

Introduction

The purpose of the 2001/2002 RMA survey of local authorities is to:

- assist the Minister for the Environment to monitor the effect and implementation of the RMA (as required by section 24 of the RMA)
- provide the Ministry for the Environment with information:
 - ⇒ to highlight areas that may need further research
 - ⇒ to assist with research projects
 - ⇒ to highlight trends over time for some processes under the RMA
 - ⇒ to provide a basis to consider comments on the RMA
 - ⇒ for general inquiries
 - ⇒ for ministerial letters
- promote local authority good practice and improved performance.

Responses from local authorities are compared not to rank performance but to:

- stimulate discussion about any variance in results between like local authorities
- identify local authorities complying with statutory requirements so that other local authorities can learn from their good practice
- promote benchmarking and performance improvement.

Changes to the survey process

You will be aware that we have made some changes to the way we undertake the survey. The first change relates to the frequency of the survey. Because a number of the survey statistics have not changed significantly over recent years, we feel that better value for the Ministry and councils would result if the survey is conducted every second year rather than annually. We have decided that we will not collect survey data for the financial year July 2000 to June 2001.

This questionnaire is for the financial year July 2001 to June 2002. It is slightly shorter than previous questionnaires as some questions have been removed or shortened. However it does include a few new questions that you will need to be aware of. We have asked a new question about the median number of working days taken to process resource consents. This will enable us to build a better picture of consent processing practice, rather than simply checking compliance with statutory timeframes.

We have also asked you to provide us with details about how your council records information on consent compliance monitoring, and the resolution of complaints about alleged breaches of the RMA.

The second change is that we will now be providing you with the survey questionnaire at the start of the financial year to be monitored. This enables you to set your systems up to collect the information required for the survey from the start of the financial year.

The third change relates to the way you can respond to the survey. At the end of the 2001/2002 financial year we will resend this questionnaire for you to complete. However this year, you will have the option of responding via the Internet instead of completing a paper-

based questionnaire. We hope that this approach will enable us to turn around the survey report in a much shorter time.

Instructions

Definitions of terms and explanations of some questions have been included to assist with survey response. They are given on the same page as the question or on the following page. **Please check where italicised numbers appear in the text e.g. [1].**

Please complete all answer boxes. If your answer is a no, not applicable (n/a), or zero then please indicate which of these applies. **It is important that the survey forms are completed fully and accurately** to ensure the comparisons are as useful as possible to your local authority.

For the purposes of this survey we are seeking information on resource consents that were processed during the 2001/2002 financial year, except where indicated otherwise in the questions.

Please ensure all responses to cost-based questions are **GST exclusive**.

1. Resource consent processing statistics

Resource consents applied for in 2001/02

1.1 How many *individual resource consent applications [1]* were *lodged [2]* with your local authority in the 2001/02 financial year?

1.2 How many applications for resource consents lodged in the 2001/02 financial year were withdrawn?

Resource consents processed in 2001/02

1.3 How many resource consents were *processed [3]* through to a decision by your local authority in the 2001/02 financial year?

1.4 Of those resource consents accounted for in 1.3, how many were applications for *changes to resource consent conditions [4]*:

- Notified applications for changes to resource consent conditions
- Non-notified applications for changes to resource consent conditions

1.5 How many resource consent applications were declined by your local authority in the 2001/02 financial year?

1.6 How many certificates of compliance were processed by your local authority in the 2001/02 financial year?

1.7 Complete the following table with information about how many of each type of resource consent were processed by your local authority in the 2001/02 financial year:

Type of Resource Consent	Subdivision Consent	Land Use Consent	Coastal Permit	Water Permit	Discharge Permit	Total consents processed
Number of <u>notified</u> consents processed						
Number of <u>non-notified</u> consents processed						
Total consents Processed						

NB The sum total of this table should equal the answer given for question 1.3

Further information requests

Note: The Ministry is aware that some local authorities make use of stopping the clock for District Land Register consultation requests. These are **not** section 92 requests and **should not** be included in your response to question 1.8.

1.8 How many resource consents processed in the 2001/02 year prompted written requests for further information under section 92(1) of the RMA?

1.9 Of those resource consents accounted for in question 1.8 for how many was further information sought on more than one occasion?

1.9a If your answer to 1.9 is an estimate, please tick the box **Estimate**

Pre-hearing meetings

1.10 For how many notified resource consents processed in the 2001/02 year was a pre-hearing meeting held under section 99 of the RMA?

1.11 How many of those pre-hearing meetings resulted in issues being resolved to the extent that no hearing was necessary?

Resource consent decisions

1.12 Give the total number, or best estimate, of final decisions on resource consents processed during the 2001/02 year by:
Note: the total of 1.12.1 – 1.12.5 should correspond to the total number of consents processed by your local authority (question 1.3)

1.12.1 Local authority officers **Number**

1.12.2 Independent commissioners (not including councillors or community board members acting as commissioners)

1.12.3 Councillors and/or community boards acting as commissioners

1.12.4 Councillor hearings panel/committee

1.12.5 Other (e.g. mixed panel of councillors/commissioners)

1.12a If your answers to 1.12 are estimates, please tick the box **Estimate**

Appeals on resource consent decisions

1.13 How many resource consent decisions made by your local authority in the 2001/02 financial year were appealed [5]?

Definitions

[1] Individual resource consent applications - For the purposes of this survey we are only interested in applications made for resource consent as defined by section 87 of the RMA and applications for changes to consent condition (RMA section 127 and 128).

A resource consent application form may include applications for more than one resource consent (e.g. a subdivision consent and a land use consent on the same form). Please count each consent applied for rather than the number of forms.

Only count the consents that would be processed to a decision by your local authority (e.g. if a regional council received one application involving a subdivision consent and water permit, only the water permit should be counted by the regional council for the purposes of this survey).

For all questions in this survey, please do not count any of the following as resource consents:

- Certificates of compliance (RMA section 139) - these are covered in question 1.6, 2.8 and 2.9
- Applications to extend the time frame of a resource consent (RMA section 125)
- Heritage orders (RMA section 189) - these are covered in question 7.7
- Designations (RMA section 168) - these are covered in questions 7.8 and 7.9

[2] Lodged – Question 1.1 seeks information about the number of resource consent applications lodged. A resource consent application is considered ‘lodged’ on the date it is physically received by the council. Please include all applications for resource consents (per definition [1] above) lodged with your local authority in 2001/02, irrespective of whether the application was fully processed within that year. For example:

- If an application was lodged on 28 June 2002, but was not processed through to a decision by 30 June, please include it
- If an application was lodged in February, then withdrawn in March, please include it

[3] Processed - A consent application is defined as “processed” once the local authority has approved or declined an application. It **does not** include consent applications withdrawn before a decision was made (even if that application involved staff time before it was withdrawn). It **does** include applications lodged before the 2001/02 financial year if the decisions to grant or decline them were made within the 2001/02 financial year.

[4] Applications for changes to consent conditions – This question refers to applications made under section 127 by the consent holder, and reviews of consent conditions by the local authority made under section 128.

[5] Appeals on resource consent decisions – The dataset question 1.13 is concerned with is the total number of decisions made in the 2001/02 financial year that were appealed. Since there is a 15 working day period for filing an appeal, a decision made in 2001/02 may have been appealed as late as 20 July 2002. Please include in your answer *all decisions made in 2001/02 that were appealed*, where the appeal was filed up to 20 July 2002.

Please **do not** include objections made under section 357.

2. Time

This section collects statistical data on the number of resource consents processed within statutory time limits. Applications are considered to be "within time" if they are processed within:

- 70 working days for notified consent applications;
- 50 working days for notified consent applications not involving a hearing;
- 20 working days for non-notified consent applications where no hearing was held;
- 40 working days for non-notified consent applications where a hearing was held; or
- within time limits extended by the use of section 37.

These times do not include the time taken to hold a hearing. The RMA does not specify a time limit for this process.

Best practice – processing time

Note: The answers to questions 2.1- 2.3 will enable us to show which councils' results are based on best practice.

	Yes	No
2.1 Does your local authority check a resource consent application for <i>completeness</i> (not correctness) [6] within one working day of it arriving at your office?		

	Yes	No
2.2 Does your local authority formally <i>receive</i> [7] applications for resource consent within one full working day of the application arriving at your office?		

	Yes	No
2.3 Does your local authority reset the clock to zero once it has received further information?		

Use of section 37

2.4 For how many resource consents processed in the 2001/02 financial year was section 37 used to extend statutory time limits?	
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	Yes	No
2.5 Did your local authority record information on the use of s37(1) and s37(5A) in 2001/02?		

2.6 If you answered yes to 2.5, for how many consents processed in the 2001/02 financial year was:	
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2.6a Section 37(1) only used to extend statutory time limits (local authority decision to extend period)?	
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2.6b Section 37(5A) only used to extend statutory time limits (applicant request to extend period)?	
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2.6c Section 37(1) and 37(5A) used to extend statutory time limits (where both sections were used do not record individually under 2.6(a) and 2.6(b))?	
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Best Practice Note – Use of Section 37

Note: The Ministry for the Environment considers it is **good practice** to use section 37 to extend time limits allowed under the RMA, rather than running over time limits without informing the applicant and affected parties.

Time limits can be extended for up to twice the time limit stated in the RMA (section 37(5)), or for such period as the Consent Authority thinks fit on the request of, or with the agreement of, the applicant (section 37(5A)). Where section 37 has been used to extend time periods, resource consents should be recorded as having been processed within time, provided the limits set for processing through the use of section 37 have not been exceeded.

Statutory timeframes for notified consents

2.7 Complete the following table with the numbers of notified resource consents (by type) processed [8] within/outside statutory time limits. Only count the number of applications processed in the 2001/02 financial year. **Before completing the table see explanation [9].**

TYPE	Section 37 not applied				Section 37 applied		Total notified consents processed
	With hearing		Without hearing		S37 deadline met [10]	S37 deadline not met [11]	
	Within 70 days	Outside 70 days	Within 50 days	Outside 50 days			
Subdivision							
Land use							
Coastal							
Water							
Discharge							

(Note: The total number of each type of consent processed should correspond to the figure given for this consent type in question 1.7)

Statutory timeframes for non-notified consents

2.8 Complete the following table with the numbers of non-notified resource consents (by type) *processed* [8] within/outside statutory time limits. Only count the number of applications processed in the 2001/02 financial year. **Before completing the table see explanation [9].**

TYPE	Section 37 not applied				Section 37 applied		Total non-notified processed
	With hearing		Without hearing		S37 deadline met [10]	S37 deadline not met [11]	
	Within 40 days	Outside 40 days	Within 20 days	Outside 20 days			
Subdivision							
Land use							
Coastal							
Water							
Discharge							
Certificates of compliance	N/A	N/A					

(Note: The total number of each type of consent processed should correspond to the figure given for this consent type in question 1.7)

Median time taken to process consents

2.9 Complete the following table with the median number of working days taken to process resource consents processed during the 2001/02 financial year. **Before completing this table, please refer to explanation [12].**

TYPE	Median number of working days					
	Notified resource consents			Non-notified resource consents		
	With hearing	Without hearing	Section 37 applied	With hearing	Without hearing	Section 37 applied
Subdivision						
Land use						
Coastal						
Water						
Discharge						
Certificates of compliance						

Definitions and explanation

[6] Checking for ‘completeness’ – We are aware that there is some variation in what local authorities consider checking an application for ‘completeness’ involves. The Ministry for the Environment considers it is **best practice** to consider an application ‘complete’ if the following is provided:

- (a) *Fee/deposit to cover preliminary fixed charge [application fee] – where applicable;*
- (b) *Name and address of applicant and owner/occupier of land to which the application relates;*
- (c) *Description of the activity and its location;*
- (d) *Assessment of Environmental Effects, recognising a plan may specify matters to be addressed;*
- (e) *Information required by a plan;*
- (f) *Type of consent sought and other resource consents required; and*
- (g) *Date and signature.*

Checking for completeness should involve a scan of the application to determine if the above information is included. It **does not** involve checking the information provided for ‘correctness’.

[7] Receipt of applications for resource consent - The Ministry for the Environment considers it is **best practice** to start the clock on the day an application arrives at the local authority’s office (provided that it is *complete*). However, we acknowledge that some local authorities have collected their statistics based on the clock starting at a later time.

[8] Processed - A resource consent application is defined as “processed” once the local authority has approved or declined an application. When calculating the time to process resource consents only include the length of time taken to get to first instance decisions - that is, disregard section 357 decisions.

Note – the processing time clock should be stopped on the date the notice of decision is sent to the applicant and every person that made a submission, **not** the date the decision was made.

[9] Explanation of questions 2.7 and 2.8

Do not count any resource consent applications twice. Make sure you include applications for changes to consent conditions as per instructions in definition **[1]**.

- In columns 1 - 4 enter only the number of consents processed without use of section 37.
- In columns 5 and 6 enter only the number of consents where section 37 was used.
- In column 7 sum across the row and enter the total number of each consent type processed.

[10] Section 37 deadline met - The section 37 deadline is the time limit established by your local authority for any resource consent where the limit was extended by section 37. This deadline may vary between consents (i.e. if sections 37(5) or 37(5A) were used).

[11] Section 37 deadline not met – Resource consents not processed within the time limit set by your local authority through the use of section 37.

[12] Explanation for question 2.9

We have decided to collect information on the **median** number of working days taken to process the various resource consent types. The median is the number in the middle of a set of numbers when they are in ascending order. That is, half the numbers have values that are greater than the median, and half have values that are less. If there is an even number of numbers in a set, then the median is the average of the two numbers in the middle.

When you are calculating the median number of working days, include time under section 37(1) extensions, but **exclude** time “on hold” under sections 91, 92 and 37(5A) or for written approvals.

Note: the median is NOT the same thing as the mean/average.

The easiest way to calculate a median is to use Excel:

- Open the Excel spreadsheet where your processing data (e.g. number of working days taken to process each consent) is stored, or export from the programme where it is stored into a single column in an Excel spreadsheet.
- Click on the first empty cell at the bottom of the column containing the processing data.
- Click on the = button on the Formula bar. From the drop-down menu, select ‘MEDIAN’.
- Make sure the array (cells containing the data) include **all** the cells with the data (e.g. A1:A100)
- Click ‘OK’ to complete the calculation.

3. Cost

Before responding to questions 3.1 and 3.2 please refer to explanation overleaf [13].

Charges to the applicant for notified resource consent applications

3.1 In the 2001/02 year, what were the minimum, median [14] and maximum **charges to resource consent applicants** for **notified** resource consents processed in the following resource consent categories?

Consent Type	Minimum charge	Median charge [14]	Maximum charge
Subdivision			
Land use			
Water			
Coast			
Discharge			

Charges to the applicant for non-notified resource consent applications

3.2 In the 2001/02 year, what were the minimum, median [14] and maximum **charges to resource consent applicants** for **non-notified** resource consents processed in the following resource consent categories?

Consent Type	Minimum charge	Median charge [14]	Maximum charge
Subdivision			
Land use			
Water			
Coast			
Discharge			

Definitions and explanation

[13] Explanation for questions 3.1 and 3.2

When calculating the charges to the applicant, please count the total cost to the applicant as billed by your local authority, **and** any initial charges as well as any supplementary charges as a result of hearings, information gathered etc. Where more than one consent has been processed at the same time, and billed together in one invoice, average the total cost over the number of consents issued.

Please ensure your answers to questions 3.1 and 3.2 are **GST exclusive**.

[14] Median charge

We have decided to collect information on the **median** charge to applicants for resource consent processing. The median is the number in the middle of a set of numbers when they are in ascending order. That is, half the numbers have values that are greater than the median, and half have values that are less. If there is an even number of numbers in a set, then the median is the average of the two numbers in the middle.

Note: the median is NOT the same thing as the mean/average.

The easiest way to calculate a median is to use Excel:

- Open the Excel spreadsheet where your charges data is stored, or export from the programme where it is stored into a single column in an Excel spreadsheet.
- Click on the first empty cell at the bottom of the column containing the charges data.
- Click on the = button on the Formula bar. From the drop-down menu, select 'MEDIAN'.
- Make sure the array (cells containing the data) include **all** the cells with the data (e.g. A1:A100)
- Click 'OK' to complete the calculation.

4. Monitoring and Enforcement

Monitoring

4.1 Does your local authority monitor the following?

	Yes	No
4.1a State of the environment (s 35(2)(a))	<input type="checkbox"/>	<input type="checkbox"/>
4.1b Suitability and effectiveness of policies and plans (s 35(2)(b))	<input type="checkbox"/>	<input type="checkbox"/>
4.1c Exercise of delegated or transferred functions & powers (s 35(2)(c))	<input type="checkbox"/>	<input type="checkbox"/>
4.1d Compliance with resource consent conditions (s 35(2)(d))	<input type="checkbox"/>	<input type="checkbox"/>
4.1e Complaints register (s 35(5)(i))	<input type="checkbox"/>	<input type="checkbox"/>

4.2 Do you carry out any joint monitoring with other statutory bodies?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

4.2a If yes, identify which statutory bodies and describe the nature of the joint monitoring:

State of the Environment monitoring

4.3 Did your local authority undertake state of the environment monitoring in 2001/02?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

4.3a If yes, please describe what was undertaken:

4.4 Did your local authority produce a State of the Environment Report in 2001/02?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

Plan effectiveness monitoring

4.5 Does your local authority monitor the effectiveness of each regional/district plan/policy statement it administers?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

4.5a If yes, please describe briefly how you have undertaken plan effectiveness monitoring to date for each plan you administer:

Plan name	Brief description of plan effectiveness monitoring undertaken

Continue on separate page if necessary

ENFORCEMENT

Complaints

Minor issues are often resolved on the spot and not recorded. Complete the following questions for **recorded** issues only.

This section refers to complaints about alleged breaches of the RMA (section 35(5)(i)) or other resource management incidents. **Do not** include information about general complaints related to other local authority functions.

4.6 How many recorded complaints concerning alleged breaches of the RMA (section 35(5)(i)) or other resource management incidents were received by your local authority during the 2001/02 financial year?

Please include recorded complaints about excessive noise in your answer to 4.6

4.7 How many recorded complaints were resolved to your local authority's satisfaction through the following formal enforcement processes?

4.7a enforcement orders

4.7b abatement notices

4.7c excessive noise directions

4.7d infringement notices

4.7e prosecutions

4.8 How many recorded complaints were resolved to your local authority's satisfaction through other means (e.g. informally resolved) or were minor administrative matters not requiring further action?

4.8a For how many recorded complaints was resolution still in progress at the end of the financial year?

4.9 The Ministry is interested in how councils are recording complaints about alleged breaches of the RMA and how they are recording information about the resolution of these breaches. Please describe how your local authority undertakes this:

Continue on a separate page if necessary

Compliance with consent conditions

4.10 What proportion (%) of the resource consents that required monitoring for compliance with consent conditions in 2001/02 did your local authority monitor during that year?

4.11 What proportion (%) of the resource consents monitored fully complied with all their consent conditions in 2001/02 (i.e. did not require any enforcement action)?

4.12 Through your local authority's monitoring of compliance with consent conditions (i.e. not through complaints received) how many consents were breached during the 2001/02 financial year?

4.13 How many recorded consent breaches (as recorded in question 4.12), were resolved to your local authority's satisfaction through the following formal enforcement processes:

4.13a enforcement orders

4.13b abatement notices

4.13c excessive noise directions

4.13d infringement notices

4.13e prosecutions

<input data-bbox="1310 1357 1461 1435" type="text"/>
<input data-bbox="1310 1435 1461 1514" type="text"/>
<input data-bbox="1310 1514 1461 1592" type="text"/>
<input data-bbox="1310 1592 1461 1671" type="text"/>
<input data-bbox="1310 1671 1461 1749" type="text"/>

4.14 How many recorded breaches were responded to through informal means (e.g. personal contact with consent holder), or were minor administrative matters not requiring further action?

4.14a For how many of these breaches was any response still in progress at the end of the financial year?

4.15 The Ministry is interested in how councils are monitoring and recording information about compliance with consent conditions and the resolution of any recorded breaches. Please describe how your local authority undertakes this:

Continue on a separate page if necessary

Infringement Notices

4.16 How many infringement notices were issued by your local authority in the 2001/02 financial year?

4.17 How many of these infringement notices were:

Withdrawn	<input style="width: 100%; height: 25px;" type="text"/>	Appealed	<input style="width: 100%; height: 25px;" type="text"/>
Paid	<input style="width: 100%; height: 25px;" type="text"/>		

4.18 Schedule 1 of the *Resource Management (Infringement Offences) Regulations 1999* lists the offences for which an infringement notice may be issued. Please specify the types of offences (according to Schedule 1) for which your local authority has issued infringement notices in the 2001/02 year:

4.18a Section 338 (1)(a)

4.18b Section 338(1)(c)

4.18c Section 338(1)(d)

4.18d Section 338(2)(a)

4.18e Section 338(2)(c)

4.18f Section 338(2)(d)

5. Maori participation in Resource Management Act processes

5.1 Did your local authority make a budgetary commitment to *Maori/iwi participation in RMA processes [16]* during 2001/02?

Yes	No

5.1a If yes, how much?

\$

5.2 Do you have written criteria/set policy to determine whether iwi/hapu are considered an affected party for consent applications?

Yes	No

5.3 Please list any iwi management plans prepared by iwi in your district/region, or relevant planning documents recognised by an iwi authority, and the iwi that prepared/recognised the document:

Continue on a separate page if necessary.

5.4 The Ministry is interested in the value of iwi management plans/planning documents to councils. Please tell us which aspects of the iwi management plan/planning document were of the most value to your local authority for informing your RMA practices, and why:

Continue on a separate page if necessary.

QUESTION 5.5 TO BE ANSWERED BY LOCAL AUTHORITIES WITHIN THE NGAI TAHU ROHE ONLY

5.5 How many applications affecting *statutory acknowledgements [17]* did your local authority receive in the 2001/02 financial year?

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Definitions

[16] Maori/iwi participation in RMA processes - This includes the budget for internal staff costs, direct payment to iwi, and costs of consulting with iwi to facilitate Maori/iwi participation in:

- Resource consent processes
- Plan and policy development
- Consultation
- Incorporating Maori/iwi/hapu advice into plans and policy statements.

[17] Statutory Acknowledgements - an acknowledgement by the Crown of Ngai Tahu's special relationship with identified areas including rivers, lakes, wetlands, marine areas and geographic features.

6. Good practice in resource consent processing

We are collecting information on the use of what the Ministry for the Environment considers to be key elements of good practice in resource consent processing. Good practice should not be considered prescriptive - rather local authorities should consider the applicability of different elements of good practice to their own unique circumstances.

Note: These questions relate to **current** practice. Please do not restrict your answers to the 2001/02 financial year. Where your answer to a question is "sometimes", tick the "yes" box.

PRE-APPLICATION

- | | Yes | No |
|--|--------------------------|--------------------------|
| 6.1 For controlled and restricted discretionary activities, do you define for applicants the environmental effects that must be addressed in the application (i.e. more than a photocopy of the Fourth Schedule, for example, checklists)? | <input type="checkbox"/> | <input type="checkbox"/> |
| 6.2 Do you provide potential applicants with an estimate of the cost of applying for a resource consent on request? | <input type="checkbox"/> | <input type="checkbox"/> |
| 6.3 Do you hold pre-application meetings for complex applications? | <input type="checkbox"/> | <input type="checkbox"/> |
| 6.4 Do you advise the applicant if an application is deficient (in terms of section 88(4)) before formally receiving it? | <input type="checkbox"/> | <input type="checkbox"/> |

APPLICATION PROCESS

Requests for further information

- 6.5 The following is a list of potential mechanisms to assist in minimising the number of requests for further information. Please tick which, if any, are used by your local authority:

- | | |
|--|--------------------------|
| • Brochures or guidelines on how to fill in a resource consent application and what it should contain | <input type="checkbox"/> |
| • Checklists for applicants filling in resource consent applications | <input type="checkbox"/> |
| • Application forms | <input type="checkbox"/> |
| • The RMA Education Video "A Guide to Making a Resource Consent Application" (Note – this is available from MfE through the Sustainable Management Fund) | <input type="checkbox"/> |
| • Pre-application consultation with applicants | <input type="checkbox"/> |
| • Provision of duty planners to help with enquiries, provide guidance and to vet applications | <input type="checkbox"/> |
| • Appointment of a case officer/project leader to manage the consent through the approval process | <input type="checkbox"/> |
| • Senior approval of requests for further information (after the first request has been made) | <input type="checkbox"/> |

- Co-ordination between units of the council to combine section 92 requests for further information
- Other, (please give **specific** details)

6.6 Before commissioning specialist reports do you provide applicants with the opportunity to discuss or dispute the requirements to provide such information/obtain it themselves?

Yes	No

Assessments of Environmental Effects (AEEs) and notification

6.7 Do staff follow a set structure to check that environmental effects are adequately identified and addressed in AEEs?

Yes	No

6.8 Are internal guidance notes or checklists available to staff on when to notify an application?

Yes	No

6.9 Are internal guidance notes or checklists available to staff on how to identify affected parties?

Yes	No

Monitoring time frames

6.10 Do you monitor whether resource consents are processed within statutory time limits?

	Weekly		Not at all	
	Monthly		Other (refer to 6.10a)	

6.10a If you ticked 'Other' please provide **specific** details below:

6.11 Do you use any mechanisms to assist staff to process resource consents within time (e.g. diary reminders)?

Yes	No

6.12 Do you formally monitor and report consent processing performance (e.g. prepare an annual report on consent processing performance which can be made available to ratepayers)?

Yes	No

Customer satisfaction

6.13 Did your local authority run a formal consent processing customer satisfaction survey during 2001/02 to find out what applicants think of your resource consent processes?

Yes	No

If yes, please answer questions 6.14 – 6.16. If no, go to question 6.17.

6.14 Please describe the type of consent processing customer satisfaction survey that your local authority operated during 2001/02 and the frequency with which this was carried out?

6.15 Do you use the level of customer satisfaction as an indicator of performance for your resource consent processes?

Yes	No

6.16 Is feedback from customer satisfaction surveys used to review your resource consent processes?

Yes	No

6.17 If you answered **no** to question 6.13, please indicate whether your local authority is scheduled to implement a consent processing customer satisfaction survey and how this will be carried out?

6.18 Do you have any comments on best practice that you would like to share with other local authorities (make sure you only add comments here once you have answered questions 6.1 – 6.17)?

7. Research questions and other issues

These questions have been asked for research purposes and for some, the results may not be summarised in the survey report. The Ministry for the Environment will use them for other purposes e.g. developing projects, informing current projects, statutory monitoring requirements and background information.

Private plan changes

7.1 How many applications for private changes to plans did your local authority receive in the 2001/02 financial year (private plan changes made under Part II of the First Schedule of the Act)?

Plan references

7.2 Complete the following table with information about the number of references lodged on your RMA plan(s) (only include those plans that are now **fully operative**) and the number of references on that plan(s) that proceeded to a full Environment Court hearing:

Name of <i>fully operative</i> RMA plan(s)	Number of references lodged on the plan	Number of references that proceeded to a full Environment Court hearing	Please tick if these figures are estimates

Continue on a separate sheet if necessary

Transfer of functions

7.3 Did your local authority transfer any of its functions, powers or duties to another *public authority* [18] under section 33 of the RMA, during the 2001/02 financial year?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

7.3a If yes, please specify:

Public Authority to whom functions were transferred	Functions	Start date	Finish date (specify if indefinite)

QUESTION 7.4 and 7.5 TO BE ANSWERED BY DISTRICT/CITY COUNCILS ONLY

Designations

7.4 How many notices of requirement for designations [19] were processed by your local authority in the 2001/02 financial year?

