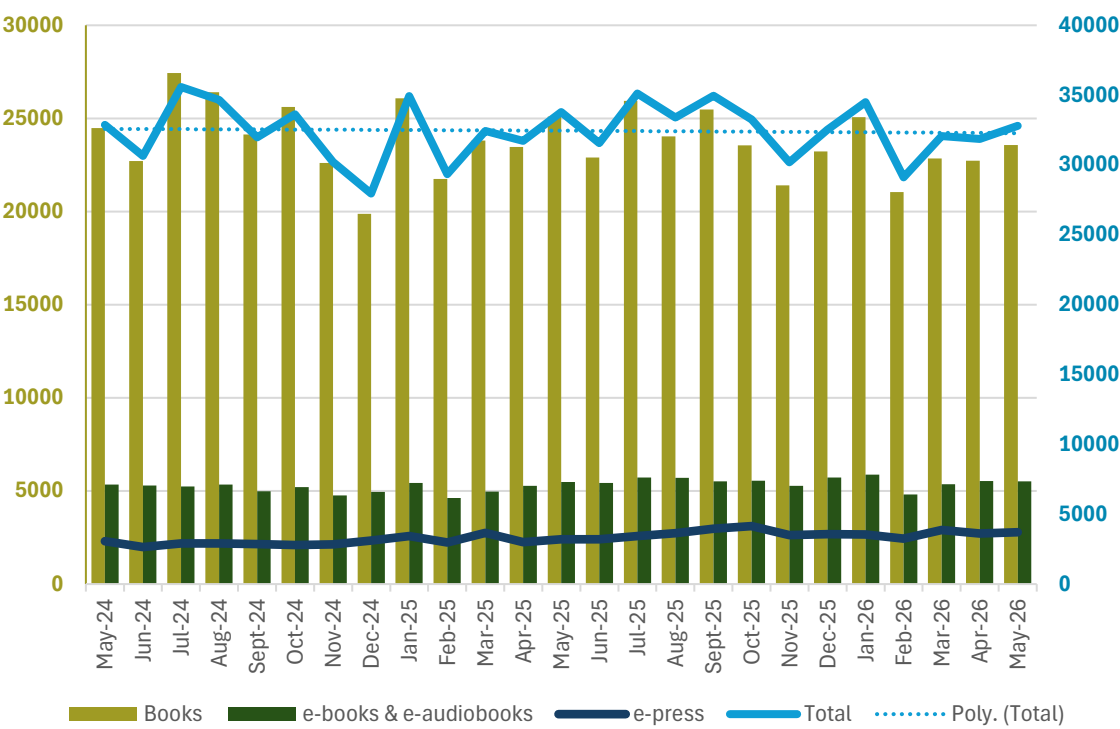


Library

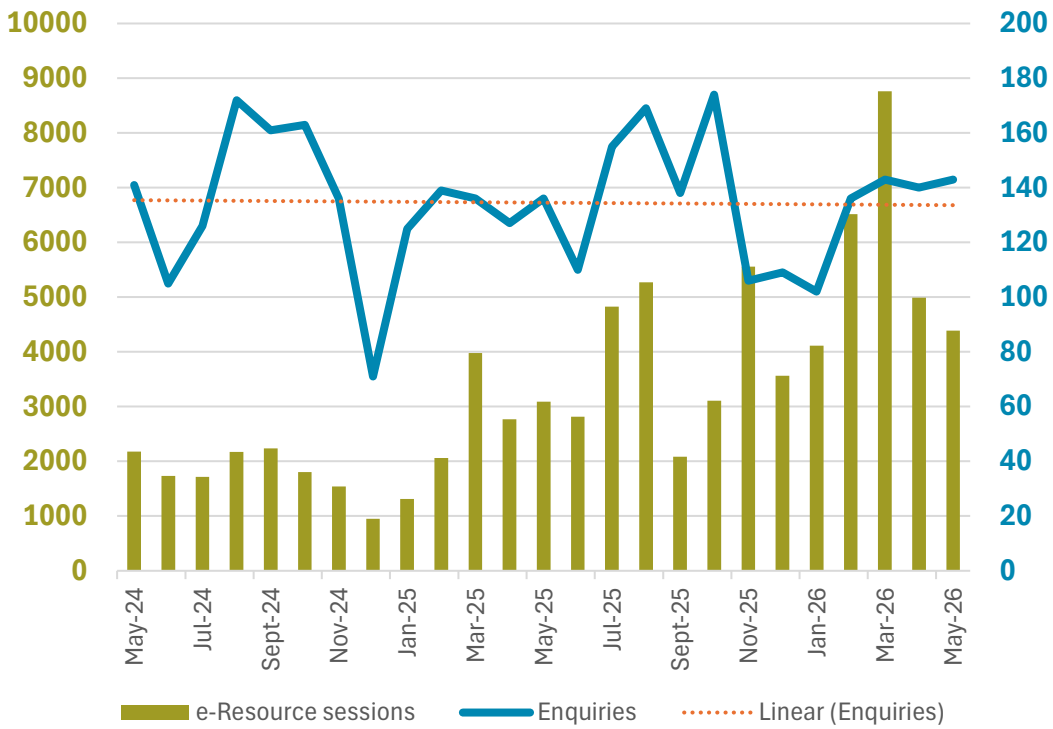


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COLLECTIONS – Check outs

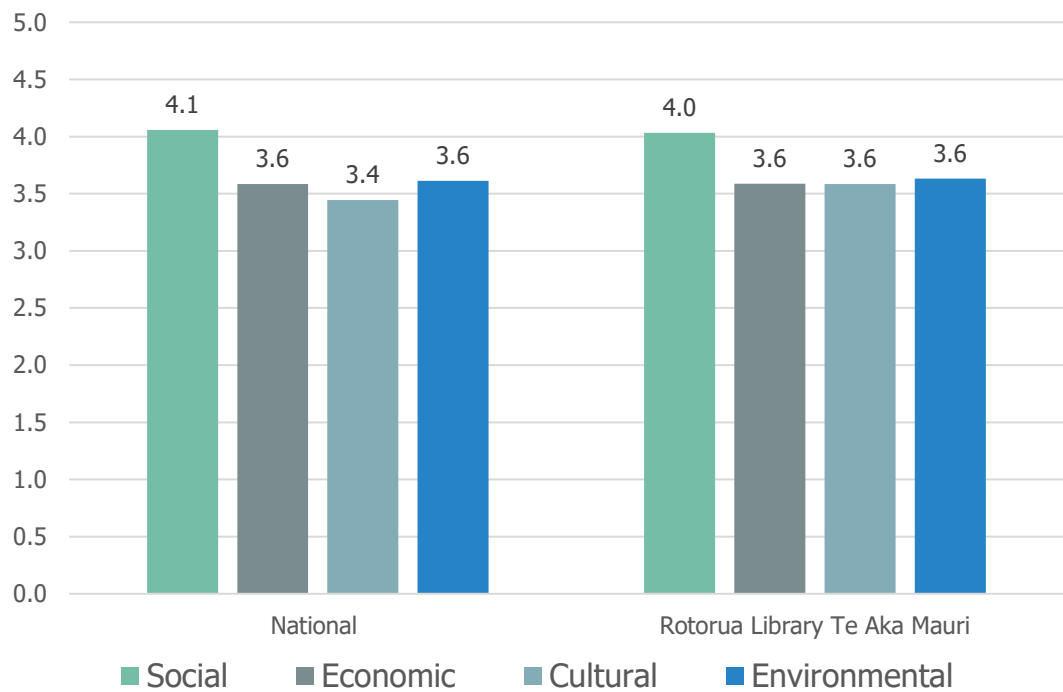


HERITAGE & RESEARCH - Activity

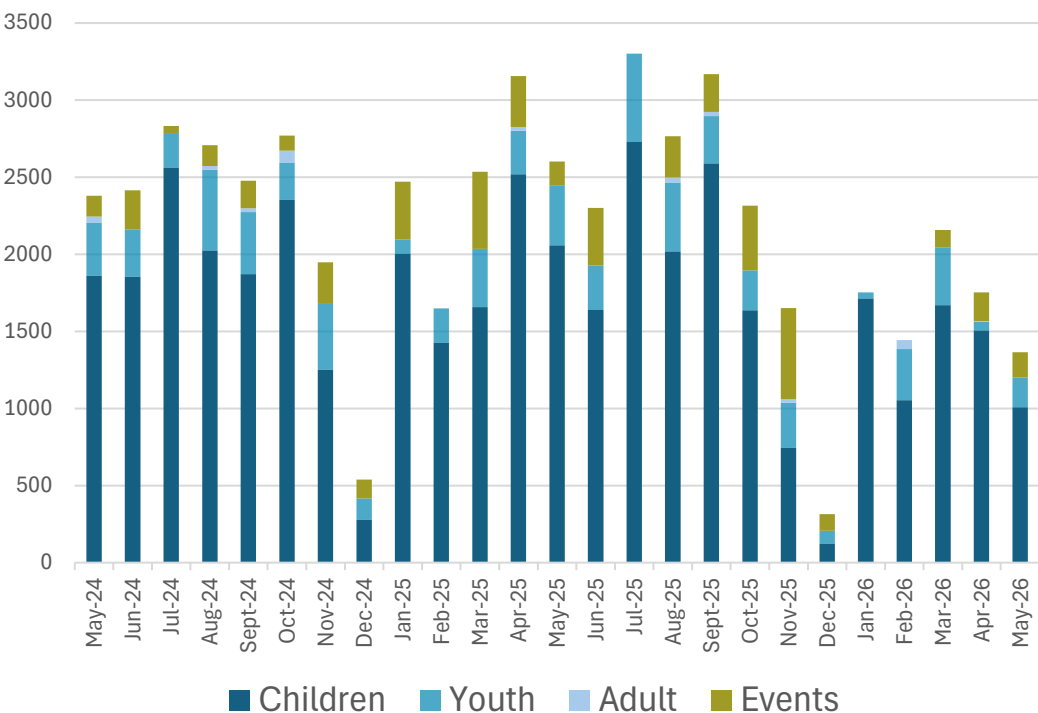


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CUSTOMER EXPERIENCE – Community Impact



PROGRAMME & EVENTS - Attendance



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Highlights



98% satisfaction with services



Digital equity initiative improving access



Digital literacy partnership positive impact

Challenges



Door count down slightly



Library to You service delivery balancing access and efficiency



Ongoing focus on capability and resilience

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Highlights



Strength in strategic partnerships



Targeted external funding boosts



Valuable engagement through exhibitions

Challenges



Research enquiry plateau

-5%

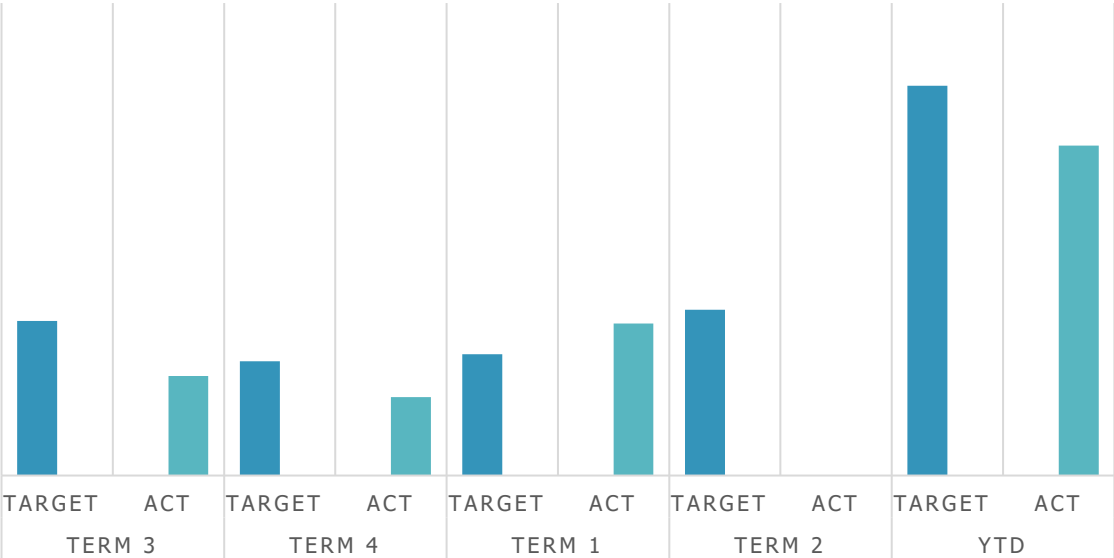
Event participation

Museum

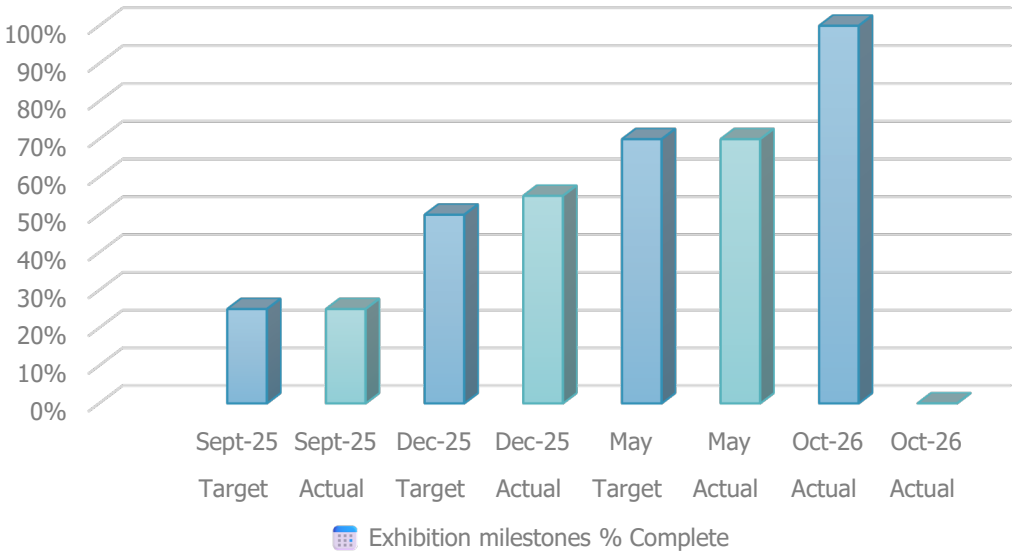


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Education Contract Student Numbers

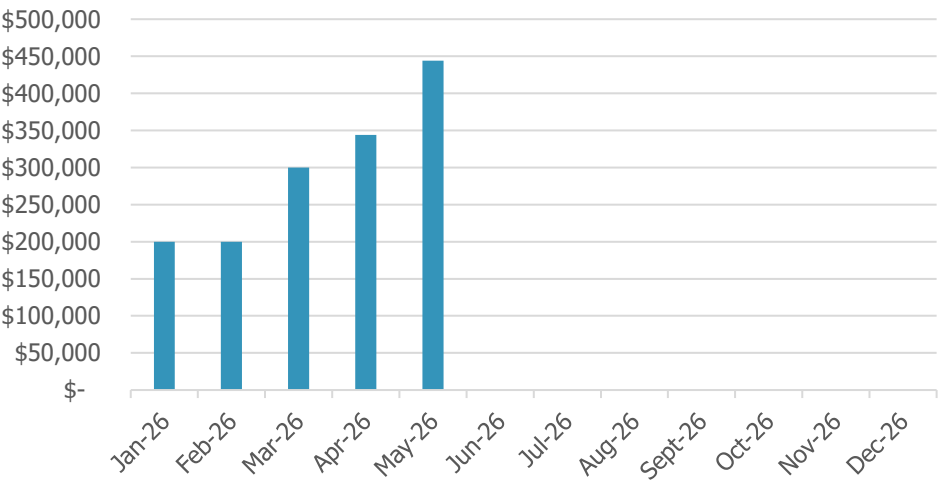


Exhibition Developed Design Milestones

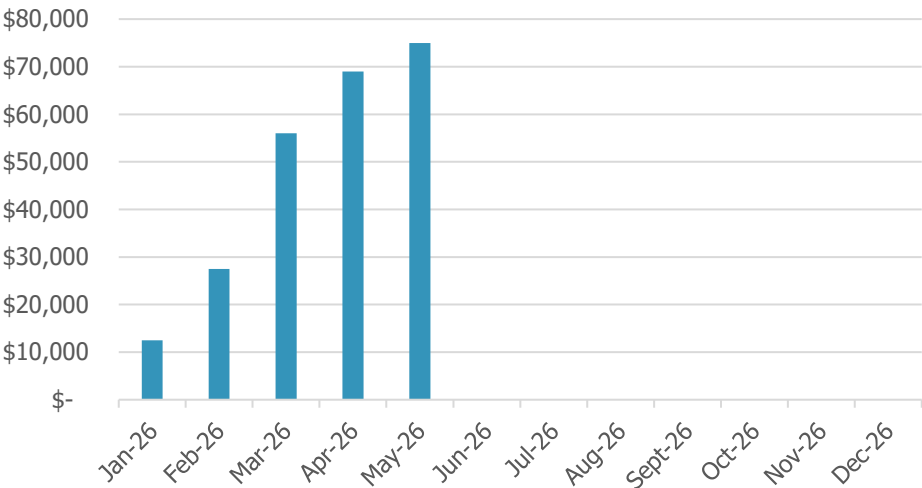


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Exhibition Fundraising Progress



1000 Friends accumulated funds – committed funds



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Highlights

70% Developed design completed by June 2026



Writing briefs underway across all galleries

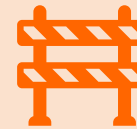


Reopening Programme

Challenges



Exhibition funding



Discoverables in construction



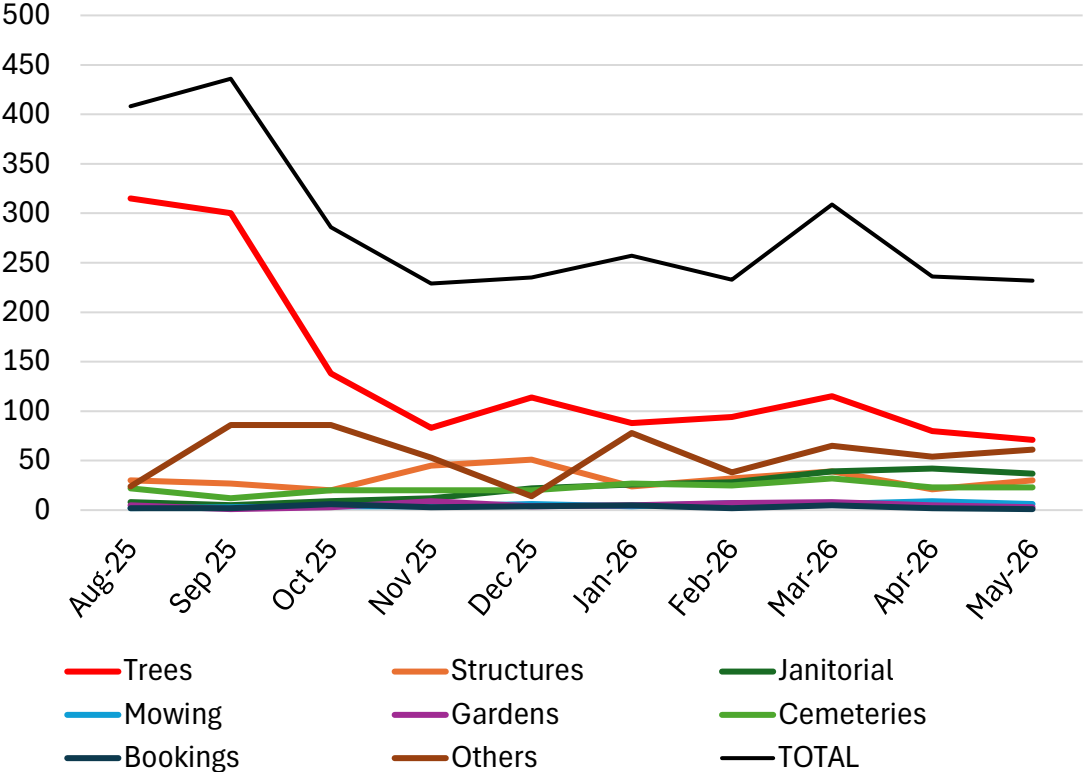
Sector capacity for production / installation

Parks & Open Spaces

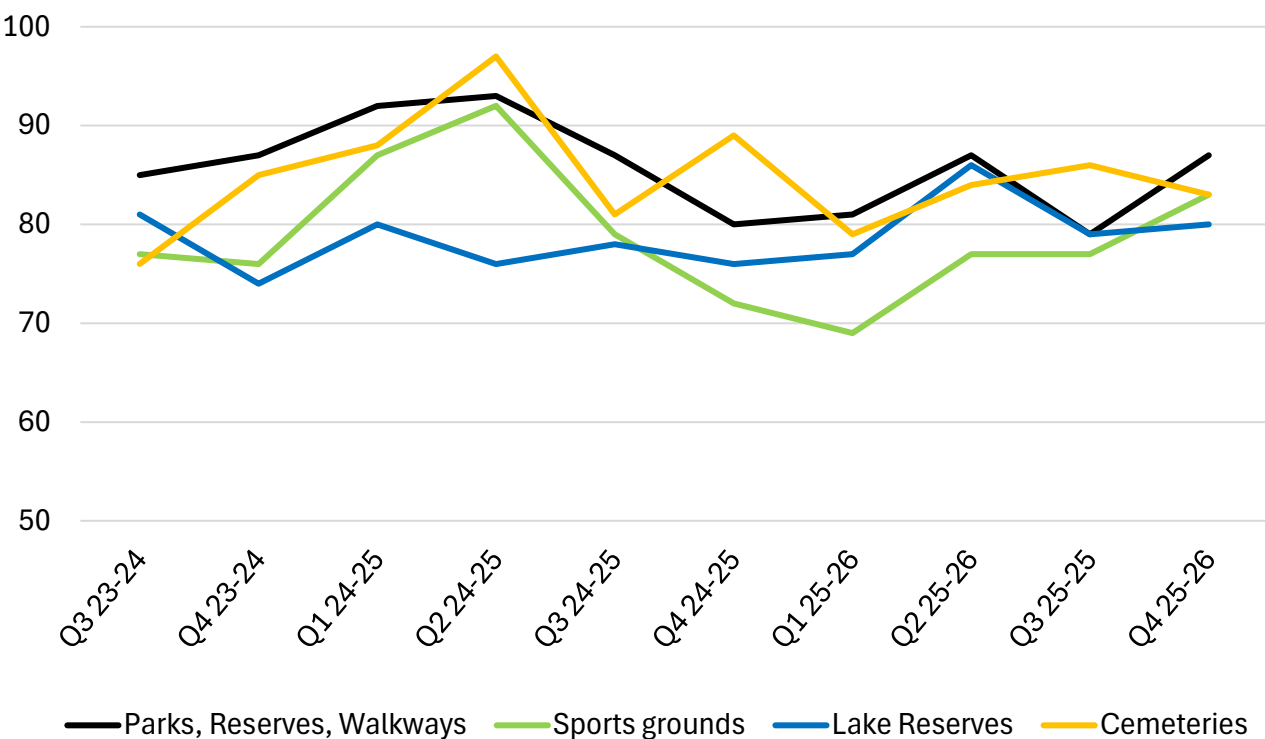


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Outstanding Requests



Resident Experience Monitor % Satisfaction with Parks & Open Spaces



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Highlights



Pārekareka advisory group priorities identified



Tree removals completed on priority high risk sites



4x playspace renewals currently underway

Challenges



Titoki sports field construction delayed; Resource consent issued and now in procurement



Prince's Arch tender returns at high cost so more work needed with Heritage NZ



Rerewhakaaitu Domain toilet renewal delayed until LOS review and remains open for use

Performance Dashboard | May 2026

Highlights



80% of annual flower bed safety changes completed



Near miss reductions with inner city garden maintenance



Fuel crisis mitigations initiated

Challenges



Recruitment for specialist positions remaining difficult



Still to upload significant garden schedules for work tracking and costing

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Highlights



Electrifying Great Rides funding has been obtained from MBIE for Rotorua



Rotorua Stadium busy with Super Rugby, tournaments and future BOP Steamers games



Event responsibilities confirmed with RotoruaNZ and Programmes & Partnerships

Challenges



Stadium report-back delayed. EOI's with possible providers for September reporting



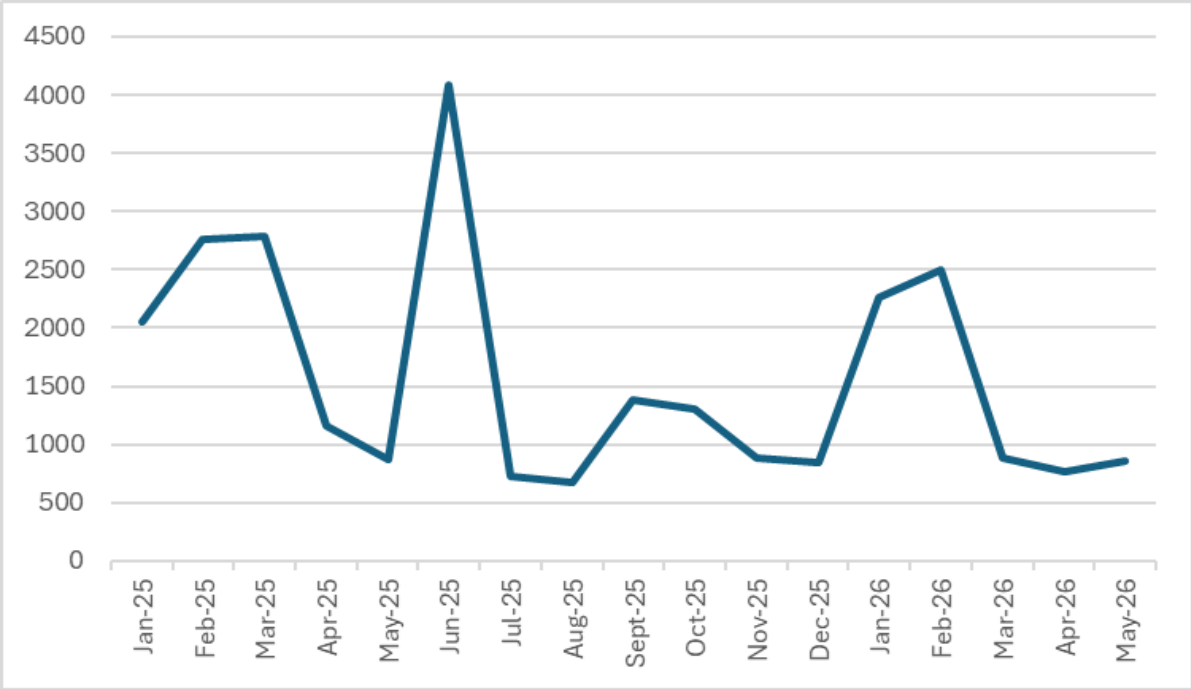
Servicing high public and event use of Whakarewarewa Forest

Partnerships and Programmes

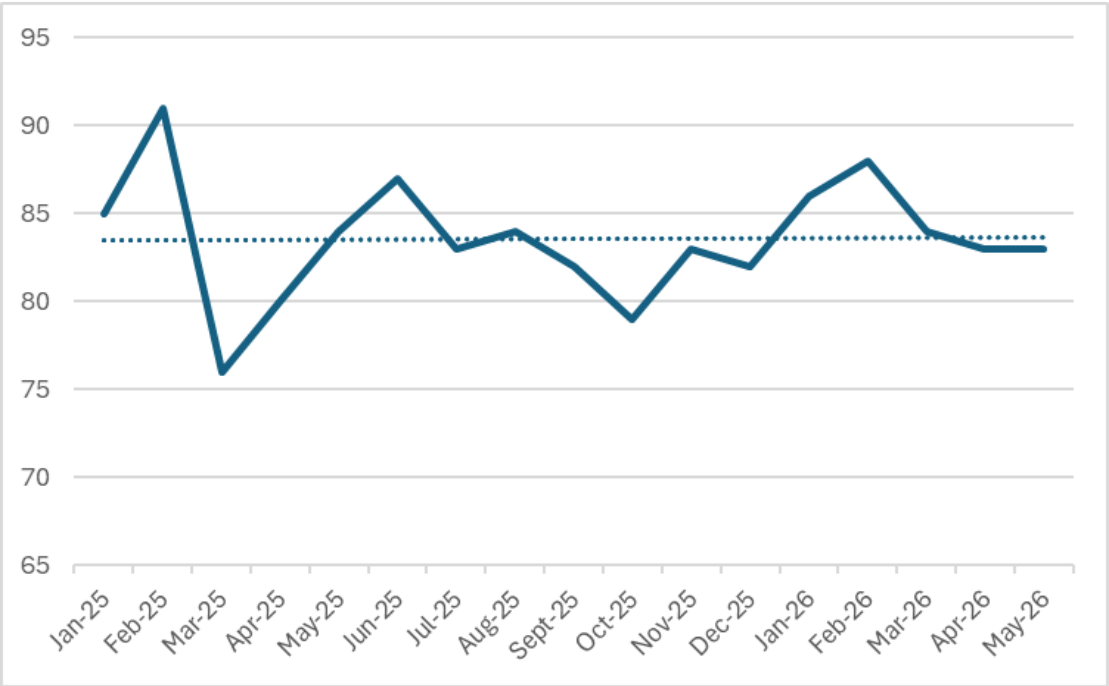


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Night Market Attendance

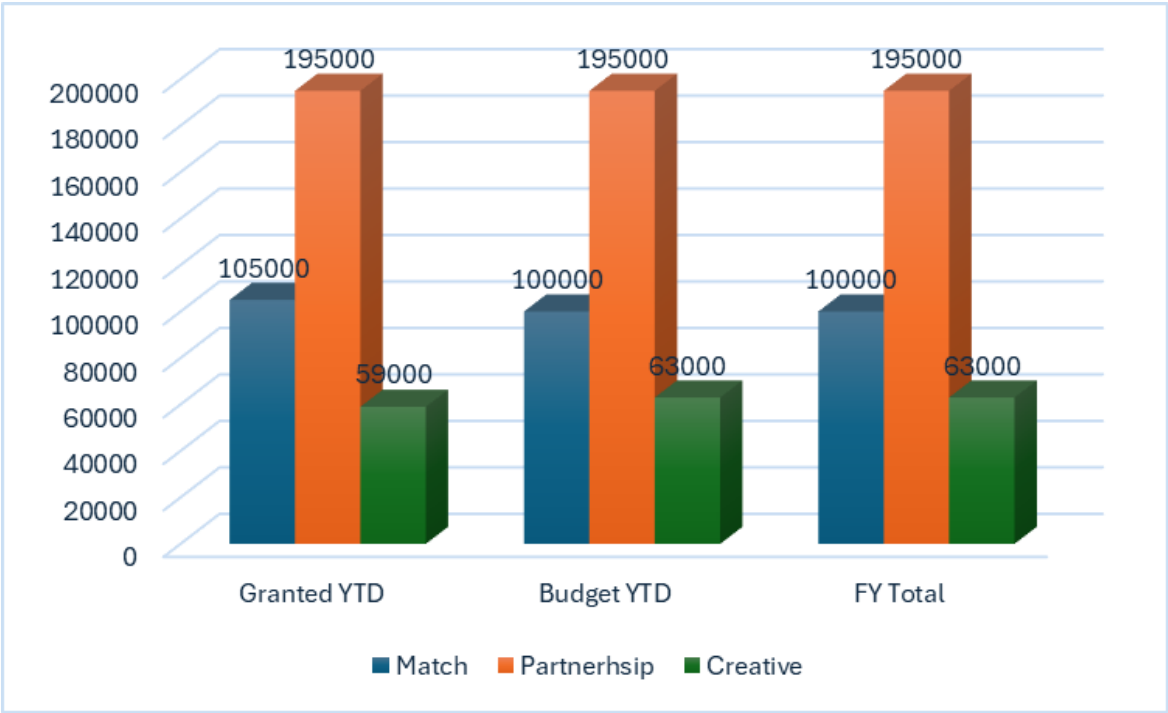


Night Market Satisfaction

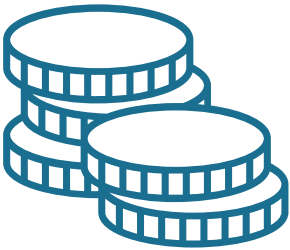


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Funding Tracking



Funding Leverage



**For every \$1
invested
by RLC, \$3.07
was leveraged
in 2025/26**

Measured by matched & leveraged
contributions from applicant

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Highlights



Youth Week & Accessibility



Night Market - Sponsorship



ANZAC Day



Ecological Restoration

Challenges



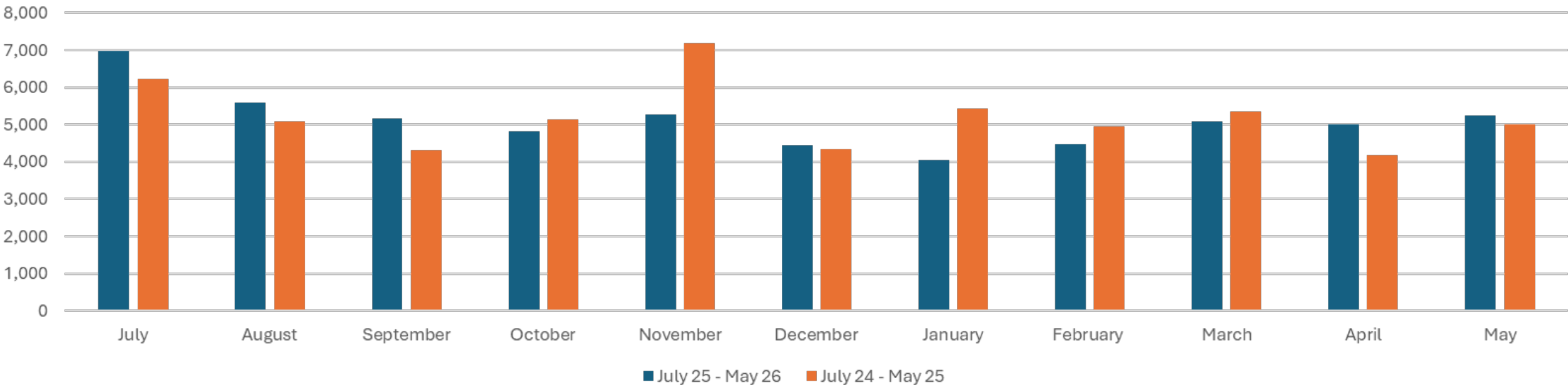
Event Funding Environment

Customer Solutions



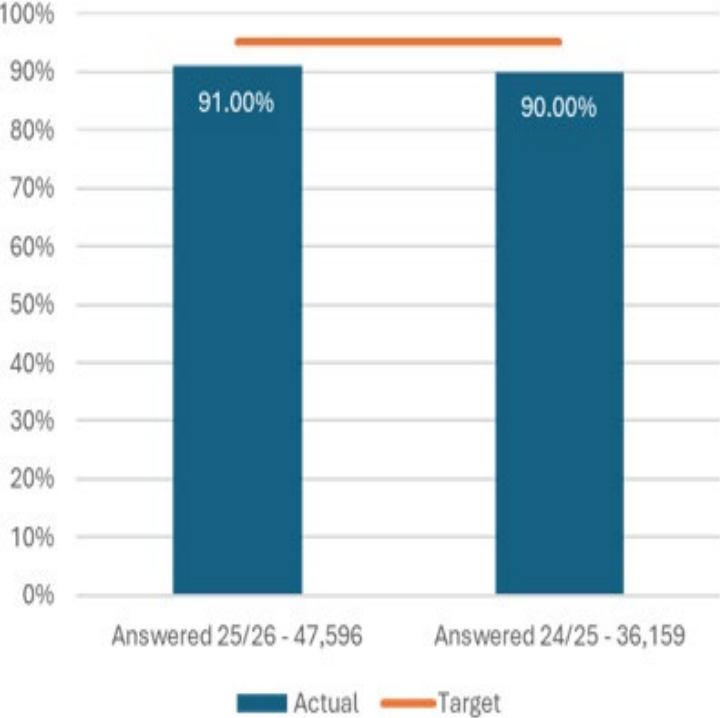
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Emails per Month: July to May

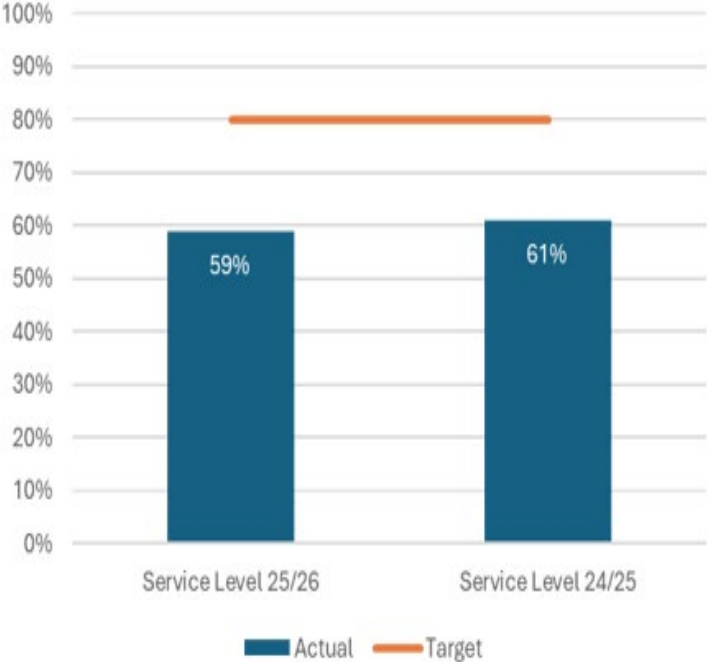


Performance Dashboard | May 2026

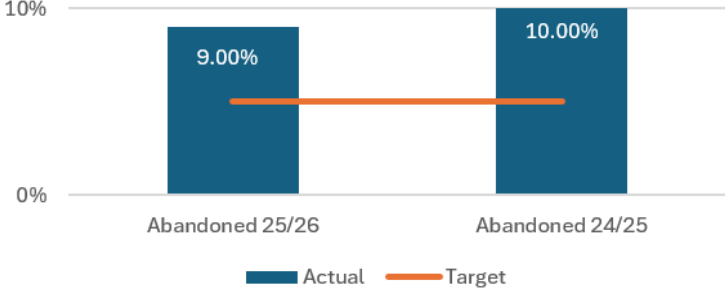
Total of Calls Answered - July - May



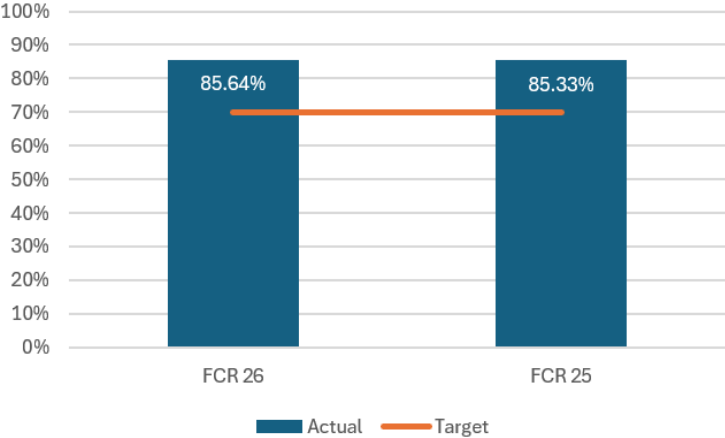
Calls Answered within 1minute - July - May



Calls Abandoned - July - May



First Contact Resolution - July - May



Performance Dashboard | May 2026

Highlights



2,696 calls received by Afterhours



Dog Registration Renewals



RLC Careers Expo

Risks



FOGO roll out



Recruitment of Staff Vacancies