTCCP.

As this is the situation and the fact that any significant change in this interim year is unlikely, we wish to alter the nature of our submission for this year. We wish to make three points with respect to the annual planning process.

1. We would see a general rate increase of 3.49% and a business sector rate increase of 3.32% as being at the absolute top level of a rating threshold given that the 3.49% is ahead of inflation.
2. We are concerned about the long-term financial projections of the Council, particularly with respect to major capital expenditure that is currently being considered in various areas of Council activity. We look forward, in the context of the next tranche of the LTCCP, to a detailed assessment of long-term financial projections. We understand that the requirements of the Local Government Act determine that all that is required in this interim year are current year's projections but we believe it makes good sense to have a no surprises policy with regard to long-term funding requirements.
3. Instead of our usual submission we wish to present, as part of this submission, a scorecard that the Board of the Employers' Chamber has developed for the Council in its new financial year. The scorecard is an amalgam of issues that the Employers' Chamber Board considers important and also some of the goals that the Christchurch City Council has set itself in the context of its annual plan and the LTCCP.

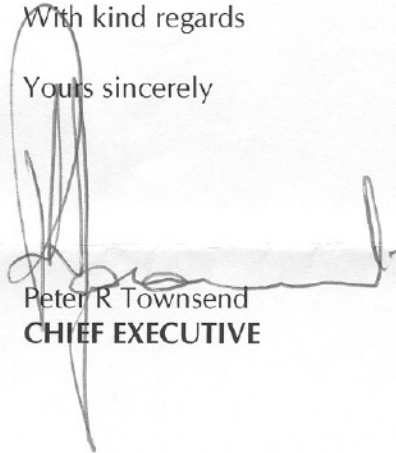
AFFILIATED TO
BUSINESS NEW ZEALAND
AND THE NEW ZEALAND
CHAMBERS OF COMMERCE
AND INDUSTRY

We look forward to monitoring the Council's progress with respect to the achievement of the performance indicators as outlined in our scorecard and we thank you for the opportunity to make this submission.

We wish to be heard in the support of our submission.

With kind regards

Yours sincerely

A handwritten signature in dark ink, appearing to read 'Peter R Townsend', is written over the typed name. The signature is fluid and cursive, with a large loop at the start and a long horizontal stroke extending to the right.

Peter R Townsend
CHIEF EXECUTIVE

CHRISTCHURCH CITY COUNCIL SCORECARD

ENVIRONMENT

KEY OBJECTIVE	TIMING	KPI
Christchurch city recognised as a business friendly city	Ongoing	<ul style="list-style-type: none"> - Local businesses have no legitimate complaints about the Christchurch City Council's role in the context of sustainable business activity. - Any concerns are dealt with within five working days to the satisfaction of the complainant. - No instances of Council funding activities in competition with the private sector.
General promotion of the city is effective and has a measurable input on increased activities in the central city.	June 2006	<ul style="list-style-type: none"> - All performance measurements in the Christchurch City Council/Employers' Chamber contract are achieved and the Council and central city businesses continue to support the programme. - Christchurch recognised as one of New Zealand's leading cultural centres by survey. - Christchurch recognised as a leading city in New Zealand for hosting conventions [number of international conventions held].
Christchurch city recognised nationally and internationally for quality of life, and as a learning city. It will be regarded as a city that supports a healthy and participative population.	Ongoing	<ul style="list-style-type: none"> - National surveys in New Zealand and locally and by feedback from actual arrivals into the city, who have move to Christchurch for lifestyle reasons. - Higher rates of participation in the workforce than any other cities in New Zealand [unemployment rate for Canterbury 3.5% or below]. - Residents rate Christchurch city as a good or very good place to live [target 80%].

CHRISTCHURCH CITY COUNCIL

SCORECARD

INFRASTRUCTURE

KEY OBJECTIVE	TIMING	KPI
Central Traffic Flows	June 2006	<ul style="list-style-type: none"> - A comprehensive study including one way street issues agreed and in place, covering central city roads, pedestrian access, public transport and service vehicle access. Also take into account direct feedback from those businesses affected or will be affected by proposed changes to one-way systems.
Carparking	June 2006	<ul style="list-style-type: none"> - One-hour free parking protected. - Carparking status electronically conveyed to parkers. - Provision of car parks in city is in harmony with promoting activity in central city.
Arterial Roads into City	June 2006	<ul style="list-style-type: none"> - Comprehensive structure for overcoming congestion in arterial roads [Ferry, Blenheim, Papanui and Riccarton Roads, and Rossall Street] - Greater than 80% of residents are satisfied with the quality of traffic signs and markings
Water	June 2006	<ul style="list-style-type: none"> - Full assessment of demand/supply options for fresh water supply to the city and customer satisfaction with water quality and taste. - Reconsideration of user pays. - Residents believe waterways, drains and wetlands are well looked after [target 70%].
Urban Development Strategy	June 2006	<ul style="list-style-type: none"> - Agreed structure for growth in and around Christchurch that will support sustainable economic growth and population growth in the city, based on upper quartile population growth projections.

CHRISTCHURCH CITY COUNCIL SCORECARD

PROCESSES

KEY OBJECTIVE	TIMING	KPI
Building Consent Timings	June 2006	<ul style="list-style-type: none"> - Process 100% of stand-alone project information memoranda (PIMs) within eight working days. - Show an improvement in customer satisfaction [compared to base research results obtained in November 2003]. - 80% of responses to complaints or requests for investigations are completed within five working days [simple category] or 40 working days [complex category].
Customer Service	June 2006	<ul style="list-style-type: none"> - More than 85% of all walk-in and phone-in customers are satisfied or more than satisfied with the service provided.
Land Use and Subdivision Consent Timings	June 2006	<ul style="list-style-type: none"> - Show an improvement in customer satisfaction compared to November 2000. An average score of 7.0 for commercial applicants and 7.1 for private applicants where 1 is the lowest. - Process 100% of non-notified land use consents, which do not require a hearing, within 20 working days. - Process 100% of subdivision applications within 20 working days. - 88% of residents believe that building or land development has not made their area worse.