



ATTACHMENTS

Council Meeting
Under Separate Cover
Wednesday, 25 March 2026

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Draft non-financial performance measures (KPI's)
Quarter one and quarter two results.

Community Leadership

Level of service	How will it be measured? (Measures)	Prior Year End Result 2024/25	Data source	2025/26 Target	Q1	Q2	On track to meet year-end target?	Half yearly comment
Provide opportunities for the community and individuals to participate	Percentage of residents who are satisfied with the Let's Talk platform - quality, reliability and value	67%	Let's Talk survey	80%	Not Measured	Not Measured	Results available at year end	This survey is conducted annually therefore results are not available at this time. The result will be available at the end of the financial year.
Demonstrate robust debate and decision making for matters that impact upon the Rotorua District	No decision is overturned by judicial review	Achieved (zero)	Decision-making index	Zero	Achieved (Zero)	Achieved (Zero)	On track	No decisions have been overturned by judicial review for the year to date.
Customer satisfaction	Percentage of residents that agree with how the decisions made by the Council represent the best interests of the District	41%	Residents Experience Monitor	5% increase from prior year (55%)	Not Achieved 44%	Not Achieved 51%	Not on track	Of the 169 respondents across quarter one and two, 48% felt that the Council represents the best interests of the district (scale measure of satisfaction 7 and above). 20% were dissatisfied, with 32% neutral. Although this is not achieved, the results to date are higher than the previous financial year.
	Percentage of residents that are very/fairly satisfied with how the Council keeps the community informed	48%	Residents Experience Monitor	5% increase from prior year (55%)	Not Achieved 46%	Not Achieved 49%	Not on track	Of the 176 respondents across quarter one and two, 48% felt very/fairly satisfied with how the Council keeps the community informed (scale measure of satisfaction 7 and above). 19% were dissatisfied, with 33% neutral. Although this is not achieved, the quarter two results were higher than the previous financial year and the result to date is equal to last years result.

Community Safety

Level of service	How will it be measured? (Measures)	Prior Year End Result 2024/25	Data source	2025/26 Target	Q1	Q2	On track to meet year-end target?	Half yearly comment
Ensuring a prepared and effective response to emergencies	Annual audit conducted by Emergency Management Bay of Plenty. Audit reviews the: • Emergency operations centre staffing levels with appropriate qualifications • Practice operations of activated emergency operations centre • Procedures reviewed within last three years	Achieved	Annual Emergency Management Bay of Plenty audit	Pass the audit	Not Measured	Not Measured	Results available at year end	The audit is conducted annually therefore results are not available at this time. The result will be available at the end of the financial year.
Managing animal welfare and public safety	All urgent animal requests are responded to within 60 minutes where there is an ongoing risk to safety.	Achieved (100%)	Animal Control Database	≥99%	Not Achieved 75%	Not Achieved 81%	Not on track	During quarter one 314 urgent animal requests were received, 235 (75%) of these were responded to within 60 minutes. For quarter two, 276 urgent animal requests were received and 226 (82%) of these were responded to within 60 minutes. A change in our afterhours call centre, staff vacancies, and health and safety requirements (double up of dog pound staff required) impacted the response times. Two staff vacancies were filled during quarter two and the team are working on administrative improvements, specifically for after-hours which are expected to result in improved results for the remainder of the year.
	Percentage of residents rating Council's animal control service as good to excellent	Achieved (61%)	Residents Experience Monitor	5% increase from prior year target (55%)	Achieved 68%	Not Achieved 53%	On track	Of the 29 respondents across quarters one and two, 62% felt that Council's animal control service was good or excellent (scale measure of satisfaction 7 and above). 28% were dissatisfied with 10% neutral.

Community Safety

	Percentage of all known dogs registered with Council annually or owners infringed	Achieved (100%)	Animal Control Database	100%	Not Achieved 83%	Not Achieved 94%	On track	Of the 10,198 total number of known dogs in the district 9,580 are registered to date or owners infringed. Enquiries are ongoing for the remaining 6%. We expect to meet the 100% target at the end of the financial year.
Safeguarding public health	All new food control plans are inspected within 6 weeks after opening for trade	Not Achieved (90%)	Licensing Database	100%	Not Achieved 71%	Not Achieved 55%	Not on track	17 new food businesses were registered with the council in quarter one and 12 of these were inspected within 6 weeks after opening for trade. For quarter two 20 new food businesses were registered. 11 of these were inspected within 6 weeks after opening for trade. The remaining plans were not inspected in the timeframe due to delays caused from operator availability during the verification period.
	Percentage of residents rating Council's food control service as good and excellent	Not Achieved (56%)	Residents Experience Monitor	≥75%	Achieved 100%	Achieved 77%	On track	Of the 5 respondents across quarter one and two 86% felt satisfied or very satisfied with Council's food control service (scale measure of satisfaction 7 and above). Note this was a small sample size across both quarters.
	Percentage of licensed premises inspected annually.	Achieved (100%)	Licensing Database	85%	Not Achieved 14.7%	Not Achieved 30.5%	On track	Rotorua has a total of 235 licenced alcohol premises to date. During quarter one 25 premises were inspected and 36 during quarter two totaling 61 or 30.5% of the required licenced premises inspections. The team expect to meet the target of 85% of premises inspected over the next two quarters.

Community Safety

	Percentage of residents rating Council's alcohol licensing service as good and excellent	Not Achieved (39%)	Residents Experience Monitor	5% increase (55%)	Achieved 67%	Not Achieved 0%	On track	Of the 4 respondents across quarter one and two 55% felt satisfied or very satisfied with Council's alcohol licensing service (scale measure of satisfaction 7 and above). Note this was a small sample size across both quarters.
Creation of Safe public premises	Percent of Buildings with a Building Warrant of Fitness (BWOFF) audited	Not Achieved (24.4%)	Building Consents	25%	Achieved 7%	Not Achieved 12%	On track	The cumulative result across both quarter one and two is 12%. Although it is not achieved to date we are on track to meet the target of 25% by the end of the financial year.
Creation of Safe public premises	100% monitoring of CBD via CCTV network during peak hours. Sun - Wed 0800hrs - midnight. Thurs-Sat 0800hrs 0400hrs	Not Achieved	CCTV roster	Achieve	Not Achieved	Not Achieved	Not on track	A review of operating hours has been undertaken to ensure appropriate cover and these differ from the stated LTP levels of service. Hours are: Sunday - Wednesday 7am - midnight Thursday 9am - 4am Friday and Saturday 7am - 4am. Staffing rotations occasionally are altered, therefore this measure is not achieved to date.

District Development

Level of service	How will it be measured ? (Measures)	Prior Year End Result 2024/25	Data source	2025/26 Target	Q1	Q2	On track to meet year end target?	Half yearly comment
Support and enable growth by unlocking housing development opportunities	Number of net new dwellings	Achieved (518)	Final inspections	450	Achieved 126	Achieved 129	On track	There were a total of 255 net new dwellings completed in the district across quarter one and quarter two. This is on track to meet the year end target of 450.
Support and enable development by processing LIM requests	We will provide a Land Information Memoranda (LIM) service in the ten day statutory timeframe	Achieved (100%)	LIM Service	100%	Not Achieved 99%	Achieved 100%	Not on track	During quarter one there were 306 LIM applications processed and one was not processed within the statutory timeframe. During quarter two all LIM applications were processed within the timeframe. Due to quarter one results this measure will not be achieved for this year.
Support and enable development by processing Resource and Building consents	Percentage of non-notified resource consents processed within statutory timeframes (Land Use)	Not Achieved (31%)	Resource Consents	80%	Not Achieved 63%	Not Achieved 60%	Not on track	Challenges around sufficient staffing have decreased, previous vacancies have reduced from 4 to 2 and this has meant we are less reliant on consultants for additional processing capacity. With the removal of simpler consenting related to housing development, there is now a higher proportion of consents that are of a more complex nature.

District Development

Support and enable development by processing Resource and Building consents	Percentage of non-notified resource consents processed within statutory timeframes (Subdivision)	Not Achieved (28%)	Resource Consents	80%	Not Achieved 63%	Not Achieved 50%	Not on track	Challenges around sufficient staffing have decreased, previous vacancies have reduced from 4 to 2 and this has meant we are less reliant on consultants for additional processing capacity. With the removal of simpler consenting related to housing development, there is now a higher proportion of consents that are of a more complex nature.
	Percentage of consents processed within statutory timeframes (Building Consents)	Achieved (98.25%)	Building Consents	≥95%	Achieved 98%	Achieved 98%	On track	The percentage of building consents processed within statutory timeframes is tracking well and is on target to meet 95% at year end.
	Percentage of residents rating Council's planning and resource consents service as good and excellent	Not Achieved (31%)	Residents Experience Monitor	5% increase (55%)	Not Achieved 47%	Not Achieved 37%	Not on track	Of the 13 respondents across quarter one and two 40% felt satisfied or very satisfied with Council's planning and resource consents services (scale measure of satisfaction 7 and above). Note this a small sample size over both quarters.

Spaces, Places and Recreation

Level of service	How will it be measured? (Measures)	Prior Year End Result 2024/25	Data source	2025/26 Target	Q1	Q2	On track to meet year end target?	Half yearly comment
Creation of vibrant, energised experiences with loads of activity	The number of event days that the Sir Howard Morrison Centre is occupied from total possible available days using booking information	Achieved (established baseline of 32.3%)	Booking System	5% Increase (33.9%)	Achieved 35.4%	Achieved 44.4%	On track	A strong event calendar, with steady utilisation over the first two quarters, combined with solid forward looking bookings, has meant that we are tracking well to meet the target by year end.
	The number of people attending events at the Sir Howard Morrison Centre	Achieved (established baseline of 52,331)	Booking System	2.5% Increase (53,639)	Achieved 19,428	Achieved 19,560	On track	Quarter one included a large event with approx. 4500 pax across five shows. Two of the days had double shows. Only the main theatre was booked for this event when in reality the whole venue was utilised. Another key event also utilised the venue for registrations, bringing approx. 3500 pax into the venue. Results for quarter two are ahead of target with more key events bringing numbers into the venue, we are tracking ahead of the same period last year.
	The number of event days that the Energy Events Centre is occupied from total possible available days using booking information	Achieved (established baseline of 22.9%)	Booking System	5% Increase (24%)	Achieved 28.9%	Not Achieved 11.4%	Not on track	Quarter one saw a good start to the financial year with positive numbers of bookings and people attending events. During quarter two the venue had a long shutdown which negatively impacted utilisation. This is due to Montana committing a significant investment into the kitchen as part of their exclusive catering contract. RLC decided to make the most of this construction period and similarly carried out work which stretched the project out longer than expected. The moving dates of the project created uncertainty in real availability. This has had an impact on meeting the year end target.

Spaces, Places and Recreation

Creation of vibrant, energised experiences with loads of activity	The number of people attending events at the Energy Event Centre	Achieved (established baseline of 62,384)	Booking System	2.5% Increase (15,986 per quarter, total 63,944 per year)	Achieved 17,256	Not Achieved 4,972	Not on track	Quarter one saw a good start to the financial year with positive numbers of bookings and people attending events. Number of people attending events is not on track due to the impact of the long shutdown period of the venue as stated above.
	The percentage of Aquatic Centre customers surveyed who are satisfied with their overall experience	Achieved (88%)	CLM Leisure Management	82%	Not Measured	Not Measured	Results available at year end	Results are not available at this time, surveys of pool users are conducted in June and mid December to mid February. Results will be available in quarter three.
	Number of customer interactions with Library core services (literacy and digital resources)	Not Achieved (434,038)	Physical and e-resource issues, customer login and direct enquiry data	1% increase (444,400)	Achieved 120,649	Achieved 233,953 (cumulative)	On track	233,953 is the cumulative result across both quarter one and two. The result is ahead of target by 5.29%. During quarter one E-issues and Heritage & Research enquiries all performed well, physical issues were tracking downwards slightly. During quarter two E-issues, Library to You issues and Heritage & Research enquiries also performed well, there was a slight uplift in physical issues in quarter two.
	Number of people participating in Library and partnership programmes and events	Not Achieved (27,992)	Programme registration database	2.5% increase (28,691)	Achieved 9,237	Not Achieved 13,519 (cumulative)	Not on track	13,519 is the cumulative result across both quarter one and two. The result is behind target by 14.9%. The quarter one result was ahead of target. New holiday programme and events delivered over this period attracted significant numbers of people participating. During quarter two there was a drop off in pre-school delivery and events leading into the December holiday period. Staff vacancies have also impacted the ability to deliver after school activities.
	The percentage of Parks Survey respondents who agree the facilities in our parks and open spaces are easily accessible	Achieved (82%)	Yardstick Park User Survey	82%	Not Measured	Not Measured	Results available at year end	Surveys are currently being conducted and the results will be available in quarter three.

Spaces, Places and Recreation

Provide for and develop a sustainable open space network	Percentage of users very/fairly satisfied with Council's open space network	Achieved (98%)	Yardstick Park User Survey	95%	Not Measured	Achieved 96.5%	On track	113 park users were surveyed in December with 96.5% of users satisfied with Council's open space network.
	The visitor experience satisfaction rating for security in open space locations	Not Achieved (92%)	Yardstick Park User Survey	95%	Not Measured	Not Achieved 89%	Not on track	113 park users were surveyed in December with 89% of users satisfied with safety in open spaces. The main concern was anti-social behaviour in Waikawau Reserve.
Safety	Number of lessons in Learn to Swim School programmes per term	Not Achieved (per term 15,394; year total 61,577)	CLM Leisure Management Admissions/enrolment to programmes	≥18,000	Not Achieved 16,664	Not Achieved 13,031	Not on track	The number of lessons in learn to school programmes during quarter one was an improvement on the previous financial year. During quarter two a large number of school lessons were cancelled due to weather and end of year school activities in term four which negatively impacted the numbers.

Stormwater

Level of service	How will it be measured? (Measures)	Prior Year End Result 2024/25	Data source	2025/26 target	Q1	Q2	On track to meet year end target?	Half yearly comment
System adequacy	The number of flooding events that occur in a territorial authority district (DIA Measure).	Achieved (zero events)	Request for Service Database	≤ 2	Achieved (zero events)	Achieved (zero events)	On track	No flooding events occurred during this period.
System adequacy	For each flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to the territorial authority's stormwater system) (DIA Measure).	Achieved (zero events)	Request for Service Database	≤ 0.5 / 1000 rated properties	Achieved 0/1000	Achieved 0/1000	On track	No flooding events occurred during this period.
Discharge compliance	Council's stormwater compliance with resource consents for discharge from its stormwater system measured by the number of: a. abatement notices; b. infringement notices; c. enforcement orders; d. convictions received in relation to those resource consents (DIA Measure).	Achieved (zero)	Resource consent database	0	Achieved (zero)	Achieved (zero)	On track	No abatement notices, infringement notices, enforcement notices or convictions were received during this period.
Response times	The median response time to attend a flooding event, measured from the time that the territorial authority receives notification to the time that service personnel reach the site (DIA Measure).	Achieved (zero events)	Request for Service Database	≤ 60 minutes	Achieved (zero)	Achieved (zero)	On track	No flooding events occurred during this period.

Customer Satisfaction	The number of complaints received by a territorial authority about the performance of its stormwater system, expressed per 1000 properties connected to the territorial authority's stormwater system (DIA Measure).	Achieved (1.5/1000)	Request for Service Database	≤ 20 / 1000 rated properties	Achieved (0.5/1000)	Achieved (0.6/1000)	On track	13 service requests/complaints were received in quarter one and 3 during quarter two, seasonal variations of rainfall often impact the numbers requests/complaints. This results in 0.6 per 1000 connections from a total of 28,378 properties connected to the stormwater system. This is tracking well for a positive result for year end.
Customer satisfaction	Percentage of residents that are very/fairly satisfied with Council's storm water network	Achieved 63%	Residents Experience Monitor	5% increase (55%)	Achieved 71%	Achieved 75%	On track	Of the 181 respondents across both quarters, 73% felt fairly or very satisfied with Council's Stormwater Network (scale measure of satisfaction 7 and above). 9% were dissatisfied with 8% neutral.

Transportation

Level of service	How will it be measured? (Measures)	Prior Year End Result 2024/25	Data source	2025/26 Target	Q1	Q2	On track to meet year end target?	Half yearly comment
Safety	The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number (DIA Measure)	Not Achieved (12)	Accident Database	≤ -1	Achieved (-17)	Achieved (-7)	On track	There were 8 crashes in quarter one and 10 crashes in quarter two. This adds to a total of 18 crashes to date for this financial year (0 Fatal, 19 serious injuries). This compares to a prior year result of 25 crashes (Fatal = 3, serious injuries = 28).
Condition	The average quality of ride on a sealed local road network, measured by smooth travel exposure. (DIA Measure)	Achieved (82%)	RAMM Management System	≥75%	Not Measured	Not Measured	Results available at year end	This measure is reported annually. A result will be available at the end of the financial year.
Maintenance	The percentage of the sealed local road network that is resurfaced. (DIA Measure)	Not Achieved (6.9%)	RAMM Management System	≥7-9%	Not Measured	Not Measured	Results available at year end	This measure is reported annually. A result will be available at the end of the financial year.

Transportation

Condition	The percentage of footpaths within the Rotorua District that fall within the condition four (4) or better, set out in the council's asset management plan. (DIA Measure)	Achieved (99.7%)	RAMM Management System and Request for Service Database	≥98%	Not Achieved 97%	Not Achieved 97%	Not on track	Of the 3667 footpath assets, 3548 have a condition rating of 4 or better. Condition ratings 1 = excellent, 2 = Good, 3 = Average, 4 = Poor and 5 = Very Poor. This is obtained from Council's Roading assessment and maintenance management system (RAMM).
Response time	The percentage of customer service requests relating to roads and footpaths which are responded to within five (5) working days. (DIA Measure)	Achieved (92%)	RAMM Management System and Request for Service Database	≥90%	Achieved 100%	Achieved 95%	On track	Of the 1,059 total customer service requests received over quarter one and two, 1,036 of these were responded to within 5 working days which equates to 98%.
Customer satisfaction	Percentage of residents that are very/fairly satisfied with Council's roading, cycleways and footpaths network	Achieved (56%)	Residents Experience Monitor	5% increase (55%)	Not Achieved 48%	Achieved 54%	On track	Of the 197 respondents across both quarters, 51% felt fairly or very satisfied with Council's roading, cycleways and footpaths network (scale measure of satisfaction 7 and above). 21% were dissatisfied with 28% neutral.

Wastewater

Level of service	How will it be measured? (Measures)	Prior Year End Result 2024/25	Data source	2025/26 target	Q1	Q2	On track to meet year end target?	Half yearly comment
Systems and adequacy	The number of dry weather sewerage overflows from the territorial authority's sewerage system, expressed per 1000 sewerage connections to that sewerage system. (DIA measure)	Achieved (1.28/1000 connections)	Request for Service Database	≤ 5 / 1000 connections	Achieved 0.50/1000	Achieved 0.74/1000	On track	There are 25,748 properties connected to the sewerage system. There were 13 dry weather overflow events in quarter one and 6 in quarter two which equates to 0.74 per 1000 connections.
Discharge compliance	Compliance with the territorial authority's resource consents for discharge from its sewerage system measured by the number of: a) abatement notices b) infringement notices c) enforcement orders d) convictions received by the territorial authority in relation to those resource consents. (DIA measure)	Achieved	Resource Consent Database	0	Achieved (Zero)	Achieved (Zero)	On track	No abatement notices, infringement notices, enforcement notices or convictions were received during this period.
Fault response times	Where the territorial authority attends to sewerage overflows resulting from a blockage or other fault in the territorial authority's sewerage system, the median attendance time from the time that the territorial authority receives notification to the time that service personnel reach the site. (DIA measure)	Achieved (32 minutes)	Request for Service Database	≤60 minutes	Achieved 25 minutes	Achieved 21 minutes	On track	There were a total of 20 service requests received during quarter one and 8 for quarter two. The median response time to these requests is well below target and on track for a positive year end result. Our notifications systems are designed to ensure community safety and minimise any potential health effects to the community from any wastewater blockages or faults.
Fault resolve times	Where the territorial authority attends to sewerage overflows resulting from a blockage or other fault in the territorial authority's sewerage system, the median resolution time from the time that the territorial authority receives notification to the time that service personnel confirm resolution of the blockage or other fault. (DIA measure)	Achieved (79 minutes)	Request for Service Database	≤ 180 minutes	Achieved 84 minutes	Achieved 83 minutes	On track	As per the above comment the median resolution time from the time that we receive notification to the time that the blockage or fault is resolved is well within target for this year.

Customer satisfaction	The total number of complaints received by the territorial authority about any of the following: - sewage odour - sewerage system faults - sewerage system blockages, and - the territorial authority's response to issues with its sewerage system, expressed per 1000 connections to the territorial authority's sewerage system (DIA measure)	Achieved odour - 4 faults - 308 blockages - 24 complaints - 6 Total - 342 (13.36/1000 connections)	Resource Consents Database	≤30 / 1000 connections	Achieved odour - 2 faults - 70 blockages - 22 complaints - 3 Total - 97 (3.77/1000 connections)	Achieved odour - 5 faults - 121 blockages - 27 complaints - 4 Total - 157 (6.10/1000 connections)	On track	There were a total of 97 complaints received in quarter one and 60 complaints received in quarter two. This results in 157 total across both quarters equating to 6.10 complaints per 1000 connections from a total of 25,748 properties with sewerage connections.
Customer satisfaction	Percentage of residents that are very/fairly satisfied with Council's reliability of the waste water service	Achieved 92%	Residents Experience Monitor	≥85%	Achieved 87%	Achieved 88%	On track	Of the 150 respondents across both quarters, 88% felt fairly or very satisfied with Council's reliability of the waste water service (scale measure of satisfaction 7 and above). 4% were dissatisfied with 8% neutral.

Waste and Sustainability

Level of service	How will it be measured? (Measures)	Prior Year End Result 2024/25	Data source	2025/26 target	Q1	Q2	On track to meet year end target?	Half yearly comment
Sustainability	Reduction in the amount of waste being sent to the landfill.	Not Achieved (222.9 kgs per capita)	Waste Database	1% decrease (210.4kg per capita)	Not Achieved 221.5kg per capita	Not Achieved 220.4kg per capita	Not on track	Waste volumes have remained consistently higher than forecast over the past 12-month period. Due to the consistency over the first half of the year it is likely we will not meet the target this year. Although waste volumes can fluctuate due to seasonal and other variations.
Sustainability	Reduce the amount of rubbish/waste that is collected from kerbside collection per capita.	Achieved (199.8kg per capita)	Waste Database	≤ 210 kg / capita Per Year	Achieved 198.3kg per capita	Achieved 199.5kg per capita	On track	The results to date are positive. The amount of waste collected may increase in the second half of the year as the remainder of the summer tonnages start to show in the results.
Compliance	Compliance with resource consent conditions at the landfill	Achieved (100%)	Consents Database	100%	Achieved 100%	Achieved 100%	On track	There were no incidents reported to date.
Sustainability	Reducing the percentage of contaminants in kerbside recycling collection across the Rotorua District.	Not Achieved (23%)	Waste Database	<20%	Not Achieved 22.3%	Not Achieved 22.3%	Not on track	Contamination remains stubbornly higher than targeted levels despite increased kerbside levels auditing. Education programmes are conducted with the community to educate residents on reducing contaminants in kerbside recycling. These education programmes will continue throughout the year.

Waste and Sustainability

Customer satisfaction	Percentage of residents that are very/fairly satisfied with Council's rubbish and recycling kerbside collection service	Achieved (85%)	Residents Experience Monitor	≥80%	Achieved 85%	Achieved 87%	On track	Of the 194 respondents across both quarters, 86% felt fairly or very satisfied with Council's rubbish and recycling kerbside collection service (scale measure of satisfaction 7 and above). 4% were dissatisfied with 10% neutral.
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Water

Level of service	How will it be measured? (Measures)	Prior Year End Result 2024/25	Data source	2025/26 target	Q1	Q2	On track to meet year end target?	Half yearly comment
Safety of drinking water	The extent to which Council's drinking water supply complies with: 4.10.1 - T3 of the Drinking Water Quality Assurance Rules (bacterial rules) (DIA Measure)	Achieved	Drinking Water Online	Achieved for all supplies	Achieved	Achieved	On track	All drinking water supplied is fully compliant with the Drinking Water Quality Assurance Rules. The ten treatment plants for Rotorua District are: Deep Creek, Hamurana, Mamaku, Matipo, Reporoa, Rotoiti, Rotoma, Taniwha Springs, Utuhina and Whakarewarewa.
Safety of drinking water	The extent to which Council's drinking water supply complies with: 4.10.2 - T3 of the Drinking Water Quality Assurance Rules (protozoal rules) (DIA Measure)	Achieved	Drinking Water Online	Achieved for all supplies	Achieved	Achieved	On track	All drinking water supplied is fully compliant with the Drinking Water Quality Assurance Rules, Protozoal criteria has been met.
Safety of drinking water	The extent to which Council's drinking water supply complies with: 4.11.5 - D3.29 of the Drinking Water Quality Assurance Rules (microbiological monitoring rule) (DIA Measure)	Achieved	Drinking Water Online	Achieved for all supplies	Achieved	Achieved	On track	All drinking water supplied is fully compliant with the Drinking Water Quality Assurance Rules, the microbiological monitoring rule has been met.
Maintenance of the reticulation network	The percentage of real water loss from the local authority's networked reticulation system (including a description of the methodology used to calculate this) (DIA Measure).	Achieved (26.1%)	Water NZ water loss benchmarking methodology - Current Annual Real Losses. This measure combines all 10 water supplies (Urban and Rural)	≤ 30%	Achieved 29%	Achieved 26.5%	On track	The team are continually working on targeted interventions to reduce water loss. Major works projects have recently been completed, and there is continual monitoring of high risk areas of our water network
Fault response times	In response to a fault or unplanned interruption to its networked reticulation system, the median response times measured: attendance for urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site (DIA Measure).	Achieved (31 minutes)	Request for Service Database	≤ 60 minutes	Achieved 37 minutes	Achieved 32 minutes	On track	There were 17 urgent requests for service during quarter one and 17 during quarter two. The median response times to these requests of 32 minutes is testament to the continued commitment of the waters teams to providing excellent water services to the community.

Water

Fault resolve times	In response to a fault or unplanned interruption to its networked reticulation system, the following median response times measured: resolution of urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption (DIA Measure).	Achieved (82 minutes)	Request for Service Database	≤ 210 minutes	Achieved 121 minutes	Achieved 116 minutes	On track	There were 43 urgent requests for service received during quarter one and 36 during quarter two with a median response time of 116 minutes. This result is higher than the previous financial year result. This is due to the complexity of the job travel distance required to attend some locations.
Fault response times	In response to a fault or unplanned interruption to its networked reticulation system, the following median response times measured: attendance for non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site (DIA Measure).	Achieved (20 hours 3 minutes)	Request for Service Database	≤ 2 days	Achieved 18 hours 42 minutes	Achieved 17 hours 8 minutes	On track	There were 285 non-urgent requests for service during quarter one and 172 during quarter two. The median response time to these requests across both quarters is 17 hours 8 minutes. This is a positive result reflecting the teams continual efforts to improve response times.
Fault resolve times	In response to a fault or unplanned interruption to its networked reticulation system, the following median response times measured: resolution of non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption (DIA Measure).	Achieved (48 hours 6 minutes)	Request for Service Database	≤ 4 days	Achieved 26 hours 29 minutes	Achieved 31 hours 38 minutes	On track	There were a total of 457 non-urgent service requests/ complaints across quarter one and two. The median response time for these was 31 hours and 38 minutes. Our contract management model encourages constant improvement through collaboration, and overall this enables the performance and results to be kept consistently high.
Customer satisfaction	The total number of complaints received by the local authority about any of the following: • drinking water clarity • drinking water taste • drinking water odour • drinking water pressure or flow continuity of supply, and • the local authority's response to any of these issues expressed per 1000 connections to the local authority's networked reticulation system (DIA Measure).	Achieved 78 complaints Drinking Water Clarity - 12 Drinking Water Taste - 14 Drinking Water Odour - 1 DW Pressure or Flow - 38 DW Continuity of Supply - 0 Customer Service Complaints - 14 Local Authority Response = 0.53/1000 connections	Request for Service Database	≤ 10 / 1000 connections	Achieved 29 complaints Drinking Water Clarity - 0 Drinking Water Taste - 3 Drinking Water Odour - 0 DW Pressure or Flow - 13 DW Continuity of Supply - 13 Customer Service Complaints - 0 Local Authority Response = 1.09/1000 connections	Achieved 32 complaints. Drinking Water Clarity - 0 Drinking Water Taste - 4 Drinking Water Odour - 0 DW Pressure or Flow - 11 DW Continuity of Supply - 16 Customer Service Complaints - 1 61 cumulative complaints across quarter one and quarter two: Local Authority Response = 2.30/1000 connections	On track	There were a total of 61 complaints across quarter one and two from a total of 26,487 properties connected to the water supply network. This results in 2.30 complaints per 1000 connections. An increase in the number of service requests compared to the previous year has been largely due to water meter faults and corrosion, blockage or damage in areas where pumice and grit often feed into the system lines resulting in a fault.

Water

Demand management	The average consumption of drinking water per day per resident within the territorial authority based on water leaving the water treatment plants in litres per capita per day (annual consumption and based on population of 25,641 connections supplied with water) (DIA Measure)	Achieved (262 litres per person per day)	Consumption from Water Billing	≤ 320 litres per person per day	Achieved 271 litres per person per day	Achieved 283 litres per person per day	On track	This measure is based on StatsNZ data for the RLC water supply area population of 69,130 people. There are seasonal variations and water use is usually higher in the summer months.
Customer satisfaction	Percentage of residents that are very/fairly satisfied with Council's water supply service	Achieved (94%)	Residents Experience Monitor	5% increase (70%)	Achieved 92%	Achieved 96%	On track	Of the 176 respondents across both quarters, 94% felt fairly or very satisfied with Council's water supply service (scale measure of satisfaction 7 and above). 2% were dissatisfied with 4% neutral.



Local Alcohol Policy 2026

1. Preliminary Provisions

1.1 Intent and objective

- 1.1.1 This is the Rotorua Lakes Council Local Alcohol Policy 2026 (Policy). It is made under the Sale and Supply of Alcohol Act 2012 (Act).
- 1.1.2 This Policy was adopted by resolution of Council on the 25 March 2026. This policy enters into force on 13 July 2026.
- 1.1.3 Clause 3.4.1 will come into effect on 13 July 2026.
- 1.1.4 Clauses 3.3.1 and 3.3.2 remain unaffected by the timeframe mentioned in clause 1.1.3.
- 1.1.5 This Policy is intended to set a clear framework which will be applied to all applications for on, off, club and special licences within the Rotorua District.
- 1.1.6 The Policy was adopted following an amendment to the Rotorua Lakes Council Local Alcohol Policy 2025, under section 95 of the Act.
- 1.1.7 The objective of this Policy is to balance the reasonable needs of the residents of Rotorua District regarding the safe and responsible sale, supply and consumption of alcohol, while addressing the statutory requirements of the Sale and Supply of Alcohol Act 2012, including the object of the Act to minimise the harm caused by excessive or inappropriate consumption of alcohol.

1.2 Statutory context

- 1.2.1 The object of the Act is that:
 - (a) the sale, supply, and consumption of alcohol should be undertaken safely and responsibly; and
 - (b) the harm caused by the excessive or inappropriate consumption of alcohol should be minimised.

- 1.2.2 The harm caused by the excessive or inappropriate consumption of alcohol includes –
- (a) any crime, damage, death, disease, disorderly behaviour, illness, or injury, directly or indirectly caused, or directly or indirectly contributed to, by the excessive or inappropriate consumption of alcohol; and
 - (b) any harm to society generally or the community, directly or indirectly caused, or directly or indirectly contributed to, by any crime, damage, death, disease, disorderly behaviour, illness, or injury of a kind described in paragraph (a).
- 1.2.3 Section 75 of the Act enables a territorial authority to have a local alcohol policy (LAP) relating to the sale, supply or consumption of alcohol within its district. A LAP may:
- (a) provide differently for different parts of the district;
 - (b) apply to only part of the district;
 - (c) apply differently to premises for which licences of different kinds are held or have been applied for.
- 1.2.4 Section 77 of the Act provides that some or all of the following matters relating to licensing can be included in a LAP:
- (a) location of licensed premises by reference to broad areas;
 - (b) location of licensed premises by reference to proximity to premises of a particular kind or kinds;
 - (c) location of licensed premises by reference to proximity to facilities of a particular kind or kinds;
 - (d) whether further licences (or licences of a particular kind or kinds) should be issued for premises in the district concerned, or any stated part of the district;
 - (e) maximum trading hours;
 - (f) the issue of licences, or licences of a particular kind or kinds, subject to discretionary conditions;
 - (g) one-way door restrictions.
- 1.2.5 A LAP must not include any other matters relating to licensing and must not include policies on any matters not related to licensing.
- 1.2.6 Under section 93 of the Act, a LAP may contain a policy more restrictive than the Council's district plan, however a LAP cannot authorise anything forbidden by the district plan.

- 1.2.7 This Policy does not contain all provisions that may apply to alcohol licensing matters and should be read in conjunction with the Act (and other relevant legislation including, but not limited to, the Resource Management Act 1991).
- 1.2.8 It is the responsibility of the licence applicant to ensure that all relevant requirements are met, including the requirements under the Rotorua District Plan and this Policy, before filing an application.
- 1.2.9 There are 4 kinds of alcohol licences under the Act:
- (a) On-licences: these are issued for premises where the licensee can sell and supply alcohol for consumption on-site. They can also be endorsed under section 37 of the Act which gives restaurants the ability to allow 'bring your own' alcohol. Common on-licence examples include cafés, restaurants, taverns, bars and hotels.
 - (b) Off-licences: these are issued for premises where the licensee can sell alcohol for consumption elsewhere. Common off-licence examples include bottle stores, grocery stores and supermarkets.
 - (c) Club licences: these are issued for premises where the licensee can sell and supply alcohol only to authorised customers (who are members or visitors of that club) for consumption there.
 - (d) Special licences: these are issued to allow the sale and consumption of alcohol at events or occasions on premises that are unlicensed, or premises for which the event timing would be outside their normal licence conditions.
- 1.2.10 To obtain a new or renewed licence, the applicant must apply to the Rotorua District Licensing Committee (RDLC). The decision on any application may be appealed to the Alcohol Regulatory and Licensing Authority (ARLA).
- 1.2.11 Once in force, the RDLC and ARLA must have regard to this Policy before deciding whether to issue a licence or its renewal.
- 1.2.12 A licence or its renewal may be refused if it is inconsistent with this Policy.
- 1.2.13 In addition, conditions may be imposed by the RDLC and ARLA on any licence or its renewal to ensure consistency with this Policy.
- 1.2.14 The Rotorua Lakes Council Local Alcohol Policy 2019 applied to the determination of all licensing applications prior to this Policy coming into force. This Policy will apply to the

determination of a licensing application after this Policy comes into force, notwithstanding that the relevant licensing application was filed prior to this date.

2. Interpretations

Alcohol-related harm

Has the meaning given by section 5(1) of the Act, which is:

- a) means the harm caused by the excessive or inappropriate consumption of alcohol; and
- b) includes— i. any crime, damage, death, disease, disorderly behaviour, illness, or injury, directly or indirectly caused, or directly or indirectly contributed to, by the excessive or inappropriate consumption of alcohol; and ii. any harm to society generally or the community, directly or indirectly caused, or directly or indirectly contributed to, by any crime, damage, death, disease, disorderly behaviour, illness, or injury of a kind described in subparagraph (i).

Club Licence

These are issued for premises where the licensee can sell and supply alcohol only to authorised customers (who are members or visitors of that club) for consumption there.

Crime Prevention Through Environmental Design

Is a crime prevention strategy based on proper design and effective use of the built environment to reduce the opportunity for crime.

Education Facilities

Includes learning activities such as pre-school, primary, secondary and tertiary institutions and institutions delivering educational services for groups such as unemployed people, youth, elderly or groups with special educational needs.

Host responsibility policy

Means a policy the licensee and/or premises manager composes, that outlines steps they will take to ensure they are acting as a responsible host.

- a) prevent intoxication;
- b) not serve alcohol to minors;
- c) provide and actively promote low and non-alcoholic alternatives;
- d) provide and actively promote substantial food;
- e) serve alcohol responsibly or not at all;
- f) arrange safe transport options, and
- g) actively manage the premises at all times.

Inner City

The Inner City is the area outlined in the Appendix 1.

New club licence

A club licence (or proposed club licence) in respect of a premises that is subject to a club licence for the first time or a premises that has not been subject to a club licence in the twelve (12) months prior to the relevant licence application.

New on-licence

An on-licence (or proposed on-licence) in respect of a premises that is subject to an on-licence for the first time or a premises that has not been subject to an on-licence in the twelve (12) months prior to the relevant licence application.

New off-licence

An off-licence (or proposed off-licence) in respect of a premises that is the subject to an off-licence for the first time or a premises that has not been subject to an off-licence in the twelve (12) months prior to the relevant licence application.

Marae

Community meeting place or surrounds. Marae customarily means the open space in front of a meeting house upon which various ceremonial occasions are centred. For the purpose of this district plan, Marae also consists of a wharenui (Māori meeting house) and/or a wharekai hall together with the surrounding area of open ground. It includes such buildings normally used in conjunction with the meeting house or hall, the whole being located on a defined parcel or parcels of land and administered by legally appointed trustees of a trust body for the common use or benefit of a defined group of Māori people.

One-way door restriction

Has the meaning given by section 5(1) of the Act, which means in relation to a licence, is a requirement that, during the hours stated in the restriction,— a) no person is to be admitted (or re-admitted) into the premises unless he or she is an exempt person; and b) no person who has been admitted (or readmitted) into the premises while the restriction applies to the licence is to be sold or supplied with alcohol.

On-Licence

These are issued for premises where the licensee can sell and supply alcohol for consumption on-site. They can also be endorsed under section 37 of the Act which gives restaurants the ability to

allow 'bring your own' alcohol. Common on-licence examples include cafés, restaurants, taverns, bars and hotels.

Off-Licence

These are issued for premises where the licensee can sell alcohol for consumption elsewhere.

Common off-licence examples include bottle stores, grocery stores and supermarkets. There are several categories of Off-Licence, including:

- **Supermarket:** Premises defined in section 32(1)(e) of the Act;
- **Grocery store:** Premises defined in section 33(1) of the Act;
- **Bottle Store:** Premises where the main product for sale is alcohol of any type - e.g. wine, beer, spirits, ciders etc. Usually these premises are stand-alone. They cannot be situated wholly or partially within another shop, unless part of a hotel or tavern style on licence where alcohol can be sold either in a separate store or over the bar.
- **Remote seller:** Premises defined in section 40 of the Act;
- **Auctioneer:** Premises defined in section 39 of the Act;
- **Complementary sale:** Premises defined in section 35 of the Act;

Remote sale

Has the meaning given by section 5(1) of the Act, which is, in relation to alcohol, means a sale pursuant to a contract that—

a) has been entered into (using the Internet, by telephone or mail order, or in any other way) between—

- i. a seller who holds an off-licence; and
- ii. a person (whether the buyer or a person acting on the buyer's behalf) who is at a distance from the premises where the seller entered into the contract; and

b) contains a term providing for the alcohol to be delivered to the buyer (or to a person or place nominated by the buyer) by or on behalf of the seller.

Sensitive facility

Include: educational facilities and marae.

Social Responsibility Policy

Means a policy the licensee and/or premises manager composes, that outlines steps they will take to ensure they are acting in a socially responsible manner. The matters to be covered are the steps that will be taken to:

- (a) not serve alcohol to minors;
- (b) not serve alcohol to intoxicated persons;
- (c) actively manage the premises at all times;
- (d) ensure the premises contributes to the amenity and good order of the locality;

- (e) ensure that the buyer and receiver of remotely bought alcohol are not minors; and
- (f) ensure any alcohol promotions are run responsibly.

Special Licence

Special licences: these are issued to allow the sale and consumption of alcohol at events or occasions on premises that are unlicensed, or premises for which the event timing would be outside their normal licence conditions.

There are two kinds of special licence, for the purpose of this LAP:

- **On-site special licence** means a premises licensed to sell and supply alcohol for consumption, to people attending an event (as described in the special licence) at those premises;
- **Off-site special licence** means a premises licensed to sell alcohol for consumption elsewhere, to people attending an event described in the special licence, and the supply of alcohol free (as a sample), for consumption on the premises (see section 22 of the Act).

3. Off-Licences

3.1 Introduction

- 3.1.1 Off-licences are those licences that meet the requirements under sections 17, 18, 19 and 20 of the Act (such as bottle stores, grocery stores and supermarkets).

3.2 Location of premises holding off-licences by reference to proximity to sensitive facilities

- 3.2.1 No new off-licence applications will be granted if the premises are to be located outside the Inner City and within a 200 metre radius of any education facility or marae, unless the RDLC or ARLA is satisfied, that it is appropriate to do so. This restriction does not apply to supermarkets or grocery stores.

Guidance note: Distances are measured in a direct line 'as the crow flies'.

3.3 Prohibitions and restrictions on issuing further off-licences

- 3.3.1 No new off-licence may be issued for 36 months from the date this Policy comes into force within the Rotorua District. This prohibition does not apply to:
 - (a) any new off-licence that has notified Council through regulatory processes e.g. resource or building consent of its intention to open, prior to the adoption of the policy.
 - (b) off-licence types defined under section 35 (complementary sales), 39 (auctioneer) and 40 (remote seller) of the Act.

3.3.2 From the date after 36 months from the date this Policy comes into force, the presumption is any new off-licence applications should be refused within the Rotorua District. This presumption may be rebutted by the applicant. In deciding whether the presumption is rebutted by the applicant, the RDLC and ARLA should have regard to information provided, and representations made, by the applicant as well any reports on the application made by the Police, Medical Officer of Health and/or the Inspector and any objections to the application.

3.3.3 Transfer of ownership of an existing off-licence is permitted throughout the entire period.

3.4 Maximum trading hours for premises holding off-licences and deliveries

3.4.1 Pursuant to sections 77(1)(e) and 45 of the Act, the maximum trading hours for off-licences in the Rotorua District are 7am to 9pm, Monday to Sunday.

3.4.2 In accordance with section 49 of the Act, the maximum trading hours specified under clause 3.4.1 do not apply to remote sales, but the delivery of remote sales must comply with sections 48 and 59(1) of the Act.

3.5.1 Discretionary conditions of off-licences

3.5.2 In accordance with sections 116 and 117 of the Act, the RDLC and ARLA may impose discretionary conditions (in addition to the conditions required by sections 112 and 116(2) of the Act) on any new off-licence or renewed off-licence. The following conditions should be applied by the RDLC, unless there is a good reason to not do so:

- provision of a Social Responsibility Policy that the licensee must develop, display and maintain to demonstrate the measures in place at the premises to minimise alcohol-related harm;
- signs detailing statutory restrictions on the sale of alcohol to minors and intoxicated persons adjacent to every point of sale;
- the maintenance of an alcohol-related incidents book;
- application of Crime Prevention Through Environmental Design (CPTED) principles;
- external signage will be limited to displaying the store name and logo only;
- no external display of alcohol products or pricing on the building façade as well as any flags, sandwich boards or any mobile signage and

- no alcohol sales relating to method of payment using a BNPL Contract, as that term is defined under the Credit Contracts and Consumer Finance Regulations 2004.

Optional conditions

- the installation and operation of CCTV cameras on the exterior of, and within, premises;
- provision of effective exterior lighting;
- restrictions on single sales;
- restrictions on single sales of shots or premixed shots;
- restrictions on the display of RTDs at the principal entrance to the store or within 3 meters of the front window, where practically possible;
- restrictions on the marketing and promotion of non-alcoholic products that pose a high risk of alcohol-related harm, such as drinking games.

4. On-Licences

4.1 Introduction

- 4.1.1 On-licences are licences that meet the requirements of sections 14, 15 and 16 of the Act (such as cafes, restaurants, taverns, bars and hotels).

4.2 Maximum trading hours for premises holding on-licences

- 4.2.1 Subject to sections 46 and 47 of the Act, no on-licence may be issued or renewed within the Inner City (see Appendix 1) with trading hours that exceed Monday to Sunday 8.00am to 3:00am the following day.
- 4.2.2 Subject to sections 46 and 47 of the Act, no on-licence may be issued or renewed outside the Inner City with trading hours that exceed Monday to Sunday 8.00am to 1:00am the following day.

4.3 Discretionary conditions of on-licences

- 4.3.1 In accordance with sections 110(1) and 117 of the Act, the RDLC or ARLA may impose discretionary conditions (in addition to conditions required by section 110(2) of the Act) on any new on-licence or renewed on-licence, including about the following matters:
- Implementation of Crime Prevention through Environmental Design Principles
 - Host responsibilities policy

Implementation of Crime Prevention through Environmental Design Principles

- 4.3.2 Crime Prevention through Environmental Design provides three approaches to managing

the physical environment in ways that will reduce the opportunity for crime:

Natural - the integration of security and behavioural concepts into how human and physical resources are designed and used (e.g. border definition, windows);

Organised - the introduction of labour-intensive security (e.g. security guards, Police, security patrols);

Mechanical - the introduction of capital or hardware-intensive security (e.g. locks, closed circuit television, lighting)

4.3.3 As a result of these approaches, there are four key overlapping CPTED principles

- Surveillance - people are present and can see what is going on;
- Access management - methods are used to attract people and vehicles to some places and restrict them from others;
- Territorial reinforcement - clear boundaries encourage community ownership of the space; and
- Quality environment - good quality, well maintained places attract and support surveillance.

4.3.4 Consistent with the object of the Act, RDLC considers that it may be appropriate for licensees to be required to implement the CPTED principles.

Host responsibilities

4.3.5 On-licences may be issued or renewed subject to a requirement that the premises has a host responsibility policy and that such policy be an integral part of the day-to-day operations of the premises. All host responsibility policies should include but not be limited to:

- staff training in place;
- preventing intoxication;
- not serve alcohol to minors;
- provide and actively promote low and non-alcoholic alternatives;
- provide and actively promote substantial food;
- serve alcohol responsibly or not at all;
- clear signage displayed within the premise setting out available transportation options;
- actively manage the premises at all times and
- be easy to read and visible to customers.

4.4 One-way door restrictions

- 4.4.1 A one-way door restriction may be applied any on-licence premises within the Inner City where those premises have a closing time later than midnight, effective 1 hour prior to the end of the licensed hours for the premises.

5. Club Licences

5.1 Introduction

- 5.1.1 Club licences are those licences that meet the requirements under section 21 of the Act.

5.2 Maximum trading hours for premises holding club licences

- 5.2.1 Subject to section 46 of the Act, no club licence may be issued or renewed with trading hours that exceed:

- Sunday to Friday 8.00am to 12 midnight
- Saturday and Public Holidays 8.00am to 1.00am the following day.

5.3 Discretionary conditions of club licences

- 5.3.1 In accordance with sections 110(1) and 117 of the Act, the RDLC and ARLA may impose discretionary conditions (in addition to those required by section 110(2)) on any new club licence or renewed club licence, including about the following matters:

- Implementation of Crime Prevention through Environmental Design Principles
- Host responsibilities policy

Implementation of Crime Prevention through Environmental Design Principles

- 5.3.2 Consistent with the object of the Act, RDLC considers that it may be appropriate for licensees to be required to implement the CPTED principles. See above 'Discretionary conditions of on-licences' for further information.

Host responsibilities

- 5.3.3 Club licences may be issued or renewed subject to a requirement that the premises has a host responsibility policy and that such policy be an integral part of the day-to-day operations of the premises. All host responsibility policies should include but not be limited to:

- staff training in place;
- preventing intoxication;

- not serve alcohol to minors;
- provide and actively promote low and non-alcoholic alternatives;
- provide and actively promote substantial food;
- serve alcohol responsibly or not at all;
- clear signage displayed within the premise setting out available transportation options;
- actively manage the premises at all times and
- be easy to read and visible to customers.

5.4 One-way door restrictions

- 5.4.1 A one-way door restriction may be applied any club licence premises within the Inner City where those premises have a closing time later than midnight, effective 1 hour prior to the end of the licensed hours for the premises.

6. Special Licences

6.1 Introduction

- 6.1.1 Special licences are those licences that meet the requirements under section 22 of the Act.

6.2 Discretionary conditions of special licences

- 6.2.1 In accordance with sections 146 and 147(1), and in addition to the conditions required by section 147(3), the RDLC and ARLA may impose discretionary conditions on any special licence, including about the following matters:

- Implementation of Crime Prevention through Environmental Design Principles
- Food requirements

Implementation of Crime Prevention through Environmental Design Principles

- 6.2.2 Consistent with the object of the Act, RLC considers that it may be appropriate for licensees to be required to implement the CPTED principles. See above 'Discretionary conditions of on-licences' for further information.

Requirement for food to be available during the event

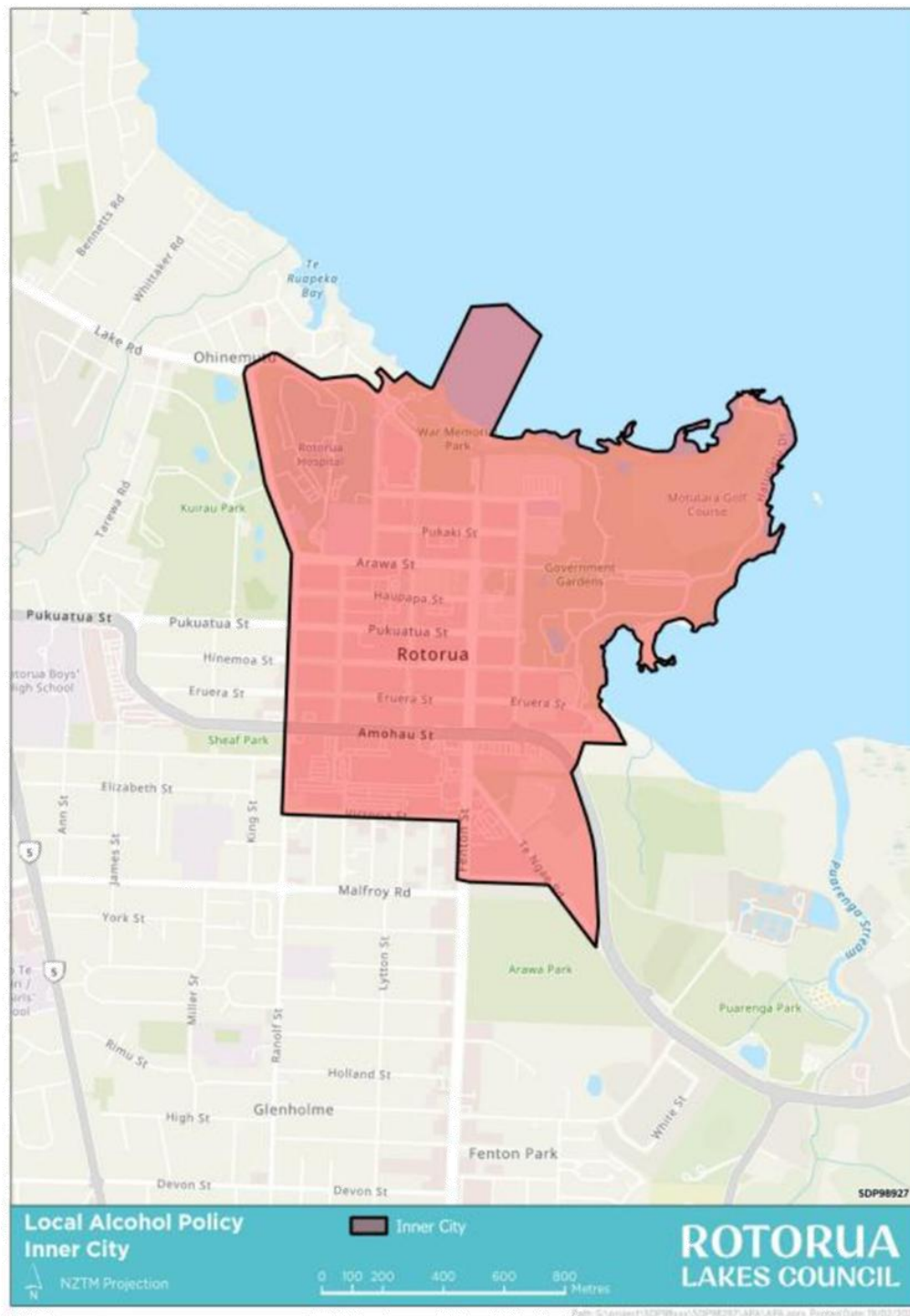
- 6.2.3 The types of food which must be available, as appropriate to the duration and type of event as follows:
- (a) events up to two hours duration (a minimum of snack food);
 - (b) events up to five hours duration (a minimum of light food); and
 - (c) events in excess of five hours duration (substantial food).

6.2.4 Snack, light and substantial food are food the RDLC and ARLA to define.

6.3 One-way door restrictions

6.3.1 A one-way door restriction may be applied any special licence premises within the Inner City where the premises have a closing time later than midnight, effective 1 hour prior to the end of the licensed hours for the premises.

Appendix 1 – Map of the Inner City



Appendix 2 – Document History

Version	Adopted	Approved by
Version 1	18 February 2019	Council meeting
Version 2	25 June 2025	Council meeting
Version 3	25 March 2026	Council Meeting



Local Alcohol Policy 2025

1. Preliminary Provisions

1.1 Intent and objective

1.1.1 This is the Rotorua Lakes Council Local Alcohol Policy 2025 (Policy). It is made under the Sale and Supply of Alcohol Act 2012 (Act).

1.1.2 This Policy was adopted by resolution of Council on the ~~25th June 2025XXX~~. This policy enters into force on ~~1st August 2025XXX~~.

~~1.1.3~~ Clause 3.4.1 will come into effect on ~~1st November 2025XXX~~.

~~1.1.4~~ Clauses 3.3.1 and 3.3.2 remain unaffected by the timeframe mentioned in clause 1.1.3.

~~1.1.3~~1.1.5

~~1.1.4~~1.1.6 This Policy is intended to set a clear framework which will be applied to all applications for on, off, club and special licences within the Rotorua District.

~~1.1.5~~1.1.7 The Policy was adopted following an amendment to review of the Rotorua Lakes Council Local Alcohol Policy 20252019, under section 95-97 of the Act.

~~1.1.6~~1.1.8 The objective of this Policy is to balance the reasonable needs of the residents of Rotorua District regarding the safe and responsible sale, supply and consumption of alcohol, while addressing the statutory requirements of the Sale and Supply of Alcohol Act 2012, including the object of the Act to minimise the harm caused by excessive or inappropriate consumption of alcohol.

1.2 Statutory context

1.2.1 The object of the Act is that:

- (a) the sale, supply, and consumption of alcohol should be undertaken safely and responsibly; and

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(b) the harm caused by the excessive or inappropriate consumption of alcohol should be minimised.

1.2.2 The harm caused by the excessive or inappropriate consumption of alcohol includes –

- (a) any crime, damage, death, disease, disorderly behaviour, illness, or injury, directly or indirectly caused, or directly or indirectly contributed to, by the excessive or inappropriate consumption of alcohol; and
- (b) any harm to society generally or the community, directly or indirectly caused, or directly or indirectly contributed to, by any crime, damage, death, disease, disorderly behaviour, illness, or injury of a kind described in paragraph (a).

1.2.3 Section 75 of the Act enables a territorial authority to have a local alcohol policy (LAP) relating to the sale, supply or consumption of alcohol within its district. A LAP may:

- (a) provide differently for different parts of the district;
- (b) apply to only part of the district;
- (c) apply differently to premises for which licences of different kinds are held or have been applied for.

1.2.4 Section 77 of the Act provides that some or all of the following matters relating to licensing can be included in a LAP:

- (a) location of licensed premises by reference to broad areas;
- (b) location of licensed premises by reference to proximity to premises of a particular kind or kinds;
- (c) location of licensed premises by reference to proximity to facilities of a particular kind or kinds;
- (d) whether further licences (or licences of a particular kind or kinds) should be issued for premises in the district concerned, or any stated part of the district;
- (e) maximum trading hours;
- (f) the issue of licences, or licences of a particular kind or kinds, subject to discretionary conditions;
- (g) one-way door restrictions.

1.2.5 A LAP must not include any other matters relating to licensing and must not include policies on any matters not related to licensing.

1.2.6 Under section 93 of the Act, a LAP may contain a policy more restrictive than the Council's district plan, however a LAP cannot authorise anything forbidden by the district plan.

- 1.2.7 This Policy does not contain all provisions that may apply to alcohol licensing matters and should be read in conjunction with the Act (and other relevant legislation including, but not limited to, the Resource Management Act 1991).
- 1.2.8 It is the responsibility of the licence applicant to ensure that all relevant requirements are met, including the requirements under the Rotorua District Plan and this Policy, before filing an application.
- 1.2.9 There are 4 kinds of alcohol licences under the Act:
- (a) On-licences: these are issued for premises where the licensee can sell and supply alcohol for consumption on-site. They can also be endorsed under section 37 of the Act which gives restaurants the ability to allow 'bring your own' alcohol. Common on-licence examples include cafés, restaurants, taverns, bars and hotels.
 - (b) Off-licences: these are issued for premises where the licensee can sell alcohol for consumption elsewhere. Common off-licence examples include bottle stores, grocery stores and supermarkets.
 - (c) Club licences: these are issued for premises where the licensee can sell and supply alcohol only to authorised customers (who are members or visitors of that club) for consumption there.
 - (d) Special licences: these are issued to allow the sale and consumption of alcohol at events or occasions on premises that are unlicensed, or premises for which the event timing would be outside their normal licence conditions.
- 1.2.10 To obtain a new or renewed licence, the applicant must apply to the Rotorua District Licensing Committee (RDLC). The decision on any application may be appealed to the Alcohol Regulatory and Licensing Authority (ARLA).
- 1.2.11 Once in force, the RDLC and ARLA must have regard to this Policy before deciding whether to issue a licence or its renewal.
- 1.2.12 A licence or its renewal may be refused if it is inconsistent with this Policy.
- 1.2.13 In addition, conditions may be imposed by the RDLC and ARLA on any licence or its renewal to ensure consistency with this Policy.
- 1.2.14 The Rotorua Lakes Council Local Alcohol Policy 2019 applied to the determination of all licensing applications prior to this Policy coming into force. This Policy will apply to the

determination of a licensing application after this Policy comes into force, notwithstanding that the relevant licensing application was filed prior to this date.

2. Interpretations

Alcohol-related harm

Has the meaning given by section 5(1) of the Act, which is:

- a) means the harm caused by the excessive or inappropriate consumption of alcohol; and
- b) includes— i. any crime, damage, death, disease, disorderly behaviour, illness, or injury, directly or indirectly caused, or directly or indirectly contributed to, by the excessive or inappropriate consumption of alcohol; and ii. any harm to society generally or the community, directly or indirectly caused, or directly or indirectly contributed to, by any crime, damage, death, disease, disorderly behaviour, illness, or injury of a kind described in subparagraph (i).

Club Licence

These are issued for premises where the licensee can sell and supply alcohol only to authorised customers (who are members or visitors of that club) for consumption there.

Crime Prevention Through Environmental Design

Is a crime prevention strategy based on proper design and effective use of the built environment to reduce the opportunity for crime.

Education Facilities

Includes learning activities such as pre-school, primary, secondary and tertiary institutions and institutions delivering educational services for groups such as unemployed people, youth, elderly or groups with special educational needs.

Host responsibility policy

Means a policy the licensee and/or premises manager composes, that outlines steps they will take to ensure they are acting as a responsible host.

- a) prevent intoxication;
- b) not serve alcohol to minors;
- c) provide and actively promote low and non-alcoholic alternatives;
- d) provide and actively promote substantial food;
- e) serve alcohol responsibly or not at all;
- f) arrange safe transport options, and
- g) actively manage the premises at all times.

Inner City

The Inner City is the area outlined in the Appendix 1.

New club licence

A club licence (or proposed club licence) in respect of a premises that is subject to a club licence for the first time or a premises that has not been subject to a club licence in the twelve (12) months prior to the relevant licence application.

New on-licence

An on-licence (or proposed on-licence) in respect of a premises that is subject to an on-licence for the first time or a premises that has not been subject to an on-licence in the twelve (12) months prior to the relevant licence application.

New off-licence

An off-licence (or proposed off-licence) in respect of a premises that is the subject to an off-licence for the first time or a premises that has not been subject to an off-licence in the twelve (12) months prior to the relevant licence application.

Marae

Community meeting place or surrounds. Marae customarily means the open space in front of a meeting house upon which various ceremonial occasions are centred. For the purpose of this district plan, Marae also consists of a wharenui (Māori meeting house) and/or a wharekai hall together with the surrounding area of open ground. It includes such buildings normally used in conjunction with the meeting house or hall, the whole being located on a defined parcel or parcels of land and administered by legally appointed trustees of a trust body for the common use or benefit of a defined group of Māori people.

One-way door restriction

Has the meaning given by section 5(1) of the Act, which means in relation to a licence, is a requirement that, during the hours stated in the restriction,— a) no person is to be admitted (or re-admitted) into the premises unless he or she is an exempt person; and b) no person who has been admitted (or readmitted) into the premises while the restriction applies to the licence is to be sold or supplied with alcohol.

On-Licence

These are issued for premises where the licensee can sell and supply alcohol for consumption on-site. They can also be endorsed under section 37 of the Act which gives restaurants the ability to

allow 'bring your own' alcohol. Common on-licence examples include cafés, restaurants, taverns, bars and hotels.

Off-Licence

These are issued for premises where the licensee can sell alcohol for consumption elsewhere. Common off-licence examples include bottle stores, grocery stores and supermarkets. There are several categories of Off-Licence, including:

- **Supermarket:** Premises defined in section 32(1)(e) of the Act;
- **Grocery store:** Premises defined in section 33(1) of the Act;
- **Bottle Store:** Premises where the main product for sale is alcohol of any type - e.g. wine, beer, spirits, ciders etc. Usually these premises are stand-alone. They cannot be situated wholly or partially within another shop, unless part of a hotel or tavern style on licence where alcohol can be sold either in a separate store or over the bar.
- **Remote seller:** Premises defined in section 40 of the Act;
- **Auctioneer:** Premises defined in section 39 of the Act;
- **Complementary sale:** Premises defined in section 35 of the Act;

Remote sale

Has the meaning given by section 5(1) of the Act, which is, in relation to alcohol, means a sale pursuant to a contract that—

a) has been entered into (using the Internet, by telephone or mail order, or in any other way) between—

- i. a seller who holds an off-licence; and
- ii. a person (whether the buyer or a person acting on the buyer's behalf) who is at a distance from the premises where the seller entered into the contract; and

b) contains a term providing for the alcohol to be delivered to the buyer (or to a person or place nominated by the buyer) by or on behalf of the seller.

Sensitive facility

Include: educational facilities and marae.

Social Responsibility Policy

Means a policy the licensee and/or premises manager composes, that outlines steps they will take to ensure they are acting in a socially responsible manner. The matters to be covered are the steps that will be taken to:

- (a) not serve alcohol to minors;
- (b) not serve alcohol to intoxicated persons;
- (c) actively manage the premises at all times;
- (d) ensure the premises contributes to the amenity and good order of the locality;

- (e) ensure that the buyer and receiver of remotely bought alcohol are not minors; and
- (f) ensure any alcohol promotions are run responsibly.

Special Licence

Special licences: these are issued to allow the sale and consumption of alcohol at events or occasions on premises that are unlicensed, or premises for which the event timing would be outside their normal licence conditions.

There are two kinds of special licence, for the purpose of this LAP:

- **On-site special licence** means a premises licensed to sell and supply alcohol for consumption, to people attending an event (as described in the special licence) at those premises;
- **Off-site special licence** means a premises licensed to sell alcohol for consumption elsewhere, to people attending an event described in the special licence, and the supply of alcohol free (as a sample), for consumption on the premises (see section 22 of the Act).

3. Off-Licences

3.1 Introduction

- 3.1.1 Off-licences are those licences that meet the requirements under sections 17, 18, 19 and 20 of the Act (such as bottle stores, grocery stores and supermarkets).

3.2 Location of premises holding off-licences by reference to proximity to sensitive facilities

- 3.2.1 No new off-licence applications will be granted if the premises are to be located outside the Inner City and within a 200 metre radius of any education facility or marae, unless the RDLC or ARLA is satisfied, that it is appropriate to do so. This restriction does not apply to supermarkets or grocery stores.

Guidance note: Distances are measured in a direct line 'as the crow flies'.

3.3 Prohibitions and restrictions on issuing further off-licences

- 3.3.1 No new off-licence may be issued for 36 months from the date this Policy comes into force within the Rotorua District. This prohibition does not apply to:

- (a) any new off-licence that has notified Council through regulatory processes e.g. resource or building consent of its intention to open, prior to the adoption of the policy.
- (b) off-licence types defined under section 35 (complementary sales), 39 (auctioneer) and 40 (remote seller) of the Act.

3.3.2 From the date after 36 months from the date this Policy comes into force, the presumption is any new off-licence applications should be refused within the Rotorua District. This presumption may be rebutted by the applicant. In deciding whether the presumption is rebutted by the applicant, the RDLC and ARLA should have regard to information provided, and representations made, by the applicant as well any reports on the application made by the Police, Medical Officer of Health and/or the Inspector and any objections to the application.

3.3.3 Transfer of ownership of an existing off-licence is permitted throughout the entire period.

3.4 Maximum trading hours for premises holding off-licences and deliveries

3.4.1 ~~3.4.1~~ Pursuant to sections 77(1)(e) and 45 of the Act, the maximum trading hours for off-licences in the Rotorua District are 7am to 9pm, Monday to Sunday.

3.4.2 ~~o~~ off-licence may be issued or renewed with trading hours that exceed Monday to Sunday 7:00am to 9:00pm (subject to section 48 of the Act).

~~In accordance with section 49 of the Act, the maximum trading hours specified under clause 3.4.1 do. This does not apply to remote sales made pursuant to section 49, but the delivery of remote sales must comply with sections 48 and 59(1) of the Act.~~

3.4.2 ~~3.4.2~~ In accordance with section 48 of the Act, alcohol sold remotely must not be delivered on Good Friday, Easter Sunday, Christmas Day, or before 1 pm on Anzac Day.

3.5 Discretionary conditions of off-licences

3.5.1 In accordance with sections 116 and 117 of the Act, the RDLC and ARLA may impose discretionary conditions (in addition to the conditions required by sections 112 and 116(2) of the Act) on any new off-licence or renewed off-licence. The following conditions should be applied by the RDLC, unless there is a good reason to not do so:

- provision of a Social Responsibility Policy that the licensee must develop, display and maintain to demonstrate the measures in place at the premises to minimise alcohol-related harm;
- signs detailing statutory restrictions on the sale of alcohol to minors and intoxicated persons adjacent to every point of sale;
- the maintenance of an alcohol-related incidents book;

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- application of Crime Prevention Through Environmental Design (CPTED) principles;
- external signage will be limited to displaying the store name and logo only;
- no external display of alcohol products or pricing on the building façade as well as any flags, sandwich boards or any mobile signage and
- no alcohol sales relating to method of payment using a BNPL Contract, as that term is defined under the Credit Contracts and Consumer Finance Regulations 2004.

Optional conditions

- the installation and operation of CCTV cameras on the exterior of, and within, premises;
- provision of effective exterior lighting;
- restrictions on single sales;
- restrictions on single sales of shots or premixed shots;
- restrictions on the display of RTDs at the principal entrance to the store or within 3 meters of the front window, where practically possible;
- restrictions on the marketing and promotion of non-alcoholic products that pose a high risk of alcohol-related harm, such as drinking games.

4. On-Licences

4.1 Introduction

- 4.1.1 On-licences are licences that meet the requirements of sections 14, 15 and 16 of the Act (such as cafes, restaurants, taverns, bars and hotels).

4.2 Maximum trading hours for premises holding on-licences

- 4.2.1 Subject to sections 46 and 47 of the Act, no on-licence may be issued or renewed within the Inner City (see Appendix 1) with trading hours that exceed Monday to Sunday 8.00am to 3:00am the following day.
- 4.2.2 Subject to sections 46 and 47 of the Act, no on-licence may be issued or renewed outside the Inner City with trading hours that exceed Monday to Sunday 8.00am to 1:00am the following day.

4.3 Discretionary conditions of on-licences

- 4.3.1 In accordance with sections 110(1) and 117 of the Act, the RDLC or ARLA may impose discretionary conditions (in addition to conditions required by section 110(2) of the Act) on any new on-licence or renewed on-licence, including about the following matters:
- Implementation of Crime Prevention through Environmental Design Principles

- Host responsibilities policy

Implementation of Crime Prevention through Environmental Design Principles

4.3.2 Crime Prevention through Environmental Design provides three approaches to managing the physical environment in ways that will reduce the opportunity for crime:

Natural - the integration of security and behavioural concepts into how human and physical resources are designed and used (e.g. border definition, windows);

Organised - the introduction of labour-intensive security (e.g. security guards, Police, security patrols);

Mechanical - the introduction of capital or hardware-intensive security (e.g. locks, closed circuit television, lighting)

4.3.3 As a result of these approaches, there are four key overlapping CPTED principles

- Surveillance - people are present and can see what is going on;
- Access management - methods are used to attract people and vehicles to some places and restrict them from others;
- Territorial reinforcement - clear boundaries encourage community ownership of the space; and
- Quality environment - good quality, well maintained places attract and support surveillance.

4.3.4 Consistent with the object of the Act, RDLC considers that it may be appropriate for licensees to be required to implement the CPTED principles.

Host responsibilities

4.3.5 On-licences may be issued or renewed subject to a requirement that the premises has a host responsibility policy and that such policy be an integral part of the day-to-day operations of the premises. All host responsibility policies should include but not be limited to:

- staff training in place;
- preventing intoxication;
- not serve alcohol to minors;
- provide and actively promote low and non-alcoholic alternatives;
- provide and actively promote substantial food;
- serve alcohol responsibly or not at all;
- clear signage displayed within the premise setting out available transportation options;
- actively manage the premises at all times and

- be easy to read and visible to customers.

4.4 One-way door restrictions

- 4.4.1 A one-way door restriction may be applied any on-licence premises within the Inner City where those premises have a closing time later than midnight, effective 1 hour prior to the end of the licensed hours for the premises.

5. Club Licences

5.1 Introduction

- 5.1.1 Club licences are those licences that meet the requirements under section 21 of the Act.

5.2 Maximum trading hours for premises holding club licences

- 5.2.1 Subject to section 46 of the Act, no club licence may be issued or renewed with trading hours that exceed:

- Sunday to Friday 8.00am to 12 midnight
- Saturday and Public Holidays 8.00am to 1.00am the following day.

5.3 Discretionary conditions of club licences

- 5.3.1 In accordance with sections 110(1) and 117 of the Act, the RDLC and ARLA may impose discretionary conditions (in addition to those required by section 110(2)) on any new club licence or renewed club licence, including about the following matters:

- Implementation of Crime Prevention through Environmental Design Principles
- Host responsibilities policy

Implementation of Crime Prevention through Environmental Design Principles

- 5.3.2 Consistent with the object of the Act, RDLC considers that it may be appropriate for licensees to be required to implement the CPTED principles. See above 'Discretionary conditions of on-licences' for further information.

Host responsibilities

- 5.3.3 Club licences may be issued or renewed subject to a requirement that the premises has a host responsibility policy and that such policy be an integral part of the day-to-day operations of the premises. All host responsibility policies should include but not be limited to:

- staff training in place;
- preventing intoxication;
- not serve alcohol to minors;
- provide and actively promote low and non-alcoholic alternatives;
- provide and actively promote substantial food;
- serve alcohol responsibly or not at all;
- clear signage displayed within the premise setting out available transportation options;
- actively manage the premises at all times and
- be easy to read and visible to customers.

5.4 One-way door restrictions

- 5.4.1 A one-way door restriction may be applied any club licence premises within the Inner City where those premises have a closing time later than midnight, effective 1 hour prior to the end of the licensed hours for the premises.

6. Special Licences

6.1 Introduction

- 6.1.1 Special licences are those licences that meet the requirements under section 22 of the Act.

6.2 Discretionary conditions of special licences

- 6.2.1 In accordance with sections 146 and 147(1), and in addition to the conditions required by section 147(3), the RDLC and ARLA may impose discretionary conditions on any special licence, including about the following matters:

- Implementation of Crime Prevention through Environmental Design Principles
- Food requirements

Implementation of Crime Prevention through Environmental Design Principles

- 6.2.2 Consistent with the object of the Act, RLC considers that it may be appropriate for licensees to be required to implement the CPTED principles. See above 'Discretionary conditions of on-licences' for further information.

Requirement for food to be available during the event

- 6.2.3 The types of food which must be available, as appropriate to the duration and type of event as follows:

- (a) events up to two hours duration (a minimum of snack food);
- (b) events up to five hours duration (a minimum of light food); and
- (c) events in excess of five hours duration (substantial food).

6.2.4 Snack, light and substantial food are food the RDLC and ARLA to define.

6.3 One-way door restrictions

- 6.3.1 A one-way door restriction may be applied any special licence premises within the Inner City where the premises have a closing time later than midnight, effective 1 hour prior to the end of the licensed hours for the premises.

**Local Alcohol Policy
Inner City**

Legend: Inner City

Scale: 0 100 200 400 600 800 Metres

Map details: The map shows the Rotorua Lakes Council area. The Inner City is highlighted in red. Surrounding areas include Glenholme, Fenton Park, and various suburbs like Devon St, High St, and York St. Key features include Lake Taupo, the Motutake Golf Course, and the Rotorua Lakes Council logo.

Map ID: SDP9892

Appendix 2 – Document History

Version	Adopted	Approved by
Version 1	18 February 2019	Council meeting
Version 2	25 June 2025	Council meeting
Version 3	xxx	xxx



ROTORUA DISTRICT COUNCIL TRAFFIC BYLAW 2026

Part 1 Preliminary

1 Introduction

- 1.1 This Bylaw is made under the Land Transport Act 1998, Local Government Act 1974, Local Government Act 2002, and the Bylaws Act 1910. In addition, traffic and parking issues are also regulated by other Acts and regulations which should be referred to in conjunction with this Bylaw.
- 1.2 This Bylaw shall be referred to as the "Rotorua District Council Traffic Bylaw 2026".
- 1.3 This Bylaw shall come into force and take effect on date to be provided.
- 1.4 The Rotorua District Council Traffic Bylaw 2025 is hereby revoked.

2 Objective

- 2.1 The objective of this Bylaw is to set the requirements for parking and associated control of vehicular or other traffic on any road in the District, including any state highways controlled by Council.

3 Interpretation

- 3.1 In this Bylaw, unless inconsistent with the context:

Authorised officer means any person appointed or authorised by the Council to act on its behalf and includes any Parking Warden appointed under section 128D of the Land Transport Act 1998 or enforcement officer authorised to carry out any of the duties provided for in this Bylaw.

Authorised period means:

- a) That period of time commencing when the prescribed parking fee is paid into a parking meter and ending when the parking meter indicates that the period has expired.
- b) That period of time commencing when a vehicle is parked within an area which Council by resolution has designated as a "time limited" area and ending on the expiry of the time limit for the area as specified in sign(s) erected by Council in that area.

Authorised time in relation to any permit means that period of time, commencing when the permit is activated and subsequently expires, for which the permit authorises the parking of a vehicle in a particular permit parking area as determined by appropriate sign(s) displayed by Council in that area.

Bicycle – see cycle.

Bus has the same meaning as in the Land Transport (Road User) Rule 2004.

Bus lane has the same meaning as in the Land Transport (Road User) Rule 2004.

Council means the Rotorua District Council trading as Rotorua Lakes Council.

Cycle has the same meaning as in the Land Transport (Road User) Rule 2004.

Cycle lane has the same meaning as in the Land Transport (Road User) Rule 2004.

Cycle path has the same meaning as in the Land Transport (Road User) Rule 2004.

Designated means specified by Council by resolution.

District means the Rotorua District as from time to time constituted.

Driver has the same meaning as in the Land Transport (Road User) Rule 2004.

Enforcement officer has the same meaning as in the Land Transport Act 1998 and the Local Government Act 2002.

Footpath has the same meaning as in the Land Transport (Road User) Rule 2004.

Goods vehicle has the same meaning as in the Land Transport (Road User) Rule 2004.

Heavy motor vehicle has the same meaning as in the Land Transport Act 1998.

Loading zone has the same meaning as the Land Transport (Road User) Rule 2004.

Metered space means a parking space located in a parking meter area and includes areas where payment is required for part or all of the permitted parking period.

Mobility card means a card issued by the CCS Disability Action, or a similar organisation authorised by Council, which is to be appropriately displayed in vehicles operated by eligible persons with restricted mobility.

Motorcycle has the same meaning as defined in the Land Transport (Road User) Rule 2004.

Motor vehicle has the same meaning as in the Land Transport Act 1998.

Parking has the same meaning as defined in the Land Transport (Road User) Rule 2004.

Parking fee means the fee/tariff payable for the parking of vehicle/s within a parking meter area for a permitted period. The term includes payment by any means approved by Council.

Parking meter means a device or system (including electronic or software based systems) that is used to facilitate the payment of parking fees in exchange for parking a vehicle in a parking.

Parking meter area means any parking space or group of parking spaces (including within a building) declared by Council resolution to be a parking meter area.

Parking place has the same meaning as in section 591(6) of the Local Government Act 1974.

Parking space means a portion of a parking place marked out with painted lines or other method of differentiation for the specific purpose of accommodating a parked vehicle.

Parking warden means a parking warden appointed under section 128D of the Land Transport Act 1998.

Passenger service vehicle has the same meaning as in the Land Transport Act 1998.

Permit means a non-transferable electronic parking right linked to a particular vehicle license plate number entitling the holder to park within a defined parking area or other area as described in any conditions of use associated with the permit. Types of permits include but are not limited to:

- Emergency/Police business.
- Contractor/Tradesperson.
- Official Government/Local Government duties.
- Not for profit charitable organisations.
- Discretionary circumstances e.g. event preparation.
- Reserved spaces e.g. selected Parking Building spaces.
-

Note: 'Permit' does not include Mobility cards which are issued by CCS Disability Action (NZ). A permit only allows the parking of vehicle free of charge and does not relieve the driver of the vehicle from the requirement to park in compliance with all other relevant rules.

Permit parking area means any area of land belonging to or under the control of Council which is authorised, by resolution of Council pursuant to clause 13 of this Bylaw, as a place where vehicles may be parked using parking permits.

Permit parking space means a parking space or section in a permit parking area indicated by and located within appropriate markings made by Council for the parking of a motor vehicle.

Public holiday has the same meaning as in the Holidays Act 2003.

Public place means a public place owned by or under the control of Council and includes any road.

Public work means every activity which the Crown or Council (or their agents) are authorised to engage in and includes any investigation, enquiry, meeting or item required directly or indirectly for such activity.

Reserved parking space means any parking space which has been reserved by Council for letting to any person for reserved parking and which is clearly marked by a sign, road marking, notice or number or otherwise as being not available for public parking. Reserved parking spaces are allocated by Council through the purchase of a permit.

Road has the same meaning as in the Land Transport (Road User) Rule 2004.

Shared path means a cycle path, a cycle track, a footpath, or some other kind of path that may be used by some or all of the following persons at the same time – (a) cyclists; (b) pedestrians; (c) riders of mobility devices; and (d) riders of wheeled recreational devices.

Shared zone means a length of roadway intended to be used by pedestrians and vehicles (including cyclists).

Shipping container means a standardised rectangular box or a similar container, typically used to transport freight by ship, rail and highway.

Skip bin means a bin or similar receptacle used for the removal of waste.

Special vehicle lane has the same meaning as the Land Transport (Road User) Rule 2004.

Storage charges are a fee as specified from time to time in the Land Transport Act 1998 or in Regulations or Notices made pursuant to that Act.

Structure means something made up or constructed of a number of parts that are held or put together in a particular way.

Towage fee is a fee as specified from time to time in the Land Transport Act 1998 or in Regulations or Notices made pursuant to that Act.

Vehicle has the same meaning as in the Land Transport Act 1998 and includes motor vehicles and heavy motor vehicles.

Verge includes every verge, flowerbed, grass verge or plot, shrubbery or planted area which is laid out to not form part of the road carriageway.

- 3.2 Words implying the singular include the plural and vice versa.
- 3.3 Headings and bolding are only for convenience and may be ignored.
- 3.4 Resolutions of Council may be amended, rescinded or reinstated by a further resolution of Council. The latest resolution of Council shall be deemed to be the operative resolution.

**Part 2
General
Scope**

4 Parking on roads

- 4.1 Council by resolution, and subject to the placing and maintenance of the appropriate signs or markings, may:
- 4.1.1 Limit, restrict or prohibit the parking or stopping of vehicles on any part of any public place.
 - 4.1.2 Permit the parking or stopping on any part of any public place of a particular class or classes of vehicles on such basis as may be designated.

**Part 3
Metered parking**

5 Creation of parking meter areas

- 5.1 Council by resolution, and subject to the placing and maintenance of the appropriate signs or markings, may:
- 5.1.1 Declare any part of a public place to be a parking meter area.
 - 5.1.2 Declare the number and position of metered spaces within a parking meter area.
 - 5.1.3 Declare the times and for how long vehicles may park in metered spaces within the parking meter area.
 - 5.1.4 Fix the fees payable for the parking of vehicles within metered spaces in parking meter areas.
 - 5.1.5 Declare the mechanism for collecting fees and managing parking meter areas.
- 5.2 In accordance with any resolution under clause 5.1 Council shall mark out metered spaces in parking meter areas.

6 When parking in metered spaces applies

- 6.1 Any resolution by Council concerning metered spaces will apply:
- 6.1.1 Every day of the week except Sundays and public holidays; and
 - 6.1.2 Between the hours of 8.00am and 10.00pm on those days
- except where signs relating to those metered spaces indicate otherwise.

7 Parking in metered spaces

- 7.1 No vehicle shall be parked in a metered space other than completely within the lines defining that space.
- 7.2 Any vehicle may be lawfully parked in a metered space during the period which has been paid for or as otherwise authorised by Council.
- 7.3 No person shall park, or allow to be parked, any vehicle in any metered space in excess of the maximum time allowed for parking in that space. Unless the maximum authorised time is exceeded, it shall be lawful for the driver or person in charge of any vehicle, on the expiration of any authorised period of parking, to pay the prescribed parking fee and occupy the metered space for the further period indicated by the parking meter.
- 7.4 No vehicle shall be parked in a metered space which is already occupied by another vehicle, provided however that it shall be lawful for more than one motorcycle to occupy any metered space at the same time.
- 7.5 Where more than one motorcycle occupies a metered space, each must pay the prescribed parking fee. No motorcycle shall remain parked in the metered space while either the parking meter shows that the time has expired, or the period authorised has expired.
- 7.6 Subject to clause 7.7, if the metered space is parallel to the kerb or footpath, the driver of any vehicle (except a motorcycle) shall park the vehicle so that it is headed in the general direction of the movement of traffic on the side of the street on which it is parked.
- 7.7 A motorcycle may be parked otherwise parallel to the kerb or footpath provided that during the hours of darkness it shall be sufficiently illuminated so as to be visible from at least 50 metres.
- 7.8 If a metered space is at an angle (other than 90° to the kerb or footpath) the driver of any vehicle (except a motorcycle) occupying such space shall park the vehicle in such a manner that it is headed substantially in the general direction of the legal flow of traffic on the side of the street on which such vehicle is parked. The front of any vehicle parked in such space shall be facing in towards the kerb or footpath
- 7.9 No person shall park or allow to be parked any vehicle in any metered space except as permitted by the provisions of this part of this Bylaw or operate or attempt to operate any parking meter in a manner contrary to the method of required method of operation on any such device.
- 7.10 Council may issue a parking permit authorising the permit-holder to park in a metered space without paying the prescribed parking fee. Clauses 7.3, 8, and 10.2 do not apply to vehicles that have been issued a permit under this clause.

8 Payment of fees – parking meter areas

- 8.1 As soon as any vehicle parks in a metered space in a parking meter area, the driver or person in charge of the vehicle must immediately pay the prescribed fee through any one of the payment methods authorised by the Council in use within that parking meter area. A vehicle is lawfully parked in a metered space in a parking meter area for the period of time corresponding to the prescribed fee paid.

9 Temporary discontinuance of a metered space

- 9.1 Council may temporarily discontinue, by way of a physical barrier or traffic cones, the use of any metered space. No unauthorised person may then stand or park a vehicle in that space.
- 9.2 Council may temporarily discontinue a parking place if a sign or signs indicating "No Standing or No Parking" are displayed. No person may then stand or park a vehicle there while the sign or signs are displayed.
- 9.3 Council may, upon receipt of a Temporary Traffic Management Plan, allocate either metered and/or restricted parking for the exclusive use of that event or activity, for the duration of the Temporary Traffic Management Plan.

**Part 4
Non-metered parking**

1 General parking places

- 1.1 Council by resolution, and subject to the erection of the appropriate signs, or placement of markings, may:
- 1.1.1 Declare any public place to be a parking place.
 - 1.1.2 Specify the vehicles which shall be permitted to park there.
 - 1.1.3 State the days and hours within which parking shall be permitted there.
 - 1.1.4 State the conditions of parking in a parking place.
 - 1.1.5 Fix which part or parts of the parking place shall be available for public use and which part or parts may be available for permit or reserved parking.
 - 1.1.6 Fix the prescribed fees.
- 1.2 It shall be unlawful for a driver or person in charge of a vehicle leaving a parking space to return to that parking space or any parking space within the same parking place until a period of 30 minutes, or any other time restriction on returning to any parking space within the same parking space as displayed on signs located in the parking place, has elapsed, from the time the vehicle has left the particular parking space to when it returns. For the avoidance of doubt, any time restriction on returning to any parking space as displayed on signs located in the parking place shall take precedence.
- 1.3 Mobility Concession
- 1.3.1 A mobility card holder may park for double the prescribed time limit by correctly displaying a mobility card. In metered areas, the parking fee shall only be payable for the first half of the parking duration.

2 Creation of permit parking areas

- 2.1 Council by resolution, and subject to the placing and maintenance of the appropriate signs or markings, may:
- 2.1.1 Declare any part of a public place to be a permit parking area.
 - 2.1.2 Declare the number and position of parking spaces within a permit parking area.
 - 2.1.3 Declare the times and for how long vehicles may park in parking spaces in a permit parking area.
 - 2.1.4 Fix the fees payable for the parking of vehicles within parking spaces in a permit parking area.
 - 2.1.5 Declare the mechanism for collecting fees and managing permit parking areas.
- 2.2 In accordance with any resolution under clause 11.1 Council shall mark out parking spaces in permit parking areas.

3 Parking in permit parking areas

- 3.1 No person shall park a vehicle in a parking space in any permit parking area at any time when parking by permit applies unless there is a valid permit linked to the registration plate number of the vehicle, sufficient to cover the entire period during which the motor vehicle is parked.
- 3.2 No vehicle shall remain parked in a parking space in any permit parking area in excess of the authorised time.
- 3.3 For the purposes of clause 12.1 a parking permit shall not be valid if:
- 3.3.1 The period of validity of the permit has expired; or
 - 3.3.2 Where the vehicle parked contains a different registration plate to the vehicle to which the permit was issued.
 - 3.3.3 Note: Permits are non-transferable and non-refundable.

**Part 5
Miscellaneous**

4 Creation of special vehicle lanes

- 4.1 Council by resolution, and subject to the placing and maintenance of the appropriate signs or markings, may declare any part of a road to be a special vehicle lane.

5 Parking of heavy motor vehicles

- 5.1 No person shall stop, stand or park a heavy motor vehicle, this includes trailers, for more than one hour in any public place where there is adjacent residential zoned land on either side of the road. It shall not be an offence to stop, stand or park such vehicle for such period as is reasonably required for the purpose of loading or unloading that vehicle in the course of trade.

6 Creation of loading zones

6.1 Council by resolution may, subject to the placement of appropriate signage:

6.1.1 Declare any part of a public place to be a loading zone.

6.1.2 Declare the times and for how long vehicles may park in the loading zone.

7 Towaway

7.1 Any enforcement officer or authorised officer may have a vehicle moved or removed to some other position, including any appropriate premises designated by Council or the Police, if the vehicle:

7.1.1 Is left unattended in any public place so as to cause a nuisance or obstruction; or

7.1.2 Fails to comply with the permitted use of the parking space.

7.2 Where any vehicle has been removed pursuant to clause 16.1 the owner or driver of that vehicle may be required to pay any or all of the following:

7.2.1 Any fine that may be imposed; and/or

7.2.2 A towage fee for the removal of the vehicle; and/or

7.2.3 Reasonable storage charges on a daily basis until the vehicle is uplifted.

8 Skip bins

8.1 No person shall place or cause to be placed skip bins on the road without the prior written consent of Council. Such consent may at any time be varied or revoked in writing by Council. The skip bin must also comply with the following:

8.1.1 The bin must be placed at least 1.0 m away from a traffic lane; and

8.1.2 The bin must be contained within an area on the road that has been fenced off with appropriate safety fencing.

8.2 No person shall place or cause to be placed skip bins in metered spaces without the prior written consent of Council. Such consent may at any time be varied or revoked in writing by Council.

8.3 In addition to receiving written consent from Council, any skip bin placed in a metered space must be contained wholly within the parking space

8.4 No skip bin shall be left on any road between half an hour after sunset of one day and half an hour before sunrise the following day unless properly lit by flashing amber lights on outer corners of the bin facing on-coming traffic.

8.5 Where any skip bin is placed on the road other than in accordance with clauses 17.1 to 17.4, such skip bin may be removed by Council.

8.6 Where any skip bin has been removed pursuant to clause 17.5, the owner or hirer of that bin may be required to pay any or all of the following:

8.6.1 Any fine that may be imposed; and/or

8.6.2 A towage fee for the removal of the bin; and/or
Reasonable storage charges on a daily basis until the bin is uplifted

9 Shipping containers or other structures on roads

9.1 No person shall place or cause to be placed a shipping container or other structure/s on any road without the prior written consent of Council. Such consent may at any time be varied or revoked in writing by Council.

9.2 In addition to receiving written consent from Council any shipping container or other structure on a road shall also comply with the following:

9.2.1 The container or structure must be placed at least 1.0 m away from a traffic lane; and

9.2.2 The container or structure must be contained within an area on the road that has been fenced off with appropriate safety fencing.

9.3 No shipping container or other structure shall be left on any road between half an hour after sunset of one day and half an hour before sunrise the following day unless properly lit by flashing amber lights on outer corners of the bin facing on-coming traffic.

9.4 Where any shipping container or structure is placed on the road other than in accordance with clauses 18.1 to 18.3 such shipping container or structure may be removed by Council.

9.5 Where any shipping container or structure has been removed pursuant to clause 18.4, the owner or hirer of such container or structure may be required to pay any or all of the following:

9.5.1 Any fine that may be imposed; and/or

9.5.2 A towage fee for the removal of the container or structure; and/or

9.5.3 Reasonable storage charges on a daily basis until the container or structure is uplifted.

10 Caravans / camper vehicles

10.1 No person shall stop, stand or park any caravan, camper vehicle, house bus or mobile home on any road for any continuous period exceeding seven days without the prior written consent of Council.

11 Displaying vehicles on street

11.1 No person shall use any public place for the keeping, placing or parking of any vehicle whether for sale, exhibition, demonstration, advertisement, signage or storage, except where from time to time Council may determine by resolution an area set aside for that purpose.

12 Use of cranes

- 12.1 No person shall operate any crane, mobile crane, concrete pump truck, concrete truck, excavator or drill rig without the prior written consent of Council while parked or stopped on a road. Conditions may be imposed in granting such consent.

13 Vehicle repairs

- 13.1 No person shall park any vehicle on any road to carry out repairs unless those repairs are of both a minor and urgent nature.

14 Misuse of mobility cards

- 14.1 It shall be unlawful for the person who is the registered holder of a mobility card displayed not to be the driver of or a passenger in the vehicle displaying the mobility card.

15 Bus stops

- 15.1 Council by resolution, and subject to the placing and maintenance of the appropriate signs or markings, may:

15.1.1 Declare any part of a public place to be a bus stop or stand for passenger service vehicles;

15.1.2 Direct what type of passenger service vehicles may use any such bus stop or stand;

15.1.3 Define restrictions, stopping times, or change the type of passenger service vehicles that may use any such bus stop or stand.

- 15.2 Unless otherwise indicated by appropriate signage no passenger service vehicle shall remain stopped on a bus stop for any longer period than is necessary to pick up or set down passengers.

16 Leaving objects on roads

- 16.1 No person may place or leave objects on roads without reasonable excuse in circumstances that are reasonably deemed by Council to disregard the safety of other road users.

17 Nuisance Behaviours

- 17.1 A person must not use a public place or behave in a manner that, to any reasonable person would, be unsafe, obstruct, disturb, interfere with, alarm, distress, intimidate or harm any other person in their use or enjoyment of that public place.

18 Vehicle and road use

- 18.1 Council may by resolution:

18.1.1 Require vehicles on roads to travel in one specified direction only (one way); or

18.1.2 Prohibit vehicles turning from facing or travelling in one direction to facing or travelling in the opposite direction (performing a U-turn) on specified roads.

19 Shared paths**19.1 Council may by resolution:**

19.1.1 Determine the length, route and/or location of a shared path; and

19.1.2 Determine priority for users on a shared path.

19.2 No person may use a shared path in a manner that contravenes a restriction made by the Council under this clause.

20 Shared zones

20.1 Council may by resolution specify any road or part of a road to be a shared zone.

20.2 Any resolution made under this clause may specify:

20.2.1 Whether the shared zone may be used by specified classes of vehicles;

20.2.2 The days and hours of operation of the shared zone (if they differ from 24 hours per day, 7 days per week); and

20.2.3 Any other restrictions on how the shared zone is to be used by the public, including how traffic and pedestrians will interact.

20.3 Except where the Council has by resolution specified otherwise, no person may stand or park a vehicle in a road or part of a road specified as a shared zone.

20.4 No person may use a shared zone in a manner that contravenes a restriction made by the Council under this clause.

21 Exemptions

21.1 The provisions of this Bylaw shall not apply to any vehicle parked, stopped or diverted by the direction of any authorised officer, enforcement officer or traffic control sign.

21.2 The provisions of this Bylaw shall not apply to any motor vehicle engaged on Council or other public work at that place where:

21.2.1 No other practicable alternative is available; and

21.2.2 The vehicle is being used with due consideration for other road users; and

21.2.3 The act which would otherwise be a breach of this part of this Bylaw is reasonably necessary for the purposes of the work.

22 Fees and charges

22.1 Council reserves the right to determine, by resolution, following the special consultative procedure provided for in the Local Government Act 2002, reasonable fees and charges for undertaking any inspection in terms of discharging its responsibilities under and in terms of this Bylaw.

Part 6 Offences

23 Offences

23.1 Every person commits an offence against this Bylaw who:

23.1.1 Causes or permits a vehicle to:

23.1.1.1 Straddle any lines defining a metered space; or

23.1.1.2 Encroach on more than one metered space unless his or her vehicle is of too great a length to be accommodated in one space. The person in charge of the vehicle requiring more than one metered space shall be liable for the parking fee in respect of each metered space encroached upon.

23.1.2 Parks any vehicle, which by reason of its condition or content causes an offensive odour in any public place.

23.1.3 Stops or parks, or permits the stopping or parking, of any vehicle on any footpath or verge.

23.1.4 Is in charge of any vehicle and fails to pay the applicable fee, or possess a valid permit as required by this Bylaw or allows any vehicle to remain in a parking space for any period longer than stipulated by signs or exceeding the timeframe paid for.

23.1.5 Operates or attempts to operate any barrier arm by any means other than as prescribed by the particular apparatus and/or by this Bylaw.

23.1.6 Parks a vehicle in a parking place during the time it is reserved by Council for some other person or is not permitted to be used at that time by any vehicle.

23.1.7 Leaves a vehicle in a parking space except entirely within any lines made by Council defining a parking space.

23.1.8 Parks in a parking space a vehicle that is not of the class or classes permitted to use that parking space.

23.1.9 Wilfully or negligently obstructs any parking space.

23.1.10 Unloads any vehicle so as to cause or, be likely to cause, damage to the pavement or any footpath.

23.1.11

23.1.12 Misuses, interferes, tampers, or attempts to tamper with the working or operation of any parking meter.

23.1.13 Without prior written consent of Council affixes or attempts to affix any placard, advertisement, notice, document or similar thing, or to paint, write upon or disfigure any parking meter or sign(s)

23.1.14 Commits, or causes to be committed, any act contrary to this Bylaw.

23.1.15 Omits, or knowingly permits to remain undone, any act required by this Bylaw.

23.1.16 Refuses or neglects to comply with any authorisation or any condition in any such authorisation, whether public or private, given pursuant to this Bylaw, or

23.1.17 Obstructs or hinders any authorised officer or enforcement officer in the performance of any power, or duty conferred upon him or her by this Bylaw.

23.1.18 Being the driver or person in charge of a vehicle, returns to the same parking space or any parking space within the same parking place, within a period of less than 30 minutes or any other alternative time restriction displayed on signs in the parking place, from the time the vehicle left the particular parking space. For the avoidance of doubt, any time restriction on returning to any parking space as displayed on signs located in the parking place shall take precedence.

24 Penalty

24.1 Subject to any provision to the contrary, any person convicted of an offence against a provision of this bylaw made under Part 8 of the LGA 2002 is liable for a fine not exceeding \$20,000.

24.2 Any person breaching a provision of this bylaw made under section 22AB of the Land Transport Act 1998 and in respect of which no other penalty provision applies is liable for a fine not exceeding \$1,000.

THIS BYLAW was duly made by the Rotorua Lakes Council by a resolution passed on March 25, 2026.

THE COMMON SEAL of the

ROTORUA DISTRICT COUNCIL

as hereto affixed in the presence of:

MAYOR

CHIEF EXECUTIVE

ROTORUA LAKES COUNCIL

Te Kaunihera o ngā Roto o Rotorua

Parking Policy

Date Adopted	Next Review	Officer Responsible
March 25, 2026	March 25, 2029	Inner City Manager

Policy Purpose:

1.1 The Purpose of this Policy is to:

1.2 Ensure that the right amount of parking is available, in the right location and at the right price.

- a. Provide both a framework and guiding principles for decisions on parking management in Rotorua.
- b. Enable a performance-based parking management approach.
- c. To efficiently utilise the City's parking supply
- d. To improve parking user quality, convenience, service and information
- e. To ensure that the limited supply of public parking is allocated in an equitable way

1.3 Policy Scope

This policy applies to: The management of on and off-street public parking in Rotorua All types of public parking places (as defined in the Rotorua District Council Traffic Bylaw) including but not limited to, parking for: cars, motorcycles, bikes, micro-mobility devices, servicing and loading spaces, and mobility parking spaces

This policy does not apply to:

- a. Privately owned off-street parking; or
- b. Any parking outside of the Rotorua parking map boundary

1.4 Relevant Documents and legislation

The following documents are relevant to this policy:

- Rotorua Traffic Bylaw 2026
- Rotorua Parking Restrictions and Regulations
- Rotorua Urban Design Framework
- Rotorua Council Parking Management Guidelines
- NZTA National Parking Management Guidance
- Local Government Act 2002
- The Rotorua Future Development Strategy
- The Rotorua Lakes Council Transport Activity Management Plan
- Road Safety Action plan

In particular, the Rotorua Council Parking Management Guidelines set out guidelines that support this policy.

1.5 Policy

- a. The Council has a role in shaping the form and function of parking in Rotorua City as a provider, facilitator, regulator, and enforcer
- b. Council decisions about parking provision will be made in accordance with the guiding principles outlined in this policy and will support the efficient and equitable use of public parking
- c. Council parking decisions will include, but are not limited to, the development of integrated plans and management of parking places
- d. While this policy provides guidance to parking decisions, other requirements in relation to decisions under legislation or other policy – including consultation requirements - will continue to apply

1.6 Context

There is growing awareness of the important role played by parking in the transport system. Successful urban centres depend on having access to a well-managed parking supply. Therefore, it is essential that the local parking supply is managed in a way that contributes to the Council's strategic visions and goals. In the context of parking, this is to prioritise specific parking areas for short-stay parking, including visitors to the city centre, not long-stay parking. Suitable alternative areas are instead set aside to accommodate long-stay parking for CBD workers and similar.

The NZTA's National Parking Guidelines aim for a target occupancy of around 85%. Current demand for parking in Rotorua is higher than the desired occupancy rate of 85% in some areas of the city centre. A 2006 study in relation to the high demand for all day parking by commuters is noted to be an ongoing issue.

Parking in the city centre is managed using a mix of time limited and free parking methods and is enabled through a pay by plate payment and enforcement system.

There are multiple payment options available including card, coins (in select locations), and via a parking app. Council also provides off-street parking in a parking building at the top of Pukuatua Street and an additional uncovered car park on Haupapa Street.

Moving away from a 'predict and provide' approach to parking (in which the demand for parking is predicted and provided for mainly through off-street parking requirements) to a parking management approach can have significant benefits for urban centres including:

- Improved public perceptions of parking
- More consumer choice
- Reducing unnecessary vehicle movements in the city centre

- 1.7 This policy may be amended, rescinded or reinstated by a further resolution of Council. The latest resolution of Council shall be deemed to be the operative resolution.

2 Principles Underlying the Policy

This section outlines the underlying principles that guide the management of on and off-street public parking. These principles support a performance-based approach to parking management.

Note that some of these underlying principles also have implications for, or in some cases, have more relevance to private parking areas. For example, principle 3 (sharing) is wholly applicable to non-public off-street parking areas.

Principle 1 - Choice

Parking management measures should be designed to influence people's travel choices in line with the aims of this policy, while also providing consumers with choices around where to park and how long to park for. Furthermore, policies must ensure that choices that reduce the demand for parking are rewarded. By way of an example of how people can be 'rewarded' see principle 2 which follows

Principle 2 – Pricing

Users should pay directly for the parking they use other than in free-time limited parking areas. This reduces the costs for those people who choose to use less parking, through substitution (i.e., changing transport mode) or conservation (reducing travel). The parking management should aim to create accurate price signals for consumers which will enable more informed transport decisions about transport modes and trip management.

Principle 3 – Sharing

Parking facilities should serve multiple users and destinations. This will allow parking resources to accommodate variations in peak demand associated with different land uses. Price signals should encourage all organisations, particularly the private sector, to consider opportunities to share parking more efficiently.

Principle 4 - User Convenience

Consumers should be able to find a park where and when they need it. Consumers should be able to easily find information confirming the location, prices, availability, regulations and penalties associated with the use of parking facilities. Parking information needs to be provided in a clear and legible way.

Principle 5 – Quality Design

An emphasis on the quality of parking facilities is as important as the quantity of parking provided. Parking facilities should be designed to support urban design principles, passive surveillance, pedestrian accessibility, convenience, security, and user information.

Principle 6 – Peak Demand Management

Special measures will be implemented for large and infrequent events to deal with peak demands to attempt to reduce driver frustration, illegal parking, and traffic congestion. Special events should be managed using travel demand management measures such as free public transport and/or providing suitable areas to accommodate over-flow parking.

Principle 7 – Simplicity

The aim of parking enforcement is not to raise revenue, but to encourage compliance and parking availability. Parking regulations can be seen as difficult to understand or confusing, which leads to poor public perceptions of parking. It is important to regulate parking in a way that is as simple and legible as possible therefore contributing positively to user experience.

Principle 8 - Prioritisation

The most convenient parking spaces should be managed to support regular turnover and high-priority users. This principle effectively seeks to establish a hierarchy of parking users based on their specific needs and support inner city vibrancy.

A hierarchy of users will include provision for:

- Shoppers and Visitors
 - Mobility
 - Taxis
 - Buses
- Workers
- Recreational reserve users

Principle 9 – Effective Utilisation

Parking should be managed and enforced so that spaces are frequently occupied according to desired occupancy rates, encouraging frequent turnover and suitable availability of parking. By doing so, parking in each area is more likely to be occupied by the intended user base.

Principle 10 - Comprehensive Analysis

All costs, impacts and benefits should be considered when managing parking resources, with the most cost-effective strategy implemented first. Expansions in parking supply are not usually the most cost effective of future focused approaches when compared to demand management measures and effective enforcement.

3 Document History

Version	Adopted	Approved by
Version 1	September 2016	Council meeting
Version 2	March 25 2026	Council meeting

ROTORUA LAKES COUNCIL

Te Kaunihera o ngā Roto o Rotorua

Parking Management Guidelines

Date Adopted	Next Review	Officer Responsible
March 25, 2026	March 25, 2029	Inner City Manager

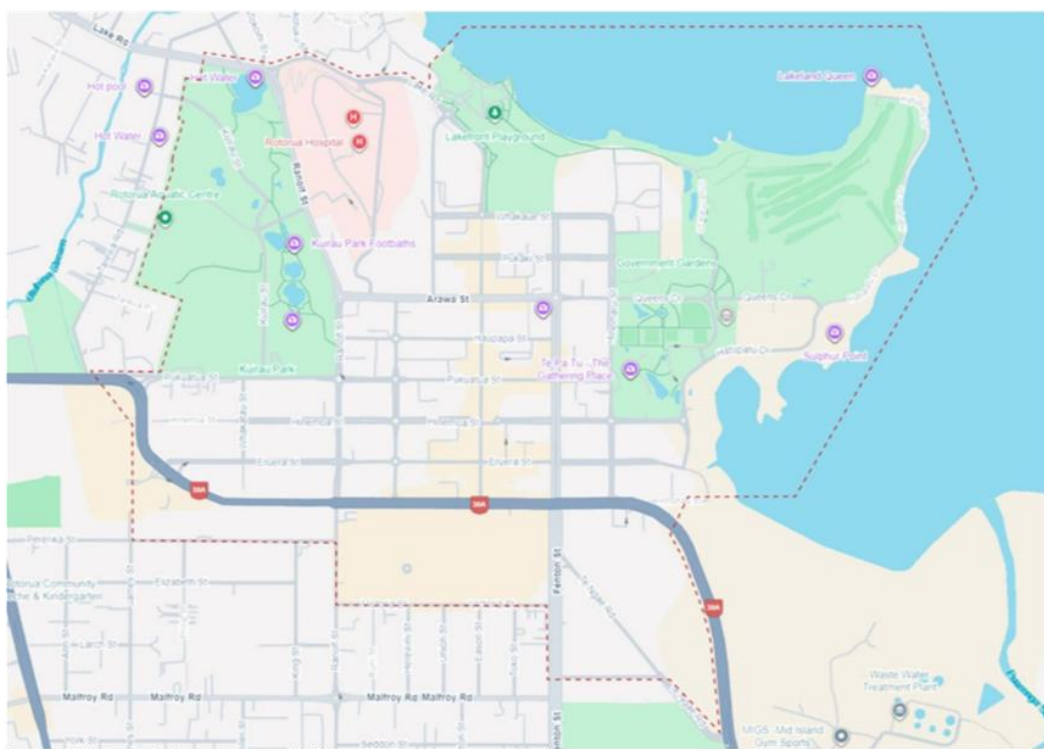
1. PARKING MANAGEMENT GUIDELINES

This document provides an overview of the guidelines that support the Parking Policy. These Parking Management Guidelines may be amended, rescinded or reinstated by a further resolution of Council. The latest resolution of Council shall be deemed to be the operative resolution.

1.1 Applicability

The Parking Management Guidelines are to be applied to public on and off-street parking in Rotorua with a focus on parking in the city centre, which, for the purposes of this document, is shown in Figure 1 below.

Figure 1: The Parking Guidelines area



There are approximately 3400 on-street parking spaces in the policy area. This includes all-day parking, time limited metered parking, mobility parking and motorcycle parking.

1.2 Priority of users

Priority for parking is given to visitors to the city centre and customers of local businesses. The use of on-street parking spaces for long stay commuter parking is seen as inappropriate. Off-street and specified CBD fringe parking is instead intended to appropriately provide for this user group given the low need for regular car park turnover.

The hierarchy of users, as set out in Principle 8 of the Parking Policy, is as follows:

- Shoppers and Visitors
 - Mobility
 - Taxis
 - Buses
- Workers
- Recreational reserve users

2. GUIDELINES

2.1 Occupancy

Council will manage demand for parking such that utilisation normally sits within 70-90% of the available parking supply during the working week. Council aims to have approximately 1 in every 7 parking spaces available for parking, with an average occupancy rate of around 85%. This occupancy rate is in line with international best practice.

The target parking occupancy rate is not set at 100% as some spaces should always be available for drivers to find a space suitable for their intended activity, reducing the need for vehicles to circulate the city which negatively impacts traffic flow and the experience of the city centre. It is noted, however, that some areas, such as long stay parking for example, may at times reach 100% occupancy. This may be desirable in helping to meet Council's transport ambitions such as, but not limited to, reducing the amount of single occupant trips into the city, rather than investing in expansion of car parking areas.

With the abovementioned exception, where average parking demand falls outside the 70-90% occupancy range, Council will consider the following possible actions:

- Demand falls below 70% - Council will consider relaxing time restrictions and/or reducing prices, if they apply, to increase demand. Where prices apply, they should be allowed to vary, depending on demand.
- Parking demand exceeds 90% - Where prices do not already exist, when demand exceeds 90% Council will implement prices for parking. Even in situations where P120 limits apply (and are enforced), then Council will consider implementing pricing. This will be targeted to areas of high demand rather than across a wider arbitrary area.
- Parking demand exceeds 90% - Where prices do already exist, when demand exceeds 90% Council will consider raising the price unless the occupancy rate is desirable (see above example regarding long stay areas for CBD workers/commuters).
- Council shall provide a minimum of one mobility park on every street, bounded by intersections where feasible.

2.2 Pricing

Pricing will be the primary tool for managing the demand for public parking in the city centre. This will be done using demand responsive pricing. On-street parking may be priced where justified by demand (as per section 3.1).

When and where demand for parking is high (over 90% of occupancy), prices may be raised. Inversely, when and where demand for parking is low (under 70% occupancy), prices may be reduced.

The pricing used will be at the lowest rate in order to manage demand. This means that in some areas where parking demand is particularly low, parking may not be priced at all.

Pricing in areas such as long stay/commuter areas may include additional options aimed at convenience to attract long-term parkers into this area. Non-refundable pricing may be tiered accordingly to reward users for parking in the most appropriate area for their activity and committing to longer periods of time.

Pricing may vary depending on the time of day and corresponding demand patterns. For example, if peak demand is between 10am and 4pm then the highest prices will apply and if demand is lowest between 10pm and 6am then no charge may apply. Prices will also vary across weekdays and weekends.

Refer also to section 3.4 below regarding Council's commitment to the monitoring of parking demand when prices are adjusted.

Parking prices shall be set as any multiple of \$0.50 and 0.5 hours starting with no charge and with no upper limit.

Price adjustments shall be delegated to the Director, Transport Services.

2.3 Time-Limits

A mixture of an initially free parking period followed by paid parking up to a maximum time limit is the primary method for managing parking in the city centre

Where prices cannot be justified, time limits considered suitable by Council to achieve the desired occupancy levels will be implemented.

2.4 Monitoring and Evaluation

Council will regularly monitor parking supply and demand patterns in order to make informed parking management decisions and assess their effectiveness. This will also ensure that Council is aware of the total parking supply in the city centre and how it is changing over time. For the purpose of managing the demand for parking in the city centre, the following performance measures will be used:

- Parking space occupancy rates
- Length of stay
- Number and location of infringements compared with the rate of people paying for parking
- User satisfaction

Occupancy should be in line with the desired occupancy set out in 3.1.

The data may be collected through:

- Licence Plate Reading technology
- Parking payment technology
- Parking infringement reporting
- User Satisfaction Surveys
- General feedback
- Enforcement and monitoring data and information

Data will be regularly reviewed.

Public on-street parking data collection

Linking parking stay durations to payment data will provide greater information on payment location and frequency trends, preferred payment channels, payment avoidance and parking overstay.

Parking occupancy and timing data is collected through a combination of License Plate Reading technology, parking payment and enforcement data to build a complete picture of trends. The above information and occupancy data are used to identify behavioural patterns and to determine whether or not the policy objectives are being achieved.

Public Off-street parking data collection

In addition to the data collection methods employed for on-street public parking, off street public parking areas (e.g., parking building) use License Plate Reading technology to determine entry and exit time of each vehicle, and to determine

Whether payment has successfully been made for the duration parked.

- Car-park utilisation for each hour (car parks occupied as a proportion of total car parks)

Private off-street parking data collection

In order to fully understand the demand for public parking Council needs to assess the total parking supply in the city centre, including private off-street parking.

Collecting this information will help Council to ensure there is enough on, and off-street parking supplied in the city centre by allowing Council to respond to any significant changes in supply of off-street parking accordingly.

Council will undertake an initial baseline survey of private off-street parking at the outset of the new approach to parking management. These results will then be compared to future surveys. These will be undertaken every two – three years at Council's discretion dependent on the rate of development in the city centre.

Council is aware that while it has knowledge of potential total occupancy, it has little to no influence on private landowners' decisions on whether to continue to participate in private parking activities so cannot rely on private parking as a long-term future solution to occupancy pressures.

2.5 Payment Technology

Council will provide opportunities for users to pay for parking using parking payment technology. The use of parking payment technology has the added advantage of providing data on utilisation without the need for manual surveys.

Council will ensure parking payment technology is provided that allows users greater flexibility to pay for parking in a modern fashion with increasing reliance on electronic transaction methods and mobile technology methods.

Costs associated with this approach will be measured against the expected revenue, expenditure and increased benefits and efficiencies for the public and the Council. Monthly reporting is used to monitor trends and make any adjustments deemed necessary.

The technology solution will allow for payment by debit or credit card, coins, and other mobile solutions such as but not limited to payment apps. Electronic 'permits' will also be provided in accordance with the relevant requirements of the Rotorua District Council's Traffic Bylaw.

2.6 Fees and Charging

These will vary in different parts of the city centre and will be based on demand and desired occupancy in accordance with sections 3.1 and 3.2.

2.7 Enforcement

The successful implementation of a performance-based approach to parking management is reliant on reliable data-based decision making and effective technology-based solutions for enforcement of parking regulations and restrictions. Parking enforcement practices will be reviewed monthly and updated where required to ensure best practice and efficiency. Effective enforcement includes the following practices:

- Clearly established enforcement procedures and relevant training
- Enforcement that is consistent, efficient, legally robust and fair
- Educating the parking users and local businesses on the policy, parking management guidelines and bylaw as to the benefits of effective enforcement
- Frequent monitoring of parking using a blend of people and technology.
- Additional enforcement support for special events, schools etc.

2.8 Allocation of Parking Revenue

Pricing of parking is first and foremost about managing demand for parking and increasing compliant behaviour, rather than gathering revenue. Therefore, as much as practicable, parking revenue will be reinvested directly into the areas of the city from which it is raised.

This will be done by ring-fencing parking revenue. This revenue will be used to fund projects that benefit the community that will include, but is not limited to, streetscape upgrades, and safety improvements in the city centre.

Council will use notices and other media to inform the public that their parking fees are being reinvested into the community where it is being collected.

2.9 Parking Information

Council will develop communication and marketing material to ensure the community is informed about its approach to managing public parking.

Council will ensure that parking user information is available in the form of signage, maps, brochures and website information. This will indicate information on parking availability, prices, fines, penalties, regulations and how and where to pay or appeal an infringement notice.

Fees will be appropriately displayed on meters, payment apps and on the Council website.

Adequate parking user information will ensure all users are appropriately informed, minimising the need for enforcement.

2.10 Peak Demand Parking Management

At times, a need arises to manage excessive parking demands due to one-off and/or seasonal special events such as concerts, sports events, cultural events and Christmas shopping. Managing parking peaks can help to mitigate the negative consequences associated with excessive demand such as congestion, unsafe/illegal parking, and driver frustration.

A peak demand management plan may be used if required and is essentially a combination of strategies seeking to manage peak demands for parking using existing parking facilities or makeshift areas, rather than increasing parking supply.

This could include a combination of the following strategies for managing peaks in demand for parking:

- Signage to identify when parking areas are full, as well as to direct vehicles to alternative parking areas
- Identification of appropriate temporary parking that may be shared, such as opening up parking at a school or commuter park and ride for the period immediately before Christmas when demand for these uses is low.
- Including the cost of public transport passes in the ticket price for special events, such as sports and cultural events
- Retailer funded reimbursement of public transport travel costs

Summary of Submissions Themes not directly related to the Proposed Parking Policy 2026, Traffic Bylaw 2026, and Proposed Parking Management Guidelines 2026

Feedback Topic: Technology and Parking Reliability Concerns

Response Rate	Analysis and Solutions
73 Comments: • Machines not working/broken (34) • System/technology unreliable (23) • App not working (iPark) (11) • Out of order/service (4) • Machines reject coins/cards (1)	<u>Analysis</u> There is a portion of our community that is currently encountering issues with locating, utilising, and paying for parking in the city centre, principally due to challenges interacting with parking meters or parking payment processes. These submitters feel they are trying to comply but being prevented by technology failures, then penalised for it. Some of the submitters commented they were discouraged from visiting establishments where paid parking was prominent. All these issues identified by submitters are specific to the current operational framework and design of the parking system, and are not directly related to the Policy, guidelines, Bylaw or broader RLC parking regulatory framework. <u>Solutions</u> Council staff are currently reviewing the parking meter system and considering a replacement of the parking payment processing system, including replacing the parking meters with more reliable systems. Additionally, Council is investigating new payment apps to compliment this shift. This could relieve some issues experienced from the community with difficulty from the current iPark and Presto park app payment process. From the feedback Council is investigating the placement of parking meters. Due to the complexity of meeting the July deadline for replacing the current parking regime, the work to address these submission concerns is still being developed. As such, full details are not yet available to share.
Officer Recommendation	Council staff are currently investigating some of the issues raised by submitters and considering them as part of their design of the new inner-city parking modifications. Council staff recommend that when the full inner-city parking operational work is ready for adoption a follow up on submitter issues are readdressed. Additionally, Council staff recommend that a review of the new system is done in the medium term to see if the new parking regime addressed concerns raised by submitters.

Feedback Topic Affordability and Cost

Response Rate	Analysis and Solutions
253 Comments: • General cost/ price mentions (177) • Want cheaper/ lower costs (25) • Too expensive/ costly (22) • Unaffordable/ can't afford (15) • Cost increases/higher prices (14) Inner-city worker related Comments (170): • General worker /employee parking (85) • Permit/pass for workers (30) • All-day parking needs (23) • Time limit issues (17) • Weekly parking costs (15)	<u>Analysis</u> Half of respondents have concerns of inequity in the parking system - that the parking system values parking revenue over inner-city employees. Inner-city employees commented that they're being financially penalised for working in town. Council can only recoup 'reasonable costs' associated with fees as per LGA s150.4, which is applicable to the Operative Traffic Bylaw 2025 and the Proposed Rotorua Lakes District Council Traffic Bylaw 2026. Any revenue raised from parking falls within this regulatory check, to avoid revenues outpacing costs associated with parking. For the avoidance of doubt, it is not the intention of Council to make a profit on parking fees in the inner-city. Within the Proposed Parking Policy Council staff have created a very flexible fare regime to allow flexibility in the pricing of parking throughout the inner-city. This will allow Council staff to have a more adaptable process for setting parking prices within the Policy boundary, to ensure we are correctly and responsibly charging for parking. As part of the Proposed Parking Policy and the Draft Management Guidelines Council is moving towards a 'Peak Demand Management' model where parking prices reflect the usage and demand of the parking locations. The goal of this model is to have parking utilised throughout the day, with consistent parking availability. Low-income families commented that they feel that they are priced out of their own city centre. Submitters commented that parking fees compete with petrol, registration, rates, and other cost-of-living pressures. There are several demands on inner-city parking that create conflicting priorities, these conflicts create a complex regulatory canvas where finding a perfect balance is difficult. Any changes to the parking operations to benefit inner-city workers may push out consumers, general visitors and tourists —vice-versa for any change in benefiting those other groups. <u>Solutions</u> Council staff is currently reviewing the usage of parking throughout the Policy boundary. This includes the fees associated with each street, and the usage of the street. This review will analyse how parking is being utilised throughout

	the city to determine the appropriate cost to achieve this 'Peak Demand Management' model. Council is investigating permits for workers that will allow them to have long-term parking options. Council is investigating the pricing of these permits and the location of these 'permit' specific parking spaces. Parking fees or a parking permit can be a substantial cost for low-income earners or those who have low socio-economic status. Council is investigating the ability to integrate financing options for worker parking permits to smooth out the cost of attaining these permits. Council is considering broadening the free 60-minute and free 180-minute parking options in the city to alleviate concerns associated with parking discouraging economic activity within the parking boundary. Due to the complexity of meeting the July deadline for replacing the current parking regime, the work to address these submission concerns is still being developed. As such, full details are not yet available to share.
Officer Recommendation	Council staff are currently taking on board all concerns raised by the public on the cost and affordability of parking in the city. As a result of the feedback from the community a full review of the current affordability of the parking regime is underway. Council will comment on the parking fee structures when the full operational map is proposed to Council, and this will include the process of addressing these concerns. Additionally, with any large transition in the Policy and operational framework it will be difficult for Council staff to determine if any changes improved the conditions of parking at the time of adoption. Council staff recommend that a review of parking fees is done in the medium term to see if the new parking regime addressed cost concerns raised by submitters.

Feedback Topic: Request for Free Parking Options

Response Rate	Analysis and Solutions
148 Comments: • General "should be free" (98) • Free for workers/all-day (22) • City comparisons (12) • 1-2 hours free (9) • First 15-30 minutes free (7)	<u>Analysis</u> There is a portion of our community that is currently requesting more free parking options, especially shoppers or consumers who more infrequently use the inner-city parking. These respondents cited that they often avoid businesses who only have paid parking options in the city, stating they are going elsewhere to areas with free parking. Some of the submitters commented they were discouraged from visiting establishments where paid parking was prominent. The goal of the proposed system is user-pays, where the fees associated with parking go towards the maintenance of the parking system. The goal with the Proposed Parking Policy, Guidelines and Bylaw's fee structure is to reduce the amount of cost externalisation towards non-users, while making the system affordable and fair. <u>Solutions</u> Council is investigating permits for workers that will allow them to have long-term parking options. Council is investigating the pricing of these permits and the location of these 'permit' specific parking spaces. Council is considering broadening the free 60-minute and free 180-minute parking options in the city to alleviate concerns associated with parking discouraging economic activity within the parking boundary. Due to the complexity of meeting the July deadline for replacing the current parking regime, the work to address these submission concerns is still being developed. As such, full details are not yet available to share.
Officer Recommendation	Council staff are currently taking on board all concerns raised by the public on the cost and affordability of parking in the city. Council will comment on the parking fee structures when the full operational map is proposed to Council, and this will include some analysis on these concerns. Council staff recommend that a review of parking fees is done in the medium term to see if the new parking regime addressed cost concerns raised by submitters.

Feedback Topic: Confusion and Complexity of Current Parking System

Response Rate	Analysis and Solutions
46 Respondents: • Request to simplify/make simpler (27) • Confusing/ complicated (17) • Other (2)	<u>Analysis</u> There is a portion of our community who raised issues regarding multiple zones with different rules on the same street. Respondents also provided feedback that current signage is unclear and the current system was difficult to understand the applicable zone while driving. In general, this topic covers confusion across payment, finding parking and signage. All issues identified by submitters are specific to the current operational framework and design of the parking system, and are not directly related to the Policy, Bylaw or broader RLC parking regulatory framework. The Proposed Policy supports a simple, easy to use system with Proposed Principle 5 and 7. These principles provide for a parking system that is useable and navigable for all users within the Policy boundary. <u>Solutions</u> Council staff are currently reviewing the parking meter system and considering a replacement of the parking payment processing system, including replacing the parking meters with more reliable systems. This may address concerns regarding complexity and confusion on payment systems. Council is reviewing the entire inner-city parking area as part of this review; this will include the parking zoning and signage. Council is looking to be regulatory compliant, while making it easier for parking users to pay and find parking. In review of the parking system will fall in-line with the Proposed Parking Policy and Guidelines to ensure the system is as simple as possible, while creating a parking map that is still functional to the needs of the community.
Officer Recommendation	Council staff are currently investigating some of the issues raised by submitters and considering them as part of their design of the new inner-city parking modifications. Council staff recommend that when the full inner-city parking operational work is ready for adoption a follow up on submitter issues are readdressed. Additionally, Council staff recommend that a review of new system is done in the medium term to see if the new parking regime addressed concerns raised by submitters.

Feedback Topic: Payment Method Preferences and Accessibility

Response Rate	Analysis and Solutions
560 Comments: • Card payment mentions (129) • App/mobile payment (118) • Remove/phase out coins (81) • Don't have card/cash only (71) • Prefer/keep coin payment (66) • Elderly/digital exclusion (51) • Card surcharges/fees (\$0.50) (42) • Contactless/tap payment (2)	<u>Analysis</u> Some of the feedback on the payment method theme crosses over with the free parking and affordability topic. There is a portion of our community who want to retain coin-operated meters. Some respondents commented that they were opposed to card surcharges when coins aren't an option. There was a preference by some respondents for EFTPOS over credit card as some people don't have credit/debit cards. There were several comments regarding the technological barrier for elderly users. Some respondents wanted a simple "pay and go" system. The Proposed Policy supports a system with payment choice and convience with Proposed Principle 1, 4, and 7. These principles provide for a parking system that will enable users to pay for parking in their preferred way and to reduce the burden as much is reasonably practicable. <u>Solutions</u> Council staff is currently reviewing the parking meter system and considering a replacement of the parking payment processing system, including replacing the parking meters with more reliable systems. This includes the prevalence and utilisation of coin operated parking metres. Additionally, council staff are looking at the payment processing for digital payments and reviewing the payment processing application. This review may result in a new payment processing app for the parking system. Council is reviewing the surcharges associated with digital payments. These surcharges are linked to the greater digital payment processing ecosystem, it may be difficult to completely remove these surcharges from the system; however, their specific surcharge rate and prevalence is under review. Council is investigating permits for workers that will allow them to have long-term parking options. This will give workers specifically a direct payment option that will eliminate the need to pay for parking every day or to consistently move their vehicle during the day. This may potentially alleviate some of the payment method preference concerns, as these users will have reduced interactions with the parking payment system. Council is investigating the pricing of these permits and the location of these 'permit' specific parking spaces. Council is considering the feedback that a purely digital system may be disadvantageous to our elderly community.

	Council is reviewing how payment processing is in alignment with our Accessibility Policy. Council is reviewing the payment system to create a simple 'pay and go' process. Broadening the free 60-minute and free 180-minute parking options in the city may alleviate the frustrations with a large portion of the community, as shoppers or inner-city visitors may only need the free parking grace period. This may reduce concerns and frustration with the payment processing of parking within the inner-city as users who adeptly use the free grace period will not have to enter or provide payment details.
Officer Recommendation	Council staff are currently investigating some of the issues raised by submitters and considering them as part of their design of the new inner-city parking modifications. Council staff recommend that when the full inner-city parking operational work is ready for adoption a follow up on submitter issues are readdressed. Regarding accessibility and fair usage of the parking processing systems it is currently too difficult to completely study the entire system with a full accessibility lens and meet the deadlines required by Council. However, this is an excellent perspective to include as part of any evaluation into the efficacy and effectiveness of RLC's parking system. We recommend that when a review the proposed regulatory instruments or operative parking regime is commenced, after adoption, a review of accessibility is specifically included as part of that review. Additionally, Council staff recommend that a review of new system, including usage of coin operated machines, is done in the medium term to see if the new parking regime addressed concerns raised by submitters.

Feedback Topic: Safety Concerns

Response Rate	Analysis and Solutions
19 Comments • Crime/ theft (7) • Parking building unsafe (3) • Rough sleepers /homeless (3) • General "not safe" (3) • Walking distance safety (2) • Late night/after dark (1)	<u>Analysis</u> There was a minority of respondents who provided feedback on the Pukuatua Street parking building stating it "feels unsafe, especially after 5:30pm in winter when it's dark." There was some feedback on rough sleepers and homeless in some parking areas, including some private facilities. Some self-identified female workers stated they were concerned about walking to distant free parking at night. One consideration of the regulatory and operational parking framework is safety. If worker parking is distant from their place of business, dark or secluded it is likely that Council will see repeat comments on the safety of worker parking. Safety within the inner-city is a multidisciplinary approach spanning across several agencies, some of which are beyond local control. Safety additionally has a fluid nature, where at times the city may feel safer and our parking regime is reflective of that sentiment. <u>Solutions</u> Council staff has completed several steps to make the Pukuatua Street parking facility safer including: • CCTV in the stairwells at each floor level • Lighting improvements in stairwells • Additional CCTV coverage on top floor • Lighting maintenance throughout the building • Paint refresh in select areas in stairwells Council staff have committed to creating a safe environment in the Pukuatua Street parking facility and the team are exploring further improvements to the facility. Council staff are reviewing the location of worker parking with a safety lens.
Officer Recommendation	Council staff are currently investigating some of the issues raised by submitters and considering them as part of their design of the new inner-city parking modifications. Council staff recommend that when the full inner-city parking operational work is ready for adoption a follow up on submitter issues are readdressed.

Feedback Topic: Enforcement

Response Rate	Analysis and Solutions
62 Comments • General tickets/ infringements (35) • Enforcement officers (10) • Penalties (6) • iPark issues (5) • Other (6)	<u>Analysis</u> There are some concerns from submitters stating they get fined when machines are broken, even with photographic evidence. There are some frustrations from submitters regarding the enforcement on warrant of fitness. iPark described as "confrontational." Generally, submitters saw enforcement is seen as revenue-focused, not compliance-focused. There were some submitter comments that are outside of Council control, such as infringement fines and enforcement of warrant of fitness checks. Council can only recoup 'reasonable costs' associated with fees as per LGA s150.4, which is applicable to the operative Traffic Bylaw 2025 and the proposed Rotorua Lakes District Council Traffic Bylaw 2026. Any revenue raised from parking falls within this regulatory check, to avoid revenues outpacing costs associated with parking. For the avoidance of doubt, it is not the intention of Council to make a profit on parking fees in the inner-city. There were some general complaints arising around the Council process for reducing or removing infringements, especially when submitters saw broken machines or other issues inhibiting their ability to pay. <u>Solutions</u> Council is reviewing their process for exemptions or removals of parking infringements. Council staff is currently reviewing the parking meter system and considering a replacement of the parking payment processing system, including replacing the parking meters with more reliable systems. This includes the prevalence and utilisation of coin operated parking metres.
Officer Recommendation	Council staff are currently investigating some of the issues raised by submitters and considering them as part of their design of the new inner-city parking modifications. Council staff recommend that when the full inner-city parking operational work is ready for adoption a follow up on submitter issues are readdressed.

Feedback Topic: Accessibility for Special Populations

Response Rate	Analysis and Solutions
100 Comments • Elderly/ older people (52) • Disability parking (14) • Digital exclusion (12) • Accessibility (8) • Other (14)	<u>Analysis</u> Some elderly respondents struggle with technology and prefer simple systems. There was some feedback regarding insufficient mobility parking spaces and these mobility parks not in optimal locations (walking distances to payment machines difficult for mobility-impaired). There was some feedback that there was low consideration for people with visual impairments. There were some requests for elderly-specific parking (distinct from mobility permits). <u>Solutions</u> Council is reviewing the location of mobility parking throughout the inner-city to determine if it is meeting its statutory obligations and putting mobility parking in proper locations. Additionally, Council is reviewing mobility parking and general parking accessibility in accordance with Council's Accessibility Policy. Council staff is currently reviewing the parking meter system and considering a replacement of the parking payment processing system, including replacing the parking meters with more reliable systems. This includes the potential to retain coin-based payment systems that may be easier for populations that struggle with digital systems. Due to the complexity of meeting the July deadline for replacing the current parking regime, the work to address these submission concerns is still being developed. As such, full details are not yet available to share.
Officer Recommendation	Council staff are currently investigating some of the issues raised by submitters and considering them as part of their design of the new inner-city parking modifications. Council staff recommend that when the full inner-city parking operational work is ready for adoption a follow up on submitter issues are readdressed. Regarding accessibility and fair usage of the parking processing systems it is currently too difficult to completely study the entire system with a full accessibility lens and meet the deadlines required by Council. However, this is an excellent perspective to include as part of any evaluation into the efficacy and effectiveness of RLC's parking system. We recommend that when a review the proposed regulatory instruments or operative parking regime is commenced, after adoption, a review of accessibility is specifically included as part of that review.

Feedback Topic: Lack of Clarity of Proposals

Response Rate	Analysis and Solutions
64 Comments • Questions in responses (24) - How will this work/be achieved? - What are the proposed changes? • Need more clarity (20) • Hard to comment (7) • Without knowing/reference/detail • Don't know what changes/proposals	<u>Analysis</u> There were some submitter comments that documents did not specify enough details on the proposed changes. Many submitters were looking for operational details, such as direct specific changes to the parking map, zoning or fees. Unclear if fees will increase. No details on permit systems (cost, eligibility, coverage). Specifically, people were generally frustrated with the current parking system, and they wanted to see improvements to that system. From the current consultation they were asking questions like: "How can I tell these are improvements?" Some of the specificity that submitters were looking for (fees, map, etc.) was removed as part of the new Policy, Guidelines and Bylaw framework, to provide for greater flexibility to modify the parking system in the city. As a result, this information was not included as part of this consultation. When Council was consulting the full details of the operational elements of the Policy, Guidelines and Bylaw were not complete, as Council staff were waiting on the consultation to inform the development of the operational components. <u>Solutions</u> For future consultation Council staff will analyse the consultation material to ensure there is enough detail in the material to ensure submitters know enough to give an informed opinion. Some of the submitters indicated they wanted more information regarding operational elements of the parking system. Council staff are currently considering follow up material to provide to these submitters.
Officer Recommendation	Council staff are currently investigating some of the issues raised by submitters and considering them as part of their design for future consultations.



ROTORUA DISTRICT COUNCIL TRAFFIC BYLAW 2025

Part 1 Preliminary

1 Introduction

- 1.1 This Bylaw is made under the Land Transport Act 1998, Local Government Act 1974, the Local Government Act 2002, the Bylaws Act 1910. In addition, traffic and parking issues are also regulated by other Acts and regulations which should be referred to in conjunction with this Bylaw.
- 1.2 This Bylaw shall be referred to as the "Rotorua District Council Traffic Bylaw 2025".
- 1.3 This Bylaw shall come into force and take effect on 1st September 2025.
- 1.4 The Rotorua District Council Traffic Bylaw 2018 is hereby revoked.

2 Objective

- 2.1 The objective of this Bylaw is to set the requirements for the parking and associated control of vehicular or other traffic on any road in the District, including state highways located within any urban boundaries that are otherwise controlled by the New Zealand Transport Agency.

3 Interpretation

- 3.1 In this Bylaw, unless inconsistent with the context:

Authorised officer means any person appointed or authorised by the Council to act on its behalf and includes any Parking Warden appointed under section 128D of the Land Transport Act 1998 or enforcement officer authorised to carry out any of the duties provided for in this Bylaw.

Authorised period means:

- a) That period of time commencing when the prescribed parking fee is inserted into a parking meter and ending when the parking meter indicates that the period has expired.
- b) That period of time commencing when the prescribed parking fee is inserted into a pay and display parking meter and ending when the expiry time noted on the parking receipt has expired.
- c) That period of time commencing when a vehicle is parked within an area which Council by resolution has designated as a "time limited" area and in which the appropriate sign(s) have been erected.

Authorised time in relation to any coupon means that period of time, commencing when the coupon is activated, for which the coupon authorises the parking of a vehicle in a particular coupon parking area as determined by a notice displayed by Council in that area.

Bicycle – see cycle.

Bus has the same meaning as in the Land Transport (Road User) Rule 2004.

Bus lane has the same meaning as in the Land Transport (Road User) Rule 2004.

Council means the Rotorua District Council.

Coupon means a ticket entitling the holder to park within a defined coupon parking area.

Coupon parking area means any area of land belonging to or under the control of Council which is authorised, by resolution of Council pursuant to Clause 13 of this Bylaw, as a place where vehicles may be parked using parking coupons.

Coupon parking space means a parking space or section in a coupon parking area indicated by and lying within markings made by Council for the parking of a motor vehicle.

Cycle has the same meaning as in the Land Transport (Road User) Rule 2004.

Cycle lane has the same meaning as in the Land Transport (Road User) Rule 2004.

Cycle path has the same meaning as in the Land Transport (Road User) Rule 2004.

Designated means specified by Council by resolution.

District means the Rotorua District as from time to time constituted.

Driver has the same meaning as in the Land Transport (Road User) Rule 2004.

Enforcement officer has the same meaning as in the Land Transport Act 1998 and the Local Government Act 2002.

Footpath has the same meaning as in the Land Transport (Road User) Rule 2004.

Goods vehicle has the same meaning as in the Land Transport (Road User) Rule 2004.

Heavy motor vehicle has the same meaning as in the Land Transport Act 1998.

Loading zone has the same meaning as the Land Transport (Road User) Rule 2004.

Meter hood means a bag or sign issued by Council for the purpose of indicating a temporary discontinuance of a parking space.

Metered space means a parking space located in a parking meter area or a pay and display parking meter area.

Mobility concession card means a card issued by the CCS Disability Action, or a similar organisation authorised by Council, which is to be displayed in vehicles operated by disabled persons and for which certain parking concessions are available.

Motorcycle has the same meaning as defined in the Land Transport (Road User) Rule 2004.

Motor vehicle has the same meaning as in the Land Transport Act 1998.

Parking has the same meaning as defined in the Land Transport (Road User) Rule 2004.

Parking fee means the fee payable for the parking of vehicle/s within a metered space for a permitted period. The term includes payment by coins or by any other means approved by Council.

Parking meter means an apparatus used to facilitate the payment of parking fees in exchange for parking a vehicle in a parking meter area for a limited amount of time, and includes a pay and display parking meter.

Parking meter area means any parking space or group of parking spaces (including within a building) declared by Council resolution to be a parking meter area and includes any area previously declared under this Bylaw to be a pay and display parking meter area.

Parking place Has the same meaning as in section 591(6) of the Local Government Act 1974.

Parking receipt means a receipt indicating the payment of a parking fee and the end of the period allowed for parking as fixed by the meter.

Parking space means a portion of a parking place marked out with painted lines for the specific purpose of accommodating a parked vehicle.

Parking warden means a parking warden appointed under section 128D of the Land Transport Act 1998.

Passenger service vehicle has the same meaning as in the Land Transport Act 1998.

Pay and display parking meter means an apparatus used to facilitate the payment of parking fees in exchange for parking a vehicle in a pay and display parking meter area for a limited amount of time.

Pay and display parking meter area means any parking space or group of parking spaces (including within a building) declared by Council resolution to be a pay and display parking meter area under this Bylaw.

Public holiday has the same meaning as in the Holidays Act 2003.

Public place means a public place owned by or under the control of Council and includes any road.

Public work means every activity which the Crown or Council (or their agents) are authorised to engage in and includes any investigation, enquiry, meeting or item required directly or indirectly for such activity.

Reserved parking space means any parking space which has been reserved by Council for letting to any person for reserved parking and which is clearly marked by a sign, road marking,

notice or number or otherwise as being not available for public parking.

Road has the same meaning as in the Land Transport (Road User) Rule 2004.

Shared path means a cycle path, a cycle track, a footpath, or some other kind of path that may be used by some or all of the following persons at the same time – (a) cyclists; (b) pedestrians; (c) riders of mobility devices; and (d) riders of wheeled recreational devices.

Shared zone means a length of roadway intended to be used by pedestrians and vehicles (including cyclists).

Shipping container means a standardised rectangular box or a similar container, used to transport freight by ship, rail and highway.

Skip bin means a bin or similar receptacle used for the removal of waste.

Special vehicle lane has the same meaning as the Land Transport (Road User) Rule 2004.

Storage charges are a fee as specified from time to time in the Land Transport Act 1998 or in Regulations or Notices made pursuant to that Act.

Structure means something made up or constructed of a number of parts that are held or put together in a particular way.

Towage fee is a fee as specified from time to time in the Land Transport Act 1998 or in Regulations or Notices made pursuant to that Act.

Vehicle has the same meaning as in the Land Transport Act 1998 and includes motor vehicles and heavy motor vehicles.

Verge includes every verge, flowerbed, grass verge or plot, shrubbery or planted area which is laid out to not form part of the road carriageway.

- 3.2 Words implying the singular include the plural and vice versa.
- 3.3 Headings and bolding are only for convenience and may be ignored.
- 3.4 Resolutions of Council may be amended, rescinded or reinstated by a further resolution of Council. The latest resolution of Council shall be deemed to be the operative resolution.

Part 2 General Scope

4 Parking on roads

- 4.1 Council by resolution, and subject to the placing and maintenance of the appropriate signs or markings, may:
- 4.1.1 Limit, restrict or prohibit the parking or stopping of vehicles on any part of any public place.
 - 4.1.2 Permit the parking or stopping on any part of any public place of a particular class or classes of vehicles on such basis as may be designated.

Part 3 Metered parking

5 Creation of parking meter areas

- 5.1 Council by resolution, and subject to the placing and maintenance of the appropriate signs or markings, may:
- 5.1.1 Declare any part of a public place to be a parking meter area.
 - 5.1.2 Declare the number and position of metered spaces within a parking meter area.
 - 5.1.3 Declare the times and for how long vehicles may park in metered spaces.
 - 5.1.4 Fix the fees payable for the parking of vehicles within metered spaces in parking meter areas.
 - 5.1.5 Declare the mechanism for collecting fees and managing parking meter areas.
- 5.2 In accordance with any resolution under clause 5.1 Council shall mark out metered spaces in parking meter areas.

6 Creation of pay and display parking meter areas

- 6.1 Council by resolution, and subject to the placing and maintenance of the appropriate signs or markings, may:
- 6.1.1 Declare any part of a public place to be a pay and display parking meter area.
 - 6.1.2 Declare the number and position of metered spaces within a pay and display parking meter area.
 - 6.1.3 Declare the times and for how long vehicles may park in metered spaces.
 - 6.1.4 Fix the fees payable for the parking of vehicles within metered spaces in pay and display parking meter areas.
 - 6.1.5 Declare the mechanism for collecting fees and managing pay and display meter areas.

- 6.2 In accordance with any resolution under clause 6.1 Council shall mark out metered spaces and provide pay and display parking meter/s with or without barrier arms in pay and display parking meter areas.

7 When parking in metered spaces applies

- 7.1 Any resolution by Council concerning metered spaces will apply:

7.1.1 Every day of the week except Sundays and public holidays; and

7.1.2 Between the hours of 8.00am and 10.00pm on those days

except where signs relating to those metered spaces indicate otherwise.

8 Parking in metered spaces

- 8.1 No vehicle shall be parked in a metered space other than completely within the lines defining that space.
- 8.2 Any vehicle may be lawfully parked in a metered space during the period which has been paid for.
- 8.3 No person shall park, or allow to be parked, any vehicle in any metered space in excess of the maximum time allowed for parking in that space. Unless the maximum authorised time is exceeded, it shall be lawful for the driver or person in charge of any vehicle, on the expiration of any authorised period of parking, to pay the prescribed parking fee and occupy the metered space for the further period indicated by the parking meter, mobile application or parking receipt.
- 8.4 No vehicle shall be parked in a metered space which is already occupied by another vehicle, provided however that it shall be lawful for more than one motorcycle to occupy any metered space at the same time.
- 8.5 Where more than one motorcycle occupies a metered space, each must pay the prescribed parking fee. No motorcycle shall remain parked in the metered space while either the parking meter shows that the time has expired or the period authorised has expired.
- 8.6 Subject to clause 8.7, if the metered space is parallel to the kerb or footpath, the driver of any vehicle (except a motorcycle) shall park the vehicle so that it is headed in the general direction of the movement of traffic on the side of the street on which it is parked.
- 8.7 A motorcycle may be parked otherwise parallel to the kerb or footpath provided that during the hours of darkness it shall be sufficiently illuminated so as to be visible from at least 50 metres.
- 8.8 If a metered space is at an angle (other than 90° to the kerb or footpath) the driver of any vehicle (except a motorcycle) occupying such space shall park the vehicle in such a manner that it is headed substantially in the general direction of the legal flow of traffic on the side of the street on which such vehicle is parked.
- 8.9 If a metered space is at an angle, the front of any vehicle parked in such space shall be facing in towards the kerb or footpath.

8.10 No person shall park or allow to be parked any vehicle in any metered space except as permitted by the provisions of this part of this Bylaw, or operate or attempt to operate any parking meter or pay and display parking meter by means other than as prescribed by this Bylaw.

8.11 Council may issue a parking permit authorising the permit-holder to park in a metered space without paying the prescribed parking fee. The permit must be clearly displayed on the dashboard of the vehicle. Clauses 8.3, 9, 10 and 12.2 do not apply to vehicles displaying a permit issued under this clause.

9 Payment of fees – parking meter areas

9.1 As soon as any vehicle parks in a metered space in a parking meter area, the driver or person in charge of the vehicle shall immediately pay the prescribed fee. A vehicle is lawfully parked in a metered space in a parking meter area during the period of time paid for.

10 Payment of fees – pay and display parking meter areas

10.1 As soon as any vehicle parks in a metered space in a pay and display parking meter area, the driver of the vehicle shall immediately pay the prescribed fee indicated on the pay and display parking meter.

10.2 The parking receipt issued by the pay and display parking meter shall be displayed on the inner side of the windscreen, or in the case of a vehicle not fitted with a windscreen in some other conspicuous position, but in all cases in a position which is easily visible by a parking warden.

10.3 For the purposes of clause 10.2 a parking receipt shall not be valid if:

10.3.1 The parking receipt is so torn, defaced or mutilated that the figures or other particulars thereon are not legible; or

10.3.2 The period of validity of the parking receipt has expired; or

10.3.3 Where applicable, the date and time of commencement of parking the vehicle is not indicated on the parking receipt in accordance with the instructions printed on the parking receipt.

11 Temporary discontinuance of a metered space

11.1 Council may temporarily discontinue, by way of a meter hood, the use of any metered space. No unauthorised person may then stand or park a vehicle in that space.

11.2 Council may temporarily discontinue a parking place if a sign or signs indicating "No Standing or No Parking" are displayed. No person may then stand or park a vehicle there while the sign or signs are displayed.

11.3 Council may, upon receipt of a Temporary Traffic Management Plan, allocate either metered and/or restricted parking for the exclusive use of that event or activity, for the duration of the Temporary Traffic Management Plan.

Part 4
Non-metered parking

12 General parking places

12.1 Council by resolution, and subject to the erection of the appropriate signs, or placement of markings, may:

12.1.1 Declare any public place to be a parking place.

12.1.2 Specify the vehicles which shall be permitted to park there.

12.1.3 State the days and hours within which parking shall be permitted there.

12.1.4 State the conditions of parking in a parking place.

12.1.5 Fix which part or parts of the parking place shall be available for public use and which part or parts may be available for reserved parking.

12.1.6 Fix the prescribed fees and/or rentals

12.2 It shall be unlawful for a driver or person in charge of a vehicle leaving a parking space to return to that parking space or any parking space within the same parking place until a period of 30 minutes elapses from the time the vehicle has left the particular parking space to when it returns. This clause does not apply to parking meter areas that allow vehicles to park in multiple parks within a specified time period.

12.3 Mobility Concession

12.3.1 A mobility cardholder may park for double the prescribed time limit by showing a mobility card. The parking fee shall only be payable for the first half of the parking duration.

13 Creation of coupon parking areas

13.1 Council by resolution, and subject to the placing and maintenance of the appropriate signs or markings, may:

13.1.1 Declare any part of a public place to be a coupon parking area.

13.1.2 Declare the number and position of parking spaces within a coupon parking area.

13.1.3 Declare the times and for how long vehicles may park in parking spaces in a coupon parking area.

13.1.4 Fix the fees payable for the parking of vehicles within parking spaces in coupon parking areas.

13.1.5 Declare the mechanism for collecting fees and managing coupon parking areas.

13.2 In accordance with any resolution under clause 13.1 Council shall mark out parking spaces in coupon parking areas.

14 Parking in coupon parking areas

- 14.1 No person shall park a vehicle in a parking space in any coupon parking area at any time when parking by coupon applies unless there is displayed on the inner side of the windscreen, or in the case of a vehicle not fitted with a windscreen, in some other conspicuous position, one or more valid coupons sufficient to cover the entire period during which the motor vehicle is parked.
- 14.2 No vehicle shall remain parked in a parking space in any coupon parking area in excess of the authorised time.
- 14.3 For the purposes of clause 14.1 a parking coupon shall not be valid if:
- 14.3.1 The coupon is so torn, defaced or mutilated that the figures or other particulars thereon are not legible; or
 - 14.3.2 The period of validity of the coupon has expired; or
 - 14.3.3 Where applicable the date and time of commencement of parking the vehicle is not indicated on the coupon in accordance with the instructions printed on the coupon.

**Part 5
Miscellaneous**

15 Creation of special vehicle lanes

- 15.1 Council by resolution, and subject to the placing and maintenance of the appropriate signs or markings, may declare any part of a road to be a special vehicle lane.

16 Parking of heavy motor vehicles

- 16.1 No person shall stop, stand or park a heavy motor vehicle, this includes trailers, for more than one hour in any public place where there is adjacent residential zoned land on either side of the road. It shall not be an offence to stop, stand or park such vehicle for such period as is reasonably required for the purpose of loading or unloading that vehicle in the course of trade.

17 Creation of loading zones

- 17.1 Council by resolution may, subject to the placement of appropriate signage:
- 17.1.1 Declare any part of a public place to be a loading zone.
 - 17.1.2 Declare the times and for how long vehicles may park in the loading zone.

18 Towaway

- 18.1 Any enforcement officer or authorised officer may have a vehicle moved or removed to some other position, including any appropriate premises designated by Council or the Police, if the vehicle:
- 18.1.1 Is left unattended in any public place so as to cause a nuisance or obstruction; or
 - 18.1.2 Fails to comply with the permitted use of the parking space.

18.2 Where any vehicle has been removed pursuant to clause 18.1 the owner or driver of that vehicle may be required to pay any or all of the following:

18.2.1 Any fine that may be imposed; and/or

18.2.2 A towage fee for the removal of the vehicle; and/or

18.2.3 Reasonable storage charges on a daily basis until the vehicle is uplifted.

19 Skip bins

19.1 No person shall place or cause to be placed skip bins on the road without the prior written consent of Council. Such consent may at any time be varied or revoked in writing by Council. The skip bin must also comply with the following:

19.1.1 The bin must be placed at least 1.0 m away from a traffic lane; and

19.1.2 The bin must be contained within an area on the road that has been fenced off with appropriate safety fencing.

19.2 No person shall place or cause to be placed skip bins in metered spaces without the prior written consent of Council. Such consent may at any time be varied or revoked in writing by Council.

19.3 In addition to receiving written consent from Council, any skip bin placed in a metered space must:

19.3.1 Have a meter hood issued for the parking space which shall be attached to the meter controlling the metered space being used; and

19.3.2 Be contained wholly within the parking space.

19.4 No skip bin shall be left on any road between half an hour after sunset of one day and half an hour before sunrise the following day unless properly lit by flashing amber lights on outer corners of the bin facing on-coming traffic.

19.5 Where any skip bin is placed on the road other than in accordance with clauses 19.1 to 19.4, such skip bin may be removed by Council.

19.6 Where any skip bin has been removed pursuant to clause 19.5, the owner or hirer of that bin may be required to pay any or all of the following:

19.6.1 Any fine that may be imposed; and/or

19.6.2 A towage fee for the removal of the bin; and/or

19.6.3 Reasonable storage charges on a daily basis until the bin is uplifted.

20 Shipping containers or other structures on roads

- 20.1 No person shall place or cause to be placed a shipping container or other structure/s on any road without the prior written consent of Council. Such consent may at any time be varied or revoked in writing by Council.
- 20.2 In addition to receiving written consent from Council any shipping container or other structure on a road shall also comply with the following:
- 20.2.1 The container or structure must be placed at least 1.0 m away from a traffic lane; and
- 20.2.2 The container or structure must be contained within an area on the road that has been fenced off with appropriate safety fencing.
- 20.3 No shipping container or other structure shall be left on any road between half an hour after sunset of one day and half an hour before sunrise the following day unless properly lit by flashing amber lights on outer corners of the bin facing on-coming traffic.
- 20.4 Where any shipping container or structure is placed on the road other than in accordance with clauses 20.1 to 20.3 such shipping container or structure may be removed by Council.
- 20.5 Where any shipping container or structure has been removed pursuant to clause 20.4, the owner or hirer of such container or structure may be required to pay any or all of the following:
- 20.5.1 Any fine that may be imposed; and/or
- 20.5.2 A towage fee for the removal of the container or structure; and/or
- 20.5.3 Reasonable storage charges on a daily basis until the container or structure is uplifted.

21 Caravans / camper vehicles

- 21.1 No person shall stop, stand or park any caravan, camper vehicle, house bus or mobile home on any road for any continuous period exceeding seven days without the prior written consent of Council.

22 Displaying vehicles on street

- 22.1 No person shall use any public place for the keeping, placing or parking of any vehicle whether for sale, exhibition, demonstration, advertisement, signage or storage, except where from time to time Council may determine by resolution an area set aside for that purpose.

23 Use of cranes

- 23.1 No person shall operate any crane, mobile crane, concrete pump truck, concrete truck, excavator or drill rig without the prior written consent of Council while parked or stopped on a road. Conditions may be imposed in granting such consent.

24 Vehicle repairs

- 24.1 No person shall park any vehicle on any road to carry out repairs unless those repairs are of both a minor and urgent nature.

25 Misuse of mobility concession cards

- 25.1 It shall be unlawful for the person who is the registered holder of a mobility card displayed not to be the driver of or a passenger in the vehicle displaying the mobility card.

26 Bus stops

- 26.1 Council by resolution, and subject to the placing and maintenance of the appropriate signs or markings, may:

26.1.1 Declare any part of a public place to be a bus stop or stand for passenger service vehicles;

26.1.2 Direct what type of passenger service vehicles may use any such bus stop or stand;

26.1.3 Define restrictions, stopping times, or change the type of passenger service vehicles that may use any such bus stop or stand.

- 26.2 Unless otherwise indicated by appropriate signage no passenger service vehicle shall remain stopped on a bus stop for any longer period than is necessary to pick up or set down passengers.

27 Leaving objects on roads

- 27.1 No person may place or leave objects on roads without reasonable excuse in circumstances that disregard the safety of other road users.

28 Nuisance Behaviours

- 28.1 A person must not use a public place or behave in a manner that, to any reasonable person would, be unsafe, obstruct, disturb, interfere with, alarm, distress, intimidate or harm any other person in their use or enjoyment of that public place.

29 Vehicle and road use

- 29.1 Council may by resolution:

29.1.1 Require vehicles on roads to travel in one specified direction only (one way); or

29.1.2 Prohibit vehicles turning from facing or travelling in one direction to facing or travelling in the opposite direction (performing a U-turn) on specified roads.

30 Shared paths

30.1 Council may by resolution:

30.1.1 Determine the length, route and/or location of a shared path; and

30.1.2 Determine priority for users on a shared path.

30.2 No person may use a shared path in a manner that contravenes a restriction made by the Council under this clause.

31 Shared zones

31.1 Council may by resolution specify any road or part of a road to be a shared zone.

31.2 Any resolution made under this clause may specify:

31.2.1 Whether the shared zone may be used by specified classes of vehicles;

31.2.2 The days and hours of operation of the shared zone (if they differ from 24 hours per day, 7 days per week); and

31.2.3 Any other restrictions on how the shared zone is to be used by the public, including how traffic and pedestrians will interact.

31.3 Except where the Council has by resolution specified otherwise, no person may stand or park a vehicle in a road or part of a road specified as a shared zone.

31.4 No person may use a shared zone in a manner that contravenes a restriction made by the Council under this clause.

32 Exemptions

32.1 The provisions of this Bylaw shall not apply to any vehicle parked, stopped or diverted by the direction of any authorised officer, enforcement officer or traffic control sign.

32.2 The provisions of this Bylaw shall not apply to any motor vehicle engaged on Council or other public work at that place where:

32.2.1 No other practicable alternative is available; and

32.2.2 The vehicle is being used with due consideration for other road users; and

32.2.3 The act which would otherwise be a breach of this part of this Bylaw is reasonably necessary for the purposes of the work.

33 Fees and charges

33.1 Council reserves the right to determine, by resolution, following the special consultative procedure provided for in the Local Government Act 2002, reasonable fees and charges for undertaking any inspection in terms of discharging its responsibilities under and in terms of this Bylaw.

Part 6 Offences

34 Offences

34.1 Every person commits an offence against this Bylaw who:

34.1.1 Causes or permits a vehicle to:

34.1.1.1 Straddle any lines defining a metered space; or

34.1.1.2 Encroach on more than one metered space unless his or her vehicle is of too great a length to be accommodated in one space. The person in charge of the vehicle requiring more than one metered space shall be liable for the parking fee in respect of each metered space encroached upon.

34.1.2 Parks any vehicle, which by reason of its condition or content causes an offensive odour in any public place.

34.1.3 Stops or parks, or permits the stopping or parking, of any vehicle on any footpath or verge.

34.1.4 Is in charge of any vehicle and fails to display a parking receipt as required by this Bylaw or allows any vehicle to remain in the metered space for any period in excess of that for which a parking receipt was issued.

34.1.5 Operates or attempts to operate any parking receipt dispenser or barrier arm by any means other than as prescribed by the particular apparatus and/or by this Bylaw.

34.1.6 Parks a vehicle in a parking place during the time it is reserved by Council for some other person or is not permitted to be used at that time by any vehicle.

34.1.7 Leaves a vehicle in a parking space except entirely within any lines defining a parking space.

34.1.8 Parks in a parking space a vehicle that is not of the class or classes permitted to use that parking space.

34.1.9 Wilfully or negligently obstructs any parking space.

34.1.10 Unloads any vehicle so as to cause or, be likely to cause, damage to the pavement or any footpath.

34.1.11 Misuses any parking meter or pay and display parking meter.

34.1.12 Interferes, tampers, or attempts to tamper with the working or operation of any parking meter or pay and display parking meter.

34.1.13 Without prior written consent of Council affixes or attempts to affix any placard, advertisement, notice list, document board or thing, or to paint, write upon or disfigure any parking meter or pay and display parking meter.

34.1.14 Commits, or causes to be committed, any act contrary to this Bylaw.

34.1.15 Omits, or knowingly permits to remain undone, any act required by this Bylaw.

- 34.1.16 Refuses or neglects to comply with any authorisation or any condition in any such authorisation, whether public or private, given pursuant to this Bylaw, or
- 34.1.17 Obstructs or hinders any authorised officer or enforcement officer in the performance of any power, or duty conferred upon him or her by this Bylaw.
- 34.1.18 Being the driver or person in charge of a vehicle, returns to the same parking space within the same parking place, within a period of less than 30 minutes from the time the vehicle left the particular parking space.

35 Penalty

- 35.1 Subject to any provision to the contrary, any person convicted of an offence against a provision of this bylaw made under Part 8 of the LGA 2002 is liable for a fine not exceeding \$20,000.
- 35.2 Any person breaching a provision of this bylaw made under section 22AB of the Land Transport Act 1998 and in respect of which no other penalty provision applies is liable for a fine not exceeding \$1,000.

THIS BYLAW was duly made by the Rotorua Lakes Council by a resolution passed on 27th August 2025.

THE COMMON SEAL of the

ROTORUA DISTRICT COUNCIL

as hereto affixed in the presence of:

MAYOR

CHIEF EXECUTIVE





3.3 PERFORMANCE BASED PARKING MANAGEMENT PRACTICES – POLICY AND GUIDELINES

Date Adopted	Next Review	Officer Responsible
1 September 2016	30 June 2022	Manager, Community & Regulatory Services

Policy Purpose:

To ensure that the right amount of parking is available, in the right location and at the right price.

Policy:

1. INTRODUCTION

1.1 Introduction of the Policy

This policy and guideline has been prepared by Council to guide parking management in Rotorua using a performance based parking management approach. This policy applies to the management of on and off-street public parking in Rotorua

This section outlines the aim and objectives of this policy, and provides context and underlying principles adopted by Rotorua District Council in the management of public parking.

1.2 Aims of this Policy

The aims of this policy are to:

- a) To efficiently utilise the City's parking supply
- b) To improve parking user quality, convenience, service and information
- c) To ensure that the limited supply of public parking is allocated in an equitable way

1.3 Policy Context and Relevant Documents

The following documents are relevant to this policy and guideline:

- Rotorua Transport Demand Management Strategy, 2007
- Rotorua Traffic By-law, 2008
- Rotorua Parking Restrictions and Regulations
- Rotorua Urban Design Framework
- Travel Demand Management: Parking Policy Proposal for Rotorua District Council, June 2010
- Council Resolution of 4 November 2015

1.4 Context

There is growing awareness of the important role played by parking in the transport system. Successful urban centres depend on having access to a well-managed parking supply. Therefore it is essential that local parking supply is managed in a way that contributes to the Council's strategic visions and goals. In the context of parking, this is to prioritise parking for short stay parking, including visitors, to the city centre, not long stay parking for commuters.

The Parking Policy Proposal for Rotorua District Council (June 2010) and the Rotorua Transport Demand Management Strategy (2007) identified the aim of achieving, on average, a target occupancy of 70-90% of the car parking supply. Achieving this target would mean that approximately 1 in 7 parking spaces are vacant and available, which is seen as efficient use of the parking supply whilst not comprising over use. This enables motorists to readily find a vacant parking space when needed, thereby limiting the time and resources used circulating and looking for a parking space.

Current demand for parking in Rotorua is higher than the desired occupancy rate of 85% in some areas of the city centre. A 2006 parking survey found occupancy to be as high as 95% near Tutanekai Street, a key retail area in the city centre. This is 5% over the target occupancy range. The survey also identified that a major contributor to high occupancy in these areas was high demand for all day parking by commuters.

Parking in the city centre is managed using time-limits of up to two hours and pricing using a mix of single space meters and pay and display machines. There are limited payment options which can make it difficult for parking users and for the monitoring and enforcement of parking regulations. Council also provides off-street parking in a parking building at the top of Pukuatua Street and an additional uncovered car park on Haupapa Street.

Moving away from a 'predict and provide' approach to parking (in which the demand for parking is predicted and provided for mainly through off-street parking requirements) to a parking management approach can have significant benefits for urban centres including:

- Improved public perceptions of parking
- More consumer choice
- Reducing unnecessary vehicle movements in the city centre

1.5 Principles Underlying the Policy

This section outlines the underlying principles that guide the management of on-street parking. These principles support a performance based approach to on-street parking management.

Note that some of these underlying principles also have implications for, or in some cases have more relevance to, private parking areas. For example, principle 3 (sharing) is wholly applicable to non public off-street parking areas.

Principle 1 - Choice

Parking management measures should be designed to positively influence people's travel choices, while also providing consumers with more choice around where to park and how long to park for. This should be done without arbitrarily imposing restrictions (such as time-limits) that reduce people's choice and/or convenience. Furthermore, policies must ensure that choices that reduce the demand for parking are rewarded. By way of an example of how people can be 'rewarded' see principle 2 below.

Principle 2 – Pricing

Users should pay directly for the parking they use. This reduces the costs for those people who choose to use less parking, through substitution (i.e. changing transport mode) or conservation (reducing travel). The parking management should aim to create accurate price signals for consumers which will enable more informed transport decisions about transport modes and trip management.

Principle 3 – Sharing

Parking facilities should serve multiple users and destinations. This will allow for parking resources to accommodate variations in peak demand associated with different land uses. Price signals should encourage all organisations, particularly the private sector, to consider opportunities to share parking more efficiently.

Principle 4 - User Convenience

Consumers should be able to find a park where and when they need it. Consumers need to be informed of the location, prices, availability, regulations and penalties associated with the use of parking facilities. Parking information needs to be provided in a clear and legible way.

Principle 5 – Quality Design

An emphasis on the quality of parking facilities is as important as the quantity of parking provided. Parking facilities should be designed so as to support, urban design principles, passive surveillance, pedestrian accessibility, convenience, security, and user information.

Principle 6 – Peak Demand Management

Special measures will be implemented for large and infrequent events to deal with peak demands to reduce the negative impacts of driver frustration, illegal parking and traffic congestion. Special events should be managed using travel demand management measures such as free public transport and/or providing suitable areas to accommodate over-flow parking.

Principle 7 – Simplicity

The aim of parking enforcement is not to raise revenue, but to encourage compliance. Parking regulation is often difficult to understand or confusing which leads to poor public perceptions of parking. It is important to regulate parking in a way that is simple and legible and therefore contributes to user convenience.

Principle 8 - Prioritisation

The most desirable parking spaces should be managed to support high-priority users. This principle effectively seeks to establish a hierarchy of parking users based on their specific needs which will reflect personal circumstances or vehicle geometry.

The hierarchy of parking users will be informed by the precincts identified in the Rotorua Urban Design Framework 2010 including:

- Tutanekai Precinct
- Lakefront Precinct
- Haupapa Precinct
- Southern Edge Precinct

A hierarchy of users will include provision for:

- Visitors and shoppers
- Mobility space users
- Campervans
- Taxis
- Buses
- Commuters

The priority given to users will depend on the strategic goals for each area.

Principle 9 – Effective Utilisation

Parking should be managed so that spaces are frequently occupied according to desired occupancy rates and to encourage frequent turnover and a good availability of parking.

Principle 10 - Comprehensive Analysis

All costs and benefits should be considered when managing parking resources, with the most cost effective strategy implemented first. Expansions in parking supply are not usually the most cost effective approach when compared to demand management measures.

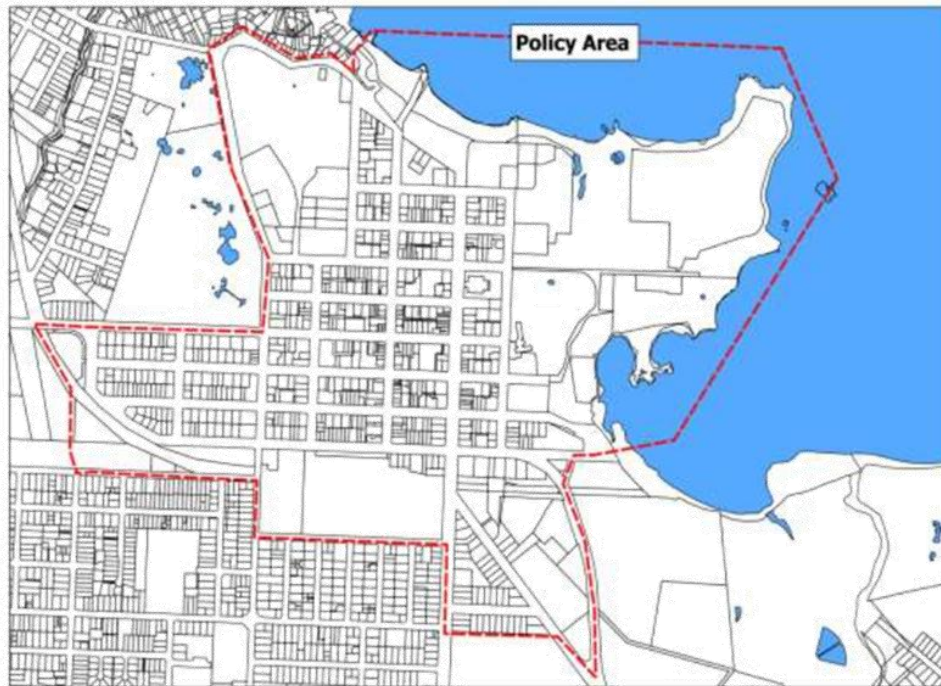
2. PERFORMANCE BASED PARKING MANAGEMENT GUIDELINES

This section provides an overview of the guidelines that support the policy outlined in section 1.

2.1 Applicability

This policy and accompanying guidelines are to be applied to public on and off-street parking in Rotorua with a focus on parking on the city centre, which, for the purposes of this document, is shown in Figure 1 below.

Figure 1: The Policy Area



There are approximately 2,700 on-street parking spaces in this area. This policy applies to all parking spaces currently available in the city centre area. This includes all-day parking, metered parking, disabled parking and motorcycle parking.

2.2 Priority of users

Priority for parking is given to visitors to the city centre and customers of local businesses. The use of on-street parking spaces for commuter parking is seen as a low priority. Instead off-street parking is seen as being more appropriate for use by long-stay visitors and commuters.

3. POLICY GUIDELINES

3.1 Occupancy

Council will manage demand such that utilisation normally sits within 70-90% of available parking supply during the working week. Council aims to have 1 in every 7 parking spaces available for parking, with an average occupancy rate of around 85%. This occupancy rate is in line with international best practice.

The target parking occupancy rate is not set at 100% because some spaces should always be available. This increases the chances of drivers finding a space where and when they want it and reduces the need for searching for parking spaces which can have negative impacts on the quality of the city centre.

Where average parking demand falls outside the 70-90% occupancy range, then Council will consider the following possible actions:

- Demand falls below 70% - Council will consider relaxing time restrictions and/or reducing prices, if they apply, to increase demand. Where prices apply, they should be allowed to vary, depending on demand.
- Parking demand exceeds 90% - Where prices do not already exist, when demand exceeds 90% Council will implement prices for parking. Even in situations where P120 limits apply (and are enforced), then Council will consider implementing pricing (by way of pay and display). This will be targeted to areas of high demand rather than across a wider arbitrary area.
- Parking demand exceeds 90% - Where prices do already exist, when demand exceeds 90% Council will consider raising the price.
- Where demand is within or exceeds the target occupancy range, Council will install payment technology enabling customers to have a range of convenient payment options.

Council shall provide a minimum of one disabled park on every street, bounded by intersections where feasible.

3.2 Pricing

Pricing will be the primary tool for managing the demand for public parking in the city centre. This will be done using demand responsive pricing. On-street parking may be priced where justified by demand (as per section 3.1).

When and where demand for parking is high (over 90% occupancy) prices may be raised. Inversely, when and where demand for parking is low (under 70% occupancy) prices may be reduced.

The pricing used will be at the lowest rate in order to manage demand. This means that in some areas where parking demand is particularly low parking may not be priced at all.

Pricing may vary depending on the time of day and corresponding demand patterns. For example if peak demand is between 10am and 4pm then the highest prices will apply and if demand is lowest between 10pm and 6am then no charge may apply. Prices will also vary across weekdays and weekends.

Refer also to section 3.4 below regarding Council's commitment to the monitoring of parking demand when prices are adjusted.

Parking prices shall be set as any multiple of \$0.50 and 0.5 hours starting with no charge and with no upper limit.

Price adjustments shall be delegated to the Director, Transport Solutions.

3.3 Time-Limits

Time-limits will no longer be the primary means of managing parking in the city centre. Instead the Council will use demand responsive pricing to manage parking turnover and achieve the desired level

of parking availability. Removing time-limits or relaxing them will allow people to park for longer if they want to.

Where prices cannot be justified, time limits of no less than P120 can be introduced to areas that have no parking restrictions. Parking with time-limits of under P120 have several negative impacts, including discouraging high-value customers and increased vehicle shifting. For this reason time-limits of less than P120 will not be used. Note that this limit does not apply to loading zones.

Special Time Limited Zone

Council by resolution following feedback from the Inner City retailers initially then from the general public, amended the policy over the core part of the CBD, and introduced free 1 hour parking and paid 3 hour parking. See attached Plan Appendix 1

3.4 Monitoring and Evaluation

Council will regularly monitor parking supply and demand patterns in order to make informed parking management decisions and assess their effectiveness. This will also ensure that Council are aware of the total parking supply in the city centre and how it is changing.

For the purposes of managing the demand for parking in the city centre, the following performance measures will be used:

- Parking space occupancy rates
- Length of stay
- Number of infringements
- User satisfaction

Occupancy should be in line with the desired occupancy set out in 0.

The data may be collected through:

- Parking payment technology
- Resident Satisfaction Surveys
- General feedback to customer service staff
- Enforcement and monitoring data and information

Data will be reviewed annually and parking pricing will be adjusted in order to achieve or maintain the desired occupancy rate.

On-street parking data collection

Linking durations to revenue for specific meters will provide greater information on overpayment, payment avoidance and parking overstay.

On-street parking occupancy data will be disaggregated in relation to the applicable restrictions in each block. The purpose of disaggregating occupancy data is to identify different demand patterns in restricted areas. This will improve the understanding of the impacts of certain restrictions such as time-limits and pricing.

Public Off-street parking data collection

Council may consider collecting the following information for each vehicle:

- Entrance time

- Exit time

If this information is stored for each ticket, Council will be able to more accurately estimate:

- Duration of stay for each vehicle
- Car-park utilisation for each hour (car parks occupied as a proportion of total car-parks)
- Expected revenue (this can be determined by the duration of stay by each vehicle and will allow Council to compare expected revenue with what has actually been collected)

Private off-street parking data collection

In order to fully understand the demand for public parking Council needs to assess the total parking supply in the city centre, including private off-street parking.

Collecting this information will help Council to ensure there is enough on and off street parking supplied in the city centre by allowing Council to respond to any significant changes in off-street supply accordingly.

Council will undertake an initial baseline survey of private off-street parking at the outset of the new approach to parking management. These results will then be compared to future surveys. These will be undertaken every two – three years dependant on the rate of development in the city centre.

3.5 Payment Technology

Council will improve opportunities for users to pay for parking using parking payment technology. The use of parking payment technology has the added advantage of providing data on utilisation without the need for manual surveys.

Where applicable Council will install and update parking payment technology that will allow users greater flexibility in paying for parking. In the initial stages it may be necessary to trial some parking technology to determine whether or not permanent upgrades are needed. Permanent upgrades may be limited to areas of the city centre with the highest demand and will be dependent on forecasted revenue and investment costs.

The increased costs associated with technology upgrades will be measured against the expected revenue and increased benefits to the public and the Council. Investigations will be undertaken to ensure that investment can be justified.

The technology implemented will allow for payment by debit or credit card, cash, and mobile phone credit transfers and have the ability to be adapted to future technology including accept smart card payments.

3.6 Fees and Charging

These will vary in different parts of the city centre and will be based on demand and desired occupancy in accordance with sections 0 and 0.

3.7 Enforcement

The successful implementation of a performance based approach to parking management is reliant on effective enforcement of parking regulations and restrictions. Parking enforcement practices will be regularly reviewed and updated to ensure that best practice is applied.\

Effective enforcements will include the following practices:

- Clearly established enforcement procedures
- Enforcement that is consistent, efficient, and fair
- Progressive enforcement policy that starts with education and warnings, before fines are applied, particularly when changes to parking management are made, such as when parking technology is introduced, or prices or time limits are changed
- Educating the parking users and local businesses on the policy, regulations and the benefits of effective enforcement
- Fines that are high enough to motivate users to follow the regulations, but not so high that they are generally perceived as draconian or unfair
- Frequent and visible monitoring of parking
- Appropriate enforcement procedures for special events and activities

3.8 Allocation of Parking Revenue

Pricing of parking is first and foremost about managing demand for parking, rather than gathering revenue. Therefore, as much as practicable, parking revenue will be reinvested directly into the areas of the city from which it is raised.

This will be done by ring-fencing parking revenue. This revenue will be used to fund projects that benefit the community that will include, but is not limited to, streetscape upgrades, and safety improvements in the city centre.

Council will use notices and other media to inform the public that their parking fees are being reinvested into the community where it is being collected.

3.9 Parking Information

Council will develop communication and marketing material to ensure the community are informed about its approach to managing public parking.

Council will ensure that parking user information is available in the form of signage, maps, brochures and website information. This will indicate information on parking availability, prices, fines and penalties, and regulations.

Fees and charging rates will be displayed on meters and on the Council website.

The location of alternative off-street parking facilities will be clearly signposted using directional signage for drivers wishing to park for longer time-periods. New display technology will be installed for this purpose when it can be justified.

Adequate parking user information will help to minimise the need for enforcement by ensuring that all users are well-informed.

3.10 Peak Demand Parking Management

At times a need arises to manage excessive parking demands due to one-off and/or seasonal special events such as concerts, sports events, cultural events and Christmas shopping. Managing parking peaks can help to mitigate the negative consequences associated with excessive demand such as congestion, unsafe/illegal parking and driver frustration.

A peak demand management plan is essentially a combination of strategies that seeks to manage peak demands for parking using existing parking facilities or makeshift areas, rather than increasing parking supply. This could include a combination of the following strategies for managing peaks in demand for parking:

- Signage to identify when parking areas are full, as well as to direct vehicles to alternative parking areas
- Identification of appropriate temporary parking that may be shared, such as opening up parking at a school or commuter park and ride for the period immediately before Christmas when demand for these uses is low.
- Including the cost of public transport passes in the ticket price for special events, such as sports and cultural events
- Retailer funded reimbursement of public transport travel costs



4. PLANNING AND DEVELOPMENT SOLUTIONS

Placeholder for Attachment A

Local Governance Statement 2025-2028

Local Governance Statement 2025-2028 (Distributed
Separately)

Placeholder for Attachment A

Council Submission to Toi Moana Bay of Plenty Regional
Council's Annual Plan 2026/27 & Long-term Plan
Amendment

Placeholder for Attachment A

Community Experience Dashboard

Community Experience Dashboard (distributed separately)