

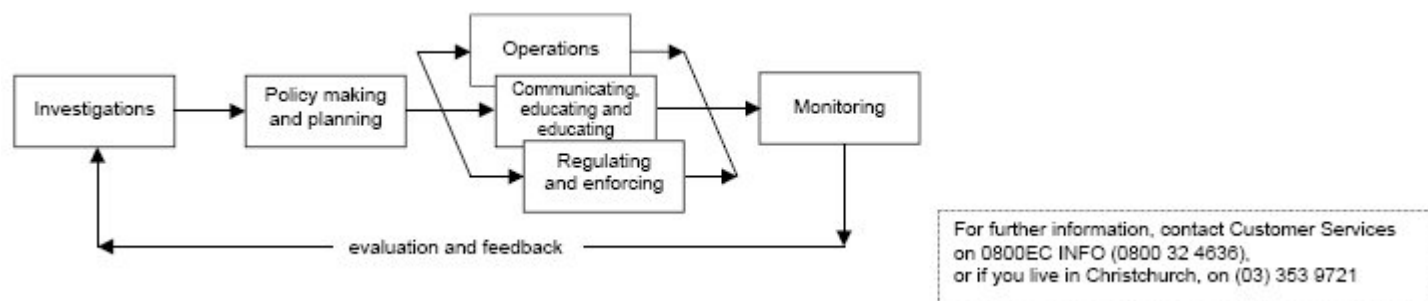
## Draft Project levels of service for 2007/08

This document lists the projects, and levels of service we intend to deliver in 2007/08. Projects are listed by activity for each of the following 13 groups of activities.

1. Air quality
2. Coastal environment
3. Democratic process
4. Emergency management
5. Energy
6. Hazards
7. Land
8. Navigation safety
9. Pests and biosecurity
10. Public passenger transport
11. Regional land transport
12. Waste, hazardous substances and contaminated sites
13. Water quality, quantity and ecosystems

For each activity you will find details about each project, including the level of service we intend to deliver.

The sequence of our activities can be shown in the feedback loop below.



## Group of activities: Air Quality

### Activity: 1 Investigations

Name	Level of Service	Quantity	Timeliness
0260 Air Quality Investigations Project Leader : Angie Scott	Carrying out air quality investigations in Canterbury towns to quantify and forecast emissions, monitor hazardous air pollutants, apportion sources, and model air sheds	6 reports; updated HAP database	reports by 30 Jun 08; HAP database updated throughout year as results are received

### Activity: 2 Policy making and planning

Name	Level of Service	Quantity	Timeliness
0341 Natural Resources RP - Air Project Leader : Linda Kirk	Progressing the air chapter of the Proposed Natural Resources Regional Plan and initiating variations to address air quality issues in Timaru, Kaiapoi, Rangiora and Ashburton	evidence to Environment Court as required	30 Jun 08
0646 District Planning Liaison - Air Project Leader : Vin Smith	Lodging submissions and appeals with district and city councils and the Environment Court to ensure district and city plans are consistent with Environment Canterbury's plans and strategies	as required	lodged within statutory timeframes

### Activity: 3 Monitoring

Name	Level of Service	Quantity	Timeliness
0262 Air Quality Monitoring Project Leader : Teresa Aberkane	Monitoring air quality in Christchurch, Timaru, Kaiapoi, Rangiora, Ashburton, Geraldine and Waimate to provide information on the state of ambient air quality, and to assess trends and policy effectiveness	1 report	report by 30 Jun 08 on monitoring during 2006 calendar year
0640 State of Environment Report - Air Project Leader : Ken Taylor	Collecting information for the 08/09 edition of the State of the Environment report	1 dataset	all year

### Activity: 4 Operations

Name	Level of Service	Quantity	Timeliness
0391 Clean Air Programme Project Leader : Mike Gaudin	Assisting people through the Clean Heat Project to convert to cleaner forms of home heating, to meet the National Environmental Standard	3,924 Christchurch homes	30 Jun 08

### Activity: 5 Communicating, educating and advocating

Name	Level of Service	Quantity	Timeliness
0203 Public Information - Air Quality Project Leader : Jane Smithson	Raising the level of understanding that home heating is the main cause of winter-time air pollution	Christchurch residents: 55%	30 Jun 08

Name	Level of Service	Quantity	Timeliness
		Timaru residents: 45% (as measured by annual Clean Heat awareness survey); 1 secondary and primary school education programme; 1 wintertime advertising programme	
0255 Advisory Services - Consents - Air Project Leader : Don Rule	Providing accurate advice on consent processing, management and compliance	all enquiries	all year

## Activity: 6 Regulating and enforcing

Name	Level of Service	Quantity	Timeliness
0653 Resource Consent Processing - Air Project Leader : Don Rule	Making decisions on resource consent applications	surveyed customer rating exceeds 80% positive	decisions made within statutory timeframes
0662 Resource Consent Compliance Monitoring - Project Leader : Evan Walker	Monitoring resource consents for compliance in accordance with the Monitoring Procedures manual; all significant non-compliances are actioned	all significant non-compliances are followed to resolution	all year
0663 RMA Enforcement - Air Project Leader : Bob Simpson	Investigating complaints of alleged breaches of the RMA, and actioning and reporting in accordance with Pollution Hotline Response Manual and Enforcement Procedure guidelines	all complaints	action decisions are made within 30 minutes of notification, formal enforcement occurs within statutory deadlines
0669 Solid Fuel Burners Authorisation Project Leader : Don Rule	Making decisions on applications and ensuring all approved burners are compliant	100% of applications	decision advised to applicant within 15 working days
0673 Environment Court Consent Objections and Project Leader : Don Rule	Making decisions on resource consent objections and cost objections	100% of objections	decisions advised to appellant within 15 working days
0688 Permitted Activities Compliance Monitori Project Leader : Evan Walker	Monitoring permitted activities for compliance in accordance with procedures manual	all notified permitted activities	all year

## Group of activities: Coastal environment

### Activity: 1 Investigations

Name	Level of Service	Quantity	Timeliness
0279 Coastal Hazards Investigations Project Leader : Justin Cope	Undertaking investigations relating to coastal hazards affecting the region to the standards detailed in multi-partner MOUs	3 technical reports, wave climate monitored at two deep water sites, and sea level monitored at two coastal sites	reports 30 Jun 08; monitoring all year
0290 Coastal Water Quality Investigations Project Leader : Lesley Bolton-Ritchie	Carrying out detailed coastal water quality investigations and researching the causes and effects of coastal water quality issues on ecosystem health	1 investigation, 1 report	report completed by 30 Jun 08

### Activity: 2 Policy making and planning

Name	Level of Service	Quantity	Timeliness
0344 Regional Coastal Environment Plan Project Leader : Richard Ball	Providing policy advice to the Council on coastal planning matters, including participating in national initiatives such as the review of the New Zealand Coastal Policy Statement and Oceans Policy	as required	all year
0645 District Planning Liaison - Coastal Envi Project Leader : Vin Smith	Lodging submissions and appeals with district and city councils and the Environment Court to ensure district and city plans are consistent with Environment Canterbury's plans and strategies	as required	lodged within statutory timeframes

### Activity: 3 Monitoring

Name	Level of Service	Quantity	Timeliness
0273 Coastal & River Environment Monitoring Project Leader : Mirella Pompei	Keeping a geodatabase to consolidate information on access to the Canterbury coastline up-to-date with attribute fields relevant and current, and information verified	1 geodatabase	all year
0278 Coastal Hazards Monitoring Project Leader : Justin Cope	Monitoring the occurrence, magnitude and extent of coastal hazards and their impacts with fieldwork and data analyses undertaken according to the Coastal Environment Monitoring Procedures Manual	2 technical reports, 250 sites	reports 30 Jun 08; monitoring at least annually
0289 Coastal Water Quality Monitoring Project Leader : Lesley Bolton-Ritchie	Monitoring water quality and biology of coastal waters at representative sites along the Canterbury coastline to provide information on the state of the resource, and to assess trends and policy effectiveness	3 reports, updated water quality database	reports completed by 30 Jun 08; water quality database updated automatically as results are received from the laboratory

Name	Level of Service	Quantity	Timeliness
0639 State of Environment Report - Coastal Project Leader : Ken Taylor	Collecting information for the 08/09 edition of the State of the Environment report	1 dataset	all year

## Activity: 5 Communicating, educating and advocating

Name	Level of Service	Quantity	Timeliness
0215 Coastal Communications Project Leader : Sian Carvell	Raising awareness and understanding by community groups and school communities of the ecological values of Canterbury's coastal environment	85% of participants or more agree that ECan's programmes have raised awareness and understanding	30 Jun 08
0227 Planning Advisory - Coastal Environment Project Leader : Frank Stewart	Providing policy advice to the Council on all planning matters	as required	all year
0230 Public Information - Coastal Project Leader : Justin Cope	Facilitating a coastal research and management workshop for the region, with workshop notes published in New Zealand Coastal Society newsletter	1 workshop, 90% of respondents benefiting from the workshop	30 Jun 08
0233 Advocacy - Coastal Environment Project Leader : Phil McGuigan	Supporting community based groups in their efforts to care for the coastal environment including bathing beaches	all items on the annual action list	all year
0247 Environmental Advisory Services - Coasta Project Leader : Justin Cope	Responding to requests for advice on coastal resource issues from the public and other agencies	100%	within 10 working days
0256 Advisory Services - Consents - Coastal E Project Leader : Don Rule	Providing accurate advice on consent processing, management and compliance	all enquiries	all year
0454 Avon / Heathcote Non Statutory Plan Impl Project Leader : Jenny Bond	Supporting the Avon Heathcote Estuary Trust (AHET) in their efforts to implement the AHET Ihutai Plan, aimed at improving the ecological health of the estuary and Avon and Heathcote feeder rivers	all items on the annual action list	all year

## Activity: 6 Regulating and enforcing

Name	Level of Service	Quantity	Timeliness
0658 Marine Pollution Enforcement Project Leader : Peter Buell	Responding to marine oil spills	100%	within 90 minutes of reporting
0661 Resource Consent Compliance Monitoring - Project Leader : Evan Walker	Monitoring resource consents for compliance in accordance with the Monitoring Procedures manual; all significant non-compliances are actioned	all significant non-compliances are followed to resolution	all year
0664 RMA Enforcement - Coastal Environment Project Leader : Bob Simpson	Investigating complaints of alleged breaches of the RMA, and actioning and reporting in accordance with Pollution Hotline Response Manual and Enforcement Procedure guidelines	all complaints	action decisions are made within 30 minutes of notification, formal enforcement occurs

Name	Level of Service	Quantity	Timeliness
			within statutory deadlines.
0674 Environment Court Consent Objections and Project Leader : Don Rule	Making decisions on resource consent objections and cost objections	100% of objections	decisions advised to appellant within 15 working days
0681 Permitted Activities Compliance Monitoring Project Leader : Evan Walker	Monitoring permitted activities for compliance in accordance with procedures manual	all notified permitted activities	all year
0682 Resource Consent Processing - Coastal Environment Project Leader : Don Rule	Making decisions on resource consent applications	surveyed customer rating exceeds 80% positive	decisions made within statutory timeframes

## Group of activities: Democratic process

### Activity: 1 Investigations

Name	Level of Service	Quantity	Timeliness
0206 Official Information Requests Project Leader : Jude Pani	Responding to official information requests	100%	within statutory timeframes

### Activity: 2 Policy making and planning

Name	Level of Service	Quantity	Timeliness
0201 Council & Committee Meetings Project Leader : Jude Pani	Undertaking governance duties, holding council meetings, providing opportunities for people to have input into policy development, and making decisions that reflect the best interests of the community	estimated meeting number: 35 council meetings and workshops, 90 committee meeting	all year
0204 Ratepayer Servicing Project Leader : Jude Pani	Councillors undertaking their representation role and engaging with their communities	14 councillors	all year
0210 Long Term Council Community Plan Project Leader : Neil Pilbrow	Producing the 2008/09 Annual Plan	1 Annual plan (and summary if an amendment to the 2006-16 LTCCP is required)	30 Jun 08
0234 Portfolio Management Project Leader : Neil Pilbrow	Co-ordinating development of portfolio strategies, work programmes and budgets for delivering ECan's contribution to community outcomes, and monitoring performance against portfolio levels of service	13 portfolios	all year
0235 Regional Strategy Project Leader : Helen Sellwood	Undertaking initiatives and opportunities that were unforeseen in the 2007/08 Annual Plan	As required	all year
0277 Plan Implementation and Effectiveness Mo Project Leader : Richard Ball	Developing and maintaining systems to monitor the implementation and effectiveness of policy documents	1 database system	all year
0704 Regional Policy Statement Review Project Leader : Richard Ball	Reviewing the Regional Policy Statement	1 report	30 Jun 08

### Activity: 3 Monitoring

Name	Level of Service	Quantity	Timeliness
0218 Awareness Surveys Project Leader : Chris Macann	Undertaking a survey of public awareness about ECan's functions	1 survey	30 Jun 08

### Activity: 4 Operations

Name	Level of Service	Quantity	Timeliness
0208 Council Elections Project Leader : Jude Pani	Making provision for triennial council elections (next in 2007) and by-elections, if required	as required	all year
0221 Archives Project Leader : Dave Lewitt	Making the Council's archives available to the public	as required	95% of enquiries responded within 3 working days
0271 Chatham Islands Council Services Project Leader : Helen Sellwood	Providing regional council services and advice to the Chatham Islands Council	1 contract for service	all year

## Activity: 5 Communicating, educating and advocating

Name	Level of Service	Quantity	Timeliness
0202 Public Information- Corporate Project Leader : Bill Simpson	Informing the community about environmental management issues	More than 70% of residents are aware that ECan 's main purpose is environmental management and planning (as measured by the annual public awareness survey)	all year
0207 Liaison Tangata Whenua Project Leader : John Glennie	Providing iwi liaison services, including: arranging and facilitating consultation between ECan, Te Runanga o Ngai Tahu and Nga Runanga; assisting with building and maintaining good working relationships between ECan, Te Runanga o Ngai Tahu and Nga Runanga	as required	all year
0211 Publicity Project Leader : Frances Adank	Informing the community about environmental management issues	90% of the news media are well-informed of major ECan's decisions (as measured by a news media customer satisfaction survey conducted in alternate years)	all year
0212 Education Liaison Project Leader : Sian Carvell	Extending the Enviroschools programme and providing encouragement and resources for teachers interested in education for sustainability	increased number of schools participating in Enviroschools	30 Jun 08
0213 Resource Management Award Project Leader : Chris Macann	Recognising people or groups who excel in environmental management	1 awards ceremony	30 Jun 08
0216 Annual Report Project Leader : Helen Sellwood	Reporting on achievements in 2006/07 in the Annual Report and summary, with clean Audit certificates	1 report and summary	30 Sept 07
0231 Internet Site Maintenance	Providing information via the Council's Internet site	1 website	available 99% of the

Name	Level of Service	Quantity	Timeliness
Project Leader : Dave Lewitt			time
0232 Communications Strategy Development Project Leader : Bill Simpson	Reviewing and revising communications strategies for major portfolios (air, land, water and democratic process)	4 strategies	30 Jun 08
0351 Advisory Services- Corporate Project Leader : Martin Foley	Providing information and advice in a timely manner in response to enquiries	customer satisfaction survey of 'good' and 'excellent' of at least 90%; abandonment of less than 5%	80% or more calls answered within 20 secs; requests for information responded to within 2 business days, 80% of Land Information reports processed within 10 business days

## Group of activities: Emergency management

### Activity: 2 Policy making and planning

Name	Level of Service	Quantity	Timeliness
0350 Hazard Reduction Project Leader : Mitch Mitchell	Providing an "all hazards" risk analysis foundation for CDEM planning	100%	all year
0558 Regional CDEM Policy Project Leader : John Fisher	Meeting Environment Canterbury's statutory emergency response obligations with co-ordinated plans in place for flood hazard, marine oil spill and breaches to the RMA	100%	all year
0620 Engineering Lifelines (in Eqs & Other Ha Project Leader : Dawn Davison	Assisting agencies responsible for the provision of lifelines utilities (critical infrastructure) to prepare to be able to function to the fullest possible extent during and after an emergency		

### Activity: 4 Operations

Name	Level of Service	Quantity	Timeliness
0550 CDEM Group Contract Project Leader : John Fisher	Maintaining and further enhancing the CDEM Group Plan and associated documents to support the Group's reduction, readiness, response and recovery activities	100%	all year
0552 Civil Defence Radio & Telephone Systems Project Leader : John Fisher	Providing a resilient CDEM Group emergency communications system for emergency events	100%	all year
0556 Civil Defence Base Operations - Regional Project Leader : John Fisher	Providing an effective CDEM Group readiness response organisation to respond to emergency situations	100%	all year

### Activity: 5 Communicating, educating and advocating

Name	Level of Service	Quantity	Timeliness
0553 Civil Defence Training - Regional Project Leader : John Fisher	Training CDEM staff for emergency events	100%	all year
0554 Public Information- Civil Defence - Regi Project Leader : John Fisher	Providing hazard awareness education and educating stakeholders on mitigation measures and what to do in emergencies. Providing information during emergencies to keep stakeholders informed of what is happening and what to do	100%	all year

## Group of activities: Energy

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### Activity: 1 Investigations

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Name	Level of Service	Quantity	Timeliness
0282 Energy Resource Investigations Project Leader : Mike O'Connell	Investigating the energy relationship across portfolios	1 report	30 Jun 08

### Activity: 2 Policy making and planning

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Name	Level of Service	Quantity	Timeliness
0602 Regional Energy Strategy Project Leader : Mike O'Connell	Monitoring the Regional Energy Strategy and developing energy action plans	1 action plan, 1 report, 4 meetings	30 Jun 08
0644 District Planning Liaison - Energy Project Leader : Vin Smith	Lodging submissions and appeals with district and city councils and the Environment Court to ensure district and city plans are consistent with Environment Canterbury's plans and strategies	as required	lodged within statutory timeframes

### Activity: 3 Monitoring

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Name	Level of Service	Quantity	Timeliness
0285 Energy Resource Monitoring Project Leader : Mike O'Connell	Undertaking the biennial regional energy survey and related energy surveys	1 survey	30 Jun 08

### Activity: 4 Operations

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Name	Level of Service	Quantity	Timeliness
0392 Energy Demonstration Projects Project Leader : Mike O'Connell	Developing energy information resources and providing support for projects demonstrating energy efficiency and sustainable use of energy	2 demonstration projects	30 Jun 08

## Group of activities: Hazards

### Activity: 1 Investigations

Name	Level of Service	Quantity	Timeliness
0322 Ashley Floodplain Hydraulic Modelling Project Leader : Tony Oliver	Developing a 2-dimensional hydraulic model for the Ashley River floodplain	1 operational model, 1 technical report	30 Jun 08
0326 Natural Hazards Investigations Project Leader : Tony Boyle	Co-ordinating benchmarks and updating the register of all benchmark location changes and their associate corrections	1 updated register	30 Jun 08
0330 Earthquake Hazard and Risk Assessment Project Leader : Dawn Davison	Undertaking investigations into earthquake hazard in two Districts, and off-shore earthquakes	3 reports	30 Jun 08
0332 Washdyke Creek Flood Protection Investig Project Leader : Tony Oliver	Establishing a Rating District to implement flood mitigation measures	1 rating district	30 Jun 08

### Activity: 2 Policy making and planning

Name	Level of Service	Quantity	Timeliness
0303 Waimakariri R Floodplain Planning Project Leader : Laurie McCallum	Making progress on resolving floodplain management planning issues with land owners on the south side of the lower Waimakariri River	as required	all year
0315 Arowhenua Floodplain Management Strategy Project Leader : Tony Boyle	Presenting a report on flood reduction measures that is acceptable to the affected landowners to the community for implementation	1 report	30 Jun 08
0317 Levels Plain Floodplain Management Strat Project Leader : Tony Oliver	Developing a draft floodplain management strategy	1 draft strategy	30 Jun 08
0319 Pleasant Point Floodplain Management Str Project Leader : Tony Oliver	Calibrating a model of Pleasant Point flooding	1 calibrated model	30 Jun 08
0320 Avon River/Otakaro Floodplain Management Project Leader : Laurie McCallum	Publishing a draft floodplain management strategy for the Avon River/Otakaro floodplain, jointly with the Christchurch City Council (subject to CCC resource availability) and releasing it for public consultation	1 draft strategy	30 Jun 08
0323 Temuka Floodplain Management Strategy Project Leader : Tony Oliver	Developing an operational model of Temuka township flooding	1 operational model	30 Jun 08
0327 District Planning Liaison - Natural Haza Project Leader : Vin Smith	Lodging submissions and appeals with district and city councils and the Environment Court to ensure district and city plans are consistent with ECan's plans and strategies	as required	lodged within statutory timeframes
0328 Tinwald Floodplain Management Strategy Project Leader : Tony Oliver	Investigating flood mitigation measures for Carters and Lagmhors Creeks and consulting with the community	1 report, 1 consultation process completed	30 Jun 08
0333 Pareora Floodplain Management Strategy Project Leader : Tony Oliver	Presenting a report on implementation of the Pareora Floodplain Management Strategy to the community	1 report	30 Jun 08

Name	Level of Service	Quantity	Timeliness
0358 Building Act Requirements Project Leader : Richard Ball	Developing policy to comply with the requirements of the Building Act	1 policy	30 Jun 08

### Activity: 3 Monitoring

Name	Level of Service	Quantity	Timeliness
0329 Natural Hazards Monitoring Project Leader : Tony Boyle	Carrying out riverbed level cross section surveys, processing and analysing the data, and incorporating it into the River Mean Bed Level Database; and managing removal of gravel from river beds	1 up-to-date database	all year
0648 State of Environment Report - Natural Ha Project Leader : Ken Taylor	Collecting information for the 08/09 edition of the State of the Environment report	1 dataset	all year

### Activity: 4 Operations

Name	Level of Service	Quantity	Timeliness
0250 Flood Alerts & Flood Management Project Leader : Ross Vesey	Providing flood warnings to the Police, Civil Defence, Territorial Authorities, utility operators, and the public via radio stations and river infoline	all flood events exceeding agreed trigger levels	24 hours per day
0325 Public & Rating Catchment District Meeti Project Leader : Ross Vesey	Consulting with rating district representatives on work programmes and expenditure budgets	35 meetings	30 Apr 08
0730 Catchment Works In Rating Districts Project Leader : Ross Vesey	Maintaining and operating erosion, flood and drainage schemes to agreed performance levels	maintenance programmes for 60 schemes	all year

### Activity: 5 Communicating, educating and advocating

Name	Level of Service	Quantity	Timeliness
0254 Advisory - Natural Hazards Project Leader : Philip Lees	Responding to enquiries about natural hazards and implementing the river report infoline promotional programme	100%	within 10 working days
0349 Advisory - River Engineering Project Leader : Ross Vesey	Providing advice on river engineering and erosion control	as required	all year

## Group of activities: Land

### Activity: 1 Investigations

Name	Level of Service	Quantity	Timeliness
0379 Land Resource Investigations Project Leader : Jeromy Cuff	Acquiring and interpreting land resources data and undertaking investigations for preparing and implementing regional plans	2 technical reports	30 Jun 08

### Activity: 2 Policy making and planning

Name	Level of Service	Quantity	Timeliness
0343 Natural Resources RP - Land Project Leader : John Glennie	Progressing variation 1 hearings	1 hearing	30 Jun 08
0619 Urban Development Strategy Project Leader : Laurie McCallum	Preparing an Urban Development Strategy for metropolitan Christchurch	1 strategy	30 Jun 08
0626 Tenure Review Project Leader : Cathie Brumley	Identifying areas of concern to ECan and recommending appropriate changes to each tenure review proposal	1 report	by submission closing date
0627 Ngai Tahu Sites of Significance Project Leader : John Glennie	Progressing towards a variation introducing sites of significance into NRRP	1 report	30 Jun 08
0630 Biodiversity Strategy Project Leader : Andrew Willis	Providing policy advice to the Council on biodiversity matters including the development of action plans for the biodiversity strategy and grants for the enhancement of wetlands	as required	30 Jun 08
0650 District Planning Liaison - Land Project Leader : Vin Smith	Lodging submissions and appeals with district and city councils and the Environment Court to ensure district and city plans are consistent with Environment Canterbury's plans and strategies	as required	lodged within statutory timeframes

### Activity: 3 Monitoring

Name	Level of Service	Quantity	Timeliness
0283 Landscape, Ecology & Heritage Monitoring Project Leader : Philip Grove	Undertaking ecological monitoring programmes and compiling property/management plans for wetlands, forest remnants and exotic tree spread	2 technical reports, and property plans as requested	30 Jun 08
0352 Soil Resources Monitoring Project Leader : Jeromy Cuff	Monitoring soil quality and loss with fieldwork undertaken according to Soils Monitoring Procedures Manual and analyses undertaken by accredited laboratory	3 technical reports	30 Jun 08
0353 Land Use and Land Cover Monitoring Project Leader : Jeromy Cuff	Monitoring regional changes in land use and land cover, and interpreting land resource data for preparing and implementing regional plans	4 technical reports	30 Jun 08

### Activity: 4 Operations

Name	Level of Service	Quantity	Timeliness
0705 ECan Land Management Project Leader : Brian Dimbleby	Managing biodiversity values and leasing land to provide commercial rental returns	8 locations, 12342ha.	all year
	Maintaining commercial forest that support the flood protection infrastructure on Canterbury rivers or protection of land from soil erosion.	2500ha	all year
	Providing access and recreational opportunities on ECan land in rivers and forest reserves	Waimakariri River, Tekapo Forest	all year

## Activity: 5 Communicating, educating and advocating

Name	Level of Service	Quantity	Timeliness
0244 Environmental Advisory Services - Land Project Leader : Zach Hill	Responding to requests for advice on land resources issues in from the public and other agencies	100%	within 10 working days
0251 Advisory Services - Consents - Land Project Leader : Don Rule	Providing accurate advice on consent processing, management and compliance	all enquiries	all year
0393 Sustainable Land Use Practices Promotion Project Leader : Phil McGuigan	Providing communities with information to assist them in achieving sustainable land use	as required	all year
0397 Wetlands Communications Project Leader : Mick O'Donnell	Promoting and facilitating wetland enhancement	2 community enhancement projects	30 Jun 08
0398 Living Streams Communications Project Leader : Jane Smithson	Encouraging enhancement of lowland streams	2 new priority catchments, 2 existing catchments	30 Jun 08
0450 Landcare Groups Project Leader : Phil McGuigan	Supporting community based groups in their efforts to care for the land resource	as required	all year
0451 Environment Enhancement Fund Project Leader : Phil McGuigan	Providing incentives for enhancing indigenous biodiversity	as required	all year
0452 Ballance Farm Environment Awards Project Leader : Phil McGuigan	Recognising outstanding examples of sustainable farming practice through Ballance Farm Environment Awards	1 awards process	30 Jun 08
0453 Industry Initiatives Project Leader : Phil McGuigan	Working with agricultural industry sectors to integrate environmental management into farm management	as required	all year
0641 State of Environment Report - Land Project Leader : Ken Taylor	Collecting information for the 08/09 edition of the State of the Environment report	1 dataset	all year
0713 Compliance & Enforcement Special Project Project Leader : Evan Walker	Developing a proposal for the integration of the administration of on-site sewage treatment and disposal between Environment Canterbury and territorial authorities	1 proposal	30 Jun 08

## Activity: 6 Regulating and enforcing

Name	Level of Service	Quantity	Timeliness
0652 Resource Consent Processing - Land Project Leader : Don Rule	Making decisions on resource consent applications	surveyed customer rating exceeds 80% positive	decisions made within statutory timeframes
0654 Land Improvement Agreement Management Project Leader : Roger Gould	Administering and discharging Land Improvement Agreements (LIAs) and monitoring Rabbit and Land Management LIAs in accordance with programme and procedures manual	100% of LIAs administered, 10% of Rabbit and Land Management LIAs monitored, discharges as required	applications for discharges processed within one month.
0656 Resource Consent Compliance Monitoring - Project Leader : Evan Walker	Monitoring resource consents for compliance in accordance with the Monitoring Procedures manual; all significant non-compliances are actioned	all significant non-compliances are followed to resolution	all year
0657 RMA Enforcement - Land Project Leader : Bob Simpson	Investigating complaints of alleged breaches of the RMA, and actioning and reporting in accordance with Pollution Hotline Response Manual and Enforcement Procedure guidelines	all complaints	action decisions are made within 30 minutes of notification, formal enforcement occurs within statutory deadlines.
0671 Environment Court Consent Objections and Project Leader : Don Rule	Making decisions on resource consent objections and cost objections	100% of objections	decisions advised to appellant within 15 working days
0684 Compliance Monitoring & Enforcement Repo Project Leader : Evan Walker	Preparing accurate Quarterly Regulation Overview Committee Reports, quarterly Compliance Monitoring Reports, a Dairy Report, an Irrigation Report, and an annual Enforcement Report	11 reports per annum	by due dates
0685 Consent Reviews - Land Project Leader : Evan Walker	Considering for review resource consents found to have significant unanticipated effects	all consents	all year
0689 Permitted Activities Compliance Monitori Project Leader : Evan Walker	Monitoring permitted activities for compliance in accordance with procedures manual	all notified permitted activities	all year

## Group of activities: Navigation safety

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### Activity: 2 Policy making and planning

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Name	Level of Service	Quantity	Timeliness
0470 Navigation Safety Policy Project Leader : Richard Ball	Providing policy advice to the Council on navigation safety matters, including responding to national initiatives and submissions	all enquiries	30 Jun 08

### Activity: 4 Operations

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Name	Level of Service	Quantity	Timeliness
0476 Aids to Navigation - Harbours Project Leader : Peter Buell	Ensuring Akaroa, Kaikoura, Lyttelton and Timaru harbours comply with the recommendations arising from the Port and Harbour Safety Code and maintaining navigation aids in harbours, rivers and lakes	4 harbours	navigation aids are repaired within 10 working days
0478 Aids to Navigation - Inland Waters Project Leader : Peter Buell	Maintaining navigation aids in rivers and lakes	as required	navigation aids are repaired within 20 working days

### Activity: 6 Regulating and enforcing

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Name	Level of Service	Quantity	Timeliness
0474 Navigation Safety - Harbours Project Leader : Peter Buell	Ensuring compliance with rules in Navigation and Safety Bylaws and educating water users on safety issues	4 harbours	all year
0475 Navigation Safety - Inland Waters Project Leader : Peter Buell	Ensuring compliance with rules in Navigation and Safety Bylaws and educating water users on safety issues in inland waters	as required	all year

## Group of activities: Pests & bioscurity

### Activity: 1 Investigations

Name	Level of Service	Quantity	Timeliness
0400 Pest Management Investigations Project Leader : Graham Sullivan	Investigating plant pest biocontrol agents, the ecology of nassella tussock and the impact of rabbit haemorrhagic disease on rabbit populations	3 reports	30 Jun 08

### Activity: 2 Policy making and planning

Name	Level of Service	Quantity	Timeliness
0614 Regional Pest Management Strategies Project Leader : Brenda Greene	Preparing an operational plan for 2007/08, reporting on the implementation of the 2006/07 operational plan, and providing advice on biosecurity and pest management issues	1 operational plan; 1 operational plan report	2007/08 op plan 31 Jul 07; 2006/0706 op plan report 30 Nov 07; advice all year.
0618 Maintaining Pest Control Capability Project Leader : Rob Phillips	Maintaining pest control infrastructure and capability in Canterbury	1 contract	30 Jun 08

### Activity: 3 Monitoring

Name	Level of Service	Quantity	Timeliness
0370 Total Control Plants Population Trend Mo Project Leader : Graham Sullivan	Monitoring trends in the status of sites of total control plants	1 report	30 Jun 08
0371 Progressive Control Plants Population Tr Project Leader : Laurence Smith	Monitoring trends in the status of nassella tussock	1 report	30 Jun 08
0372 Containment Control Plants Population Tr Project Leader : Graham Sullivan	Monitoring trends in the status of gorse and broom	1 report, 20% of properties	30 Jun 08
0374 Rabbit Population Trend Monitoring Project Leader : Brent Glentworth	Monitoring trends in the status of spring rabbit populations	1 report	28 Feb 08
0375 Wallaby Population Trend Monitoring Project Leader : Brent Glentworth	Monitoring wallaby population trends and searching outside the feral range	2 reports	30 Jun 08
0376 Rook Population Trend Monitoring Project Leader : Brent Glentworth	Monitoring trends in the status of rook populations	1 report	28 Feb 08
0404 Surveillance Of Potential Pests Project Leader : Graham Sullivan	Undertaking surveillance for potential pests and advocating and educating about the risk posed by potential pests	1 surveillance programme	30 Jun 08
0414 Rabbit Population Structure Monitoring Project Leader : Brent Glentworth	Monitoring trends in rabbit population age structure	2 reports	operations: 28 Feb 08; trends: 30 Jun 08;
0433 Monitoring Biodiversity Pests Project Leader : Philip Grove	Monitoring trends in the status of high value ecological areas where pest control does and does not occur	1 report	30 Jun 08

## Activity: 4 Operations

Name	Level of Service	Quantity	Timeliness
0380 Bovine TB Management- Operations Project Leader : Kevin Gallagher	Managing bovine Tb vector control operations, under contract to the Animal Health Board	4 management plans	all year
0381 Canterbury contribution to the NPMS for Project Leader : Rob Phillips	Providing financial support to the National Pest Management strategy for varroa bee mite	1 contribution	30 Jun 08
0382 Bovine TB Operations Project Leader : Kevin Gallagher	Carrying out bovine Tb vector control programmes, on behalf of the Animal Health Board	73 operations	all year
0430 Animal Pests Threats to Biodiversity Project Leader : Brent Glentworth	Carrying out animal pest control operations, including feral goat control in the Banks Peninsula Ecological district	pest control in 4 high value ecological areas, and 1 feral goat operation	30 Jun 08
0431 Plant Pests Threats to Biodiversity Project Leader : Graham Sullivan	Carrying out boneseed control, inspecting and controlling other pest threats to biodiversity	boneseed, thyme, oxygen weed, banana passionfruit, Darwin's barberry, bell heather	30 Jun 08
0432 Wilding Conifer Control Project Leader : Errol Barnes	Carrying out wilding conifer control	Opuha and Upper Waitaki catchments	30 Jun 08
0434 Community Initiated Programmes Project Leader : Graham Sullivan	Supporting community initiative programmes (CIPs)	as required	all year
0720 Rabbit Control Operations - Rating Distr Project Leader : Kevin Gallagher	Carrying out rabbit control operations in the Banks Peninsula Pest District	1 programme	all year
0722 Rook Control Operations - Rating Distric Project Leader : Kevin Gallagher	Carrying out rook control	1 programme	all existing populations by 31 Oct 06, for new sighting within 6 weeks of report sighting
0740 Total Control Plants Operations - Rating Project Leader : Graham Sullivan	Carrying out total control plant control	all plants at known sites	prior to seeding at least once annually
0741 CC Plants Biological Operations - Rating Project Leader : Graham Sullivan	Assessing the establishment and management of new biological control agents	1 report	30 Jun 08
0750 Plant Pests Control Operations - User Pa Project Leader : Graham Sullivan	Undertaking surveillance and control operations of unwanted organisms	as required	all year
0751 Biosecurity Act Section 100 Project Leader : Brent Glentworth	Undertaking surveillance and control of unwanted organisms	as notified	all year

## Activity: 5 Communicating, educating and advocating

Name	Level of Service	Quantity	Timeliness
0205 Pest Liaison Committee Meetings Project Leader : Graham Sullivan	Developing annual inspection and work programmes in partnership with pest liaison committees	all rating districts	prior to the adoption of the 2007/08 Annual Plan

Name	Level of Service	Quantity	Timeliness
0417 Public Information - Plant Pests Project Leader : Graham Sullivan	Undertaking public education activities and attending public meetings and field days on request	up to 4 meetings and/or field days	all year
0418 Public Information - Animal Pests Advice Project Leader : Brent Glentworth	Undertaking public education activities and attending public meetings and field days on request	up to 4 meetings and field days	all year
0419 Public Information - Pest Project Leader : Rob McCaw	Displaying animal and plant pest information at rural A&P shows	at least 2 shows	30 Jun 08

## Activity: 6 Regulating and enforcing

Name	Level of Service	Quantity	Timeliness
0401 Progressive Control Plants Compliance In Project Leader : Graham Sullivan	Regulating the spread of nassella tussock to reduce the impact on production from land	all properties with known infestations and all highly susceptible land	at least once annually
0403 Regional Pest Management Strategy Enforc Project Leader : Graham Sullivan	Issuing enforcement notices when written requests to control rabbits to or below level 3 on the McLean scale and wallabies to less than level 3 on the Guilford scale are not complied with, having regard to the control method	as required	within 6 months of notice
0405 Containment Control Plants Compliance In Project Leader : Graham Sullivan	Inspecting properties for containment control plants	20% of properties known to have containment control plants	at least once annually
0406 Total Control Plants Compliance Inspecti Project Leader : Graham Sullivan	Inspecting properties for total control plants	all land known to have containment control plants and all land at risk	30 Jun 08
0407 Plant Pests Sale & Propagation Inspectio Project Leader : Graham Sullivan	Inspecting premises where plants are sold	60% of premises	at least once annually
0408 Containment Control Plants Compliance In Project Leader : Graham Sullivan	Inspecting for and controlling old man's beard	40% of land of in high value ecological areas at risk; control: at least 1 high value ecological area	30 Jun 08
0410 Rabbit Compliance Inspections Project Leader : Brent Glentworth	Inspecting properties for rabbits	100% of properties specified in annual inspection programme	all year
0413 Wallaby Compliance Inspections Project Leader : Brent Glentworth	Inspecting properties and controlling Bennetts wallabies	100% of properties specified in the inspection programme; control: as required and where technically	all year

Name	Level of Service	Quantity	Timeliness
		feasible	
0416 Rook Compliance Inspections Project Leader : Brent Glentworth	Inspecting properties for rooks	100% of properties specified in the inspection programme	all year

## Group of activities: Public passenger transport

### Activity: 1 Investigations

Name	Level of Service	Quantity	Timeliness
0467 Passenger Service Reviews Project Leader : Wayne Holton-Jeffreys	Investigating community passenger transport needs and developing passenger services to meet those needs including dial-a-ride service and network scheduling	13 School service reviews	30 Jun 08

### Activity: 2 Policy making and planning

Name	Level of Service	Quantity	Timeliness
0468 Passenger Transport Plan Project Leader : Laurie McCallum	The Regional Passenger Transport Plan Policy Development and implementation	ongoing policy development	all year
0477 Passenger Transport Strategic Developmen Project Leader : Nicki Howie	Investigating strategic passenger transport requirements including expansion of Chch Bus Exchange, completion of Joint CCC/ECan Christchurch Passenger Transport Strategy	1 report	30 Jun 08
0647 District Planning Liaison - Passenger Tr Project Leader : Vin Smith	Lodging submissions and appeals with district and city councils and the Environment Court to ensure district and city plans are consistent with Environment Canterbury's plans and strategies	as required	lodged within statutory timeframes

### Activity: 3 Monitoring

Name	Level of Service	Quantity	Timeliness
0461 Public Passenger Transport Monitoring Project Leader : Nicki Howie	Monitoring of the performance of public passenger transport services, including monthly patronage, and annual bus users and residents satisfaction surveys	53 services	all year
0634 State of Environment Report - Public Pas Project Leader : Ken Taylor	Collecting information for the 08/09 edition of the State of the Environment report	1 dataset	all year

### Activity: 4 Operations

Name	Level of Service	Quantity	Timeliness
0458 Passenger Services Funding Allocation Project Leader : David Stenhouse	Developing a regional funding programme to be submitted to Land Transport New Zealand	1 programme	31 Dec 07
0463 Passenger Services Tendering Project Leader : Wayne Holton-Jeffreys	Tendering passenger services in accordance with Environment Canterbury policies and Land Transport New Zealand's Competitive Pricing Procedures.	tenders carried out as required	all year
0464 Passenger Services Contract Payments Project Leader : David Stenhouse	Paying operators for passenger services	12 payments per contract	monthly
0465 Total Mobility	Managing Total Mobility schemes	12 payments for 4	monthly

Name	Level of Service	Quantity	Timeliness
Project Leader : Wayne Holton-Jeffreys		schemes	
0481 Clearing House Project Leader : Wayne Holton-Jeffreys	Managing the clearing house for the metro integrated ticketing system	1 clearing house	all year
0484 Passenger Services Contract Management Project Leader : Wayne Holton-Jeffreys	Managing the administration and delivery of public passenger services in accordance with the Passenger Transport Plan	53 services	all year

### Activity: 5 Communicating, educating and advocating

Name	Level of Service	Quantity	Timeliness
0356 Advisory Services - Passenger Transport Project Leader : Wayne Holton-Jeffreys	Providing information on Environment Canterbury's public passenger transport system and referring complaints and commendations to passenger service operators	2 call centres (Chch & Timaru)	7 days a week
0469 Passenger Services Information Project Leader : Wayne Holton-Jeffreys	Producing and distributing information in support of the public passenger transport network, including timetables, route maps, website and on street information	all services	all year
0485 Passenger Services Marketing Project Leader : David Stenhouse	Marketing public passenger transport in Christchurch	1 marketing programme	all year
0486 Passenger Services Education Project Leader : David Stenhouse	Undertaking education in junior and intermediate schools	primary: Chch 20 classes, Timaru 5 classes; intermediate: Chch 20 classes, Timaru 5 classes	all year

### Activity: 6 Regulating and enforcing

Name	Level of Service	Quantity	Timeliness
0462 Passenger Services Licensing Project Leader : Wayne Holton-Jeffreys	Licensing public passenger transport services in accordance with the Transport Services Licensing Act No 89 (1989)	all passenger services in Canterbury	within 21 days of notification

## Group of activities: Regional land transport

### Activity: 1 Investigations

Name	Level of Service	Quantity	Timeliness
0482 Regional Land Transport Investigations Project Leader : Nick Bryan	Managing the update of the Christchurch Transportation Model, providing technical input to the Metropolitan Christchurch Transport Strategy and the Urban Development Strategy	CTS model completed	30 Jun 08

### Activity: 2 Policy making and planning

Name	Level of Service	Quantity	Timeliness
0472 Regional Land Transport Policy Developm Project Leader : Nick Bryan	Maintaining the Regional Land Transport Committee and renewing the Regional Land Transport Strategy	3 meetings, 1 renewed RLTS	30 Jun 08
0635 District Planning Liaison - Regional Lan Project Leader : Vin Smith	Lodging submissions and appeals with district and city councils and the Environment Court to ensure district and city plans are consistent with Environment Canterbury's plans and strategies	as required	lodged within statutory timeframes

### Activity: 3 Monitoring

Name	Level of Service	Quantity	Timeliness
0473 Regional Land Transport Monitoring Project Leader : Patrick Quinn	Producing an Annual Monitoring Report of the Regional Land Transport Strategy	1 report	30 Sept 07
0633 State of Environment Report - Regional L Project Leader : Ken Taylor	Collecting information for the 08/09 edition of the State of the Environment report	1 dataset	all year

### Activity: 4 Operations

Name	Level of Service	Quantity	Timeliness
0459 Stock Effluent Disposal Sites Project Leader : Jo Chang	Maintain the Canterbury Stock Truck Effluent Working Group	2 meetings	30 Jun 08
0479 Regional Land Transport Strategy Impleme Project Leader : Patrick Quinn	Implenting initiatives from the Regional Land Transport Strategy / Implementation Plan / UDS	1 report	30 Jun 08
0483 Cycleway Development Project Leader : Nick Bryan	Constructing and maintaining the section of Christchurch to Little River cycle way on ECan land	3.75km cycle trail and 1 bridge	30 Jun 08

### Activity: 5 Communicating, educating and advocating

Name	Level of Service	Quantity	Timeliness
0460 Road Safety Co-ordination Project Leader : Maureen Bishop	Implementing a regional road safety programme in partnership with other road safety organisations	1 programme	30 Jun 08

## Group of activities: Waste, hazardous substances and contaminated sites

### Activity: 1 Investigations

Name	Level of Service	Quantity	Timeliness
0286 Contaminated Site Investigations Project Leader : Helen Davies	Conducting investigations of specific sites or technical issues to progress identification and management of contaminated land	9 reports	30 Jun 08
0611 Regional Hazardous Waste Management Stra Project Leader : Darren Patterson	Implementing programmes under the direction of the Regional Hazardous Waste Working Party, in accordance with the Canterbury Hazardous Waste Management Strategy	3 programmes	30 Jun 08

### Activity: 2 Policy making and planning

Name	Level of Service	Quantity	Timeliness
0264 Hazardous Waste Working Party & Canterbu Project Leader : Darren Patterson	Co-ordinating the Hazardous Waste Working Party and contributing to the Canterbury Waste Joint Committee, through participation and financial support	1 report of activities of the working party and joint committee	30 Jun 08
0613 Regional Contaminated Sites Management S Project Leader : Helen Davies	Implementing the strategy for regional management of contaminated sites and keeping it current in line with national developments	Report on implementation of the strategy	all year
0643 District Planning Liaison - Waste Hazard Project Leader : Vin Smith	Lodging submissions and appeals with district and city councils and the Environment Court to ensure district and city plans are consistent with Environment Canterbury's plans and strategies	as required	lodged within statutory timeframes

### Activity: 3 Monitoring

Name	Level of Service	Quantity	Timeliness
0270 Waste and Hazardous Substances Monitorin Project Leader : Sarah Tammik	Monitoring trends, using available data, in waste generation, diversion and disposal, and hazardous substance use and storage	3 monitoring reports	30 Jun 08
0287 Contaminated Site Information Management Project Leader : Helen Davies	Collecting and managing contaminated sites information to enable contaminated land to be managed by councils, landowners, occupiers and other stakeholders	3 reports, 1 accurate and up to date database, 100% property enquiries	reports by 30 Jun 08; database updated with 30 days of receiving new information, within 10 working days
0288 Contaminated Site Auditing Project Leader : Helen Davies	Auditing contaminated site reports in accordance with the MfE's Contaminated Land Management Guideline series to determine the risk to human health and the environment	100% of contaminated site investigation reports received by Environment Canterbury	within 90 working days of receipt of report

## Activity: 4 Operations

Name	Level of Service	Quantity	Timeliness
0266 Regional Waste Exchange Project Leader : Darren Patterson	Facilitating the development and maintenance of exchange systems for the reuse of waste materials through the provision of funding assistance	8 existing solid waste exchanges subject to agreement with external parties	all year
0599 Regional Agrichemical Collection Project Leader : Darren Patterson	Collecting unwanted agrichemicals within targeted participating territorial authority areas	1 collection in at least 4 districts	30 Jun 08

## Activity: 5 Communicating, educating and advocating

Name	Level of Service	Quantity	Timeliness
0246 Environmental Advisory Services - Waste Project Leader : Darren Patterson	Responding to requests for advice and information about hazardous substances and waste management	100%	within 10 working days
0253 Waste Minimisation & Hazardous Substance Project Leader : Darren Patterson	Providing, as required, technical information on waste minimisation and the use, storage and transport of hazardous substances, and assistance, where requested, to schools on waste minimisation.	1 report on school and community initiatives, as required	all year
0257 Advisory Services - Consents - Waste Haz Project Leader : Don Rule	Providing accurate advice on consent processing, management and compliance	all enquiries	all year
0624 Industrial Pollution Prevention Project Leader : Darren Patterson	Undertaking site assessments using the Pollution Prevention Guide and providing guidance on pollution prevention	300 business sites	all year
0637 State of Environment Report - Waste Haza Project Leader : Ken Taylor	Collecting information for the 08/09 edition of the State of the Environment report	1 dataset	all year

## Activity: 6 Regulating and enforcing

Name	Level of Service	Quantity	Timeliness
0655 Permitted Activities Compl' Mon' - Waste Project Leader : Evan Walker	Monitoring permitted activities for compliance in accordance with procedures manual	all notified permitted activities	all year
0666 Resource Consent Processing - Waste Haza Project Leader : Don Rule	Making decisions on resource consent applications	surveyed customer rating exceeds 80% positive	decisions made within statutory timeframes
0667 Resource Consent Compl' Mon' - Waste Haz Project Leader : Evan Walker	Monitoring resource consents for compliance in accordance with the Monitoring Procedures manual; all significant non-compliances are actioned	all significant non-compliances are followed to resolution	all year
0668 RMA Enforcement - Waste Hazardous Substa Project Leader : Bob Simpson	Investigating complaints of alleged breaches of the RMA, and actioning and reporting in accordance with Pollution Hotline Response Manual and Enforcement Procedure guidelines	all complaints	action decisions are made within 30 minutes of notification, formal enforcement occurs within statutory

Name	Level of Service	Quantity	Timeliness
			deadlines.
0680 Environment Court Consent Obj'ns and App Project Leader : Don Rule	Making decisions on resource consent objections and cost objections	100% of objections	decisions advised to appellant within 15 working days

## Group of activities: Water quality, quantity and ecosystems

### Activity: 1 Investigations

Name	Level of Service	Quantity	Timeliness
0261 G/Water Investigations, Drilling & Testi Project Leader : Michael Dicker	Undertaking hydrogeological investigations, using drilling and testing where necessary to characterise aquifers in the region	15 Region wide investigations - 2 Reports	30 Jun 08
0267 Surface Water Quality Investigations - R Project Leader : Shirley Hayward	Carrying out detailed surface water quality investigations and researching the effects of land use activities on surface water quality	3 reports on 3 areas investigated, updated water quality database	reports by 30 Jun 08, water quality database updated automatically as results are received from the laboratory
0268 Groundwater Quality Investigations Project Leader : Michael Dicker	Carrying out groundwater quality investigations and researching the effects of land use management on groundwater quality	3 reports on areas investigated, updated database	reports by 30 Jun 08, database up to date
0275 Investigating Flow Regimes Project Leader : Graeme Horrell	Carrying out specific investigations in the following areas: groundwater/surface water interactions, land use impacts (afforestation), allocation, water resource mapping, and flood forecasting	5 investigations	30 Jun 08
0276 Surface Water Quality Investigations - C Project Leader : Adrian Meredith	Monitoring water quality and ecosystem health to establish baseline and post-activity conditions at selected "Living Streams" catchments and the locations of other community-based projects throughout the region to provide information on the state, trends, and advocacy/policy effectiveness	2 reports; updated water quality database	reports by 30 Jun 08 on monitoring during the 2007 calendar year; water quality database updated automatically as results are received from laboratory
0631 Canterbury Strategic Water Study Project Leader : George Griffiths	Managing an integrated water resource development study that investigates potential water storages (a reference community group considers the physical, social, cultural and environmental effects of specific storage proposals)	1 study report	30 Jun 07

### Activity: 2 Policy making and planning

Name	Level of Service	Quantity	Timeliness
0291 Water Allocation Group - Surface Water Project Leader : Suzanne Gabites		as required	all year
0292 Water Allocation Group - Groundwater Project Leader : Michael Dicker	Contributing technical advice in reviewing and formalising changes to the allocation limits and allocation estimates relating to ECanÆs water allocation policies through participation in the Water Allocation Group	as required	all year
0300 Waimakariri River & Catchment RP Project Leader : Ray Maw	Initiating Schedule 1 consultation	1 variation	30 Jun 08

Name	Level of Service	Quantity	Timeliness
0308 Opihi River & Catchment RP Project Leader : Malcolm Miller	Initiating Schedule 1 consultation	1 notification	30 Jun 08
0340 Natural Resources RP - Water Project Leader : John Glennie	Providing natural resources policy and planning advice in relation to water, including: reports and advice to the Council that may lead to variations; officer report preparation and presentation; reports and recommendations on policy approaches to specific issues including environmental flow regimes for various rivers to be brought into Chapter 5 by way of variation	as required	all year
0399 Integrated Catchment Management Project Leader : Phil McGuigan	Developing non-statutory management plans, that manage integration of resource use at a catchment level, for specified areas	3 processes initiated	30 Jun 08
0597 Review of existing Minimum Flows Project Leader : Ray Maw	Notifying summary of decisions for the Kaikoura area rivers and Conway River	1 notification	30 Jun 08
0642 District Planning Liaison - Water Project Leader : Vin Smith	Lodging submissions and appeals with district and city councils and the Environment Court to ensure district and city plans are consistent with Environment Canterbury's plans and strategies	as required	lodged within statutory timeframes

### Activity: 3 Monitoring

Name	Level of Service	Quantity	Timeliness
0258 Surface Water Quality Monitoring Project Leader : Adrian Meredith	Monitoring surface water quality and aquatic ecosystem health at representative sites throughout the region to provide information on the state of the resource, and to assess trends and policy effectiveness	4 reports on lakes, rivers, bathing beaches, and ecosystem health, updated water quality database	reports completed by 30 Jun 08; water quality database updated automatically as results are received from laboratory
0259 Groundwater Quality Monitoring Project Leader : Michael Dicker	Monitoring groundwater quality at representative sites throughout the region to provide information on the state of groundwater quality, and to assess trends and policy effectiveness	1 report, updated water quality database	report by 31 Dec ; database up to date
0263 Groundwater Resource Monitoring Project Leader : Michael Dicker	Developing data collection systems & databases so that information from well drilling, aquifer tests, water levels, lysimeters, springs & community water supplies, are available from quality assured archives	1 up to date database	all year
0636 State of Environment Report - Water Project Leader : Ken Taylor	Collecting information for the 08/09 edition of the State of the Environment report	1 dataset	all year

### Activity: 5 Communicating, educating and advocating

Name	Level of Service	Quantity	Timeliness
0223 Public Information - Water	Making information available and accessible to major water	all items on annual	all year

Name	Level of Service	Quantity	Timeliness
Project Leader : Mick O'Donnell	resource users and other interested parties about the condition of regional water resources and about ECan's 's policies and requirements	action list	
0238 Environmental Advisory Services - Water Project Leader : Shirley Hayward	Responding to requests for advice and information about water quality	100%	within 10 working days
0239 Environmental Advisory Services - Ground Project Leader : Michael Dicker	Responding to requests for advice and information about groundwater resources	100%	within 10 working days
0245 Surface Water Advice Project Leader : Ken Taylor	Responding to requests for advice and information about surface water resources	100%	within 10 working days
0248 Advisory Services - Consents - Water Project Leader : Don Rule	Providing accurate advice on consent processing, management and compliance	all enquiries	all year
0394 Water Care Project Leader : Phil McGuigan	Supporting community based groups in their efforts to care for water quality	4 project areas	all year
0712 Compliance & Enforcement Special Project Project Leader : Evan Walker	Undertaking a trial on telemetered water metering in a priority catchment or groundwater zone	1 trial with the participation of at least 60% of consent holders in the trial area	30 Jun 08

## Activity: 6 Regulating and enforcing

Name	Level of Service	Quantity	Timeliness
0659 Resource Consent Processing - Water Project Leader : Don Rule	Making decisions on resource consent applications	surveyed customer rating exceeds 80% positive	decisions made within statutory timeframes
0660 Resource Consent Compliance Monitoring - Project Leader : Evan Walker	Monitoring resource consents for compliance in accordance with the Monitoring Procedures manual; all significant non-compliances are actioned	all significant non-compliances are followed to resolution	all year
0665 RMA Enforcement - Water Project Leader : Bob Simpson	Investigating complaints of alleged breaches of the RMA, and actioning and reporting in accordance with the Pollution Hotline Response Manual and Enforcement Procedure guidelines	all complaints	action decisions are made within 30 minutes of notification, formal enforcement occurs within statutory deadlines
0670 Permitted Activities Compliance Monitori Project Leader : Evan Walker	Monitoring permitted activities for compliance in accordance with procedures manual	all notified permitted activities	all year
0675 Environment Court Consent Objections and Project Leader : Don Rule	Making decisions on resource consent objections and cost objections	100% of objections	decisions advised to appellant within 15 working days