In each chapter you’ll find information about the work we do, the reasons for doing that work and our goals in relation to it, any new projects for 2008/09, capital and operational costs, and our performance targets (i.e. our targets for quantity, quality and breadth of service).

Our levels of service for 2008/09 will be broadly in line with 2007/08. Any changes from 2007/08 levels are explained in the following pages (see the sections on our new initiatives and variances).

We’ve done our best to provide information that is meaningful and relevant, and to present this information as clearly as possible, so that you – Wellington’s residents – can be informed about our programme.

Our work is divided into seven strategic areas:

- **Urban development**
  Urban planning and policy, building control and facilitation, development control and facilitation, earthquake risk mitigation, and public spaces development.

- **Transport**
  Transport planning and policy, transport networks, and parking.

- **Economic development**
  City promotions, events and attractions, and business support.

- **Environment**
  Gardens and beaches, green open spaces, water, wastewater, waste reduction and energy conservation, environmental conservation attractions, and the quarry.

- **Cultural well-being**
  Heritage, galleries and museums, community arts and cultural support, and arts partnerships.

- **Social and recreation**
  Housing, recreation facilities and programmes, libraries, public health and safety, and community support.

- **Governance**
  Engagement with Hani, and information, consultation and decision-making.

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**VARIANCES FROM LONG TERM PLAN**

Each year we review the underlying assumptions and costs that make up each activity. For each activity we consider the impact of a number of factors, including:

- changes in direct costs
- updated forecasting assumptions (including changes to the forecast timing of projects)
- the allocation of indirect and organisational cost efficiencies
- the appropriateness of inflation and CPI adjustments
- changes affecting our opening position (e.g. updated borrowings forecasts).

This means that the proposed costs for each activity may differ from those we had originally forecast for 2008/09 in our 2006–16 long-term plan. Changes to service levels are explained in the Our Activities in Detail section of this document.