

**COUNCIL
ACTIVITIES:**

- Contents
- Framework of the LTCCP
- **Activity Plans**
 - Democratic and Corporate Services
 - Parks and Community Services
 - Transport
- **Regulatory**
 - Water and Waste Management
 - Support and Planning
 - Summary Water and Sanitary Services Assessment
 - Solid Waste Management Plan
 - Glossary

Animal Welfare

What we do

The services provided by the Animal Welfare section include:

- Dog control enforcement
- Animal welfare enforcement
- Stock control enforcement
- Impoundment and Animal Care – accommodation
- Adoptions
- Education – dog owner licensing, school groups, general public
- Registrations

Dog Control enforcement services are provided in both Waitakere and North Shore cities under a 'shared services' contract which enables efficiencies resulting in financial savings.

Animal Welfare aims to ensure that animal welfare standards and regulatory requirements are delivered to the community in a fair and equitable manner.

The goals of the business are to:

- Reduce errant dog owner behaviour
- Minimise animal related problems
- Find safe homes for animals left in care
- Promote animal welfare

Why we do it

Green Network – He tuituitanga kakariki	Animal control
Strong Communities – He iwi kaha	Animal control
Sustainable Environment – Kauneke Tauwhiro Taiao	Education of animal owners and the general public in relation to animal welfare
Waiora – Environmental Protection	Animal control

The Council is legally obliged to ensure facilities are provided in Waitakere City to enforce the dog control and stock impoundment legislation. This facility has been confirmed by the Council as an animal welfare facility and therefore must comply with the requirements protecting animals in general which are complementary with dog control requirements.

Managing the impacts of council activities

This activity works positively to minimise the social impacts of errant dog behaviour together with maximising efforts to re-home animals left in their care. The facility is located in an industrial area minimising the impact of noise from animals staying in the kennels.

The substantial amendments to the Dog Control Act 1999 in 2003 and 2004 to meet perceived public concerns have placed a greater responsibility on all dog owners and given wider powers of enforcement to dog control officers.

Levels of service

Standards of service are set by the Biosecurity New Zealand and the Animal Welfare Institute of NZ an approved organisation under the Animal Welfare Act 1999, which regulate and audit the activities of Animal Welfare.

To offset the regulatory side of our service, work continues strongly in the field of education, welfare and re-homing initiatives. These service levels will remain largely unchanged. New legislation dealing with dog micro chipping will not impact on levels of service except perhaps for dangerous dogs, menacing dogs and new dog owners.



Impounded animals must generally be held for a minimum of seven days.

Our levels of service to Waitakere residents

Function	Level of Service Statement	How we will measure this	Future Targets	
			To be achieved by 2009	To be achieved by 2016
Resident safety	To respond to resident complaints about dangerous dogs	Percentage of resident complaints responded to within 1 hour	95%	95%
Animal Welfare	75% of animals are re-homed/ adopted	75% of re-homing/ adoption of animals per annum	75% of re-homing/ adoption of animals per annum	75% of re-homing/ adoption of animals per annum

Maintenance and operations

Animal Welfare operates from council-owned premises in an industrial area of Henderson. The facility includes the kennel block, livestock barn (WIP), education room and administration buildings which are managed and maintained by the Council. All equipment used in the provision of the service is owned by the Council.

Accommodation must be provided for dogs that have been seized or impounded. Accommodation is also provided for animals brought to and left at the facility. Kennels are provided and daily care is carried out.



Where possible animals are re-homed.

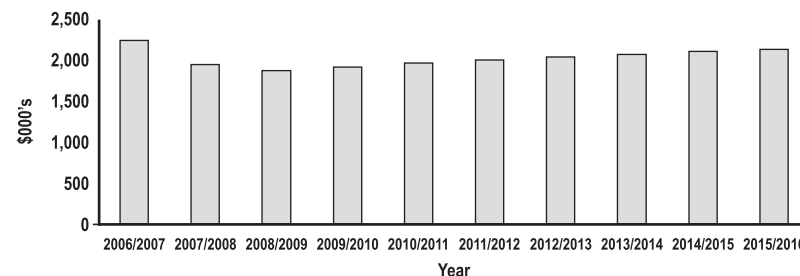
Re-homing /adoption services result in approximately 70-75% of animals being returned to homes.

A fleet of vehicles are used by field officers operating 7 days a week, 24 hours a day patrolling the city and responding to requests and complaints from the community.

Annual dog registration is administered by staff. 100% identification of all non registered dogs is not achievable even through house-to-house investigative work by field officers. 80% of the dogs that are impounded by the Field Officers are unregistered. It is estimated that between 45-50% of dogs in the city are unregistered. Current numbers of registered dogs are 13,500.

A shared services contract with the North Shore City Council means that dog control enforcement services are performed by our staff, using our vehicles, accommodation facilities, processes and systems. The intention is for the Council to share fixed costs such as administration and accommodation incurred in delivering this service, it is not intended that the Council makes a profit. A three-yearly contract means that the Council is able to reassess the impact of changing costs and ensure the benefits of sharing the cost are realised.

Animal Welfare Activity Costs



Future demand

It is difficult to predict how the demographics of the projected population increase will relate to dog ownership. Given that the growth is largely in the form of intensification, into situations such as apartments where dog ownership is less frequent, it is assumed that the population of dogs will remain more or less the same in the foreseeable future and the percentage of dogs unregistered will remain at 45-50%. The current facility will be adequate. It is possible that growth and intensification may lead to increased complaints regarding dogs, and also greater pressure on off leash dog exercise areas. Future reviews of the Dog Control Bylaw will address these issues should they arise.

COUNCIL ACTIVITIES:

- Contents
- Framework of the LTCCP
- **Activity Plans**
 - Democratic and Corporate Services
 - Parks and Community Services
 - Transport
- **Regulatory**
 - Water and Waste Management
 - Support and Planning
 - Summary Water and Sanitary Services Assessment
 - Solid Waste Management Plan
- Glossary

**COUNCIL
ACTIVITIES:**

- Contents
- Framework of the LTCCP
- **Activity Plans**
 - Democratic and Corporate Services
 - Parks and Community Services
 - Transport
- **Regulatory**
 - Water and Waste Management
 - Support and Planning
 - Summary Water and Sanitary Services Assessment
 - Solid Waste Management Plan
 - Glossary

Animal Welfare *(continued)*

In recent years there has been an increase in the number of other animals left in the care of the facility. These services are also provided by other organisations such as the SPCA and the Council will continue to co-operate with other organisations.

Internationally, there is a move to register cats as well as dogs. If new legislation is introduced and impounding cats is used to enforce registration, there will be a significant impact on the capacity of the facility. This event is not likely in the near future and is therefore not budgeted for. Unwanted, starving and dumped cats have a significant impact on the integrity of the Waitakere Ranges.

What we are planning for the future

These services are assumed to remain largely unchanged with a focus on enforcement of animal welfare and dog control legislation. The new legislation dealing with dog micro chipping is considered to have minimal impact on operations as is it complementary to existing processes.

The Council will continue to support animal welfare education programmes that are designed to promote owners' responsibilities in health, safety and registration of their pets. The education centre will become additional space for administration staff with the education programmes being offered at the Solid Waste education centre next door.

Funding the cost – who pays?

Revenue from dog registrations can only be used for the activities that are legislated by the Dog Control Act – i.e. dog control enforcement. Rates funding is used to supplement both dog control enforcement and the animal welfare components.

Dog registration fees will increase to cover additional cost increases due to inflation and changing legislation.

This activity provides a direct benefit to people who own animals, while the entire community benefits from animal welfare by the contribution to safety in public areas and to the environment. User charges are levied on dog owners while general rates support the animal welfare function as opposed to the control function.

New capital expenditure is funded from loan as this is considered to benefit both the current and future community.



Good care and re-homing have brought this dog back to peak condition.

Animal Welfare *(continued)*

Animal Welfare Activity Costs

Details	2006/2007 Budget \$000's	2007/2008 Forecast \$000's	2008/2009 Forecast \$000's	2009/2010 Forecast \$000's	2010/2011 Forecast \$000's	2011/2012 Forecast \$000's	2012/2013 Forecast \$000's	2013/2014 Forecast \$000's	2014/2015 Forecast \$000's	2015/2016 Forecast \$000's
Activity Cost										
Maintenance and Operations	2,256	1,933	1,859	1,906	1,953	1,990	2,028	2,060	2,093	2,119
Depreciation	38	40	41	39	39	39	39	37	31	25
Total	2,294	1,973	1,900	1,945	1,992	2,029	2,067	2,097	2,124	2,144
Activity Revenue										
Dog Registration Fees, Contract Income and Other Charges	1,510	1,134	1,041	1,102	1,161	1,193	1,219	1,247	1,275	1,297
General Rates	769	824	844	843	831	836	848	850	849	847
Depreciation Reserve	15	15	15	-	-	-	-	-	-	-
Total	2,294	1,973	1,900	1,945	1,992	2,029	2,067	2,097	2,124	2,144
Net Activity Surplus (Deficit)	-	-	-	-	-	-	-	-	-	-
Capital Expenditure										
Capital Expenditure	87	185	-	-	-	-	-	-	-	-
Total	87	185	-	-	-	-	-	-	-	-
Funded by:										
Loan	87	185	-	-	-	-	-	-	-	-
Total	87	185	-	-	-	-	-	-	-	-

100% Allocated to Strong Communities

Conclusion

The Council will maintain its statutory role for dog control. In addition, emphasis will be given to education, welfare and re-homing.

VOLUME 2

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- Contents
- Framework of the LTCCP
- **Activity Plans**
 - Democratic and Corporate Services
 - Parks and Community Services
 - Transport
- **Regulatory**
 - Water and Waste Management
 - Support and Planning
 - Summary Water and Sanitary Services Assessment
 - Solid Waste Management Plan
- Glossary

**COUNCIL
ACTIVITIES:**

- Contents
- Framework of the LTCCP
- **Activity Plans**
 - Democratic and Corporate Services
 - Parks and Community Services
 - Transport
- **Regulatory**
 - Water and Waste Management
- Support and Planning
- Summary Water and Sanitary Services Assessment
- Solid Waste Management Plan
- Glossary

Vehicle Testing Station

What we do

The core business of the Council’s testing station is the provision of vehicle safety inspections or Warrant of Fitness (WOF) tests. Other services include:

- Emissions testing for petrol and diesel vehicles
- Motor Registrations/Licensing
- Change of ownership processing
- All Registration plate transactions
- Road User Charges (RUC) processing
- Driver licensing testing

Although not mandated by statute to provide the service, ensuring safety of vehicles and drivers on the road and developing opportunities for emissions testing are good reasons for the Council to be involved. This activity is a source of revenue to the Council.

Why we do it

Sustainable Environment – Kauneke Tauwhiro Taiao	Emission testing
Waioara – Environmental Protection	Emission testing

Historically the Vehicle Testing Station was established to provide an unbiased warrant of fitness service as at the time there were no independent operators available in the area. Since then, Vehicle Testing New Zealand Limited (VTNZ) and On Road have established businesses in the Henderson area.



The Testing Station not only brings in revenue to the Council but also ensures safety for vehicles and drivers on the road.

Managing the impacts of council activities

The Testing Station works positively to minimise the impacts of motor vehicle use on the environment through its vehicle emissions testing programme. The workplace is designed to ensure safety of both customers and operators during the testing process.

Levels of service

As a heavily regulated business, there are technical service level requirements stipulated in governing regulations and measured by the governing body (Land Transport NZ). These service levels will remain largely unchanged. However, if there is legislation introduced governing emissions testing in the future it will result in an additional service requirement. The numbers of inspections are expected to remain constant.

Our levels of service to Waitakere residents

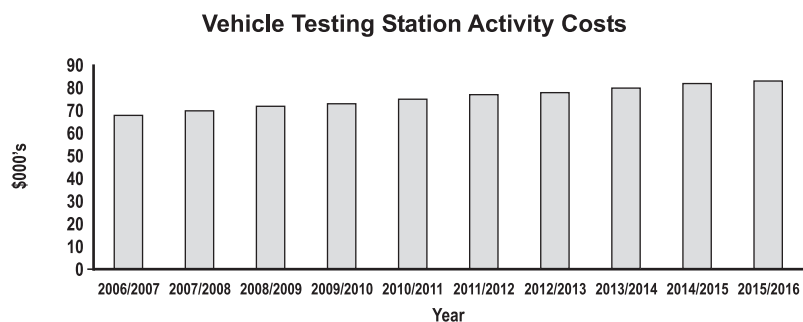
Activity	Level of Service Statement	How we will measure this	Future Targets	
			To be achieved by 2009	To be achieved by 2016
Vehicle Safety Inspections	To provide accurate inspections in compliance with all legislation to ensure road safety	Total number of Warrant of Fitness vehicle inspections undertaken	32,000 inspections per annum	32,000 inspections per annum
Emissions Testing	To encourage vehicle owners to participate in the offer of free emissions testing	Total number of vehicles that undergo emissions testing at the Council owned Vehicle Testing Station	Between 6,000 and 8,000 vehicles tested per annum	Between 6,000 and 8,000 vehicles tested per annum

The targets represent the Testing Station’s maximum capacity.

Maintenance and Operations

The Vehicle Testing Station is governed under the regulations of Land Transport NZ (LTNZ) which relate to staff qualifications, information that must be collected and the equipment used. The Testing Station markets itself as unbiased by providing an independent assessment and not offering repair services or working in partnership with local repair providers.

The volume of vehicles through the Testing Station steadily declined over the period 1999 to 2005. Some of this has been due to increased competition. However, new regulations have increased actual inspection times which impact peak times during the week. In the year 2000 the inspection time required was an average of 12 minutes per vehicle as opposed to the present time of an average of 20-25 minutes.



Currently around seven inspectors are operating each day but level fluctuates depending on demand, with Saturday and Monday being the busiest and Sunday the quietest. To meet future demand predictions, allowance has been made for 10 inspectors.

Free emissions testing is performed at the testing station by a dedicated staff member. There are approximately 6,000 to 8,000 tests carried out annually.

The Testing Station operates from a custom built facility in Henderson that is leased by the Council. Equipment used in the provision of the service is owned by the Council. The information that must be collected to issue certificates and licenses is updated to a central system owned and managed by Land Transport NZ.

Future demand

Meeting acceptable service waiting times experienced by customers is already an issue for management. Increasing customer numbers together with the introduc-

tion of emissions testing and other regulatory requirements will further impact on waiting times.

Demand is expected to remain more or less the same in terms of the number of customers, however the times when these customers use the facility is not considered to be predictable. For example, Mondays and Tuesdays were considered to be off-peak last year resulting in an incentive being offered to retired persons to use the facility on those days. This is no longer so. Similarly, Saturdays have recently proven to be peak demand which was not the case last year.

Increasing staff resources beyond 10 inspectors at any given time to reduce or maintain current waiting times will not result in more customer throughput at peak times due to the limited space and availability of machinery.

Demand at peak times is currently managed by encouraging customers to use a pre-booking facility which guarantees reduced waiting times (20-25 minutes). Despite pre-booking being free and offering a guaranteed waiting time for the past 2-3 years, the uptake for this service has been slow. In order to meet additional peak flow demands within current service levels, the Council will continue to promote pre-booking.

What we are planning for the future

No further changes to current services are proposed, however, this may need to be reviewed if new legislation governing emissions testing is introduced. The focus will be on improving customer service to retain existing levels whilst encouraging others to use this facility. As the Testing Station has been under intense pressure from private sector competition, marketing is now a key element to ensure the business operates successfully.

The focus going forward will be to balance customer satisfaction with compliance. This is a delicate balance between waiting time, price and meeting the legislative requirements.

The actual time required for the inspection has risen by 52%, whilst the fee that we can charge has risen by 25%. However, to stay competitive, there is no plan for increasing charges for these services. Should emissions testing become a legal requirement, then opportunities for charging for this service will be introduced.

Funding the cost - who pays?

The Testing Station operates commercially and operations are self-funding. The operation is expected to provide revenue to the Council of around \$90,000 each year.

COUNCIL ACTIVITIES:

- Contents
- Framework of the LTCCP
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 - Democratic and Corporate Services
 - Parks and Community Services
 - Transport
- **Regulatory**
 - Water and Waste Management
 - Support and Planning
 - Summary Water and Sanitary Services Assessment
 - Solid Waste Management Plan
- Glossary

**COUNCIL
ACTIVITIES:**

- Contents
- Framework of the LTCCP
- **Activity Plans**
 - Democratic and Corporate Services
 - Parks and Community Services
 - Transport
- **Regulatory**
 - Water and Waste Management
 - Support and Planning
 - Summary Water and Sanitary Services Assessment
 - Solid Waste Management Plan
 - Glossary

Vehicle Testing Station *(continued)*

In line with the eco-city vision, the Testing Station has provided a free emissions testing service. This has been funded from rates.

The revenue from road user charges, driver licensing and change of ownership is fixed by LTNZ. The revenue from this is on a commission basis. The assumption is that these fees will remain the same with costs associated with this service being recovered.

Emission testing is funded from rates as this is considered to benefit the community at large by encouraging the reduction of vehicle emissions.



To help meet the Council's eco city vision the Testing Station currently provides free vehicle emissions testing.



Pre-booking to reduce waiting times is being promoted by the Council.

Vehicle Testing Station Activity Costs

Details	2006/2007 Budget \$000's	2007/2008 Forecast \$000's	2008/2009 Forecast \$000's	2009/2010 Forecast \$000's	2010/2011 Forecast \$000's	2011/2012 Forecast \$000's	2012/2013 Forecast \$000's	2013/2014 Forecast \$000's	2014/2015 Forecast \$000's	2015/2016 Forecast \$000's
Activity Costs										
Emissions Testing	67	69	71	72	74	76	77	79	81	82
Vehicle Testing	1,156	1,183	1,222	1,253	1,277	1,311	1,335	1,360	1,385	1,407
Vehicle Testing Depreciation	8	6	6	6	5	3	2	2	-	-
Total	1,231	1,258	1,299	1,331	1,356	1,390	1,414	1,441	1,466	1,489
Activity Revenue										
Vehicle Testing	1,325	1,455	1,499	1,539	1,578	1,616	1,649	1,682	1,714	1,742
Total	1,325	1,455	1,499	1,539	1,578	1,616	1,649	1,682	1,714	1,742
Net Activity Surplus (Deficit)	94	197	200	208	222	226	235	241	248	253
Capital Expenditure										
Vehicle Testing Station	15	-	-	-	-	-	-	-	-	-
Total	15	-	-	-	-	-	-	-	-	-
Funded by:										
Accumulated Funds	15	-	-	-	-	-	-	-	-	-
Total	15	-	-	-	-	-	-	-	-	-

Conclusion

With growing competition in recent years from other service providers throughout Waitakere City, the sustainability of the Testing Station operation has been

challenged and efforts must continue to maintain market share. Reducing current waiting times by smoothing out peak flows is critical to maintaining market share and will be achieved through promoting the pre-booking facility.