



NOTICE OF AN ORDINARY MEETING OF THE

OPERATIONS & MONITORING COMMITTEE

to be held on Thursday, 7 September 2017 at 9:30am
in the Council Chamber, Rotorua Lakes Council

Chairperson: Cr Sturt

Members: Cr Tapsell (Deputy) Mayor Chadwick Cr Bentley
Cr Donaldson Cr Gould Cr Hunt
Cr Kent Cr Kumar Cr Maxwell
Cr Raukawa-Tait Mr Biasiny-Tule Mr Waru
Mr Stanton Mr Martin

Quorum: 8

A G E N D A

1. **APOLOGIES**

2. **DECLARATIONS OF INTEREST**

Members need to stand aside from decision-making when a conflict arises between their role as a Member of the Council and any private or other external interest they might have. This note is provided as a reminder to Members to review the matters on the agenda and assess and identify where they may have a pecuniary or other conflict of interest, or where there may be a perception of a conflict of interest.

If a member feels they do have a conflict of interest, they should publicly declare that at the start of the meeting or of the relevant item of business and refrain from participating in the discussion or voting on that item. If a member thinks they may have a conflict of interest, they can seek advice from the Chief Executive or the Governance & Partnerships Manager (preferably before the meeting). It is noted that while members can seek advice the final decision as to whether a conflict exists rests with the member.

3. URGENT ITEMS NOT ON THE AGENDA

Section 46A of the Local Government Official Information and Meetings Act 1987 states:

- (7) An item that is not on the agenda for a meeting may be dealt with at the meeting if –
 - (a) the local authority by resolution so decides, and
 - (b) the presiding member explains at the meeting at a time when it is open to the public, -
 - (i) the reason why the item is not on the agenda; and
 - (ii) the reason why the discussion of the item cannot be delayed until a subsequent meeting.
- (7A) Where an item is not on the agenda for a meeting, -
 - (a) that item may be discussed at the meeting if –
 - (i) that item is a minor matter relating to the general business of the local authority; and
 - (ii) the presiding member explains at the beginning of the meeting, at a time when it is open to the public, that the item will be discussed at the meeting; but
 - (b) No resolution, decision, or recommendation may be made in respect of that item except to refer that item to a subsequent meeting of the local authority for further discussion.

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6. RESOLUTION TO EXCLUDE THE PUBLIC

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987, for the passing of this resolution are as follows:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for passing of this resolution
<p>OPERATIONS & MONITORING COMMITTEE MEETING 3 August 2017 (Minutes) Confidential items from the Chief Executive’s operational report</p>	<p>Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations).</p> <p>Protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.</p>	<p>Section 48(1)(a) Section 7(2)(i)</p> <p>Section 48(1)(a) Section 7(2)(b)(ii)</p>
<p>RECOMMENDATION 5 Operational Report for July to August 2017 (Confidential items)</p>	<p>Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations).</p>	<p>Section 48(1)(a) Section 7(2)(i)</p>

This resolution is made in reliance on Section 48(1) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Sections 6 or 7 of the Act or Sections 6, 7 or 9 of the Official Information Act 1982, as the case may require, which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public are as shown above (in brackets) with respect to each item.

7. CONFIDENTIAL ITEMS

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Rotorua Lakes Council is the operating name of Rotorua District Council

OPERATIONS AND MONITORING COMMITTEE DELEGATIONS

Type of Committee	Committee
Subordinate to	Council
Subordinate Committees	
Legislative Basis	Schedule 7 clause 30 (1) (a), Local Government Act 2002.
Purpose	The purpose of the Operations and Monitoring Committee is to assist the Council to ensure consolidated and complete reporting and monitoring of all financial and non-financial information and performance measures against the Annual Plan, Long-term Plan and strategic goals/priorities.
Reference	01-15-226
Membership	Councillor Sturt (Chair) Councillor Tapsell (Deputy Chair) The Mayor and all councillors 2 Te Tatau o Te Arawa members 1 Lakes Community Board member 1 Rural Community Board member Full voting rights for all members
Quorum	8
Meeting frequency	Monthly
Delegations	The Committee's role is recommendatory only. ¹ It is authorised to take the actions precedent to the exercise by the Council of its statutory responsibilities, duties and powers, by: <ul style="list-style-type: none"> • Monitoring and reporting on the performance of the Council in terms of the organisational targets set in the Long Term Plan and Annual Plan – both financial and non-financial; • Monitoring and reporting on operational performance and benchmarking; • Undertaking quarterly reviews and reporting on Council's financial performance; • Monitoring, reviewing and reporting on the performance of council controlled organisations; • Monitoring, reviewing and reporting on Council's tender and procurement processes; • Monitoring, reviewing and reporting on the performance and management of Council contracts; • Monitoring, reviewing and reporting on the performance and management of major capital projects (including considering and making recommendations on issues that may arise);

¹ Council is authorised to delegate anything precedent to the exercise of Council's powers, duties and functions - Schedule 7, clause 32 of the Local Government Act 2002

	<ul style="list-style-type: none"> • Providing oversight and making recommendations in respect of proposals to exercise the powers and remedies of the General Conditions of Contract (by Council as “Principal”) – including taking possession of, determining, or carrying out urgent repairs to works covered by the contract; • Considering and making recommendations on outstanding accounts and the remission of fees and charges, for amounts exceeding \$6,000; • Considering and making recommendations as to the settlement of uninsured claims for compensation or damages where the amount exceeds the amounts delegated to council officers; • Considering and making recommendations on requests for Council to guarantee third party loans; • Considering and making recommendations on proposals and requests for the grant of easements or rights of way over Council property; • Considering and making recommendations in respect of proposals to which will or are likely to significantly vary the levels and/or terms of insurance for Council assets; <p>Such other functions as the Council may direct from time to time.²</p>
Relevant Statutes	All the duties and responsibilities listed above must be carried out in accordance with the relevant legislation.
Limits to Delegations	<p>The Committee does not have the delegated authority to make decisions for and on behalf of the Council. All matters requiring a decision of Council must be referred, by way of recommendation, to the Council for final consideration and determination.</p> <p>In the event that the Council resolves not to approve or adopt a Committee recommendation, the item shall be returned to the Committee via the Chief Executive for review and subsequent referral to the Council for further consideration and determination.</p>

² A committee is subject in all things to the control of the local authority, and must carry out all general and special directions of the Council given in relation to the committee - see Schedule 7, clause 30(3) of the Local Government Act 2002.

MINUTES OF PREVIOUS MEETING

ROTORUA LAKES COUNCIL

Minutes

**Operations & Monitoring Committee meeting
held Thursday, 3 August 2017 at 9:30am
in the Council Chamber, Rotorua Lakes Council**

- MEMBERS PRESENT: Cr Sturt (Chairperson)
Mayor Chadwick, Cr Bentley, Cr Donaldson, Cr Gould, Cr Hunt, Cr Kent,
Cr Kumar, Cr Raukawa-Tait, Cr Tapsell, (Deputy Chair),
Mr Stanton (Lakes Community Board), Mr Martin (Rural Community Board),
and and Mr Waru (Te Tatau o Te Arawa)
- APOLOGIES: Cr Maxwell, Mr Biasiny-Tule
- STAFF PRESENT: G Williams, Chief Executive; T Collé, Chief Financial Officer; J-P Gaston, Group
Manager Strategy; M Morrison, Kaitiaki Maori; H Weston, Acting Group
Manager Operatons; S Michael, General Manager Infrastructure; C Tiriana,
Manager CE Office; O Hopkins, Governance & Partnerships Manager;
S Brown, Arts & Culture Manager; R Pitkethley, Recreation and Environment
Manager (part); C Vibert, Financial Services Manager (part); A McGregor,
Project Management Office Manager (part); S Craig, Information Solutions
Manager (part); M Petersen, Fixed Term Project Manager (part); Margaret
Goo, Project/Change Manager (part); N Hill, Community & Regulatory Services
Manager; I Tiriana, Public Relations Manager; R Dunn, Governance Lead;
H King, Governance Support Advisor.

The Chairman welcomed members, members of the public and staff to the meeting

1. APOLOGIES

Resolved:

That the apologies from Mr Waru for lateness and Cr Maxwell & Mr Biasiny-Tule be accepted.

Cr Gould/Cr Hunt
OM17/08/045
CARRIED

2. DECLARATIONS OF INTEREST

None.

The Chair advised that an "Urgent Item" titled "Mudtopia update" had been received and that this item would be discussed following the Project Management Office presentation.

3. PRESENTATIONS

3.1 Project Management Office

Aimee McGregor spoke to a PowerPoint presentation (Attachment 1)

Resolved

That the presentation titled "Project Management Office" be received.

Cr Donaldson/Cr Hunt
OM17/08/046
CARRIED

Attendance: Mr Waru joined the meeting at 9.56am.

4. URGENT ITEMS NOT ON THE AGENDA

Resolved

That the 'Mudtopia – update' item be dealt with at this meeting.

Cr Sturt/Cr Donaldson
OM17/08/047a
CARRIED

The chair advised that:

(7) (b) (i) The reason why the item is not on the agenda is because comments made by media over that the last three days regarding the event require an urgent response.

(7) (b) (ii) The reason why the discussion of the item cannot be delayed until a subsequent meeting because the event is due to take place in early December and planning for the festival is well underway.

A report titled "Mudtopia-update" was tabled (Attachment 2).

The Chair adjourned the meeting at 10.30am to allow members time to read the late report. The meeting resumed at 10.40am.

The following motion was moved by Cr Hunt, seconded by Cr Donaldson:

1. That the report "Mudtopia - update" be received.
2. That the Committee confirm its support for the Mudtopia Event:
 - a. Noting that the value proposition described in the feasibility work and business case still holds; and
 - b. Noting that the risk profile has increased with recent negative media coverage and that this has the potential to impact on the bottom line in the first year."

The following amendment was moved by Cr Kent and seconded by Cr Bentley:

“c. That the importation of the Korean mud be cancelled.”

The motion was put and a division was called for, with the following result:

For: Cr Kent, Cr Bentley, Cr Gould, Mr Martin

Against: Cr Raukawa-Tait, Cr Hunt, Cr Donaldson, Cr Tapsell, Mayor Chadwick, Cr Sturt, Mr Stanton, Mr Waru.

Abstained: Cr Kumar

Amendment LOST

The following amendment was moved by Cr Donaldson and seconded by Cr Sturt:

“c. That staff investigate legal remedies to address the loss of sponsorship revenue arising as a result of actions of the taxpayers union.”

Following discussion the amendment was WITHDRAWN

The original motion was put to the vote and declared CARRIED.

Resolved:

2. That the Committee confirm its support for the Mudtopia Event:

- a. **Noting that the value proposition described in the feasibility work and business case still holds: and**
- b. **Noting that the risk profile has increased with recent negative media coverage and that this has the potential to impact on the bottom line in the first year.**

Cr Hunt/Cr Donaldson
OM17/08/048b
CARRIED

5. CONFIRMATION OF MINUTES

5.1 **Operations & Monitoring Committee meeting 6 July 2017**

Resolved:

That the minutes of the Operations & Monitoring Committee meeting held 6 July 2017 be confirmed as a true and correct record.

Cr Gould/Cr Donaldson
OM17/08/049
CARRIED

6. STAFF REPORTS

6.1 Recommendation 1: Operational report for June/July 2017

01-65-052

Resolved:

That the “Operational report for June/July 2017” be received.

Cr Gould/Mr Waru
OM17/08/050
CARRIED

Thomas Collé spoke to a Powerpoint presentation “Property update August 2017” (Attachment 3)

7. RESOLUTION TO EXCLUDE THE PUBLIC

Resolved:

That the committee move into public excluded session.

Mayor Chadwick/ Cr Donaldson
CARRIED

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General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for passing of this resolution
OPERATIONS & MONITORING COMMITTEE MEETING 6 July 2017 (Minutes) Confidential items from the Chief Executive’s operational report.	Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations).	Section 48(1)(a) Section 7(2)(i)
OPERATIONAL REPORT for June to July 2017 (Confidential items)	Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations).	Section 48(1)(a) Section 7(2)(i)
ONECOUNCIL – ENTERPRISE RESOURCE PLANNING (ERP) UPDATE	Protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.	Section 48(1)(a) Section 7(2)(b)(ii)

This resolution is made in reliance on Section 48(1) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Sections 6 or 7 of the Act or Sections 6, 7 or 9 of the Official Information Act 1982, as the case may require, which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public are as shown above (in brackets) with respect to each item.”

OPEN SESSION

Meeting closed at 1.30pm

To be confirmed at the Operations & Monitoring Committee meeting on 7 September 2017

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Chairperson

Note 1: Rotorua Lakes Council is the operating name of Rotorua District Council

Note 2: Attachments to these minutes are available on request or on Council's website www.rotorualc.nz

STAFF REPORTS

ROTORUA LAKES COUNCIL

Mayor
Chairperson and Members
OPERATIONS & MONITORING COMMITTEE

COUNCIL CONTROLLED ORGANISATION PERFORMANCE FOR THE 4TH QUARTER ENDED 30 JUNE 2017

Report prepared by: Thomas Collé, Chief Financial Officer

Report approved by: Geoff Williams, Chief Executive

1. PURPOSE

The purpose of this report is to provide the committee with a fourth quarter operational and financial update for Council Controlled Organisations [CCOs]:

- InfraCore Limited
- Rotorua Economic Development Limited
- Rotorua Airport Limited [presentation only]

2. RECOMMENDATION 1:

That the report 'Council Controlled Organisation Performance For The 4th Quarter Ended 30 June 2017' be received.

INFRACORE LIMITED (EX ROTORUA CONTRACTING LIMITED)
(A ROTORUA LAKES COUNCIL, COUNCIL CONTROLLED ORGANISATION (CCO))

FOURTH QUARTER REPORT FOR 2016-17 FINANCIAL YEAR

Overview

The business’s performance through the fourth quarter was overall worse than expected.

Financially, the business delivered a profit of \$70k for the year. This fell short of the budgeted profit set out in the Statement of Intent (Sol) of \$310k which the company had previously believed it was on track to achieve, or exceed. Unfortunately in June an issue came to light with how staff leave accruals were being accounted for. This issue dated back to the changes made with the introduction of the new payroll system in February. Once this issue was corrected there was an un-favourable adjustment of close to \$300k made to the company’s costs, relating to the February to June period, which significantly reduced the overall profit.

Pleasingly the company can report that service standards, as measured both by operational performance statistics and direct feedback through satisfaction surveys remain strong in comparison to historic results.

The company’s performance in terms of earnings from external parties was also well up on budget and with the company earning praise from the likes of Tauranga City Council for the work we are delivering.

While the company was successful in terms of maintaining the improved H&S standards set in the previous year, it didn’t achieve its overall target in terms of reducing Lost Time Injury (LTI) rates to 2/3rds of the 2014-15 level. With a total of 8 LTIs for the year the company had 2 more than it needed to meet its goal.

Financials

Table 1 – Financial Performance to the end of the fourth quarter

\$M	YTD 4Q Actuals	Budget	Variance vs budget + = better - = worse
From Council for core work	11.9	12.1	-0.2
From Council for minor project work	0.5	0.3	+0.2
From Council for major project work	0.9	1.1	-0.2
From other sources	1.2	0.9	+0.3
Total Income	14.5	14.4	+0.1
Business costs	-13.0	-12.6	-0.4
Cost of services off Council (Inc rent)	-1.0	-1.0	0
Depreciation	-0.4	-0.5	+0.1
Total Costs	-14.4	-14.1	-0.3
Surplus(+)/Deficit(-)	+0.1	+0.3	-0.2

Income:

The charges to Council for the year for our core services were \$200k less than originally budgeted. Although the amount of minor project work, small scale works we are asked to do as the Council's operations and maintenance contractor, was up by a similar amount meaning the total value of work undertaken for Council, aside from specifically contracted major project work, was overall in line with budget.

The shortfall in income from major project work for Council reflects the fact the business has not won the volume of additional work it was targeting. This due to a number of factors,

- A lower than hoped for volume of work coming to the market from Council,
- The fact the company has had to be careful to ensure it didn't over commit itself and risk compromising its core services for Council
- The level of competition faced for some work
- The need for the company in some areas to take time to build up its resources focused on contracting work in terms of capability and capacity.

This shortfall in major project for RLC was offset however through success in picking up contracted works for other parties in the competitive market.

Costs:

Costs for the year are around \$300k above budget which is a reversal of the position reported at the end of the 3rd quarter. This is the result of two main factors

- The increase in project work activity in the 4th quarter led to an increase in associated costs particularly in terms of materials, plant hire and specialist subcontractor costs.
- The cost adjustment that had to be made in June to correct a previously unidentified accounts reporting mistake. This dated back to the introduction of the new payroll system in February where leave accruals were not being correctly accounted for (impact around \$300k). Unfortunately, due the weekly processing nature of the individual transactions that were being incorrectly accounted for, this issue took some time to identify. As a result the business ended up in a situation where its staff costs were actually running \$150k over budget when for 11 months of the year the reports had shown the company was on track to be around \$150k under budget. This left insufficient time for any meaningful actions to be taken to manage the underlying cost issues for the financial year. Since the end of the year further analysis has been done on the actual costs and actions identified that will allow better control of costs going forward.

Capital Investment

In terms of Capital expenditure the business did not spend it's full budgeted capital spend for the year of \$760k. The current un-audited spend stands at under \$500k, with the business having adjusted the timing of some its planned expenditure on fleet and plant at year end as it worked through the impact of the adjustments to profit referred to above, and completed an exercise to re-prioritise planned expenditure.

Update on key strategic actions for 2nd half of year

Rebranding of the company:

As previously reported, when formed into a COO, in August 2015, the company adopted the name Rotorua Contracting to mark the move away from the old Castlecorp organisation. However, this was always intended as only an interim name, recognising that it was a somewhat bland name that would likely cause some issues, as the organisation started looking at work outside the Rotorua District. As such the decision was taken during the year to rebrand the company and this process has now been completed.

A sample of the company's new full logo is shown below.



InfraCore

Essential Contracting Solutions
He Toki Taukari Whakaea

The company also now has a basic website up and running www.infracore.co.nz and has switched its email addresses over to an @infracore.co.nz form.

Modernisation of systems and processes:

The company has been actively participating in the Council's project to launch the new OneCouncil system environment from TechnologyOne with the intent of using the system as our "financial system".

With regard to the planned introduction of a "Field Services Management system" (FSM), we are still working through the process of identifying an appropriate product for the company to use. The aim being to find an appropriate scale product that can deliver the best fit, in terms of functional requirements, for the best price. An initial approach to market in the 4th quarter, where we looked at higher "tier" market products, showed the functional fit for the cost, in the case of those products, didn't justify the investment. Now the focus is on more moderate and specialised products to hopefully find a better affordability/functionality balance

Operational Performance

Health and Safety

As part of the drive to change the business's safety culture we continue to see a marked increase in incident and near miss reporting. This is very encouraging. It means our reporting levels are now closer to what might be considered a realistic industry average level and as such we are getting a much better picture of the safety risks and challenges our staff face. As a result we have been able to make changes and improvements to processes, equipment and training that should over time improve safety and reduce harm.

Pleasingly the company had no serious harm injuries for the year, although unfortunately we failed to meet our Lost Time Injury (LTI) reduction goal of a 2/3rd reduction versus our 2014/15 starting point. In total we had 8 LTIs for the year, two more than the maximum allowed goal number of 6. If we are to achieve our Zeroharm goal we will need to see some major improvements in the safety culture of the organisation going forward.

Customer satisfaction levels

Customer rated satisfaction measures are now operational across all business departments and the feedback these measures are providing is having a significant impact on what we do and how we go about doing it.

As such our ratings in the three-waters area of the business are at the highest level they have ever been. Our civils works team has been restructured and is in the process of making some significant changes to their reporting and planning procedures to better meet customer needs. Our parks team have introduced new planning processes and changed their communication and data sharing approach with council to keep key stakeholders better informed on what is going on.

Operational highpoint for the quarter

Rotorua achieving, for the first time ever, 100% compliance over a year for its water treatment sites, thanks to the joint efforts of our staff and the Council’s Engineers and Lab staff.

Non-Financial Statement of Intent Targets

The following table summarises the status of the various non-financial performance targets set out in the company’s Statement of Intent (Sol)

Table 2 – Update on Non-Financial Statement of Intent Targets

Area	Target	Update
Health and Safety – Pursuit of a Zero Harm workplace vision	Achieve a 2/3 rd reduction in Lost Time Injury Frequency Rates (LTIFR) versus 2014-15 levels	NOT ACHIEVED <ul style="list-style-type: none"> LTIFR was 5.6 versus target of 4.4 with company having 8 LTIs
Health and Safety -	Maintaining accreditation for Rotorua Contracting at a tertiary level under the ACC Workplace Safety Management Plan (WSMP) framework	DELIVERED <ul style="list-style-type: none"> Company has ACC accreditation through to Feb 2018
ISO 9001 Quality Management	Maintain accreditation	DELIVERED <ul style="list-style-type: none"> Company has ISO accreditation through to Feb 2018 Note; Quality management processes and accreditation will need to be reviewed as part of the rollout of the company’s systems changes planned for late 2017.

Area	Target	Update
Satisfaction with services	<p>Developing and implementing a service satisfaction measurement system jointly with Council.</p> <p>Deliver services to a standard where satisfaction levels are maintained or raised.</p>	<p>DELIVERED</p> <ul style="list-style-type: none"> Satisfaction scoring system in place in all areas to capture customer ratings as rated by the customer All measures are recording an overall satisfactory or better rating.
Reduction in net costs of service to Rotorua Lakes Council	<p>Development of specific net cost of service reduction targets for each year.</p> <p>Delivering the targets set.</p>	<p>DELIVERED</p> <ul style="list-style-type: none"> New measure setup for 2017-20 Sol based on cost of core O&M services per head of population with goals and targets set for coming years. Charges to Council for core services met budget Company overall budgeted cost efficiency targets beaten.
Diversifying the company's revenue base	<p>Obtaining \$0.7M or more of contract work, above and beyond the core services provided to Council, in the 2016/17 year.</p>	<p>DELIVERED</p> <ul style="list-style-type: none"> Company has delivered \$2.1M of additional work Company has delivered \$1.2M of services and products to third parties.
Provision of enhanced training and career pathways for staff.	<p>Establish staff development programme including an "apprenticeship" type scheme and a mechanism to support staff to further their job related qualifications</p>	<p>DELIVERED</p> <ul style="list-style-type: none"> Formal apprentice programmes introduced in Parks and Utilities areas (4 staff involved). Formal qualification programme established through ITO Connexis for utilities area (9 staff involved).
Increased employment opportunities	<p>Development and implementation of a resourcing strategy and framework designed to both meet the company's operational needs and provide a flexible array of employment options.</p>	<p>DELIVERED</p> <ul style="list-style-type: none"> Part time worker options introduced in areas such as janitorial services. Temporary worker engagement processes established to cover peak loads and seasonal work. New Civil works team established and additional staff recruited in Specific project work team established in utilities staffed by 4 permanent staff

MEMORANDUM

TO: Rotorua Lakes Council

FROM: Rotorua Economic Development Ltd t/a Destination Rotorua

DATE: 25 August 2017

SUBJECT: Destination Rotorua report to Rotorua Lakes Council Q4 – 30 June 2017



Destination Rotorua has completed its first year as a CCO following the bringing together of Grow Rotorua and Destination Rotorua Marketing business units from Council covering Destination Marketing, Visitor Services, Attraction of Business Events and Conferences.

Financial

FY17 financial performance for the period ended 30 June 2017 shows a net loss of \$1,402 based on completed financials.

While not favourable this is less than the forecasted \$195k loss following close monitoring of expenditure. A number of costs incurred were not budgeted due to the establishment phase of the organisation. Looking forward, having one year of trading completed it is expected to provide improved insights on budget forecasting and cash flow.

Non-Financial

Non-financial performance measures under the funding agreement show that Rotorua Economic Development Ltd trading as Destination Rotorua delivered 94% of Key Performance Measures. Note this is subject to audit review.

Monitoring indicators and KPI's show improvements in performance in the tourism sector for year end. Increased market share in Business Events, and visitor spending for the year were positive however Q4 shows the ongoing need to focus on growth in the shoulder and low seasons. With the exception of the Lions tour results may have been influenced by a particularly wet quarter.

Delivery of the investment attraction service model is complete and will be the foundation for investment attraction delivery and support. Market analysis and pre- feasibility studies are underway with Investment New Zealand in particular with hotel investment, and health and wellness focused on geothermal mud and balneotherapy.

The Accelerate programme, delivered in partnership with Firestation focused on supporting local companies accelerate their growth, is underway with 8 successful applicants.

The Destination Management Activity Plan was completed with 4 key projects identified: Rotorua Major Events Leverage and Legacy Master Plan; Rotorua Manaaki – Hospitality Training Program; Rotorua "WayFinding" focused on improving and enriching the visitor journey and experience; and a Matariki pre-feasibility report to identify economic opportunities focused on attracting visitors during non-peak season. Two additional projects are under development in addition to the MOU agreement signed with the Department of Conservation.

It's positive to see real GDP up against the national average, and ongoing business confidence. Notable that confidence in finding unskilled labour has decreased significantly, and that confidence in finding skilled labour remains challenging given the unemployment rate has increased.

I am confident that Destination Rotorua is well placed to move forward following its establishment yea

DESTINATION ROTORUA Shareholder Funding Agreement

These indicators are controllable organisation wide performance measures and form the basis of accountability to the shareholder. The progress towards targets is reported to Council and stakeholders on a quarterly basis.



1.0 BUSINESS DEVELOPMENT

Project Management Measures	Project Status as at Jun 2017			YE Target 06/2017	Progress
	Plan/WIP	At Risk	Incomplete		
1.1 Support alignment of Rotorua brand architecture and identity	✓			Complete	ACHIEVED
1.2 Deliver talent attraction marketing campaign	✓			Complete	ACHIEVED
1.3 Implement Stakeholder Relationship Management framework			✓	Complete	Not Achieved
1.4 Implement Service Delivery model	✓			Complete	ACHIEVED
1.5 Approved implementation plan for the Business Development & Investment Hub	✓			Complete	ACHIEVED
1.6 Present plan for 2017/18	✓			Complete	ACHIEVED
% of Business Development KPMs achieved	Achieved 83% of KPMs			>= 80%	ACHIEVED

2.0 INVESTMENT ATTRACTION

Service Delivery Measures	YTD Actual (Jul-Period)			YE Actual 06/2016	YE Target 06/2017	Progress
	Period Last Yr	This Yr	Incomplete			
2.1 Market analyses completed via new service delivery model	Jun-17 #N/A	2	#N/A	#N/A	>= 2	ACHIEVED
2.2 Pre-Commercial business cases completed via new service delivery model	Jun-17 #N/A	1	#N/A	#N/A	>= 1	ACHIEVED
Project Management Measures	Project Status as at Jun 2017			YE Target 06/2017	Progress	
2.3 Implement Stakeholder Relationship Management framework	✓			Complete	ACHIEVED	
2.4 Implement Service Delivery model	✓			Complete	ACHIEVED	
2.5 Present plan for 2017/18	✓			Complete	ACHIEVED	
% of Investment Attraction KPMs achieved	Achieved 100% of KPMs			>= 80%	ACHIEVED	

3.0 TOURISM GROWTH

Service Delivery Measures	YTD Actual (Jul-Period)			YE Actual 06/2016	YE Target 06/2017	Progress
	Period Last Yr	This Yr	Incomplete			
3.1 Achieve highly satisfied i-SITE customers - Net Promoter Score (-100 to +100 range)	Jun-2017 +77	+92	+77	+77	>= +85	ACHIEVED
3.2 Market share of NZ multi-day conference delegate days	Jun-2017 9.3%	10.2%	9.3%	9.3%	>= 9.0%	ACHIEVED
Project Management Measures	Project Status as at Jun 2017			YE Target 06/2017	Progress	
3.3 Recommend changes to the Rotorua Tourism Investment Partnership Programme	✓			Complete	ACHIEVED	
3.4 Deliver new domestic marketing campaign activity	✓			Complete	ACHIEVED	
3.5 Recommend destination management activity plan	✓			Complete	ACHIEVED	
% of Tourism Growth KPMs achieved	Achieved 100% of KPMs			>= 80%	ACHIEVED	

4.0 FINANCIALLY SUSTAINABLE ORGANISATION

Project Management Measures	Project Status as at Jun 2017			YE Target 06/2017	Progress
	Plan/WIP	At Risk	Incomplete		
4.1 Deliver a balanced 2016/17 budget on investment of \$4.235 million	✓			Complete	ACHIEVED
4.2 Deliver a clean 2016/17 audit	✓			Complete	ACHIEVED
% of Financially Sustainable Organisation KPMs achieved	Achieved 100% of KPMs			= 100%	ACHIEVED

TOTAL ORGANISATIONAL PERFORMANCE

Report to Shareholder & Stakeholders	YTD KPM Achievement as at Jun 2017	YE Target 06/2017	Progress
% of Organisational KPMs achieved	Achieved 94% of KPMs	>= 80%	ACHIEVED

SOI Indicator KPIs

DESTINATION ROTORUA Statement of Intent

These indicators reflect outcomes at the regional level. As the district's economic growth agency, Destination Rotorua will monitor report and where possible influence these indicators at a local level, however they are not the measure of the organisation's performance.



Monitoring Indicators	Period	YTD Actual (Jul-Period)		Change over LY	
		Last Yr	This Yr	Rotorua	NZL
Real GDP	Jun-2017	\$2.69b	\$2.77b	3.1% ▲	2.8% ▲
Business Confidence Overall (-100 to +100)*	Jun-2017	+38.5	+50.0	11.5pts ▲	4.8pts ▲
Finding Skilled Labour	Jun-2017	-30.4	-30.8	-0.4pts ▼	#N/A
Finding Unskilled Labour	Jun-2017	+35.5	+7.8	-27.7pts ▼	#N/A
Building Consents					
Residential Consents (Volume)	Jun-2017	118	117	-0.8% ▼	4.7% ▲
Non-Residential Consents (Value)	Jun-2017	\$53m	\$58m	9.4% ▲	1.6% ▲
Net International Migration	Jun-2017	917	816	-11.0% ▼	4.6% ▲
Workforce					
Unemployment Rate*	Jun-2017	5.9%	7.0%	1.1pts ▲	-0.3pts ▼
Job Seekers*	Jun-2017	3,046	3,205	5.2% ▲	0.7% ▲
Visitor Expenditure	Jun-2017	\$750m	\$799m	6.6% ▲	5.8% ▲
Rotorua Commercial & Private Visitor Nights	Jun-2017	3,595,633	3,772,102	4.9% ▲	#N/A
Commercial Visitor Nights	Jun-2017	2,094,350	2,206,291	5.3% ▲	6.0% ▲
Rotorua Private Visitor Nights	Jun-2017	1,501,283	1,565,811	4.3% ▲	#N/A
Rotorua Attraction & Activities Visits	Jun-2017	3,027,712	3,271,027	8.0% ▲	#N/A
Rotorua Attraction Monitor Visits	Jun-2017	2,867,472	3,110,476	8.5% ▲	#N/A
Rotorua Activities Monitor Visits	Jun-2017	160,240	160,551	0.2% ▲	#N/A

* As at indicated reporting period

ROTORUA LAKES COUNCIL

Mayor
Chairperson and Members
OPERATIONS AND MONITORING COMMITTEE

STOPPING OF PART OF WESTBOURNE AVENUE & DISPOSAL

Report prepared by: Peter Dine, Manager Transport Operations
Report reviewed by: Stavros Michael, General Manager Infrastructure
Report approved by: Geoff Williams, Chief Executive

1. PURPOSE

The purpose of this report is to provide information to the committee to allow it to make an informed decision as to whether it recommends the stopping and disposal of part of Westbourne Avenue, Rotorua.

2. RECOMMENDATION 2:

- 1. That the report 'Stopping of Part of Westbourne Avenue & Disposal' be received.**
- 2. That the Committee recommends to Council to 'stop that part of Westbourne Avenue as shown in this report'.**
- 3. That the Committee recommends to Council to 'dispose of that part of Westbourne Avenue as shown in this report to the adjoining neighbour at 21 Westbourne Avenue, when that road is stopped'.**

3. BACKGROUND

Westbourne Avenue

Westbourne Avenue is described as Lot 31 DPS 10852 and is a road that was vested in Her Majesty in 1967 pursuant to section 35(3) of the Counties Amendment Act 1961 following subdivision. Sections 315 – 317 of the Local Government Act 1974 vested the road in Council.

Adjoining Landowners

Council was approached by the registered proprietors of 21 Westbourne Avenue in November 2016 with a request to purchase a portion of road that abuts their property. The portion that they are seeking to acquire is currently enclosed by the registered proprietor's fence and they have maintained that portion for several years. The road isn't formed, as seen in Attachment 1.

The registered proprietors have entered into an agreement with Council to purchase that portion, subject to the approval of Council and the statutory requirements being met. The registered proprietors have agreed to meet all costs associated with the transaction.

4. DISCUSSION AND OPTIONS

The registered proprietors of 21 Westbourne Avenue (Prospective Purchasers) have maintained the enclosed portion of road for several years under the mistaken belief that it was part of their property. There have been no issues in regards to the portion being fenced off. There are no plans to increase the size of the formed road of the cul-de-sac.

Options

- a) Stop that part of the road and sell to the Prospective Purchasers.
- b) Maintain the status quo.
- c) Offer the Prospective Purchasers a Licence to Occupy.
- d) Request that the Prospective Purchasers relocate their fence to the true boundary of 21 Westbourne Avenue.

The Prospective Purchasers have agreed to meet all costs associated with the stopping and disposal of the portion of road, as well as the purchase price as recommended by a professional valuer. An Agreement for Road Stopping and Sale has been signed, that is subject to a resolution by Council. The stopping and selling of the portion of road would rationalise the existing encroachment. This is the recommended option.

The maintenance of the status quo is not recommended. A Licence to Occupy is issued for encroachments, which includes stipulations as to how the occupied land may be used. For consistency, a licence must be applied for and issued if the decision is made not to stop the portion of road, as is the case for known encroachments.

The Prospective Purchasers could be required to relocate their fence to the true boundary of 21 Westbourne Avenue. Council derives no obvious or significant benefit from this course of action, and as such it is not recommended.

5. ASSESSMENT OF SIGNIFICANCE

The decisions or matters of this report are not considered significant in accordance with the Council's Significance and Engagement Policy.

6. COMMUNITY INPUT/ENGAGEMENT AND PUBLICITY

The stopping of the road would need to be undertaken pursuant to Schedule 10 of the Local Government Act 1974. The plan of the road to be stopped must be available for public inspection at the office of the Council, and Council must, at least twice, give public notice of the proposal and the where the plan is available to be viewed. The notice calls upon persons objecting to the proposal to lodge their objections in writing before a date not earlier than 40 days after the first notice is published. Council must also serve notice on all of the occupiers adjoining the road advising of the proposal.

A notice of the proposed stoppage needs to be kept fixed in a conspicuous place at each end of the road proposed to be stopped from the date of the first publication until the expiration of the last day for lodging objections.

If objections are received, Council may elect to allow the objections and the road will not be stopped. Conversely, if the objections are not allowed, Council must submit the matter to the Environment Court. The aforementioned court would consider the objections before making a decision.

7. CONSIDERATIONS

7.1 Financial/budget considerations

The Landowners have agreed to meet all costs associated with the transaction. The transaction would be undertaken by The Property Group. Cost to Council is limited to the staff costs of preparing this report and liaising with the Landowners and The Property Group when necessary.

7.2 Policy and planning implications

The proposed road stopping and disposal is consistent with RLC policy and plans.

7.3 Risks

The risks are minimal due to the process that must be followed pursuant to the Local Government Act 1974.

The Environment Court has the ultimate discretion if objections are received and disallowed by Council.

An Agreement for Road Stopping and Sale has been entered into, which is conditional upon Council's approval to initiate the process. The Agreement indemnifies Council against the possible failure of the transaction from the Landowners.

7.4 Authority

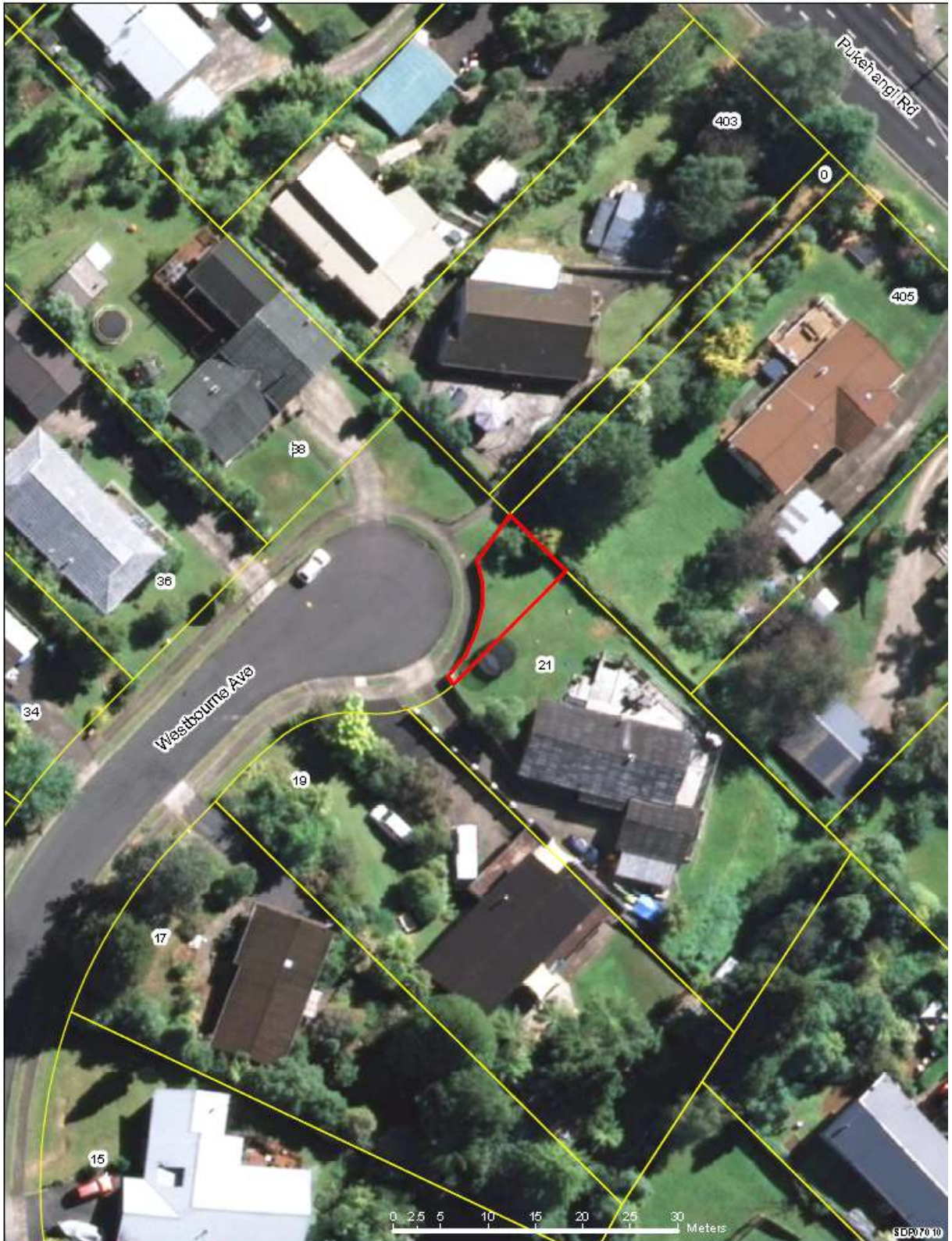
Sections 319(h) and 342 of the Local Government Act 1974 provide for a local authority to stop any road, in the manner provided in Schedule 10 of that Act.

8. ATTACHMENTS

Attachment 1:

Aerial Photo of Road Proposed to Stopped and Disposed – Westbourne Avenue (Page 27)

Attachment 1: Aerial photo of road proposed to be stopped and disposed – Westbourne Avenue



21 Westbourne Avenue

Imagery 2016
NZTM Projection

Area to be stopped

Property Boundaries

ROTORUA LAKES COUNCIL
Te Kaurihera o ngā roto o Rotorua

8DP07010

ROTORUA LAKES COUNCIL

Mayor
Chairperson and Members
OPERATIONS AND MONITORING COMMITTEE

STOPPING OF PART OF HAMURANA ROAD & DISPOSAL

Report prepared by: Peter Dine, Manager Transport Operations
Report reviewed by: Stavros Michael, General Manager Infrastructure
Report approved by: Geoff Williams, Chief Executive

1. PURPOSE

The purpose of this report is to provide information to the committee to allow it to make an informed decision as to whether it recommends the stopping and disposal of part of Hamurana Road, Hamurana, Rotorua.

2. RECOMMENDATION 3:

- 1. That the report 'Stopping of Part of Hamurana Road & Disposal' be received.**
- 2. That the Committee recommends to Council to stop that part of Hamurana Road as shown in this report'.**
- 3. That the Committee recommends to Council to 'dispose of that part of Hamurana Road as shown in this report to the adjoining neighbour at 973 Hamurana Road, Hamurana, Rotorua, when that road is stopped'.**

3. BACKGROUND

Adjoining Landowners

Council was approached by the landowners of 973 Hamurana Road, Hamurana, Rotorua ('the Landowners') to purchase approximately 800m² of road reserve adjoining their property ('the Parcel'). The Landowners currently have a Licence to Occupy the Parcel and are using it for storage of materials and to keep fowl. Part of the legal access to the Landowners' land also runs through the Parcel.

The Landowners have proposed a boundary adjustment in which the area shaded black in Figure 1 below is amalgamated with the title of 973 Hamurana Road. It is proposed that a strip is left along the western and northern boundaries of the Parcel to provide legal access to 961 A, B, C, and, D Hamurana Road, in accordance with the access requirements of the District Plan.

This will provide the Landowners with a larger section and access to their back yard. Such an amalgamation will not be in contravention of the parcel sizes outlined in the District Plan.

The Landowners have proposed to pay all fees necessary for the stopping of the road, surveying of the land, and any applicable engineering or works.

Figure 1: Indicative Map of Part of Hamurana Road to be Stopped



4. DISCUSSION AND OPTIONS

(i) Discussion

The Parcel

The Parcel is located 120 metres to the east of Unsworth Road is approximately 1000m² in size and has an irregular shape. It has an outlook of native bush to the South and consists of a steep contour to the north, east, and west.

The Parcel has been identified by Council as being susceptible to both flooding and erosion and is not of present or future strategic value. There are currently private sewerage connections running under the Parcel on the eastern boundary in a north-eastern direction and the western side of the Parcel in a north-western direction. It is presently designated under the Rotorua District Plan as “Road” and has an underlying designation of “Rural Living 1”. However, due to the steep contour and the fact the land is susceptible to flooding and erosion the land is unlikely to be able to be built on.

Hamurana Road

Hamurana Road is a road which begins in the suburb of Ngongotaha in the west and ends at Mourea in the east. For the most part it traverses the boundary of Lake Rotorua and at parts has a scenic outlook of the lake and native bush. Hamurana – Okere Road was taken as public road pursuant to the Public Works Act 1894.

Affected Landowners

There will be some impact to the landowners of 961A, 961B, 961C, and 961D if the road stopping is approved. However, the Landowners have proposed for a legal access to be provided in accordance with the requirements of both the District Plan and Land Information New Zealand. This will mitigate any actual effect to the other adjoining landowners. Furthermore, any affected landowner will have the chance to provide submissions to Council through the Road Stopping process.

(ii) Options

- a)** Stop that part of the road and sell to the Landowners.
- b)** Maintain the status quo.

The Landowners have agreed to meet all costs associated with the stopping and disposal of the Parcel, as well as the purchase price as recommended by a professional valuer. They currently occupy the Parcel pursuant to a Licence To Occupy, for \$1.00 per annum which is consistent with Council's approach to fees for licences to occupy road.

As previously stated, the Parcel is not of present or future strategic value, has a steep contour and is susceptible to flooding and erosion. Option a) is the recommended option. The Property Group would oversee the transaction, and there is limited cost to Council (staff time only).

If the Parcel isn't stopped and disposed of, the Landowner's may continue to occupy it pursuant to the Licence To Occupy. Should they opt to terminate the licence, the maintenance of the Parcel would be the responsibility of Council.

5. ASSESSMENT OF SIGNIFICANCE

The decisions or matters of this report are not considered significant in accordance with the Council's Significance and Engagement Policy.

6. COMMUNITY INPUT/ENGAGEMENT AND PUBLICITY

The stopping of the Parcel would need to be undertaken pursuant to Schedule 10 of the Local Government Act 1974. The plan of the Parcel to be stopped must be available for public inspection at the office of the Council, and Council must, at least twice, give public notice of the proposal and the where the plan is available to be viewed. The notice calls upon persons objecting to the proposal to lodge their objections in writing before a date not earlier than 40 days after the first notice is published. Council must also serve notice on all of the occupiers adjoining the Parcel advising of the proposal.

A notice of the proposed stoppage needs to be kept fixed in a conspicuous place at each end of the road proposed to be stopped from the date of the first publication until the expiration of the last day for lodging objections.

If objections are received, Council may elect to allow the objections and the Parcel will not be stopped. Conversely, if the objections are not allowed, Council must submit the matter to the Environment Court. The aforementioned court would consider the objections before making a decision.

7. CONSIDERATIONS

7.1 Financial/budget considerations

The Landowners have agreed to meet all costs associated with the transaction. The transaction would be undertaken by The Property Group. Cost to Council is limited to the staff costs of preparing this report and liaising with the Landowners and The Property Group when necessary.

7.2 Policy and planning implications

The proposed road stopping and disposal is consistent with RLC policy and plans.

7.3 Risks

The risks are minimal due to the process that must be followed pursuant to the Local Government Act 1974.

The Environment Court has the ultimate discretion if objections are received and disallowed by Council.

An Agreement for Road Stopping and Sale would be entered into before the transaction would commence. The Agreement indemnifies Council against the possible failure of the transaction from the Landowners.

7.4 Authority

Sections 319(h) and 342 of the Local Government Act 1974 provide for a local authority to stop any road, in the manner provided in Schedule 10 of that Act. As the road is in a rural area, Council also needs to obtain the prior approval of the Minister for Land Information before any public notice of the proposed road stopping is given.

ROTORUA LAKES COUNCIL

Mayor
Chairperson and Members
OPERATIONS AND MONITORING COMMITTEE

OPERATIONAL REPORT FOR JULY TO AUGUST 2017

Report reviewed by: Craig Tiriana, Manager CE Office

Report approved by: Geoff Williams, Chief Executive

1. PURPOSE

The agreed purpose of the report is to provide:

- Briefings on matters under consideration prior to any decision being needed by Council;
- An opportunity to discuss the purpose and nature of developments at an early stage;
- Progress updates on key initiatives; and
- Briefings on issues and matters arising from decisions made.

2. RECOMMENDATION

That the report “Operational Report for July to August 2017” be received.

3. BACKGROUND

The report has five sections with reports and updates from:

1. Kaitiaki Māori
2. Strategy group
3. Business Support group
4. Infrastructure group
5. Operations group

It is envisaged some matters will need to be considered in public excluded. The intention however is to maintain as much as possible in open meeting.

The operations update report will not replace any existing reports to Council, such as the monthly report on organisational performance presented by the Chief Financial Officer.

4. DISCUSSION

4.1 KAITIAKI MĀORI

Te Amorangi Ki Mua Te Hapai o Ki Muri

- The security box for the Te Tatau Pounamu has been mounted and once the security system is in place the Patu will be returned to its place.
- We welcomed 17 new staff to Council on 16 August. This time they came from as far away as England and Sri Lanka. The powhiri and ceremony was attended by Deputy Mayor Dave Donaldson officiating for Her Worship. It was a very inclusive occasion.
- The Bilingual City announcement on 11 August was a particular highlight this month. The positive response and requests for support from the community has been overwhelming, from bilingual signage, menus, annual reports. Thank you to all those who played a part in this special and historic occasion.

Tatau tatau

4.2 STRATEGY GROUP

4.2.1 Corporate Communications

A short presentation will provide an update on council communications. During the past few years there has been a focus on increasing the community's engagement with the organisation and increasing understanding of the direction of Council. In support of that, effort has gone into improving and increasing the reach of council information through the use of multiple methods and channels and improvement and development of existing council channels. Online consultation tool Let's Talk – Korero Mai, for example, is proving an effective, more engaging tool to support feedback and consultation processes. Staff continue to review and improve council communications and to look for and develop new ways to reach more residents.

4.2.2 Strategy

Big move projects are now a key focus for the Strategy Team and early progress is important as the lead-in to development of the LTP.

Spatial Plan

The draft Spatial Plan document will be provided to the Strategy Policy & Finance Committee on 14 September and an extraordinary meeting to follow this meeting will seek to confirm the consultation process, using the Special Consultative Procedure. It is expected that a consultation period of six weeks will be used. Council's engagement team are working with Te Tatau o Te Arawa to ensure effective Iwi involvement and with Cr Tapsell on approaches to boost the involvement of young people.

Lakefront and Central Reserve Development

A draft lease for the lakefront area in front of QE Hospital and the former Whare Aroha site for development and ongoing maintenance will be taken to the Strategy Policy & Finance Committee on 14 September for a recommendation.

Development company (speeding up development)

Following the elected member forum on 23 August a report will be prepared detailing:

- Reasons / problems that new arrangements are seeking to address
- Options and examples of what has been undertaken in other areas
- Detailed recommendations

At this stage, it is anticipated this report will be presented to the Strategy Policy & Finance Committee in October.

Whakawerawera Forest / Long Mile development

Co-governance arrangements agreed by Council in August are being progressed by the Acting Group Manager Operations. High level options for the future development of the forest are being detailed in partnership with iwi, Scion, current tourism and recreation users and Council. A preliminary report on this progress will be made in October and the requirements for Long Mile Road will need to be identified for the 2018-28 Long-term Plan.

Housing Trust

A significant number of meetings have been undertaken with government departments and local and regional organisations wanting to be involved with or to be included in the development of a local social housing trust.

Work is progressing to prepare for an initial Registrations of Interest (ROI) process to identify potential partners and models for consideration with regards future management and development of Council's pensioner units. The ROI process is required to provide more realistic business assumptions for likely proposals, to inform our model options analysis.

Library and Child Health Hub

Work on the building is progressing well and remains on time and on budget. Two grants have been publicly announced to date. A grant of \$130,000 from Bay Trust will be used to create a "Maker Space" in the refurbished library. A concept that works well in libraries elsewhere, it will provide an area where people with shared interests, especially in computing or technology, can work on projects and/or share ideas, equipment and knowledge. It will also enable the library to expand its science and technology programmes. A grant of \$50,000 was received from RECT for a Fenton Agreement display and Council has received a number of other significant grants that will be announced during upcoming months.

Te Manawa

Work has been progressing at Te Manawa and the refresh is expected to be complete by mid-September but remains weather dependent. There has been some delay with the construction due to weather events and the contractors have been making up time by working weekends. Completion of the project will be marked at the Farmers Market or Night Market in early October – details are to be confirmed. Staff have been speaking to retailers in the immediate vicinity of Te Manawa to provide information about progress and answer any questions. Planning is also underway to educate the public about how to use the new shared space and this will include signage and various communications.

Strategy Portfolios

Sustainable Living Portfolio

Air Quality Control Bylaw review

Deliberations were held during an extraordinary Strategy Policy & Finance Committee meeting on 23 August and the bylaw was subsequently adopted, with one amendment, by the full Council on 24 August.

Eco-design/Home Performance Advisor Service

The first quarter report for this new service has been received. The service has completed 172 assessments for homes referred through the BOP Regional Council for Hot Swap loans; this has cleared the backlog and referrals will therefore continue at a lower rate going forward. Community presentations to generate referrals have commenced with Mokoia Community Association/Eastside Community Collective and Rotorua Girls High Childcare parents, with further planned. Community generated enquiries are now starting with 30 visited to date, and the target is response within three working days of enquiry. The key concerns identified by people requesting a home assessment are dampness, cold temperatures and mould growth. Some of the findings at assessment include:

- Underfloor insulation and ground vapour barrier require attention in the majority of homes visited
- A high proportion of homes required action on curtains/rails
- A significant proportion of homes require action on draught-proofing, ceiling insulation, condensation, bathroom ventilation, kitchen ventilation, heating adequacy
- Education as well as tailored advice has been required.

This has been a very busy start to the new service with positive feedback from recipients. Follow-up to ascertain outcomes is planned to be undertaken once households have had time to start making recommended changes.

** (A short video presentation titled "Sustainability" will be played)*

People Portfolio

Dementia Friendly Rotorua Steering Group

The group is planning activities for the week starting 18 September to mark World Alzheimers month (September). Group members will raise public awareness and support for 'Dementia friendly Rotorua' at the Ekiden relay around Lake Rotorua on 7 October. They will be wearing purple t-shirts sponsored by Westpac Bank (NZ's first dementia-friendly bank). Council teams as well as partner teams in the Group (e.g. BUPA, Alzheimers Rotorua, CAB), will also be wearing the t-shirts. Opportunities are also being identified to support people with dementia and their families to participate in the annual event.

Homelessness

Strategy staff are working closely with the Rotorua Homelessness Action Plan group to collaborate with services focussed on addressing homelessness. The group includes the relevant government agencies as well as key community organisations delivering contracted services.

Youth Spaces Plus

Council has successfully applied to Ministry of Youth Development to umbrella 'Youth Spaces Plus' funding for the Fordlands, Te Koutu and Western Heights Freeparking communities (providing youth activities on our parks) to extend youth mentoring, leadership and volunteering activities. Negotiations are underway to clarify all accountabilities prior to the agreement being signed.

Neighbourhood Matching Fund

The following table summarises the Neighbourhood Matching Fund grants to community groups in the last financial year. All but one were small grants. A wide range of community projects benefited from the grants.

Date	Organisation	Grant for	Amount
August	Otaramarae Maara Kai (9/10 planting)	Community Garden	\$4,302.61
August	Lions Club of Ngongotaha (3/9 planting)	Tree planting – Ngongotaha Rail Park	\$1,235.11
Sept	Ko Te Tuara Totara o Fordlands	Fordland clean-up and	\$3,432.50

Date	Organisation	Grant for	Amount
		beautification	
Sept	Progress Ngongotaha (15/10 event)	Reeme Street Reserve Wetland Planting Day	\$200.00
Sept	Kiwi Daddies	Clean Earth Project	\$1,200.00
Oct	Kaingaroa Forest Village Inc (12/11/16)	Kaingaroa Forest Community Xmas Gala	\$2,090.00
Oct	BoP Philippine Friendship Society (24/11/16)	Pinoy Fiesta, Night Market	\$2,248.75
Oct	Mokoia Community Assn	Stage of Inspiration & Toddler Bike Area	\$17,850.00
Nov	Lake Tarawera Ratepayers Assn	Landcare Website	\$969.01
Nov	Mamaku Residents Assn (19/11/16)	Spring clean on Dansey Rd	\$2,445.00
Nov	Living Proof (ex Kiwi Daddies)	Clean Up and Golf Event - Hamurana	\$3,481.19
Nov	Aspen Place (27/11/16)	Community Gardens	\$726.94
Nov	Western Heights Community Assn (20/11/16)	Safe Inside Out	\$758.50
Dec	Cook Island Church	Community Garden	\$600.00
Dec	Rotorua Japanese Playgroup	Summer Festival	\$2,402.31
Dec	Ko Te Tuara Totara o Fordlands	Wrigley Rd Reserve Community Garden	\$4,677.26
Dec	Te Runanga o Ngati Rangiteaorere	Maarakai	\$600.00
Dec	Mokoia Community Assn	Scott Ave Maarakai	\$4,133.99
Feb	Plunket Chinese Mother Group	Children's Day	\$229.00
Feb	My Backyard Garden	My Backyard Garden	\$4,790.00
Feb	Mamaku Messenger	Newsletter	\$2,457.00
Feb	Victory Church	Parks Week Event	\$575.00
Feb	Ecotect	Metal Detecting Conservation	\$150.00
Feb	Toi Ohomai	Student Pulse Celebration/Relaunch	\$1,820.00
Feb	BoP District Rugby League	League Carnival & Muster	\$657.70
Mar	Linton Park Community Trust	Sky Art	\$200.00
April	OneChance Youth Awards	OneChance Youth Awards	\$5,000.00
June	Te Arawa Whanau Ora Collective/ Rotorua Fruit Harvesting	Fruit Picking equipment and promotion	\$1,654.00
Total			\$70,885.87

Economic Growth Portfolio

Tourism Strategy

As part of the Visitor Economy workstream of the Regional Growth Action Plan we have been developing a Rotorua Tourism Strategy alongside the other three sub-regional areas in the Bay of Plenty. The strategy, which has received funding from MBIE to support its development, has a strong focus on the critical infrastructure required to sustain tourism growth and enhance the overall visitor experience. A final draft has been reviewed by the Economic Development Advisory Group and will be presented to the Strategy, Policy and Finance Committee in September.

LGNZ Excellence Awards

Council's strategy to establish Rotorua as a globally recognised mountain biking destination won the Martin Jenkins Judges' Choice Award for Outstanding Value and Service Delivery at the 2017 LGNZ EXCELLENCE Awards and was highly commended in the *Crown Fibre Holdings EXCELLENCE Award for Best Practice Contribution to Local Economic Development* category.

Board appointments

The selection process to identify directors for InfraCore and Rotorua Regional Airport Ltd is underway. Sheffield Search is supporting the selection process for InfraCore. There has been strong interest and a set of recommendations will be provided shortly.

Speeding up development

Staff have been working with Martin Jenkins to identify the critical problems preventing development, the range of options available, and the opportunities, risks and constraints that exist around the available options. This fed into the Council workshop on 23 August, which identified the preferred set of interventions that are now being pursued.

Inner City Portfolio

Farmers Market

The Rotorua Farmers Market is scheduled to resume 1 October. There has already been great uptake from stallholders who have planned and planted for the market in advance. This year will also include an educational barrow that has been planned since the idea's conception. It will feature local restaurants informing visitors about nutritional information and recipes using produce from the market. The opening market will include the sale of potted tulips to coincide with this year's Tulip Festival.

Tulip Festival

The Tulip Festival will run from 4-8 October. Gardens and streets have been planted, with the focus on Government Gardens and children's activities will be held again this year following the success of these last year.

Creative Portfolio

Mural Symposium

A mural symposium is being planned for 27 November – 3 December at the Rotorua Arts Village. Artists have been invited to create works that reflect the theme of mud and steam – Rotorua's Thermal Wonderland, which is in keeping with Rotorua's unique physical and cultural environment. The symposium is limited to 8 participants across the seven days. All completed murals will be installed within the inner city, becoming a permanent part of the city's public art collection.

4.3 BUSINESS SUPPORT GROUP

4.3.1 Financial Services

Current year budgets have been reallocated to align with the new structure that has come out of the 2030 capability refinement.

Staff have been preparing audit files for Council and its council-controlled organisations (CCOs) with auditors here this month (September).

4.3.2 Information Services

OneCouncil Project

Given the importance of getting the configuration right and the solution being tested thoroughly, the Phase One Go-Live date has been deferred to March 2018. This will avoid the Christmas/New Year period and ensure staff can be trained prior to implementation.

Best options for phase two implementation are also being investigated.

Milestones completed:

- Workshops with TechnologyOne to establish Council's needs for all Phase One modules.
- The first of the Phase One data migration cycles.
- All introductory information sessions on OneCouncil Phase One and Enterprise Content management.

In addition to establishing the detailed system configuration requirements, we have been analysing what interim processes will be required between phases One and Two Go-Live dates and what policies and procedures will need changing or updating permanently.

We are currently recruiting to fill our resource gaps which include a test lead, and business analysts with finance system experience and change/training experience to bring the team up to a full complement.

What's coming up

- Walk through with TechnologyOne of the solution for Phase One configured to date
- ECM (Enterprise Content Management) demonstration and training for the project team
- ECM briefings with business units
- Data migration of Cycle 2
- Mapping of future processes associated with Phase One

4.3.3 Legal and Property

Sportsdrome Renewal/Maintenance Works

Sportsdrome works are progressing according to plan and Stage 1 is being completed. Changing rooms under the bleachers which were previously unusable due to high levels of hydrogen sulphide have been demolished, sealed, ventilated and improved. The weathertight wrap currently on the north-western side of the Sportsdrome will be moved and will encompass the "barn end" of the facility and the walkway between the entrance to the Sportsdrome and the Energy Events Centre. Stage 2 will involve removal of the asbestos cladding on the northern side of the facility and replacement with aluminium corrugate in a similar style to the Energy Events Centre. All aluminium joinery will also be replaced in the affected area. While the cladding is being removed, renewal of the foyer and bathrooms of the Sportsdrome will be carried out. Signage will be installed to direct users of the Sportsdrome to alternative entrances during Stage 2 works. The final stage of the works will be improved landscaping between the Energy Events Centre and the Sportsdrome.

4.4 INFRASTRUCTURE GROUP

4.4.1 Transport Services

Commentary on Operations 13 July – 16 August 2017

Further preliminary design work has been progressed with the New Zealand Transport Agency for both the Eastern and Central corridors. As previously noted, the intention is for the proposed works on those two corridors to be done in early 2018.

The high level programmes of work anticipate:

- Amohau Street (investment about \$11 million) during the 2017/18/19 years.
- Improvements will occur during the same period at the intersections of Sala Street/Te Ngae Road and Tarawera/Te Ngae Roads, an investment of about \$12 million; and
- Walking/cycling improvements will be progressed from Brent Road to Old Taupo Road (investment between \$3-4 million).

The NZTA Decision Making team is also now considering the timing for four-lane improvements from Iles Rd to Owhata and to the Airport. The current traffic demand model indicates a requirement for this corridor to be in place by around 2022.

Brief status update on other transport capital projects:

- Allen Mills Road project carried over to the 2017/18 year is now completed.
- 2017/18 Works Programme is now in final design phase and projects will be progressively tendered.

Projects already tendered and programmed to commence in the second/third quarter:

- Springfield/Otonga Roads intersection which includes significant cycle-way components
- Karamu Street upgrade in Mamaku – footpaths and safety

Projects to be tendered:

- Victoria Street foundation rehabilitation
- Reporoa Road foundation rehabilitation
- Flood Damage Remedial Works arising from the March-June storms.

Speed Limits Assessment

A draft report is currently being assessed with recommended speed changes. This will be evaluated against the required guidelines and a report with recommendations to Council is expected around September/October. Speed limit reviews are undertaken every three years and speeds for 11 local roads have been under consideration in this round: Pongokawa Valley Road (SH30 to Kennedy Bay), Western Road, Okareka Loop (Tikitapu to Okareka village), Millar Road (Steep Street to end of seal), Tarawera Road (Tikitapu to the Landing at Tarawera), Brunswick Drive, Waiotapu Loop Road, Vaughan Road, Parks Road (road to MIGS Gym and wastewater treatment plant), Owhata/Iri Iri Kapua Parade (location of changed limit), Hamurana Road (SH36 to SH33 including side roads).

Parking Services

A Request for Proposal (RFP) is currently being evaluated. The RFP invited proposals for the funding, installation, operations and maintenance of parking equipment and the possible provision of enforcement as well as prosecution logistics and services. Once proposal evaluations have been completed a recommendation will be drafted for Council's consideration. This is expected in October 2017.

Street Lighting

Further progress has been made in discussions with a service provider towards a potential "Performance Specified Maintenance Contract – PSMC" that would, provided agreement is reached on key factors such as timing, costs and performance indicators, enable the rapid conversion of our 5500 street lights to LED services which would halve energy consumption. A report will be provided to Council when this work is complete.

CyWay update

- Projects in the CyWay Urban Cycle Programme are progressing with regular updates provided on the project site www.cyway.nz. Counters in place for the past 13 months provide some robust data comparison between June 2016 and June 2017. There are four counters on main links to and from the CBD -Amohau, Fenton, Kuirau and Ngongotaha Trail. In the last 12 months there has been a combined aggregate 33.53% average increase in usage across the four monitoring sites with one zone as high as 80% which are all very promising.
- We are developing a plan with NZTA for further forward funding beyond the 2017/18 year.
- The Transport Agency and Accident Compensation Corporation have recently approved funding to implement a National Cycling Education System which aims to build on and strengthen cycle skills training delivery.
- The current status of CyWay projects in the programme 2015-2018:
 - Ranolf – detailed design stage and expected execution in second/third quarters
 - Utuhina – concept (awaiting consent from Regional Council)
 - Springfield phase 2 – at concept stage
 - Linton Park- concept (awaiting consent from Regional Council)
 - Western Heights – construction started on Gordon Road. Working on concept for some of the more challenging parts.
 - Ward Avenue – shared footpath completed, awaiting signage and concrete etching
 - Sunset/Old Taupo Roads link (awaiting consent from Regional Council)
 - Ngongotaha to Barnard Reserve link (awaiting consent from Regional Council)
 - Link from Te Ngae Road to Long Mile Road under investigation.

Waste Management

- The main emphasis of our current work is to maintain and build on gains from the introduction of the new waste management system less than 10 months ago.
- Concurrently we are starting engagement with rural communities to identify collection options for consideration for the 2018-28 Long-term Plan. The engagement programme anticipates work between July and November to firm up options and costs and obtain community direction on preference before reporting for Long-term Plan considerations.
- The Landfill is entering the final stages of its operation with capping and sealing expected to be done by December 2017 and a new transfer station to operate there for waste drop-off until a long term development plan has been assessed and reported to Council by the end of June 2018.
- We are now planning activities to optimise waste management in the district for the upcoming summer period.

Civil Defence

- We have been working with our regional colleagues on the draft Bay of Plenty Civil Defence Emergency Management Group Plan which is out for public consultation. Copies of the draft have been widely distributed locally and promoted via websites and social media.
- We are working on Rotorua's Civil Defence Evacuation plan and this is at the final stage of the review.
- CDEM Incident Management Team members will participate in a desktop exercise involving Airport and other emergency services in September/October.
- Residents of Kaingaroa Forest Village experienced a loss of power over a period of 24 hours which resulted in a loss of their water supply. This private water supply system is owned and maintained by the Kaingaroa Village Trust. Over 100 households were affected with many travelling to Rotorua to purchase supplies. Council supported residents by providing a tanker for fresh water which it was distributed by a licensed water provider with additional distribution support from Council staff. CDEM staff are working with local residents to develop a community emergency response plan to better prepare residents for any future loss of essential utilities. In addition Council engineers have offered technical expertise to the village trust to mitigate future risk to water provision.
- We are preparing to host CIMS4 training for local emergency responders. Free to all but emergency services this training provides information on how CIMS structure supports a coordinated emergency response and better prepares our community responders for an emergency event.
- Our Welfare Team members are attending a welfare specific training to better understand the processes involved in the establishment of a community civil defence welfare centre and the roles of those volunteers supporting a centre.
- A Recovery workshop involving Chamber of Commerce and other partners is planned for September. This provides an opportunity for local business sector to engage with the planning process pre-disaster.

Rural Fire

The new structure of the Fire Emergency New Zealand (FENZ) took effect 1 July 2017. We are working with the new entity to facilitate a smooth transition of responsibilities. Full operational migration is likely to take most of the 2017/18 financial year to be completed.

4.4.2 Water Services

Water Supplies

- The refurbishment of one of the two Mamaku timber reservoirs has been completed. This involved full replacement of the internal liner, roof slats and internal pipework. Access safety improvements were also made. A recent fault in our main bore was repaired and we tested our business continuity plan by using the stand-by bore successfully.
- We continued to test and assess our compliance with drinking water standards and have taken proactive steps to monitor the risk profile of our supply network. We have installed fail safe auto shut down systems to ensure that where the supply quality does not meet standards the system closes off supply and notifies stand by personnel.
- We are carrying out a review of the water supply at the Waipa Valley to ensure low risk to the many mountain bike trail users in the area. We have commenced weekly water testing as a preventative measure along-side testing undertaken by the owner of the supply Red Stag.
- We are reviewing a number of resource consent applications requiring water supply augmentation to factor into our Infrastructure Strategy which it is now been developed for the LTP.

Wastewater

Regular monitoring of the wastewater network identified and repaired a number of pipeline defects and blockages during the period.

High level assessments of the increased wet weather flows in the network have now identified certain catchments contributing more to this than others. These assessments will now form part of and inform our long term systematic efforts to reduce stormwater/groundwater infiltration and inflows through cross connections.

Stormwater

The exceptionally high level of Lake Okareka and associated high groundwater levels in some properties and streets have prompted the Bay of Plenty Regional Council to invoke emergency measures to enable them to increase the outflow from the lake to the maximum possible. The outflow is controlled by a valve on a pipeline which drains to the Waitangi Stream and then to Lake Tarawera and under normal circumstances, flow limits are in place to mitigate erosion and ecological issues in the stream and lake. We have worked with the regional council to assist the implementation of alternative flow paths and viable draining options to minimise local property damage and general flooding risk.

Significant Water Capital Work Programmes**East Rotoiti/Rotomā Sewerage Scheme**

- Rotorua Lakes Council submitted the closing submissions to the Hearing Panel on 7 August 2017. The closing submission addressed the issues raised during the hearing of the application on 11-13 July 2017 at Taurua Marae, Rotoiti. The decision on the application is expected early September 2017.
- Tender proposals for the STEP system for Rotomā were received and are being evaluated.
- Detailed design of the Rotomā reticulation network and the wastewater treatment plant and land disposal system continues to progress.
- Provided resource consent is granted, we plan to start on the project in October 2017.

Rotorua Wastewater Treatment Plant (WWTP) Upgrade and Procurement Plan

- The Notification to an Industry briefing on the proposed Wastewater Services Procurement has been advertised.
- The proposed Wastewater Service Procurement exploration will include for the design/build/finance/operate of the Rotorua wastewater treatment plant upgrade, the operation and maintenance of the Rotoiti/Rotoma system and the urban waste water network. The status of the procurement plan will be reported to Council at key junctions and for key decisions.
- Consultation with iwi on the proposed land contact bed design for the Rotorua WWTP continues. After this process, the Cultural Impact Assessment will be finalised to include the proposed land contact bed. This will then be included into the Resource Consent Application which is programmed to be submitted in November 2017.
- The Minister for the Environment has announced central government funding for the proposed Tarawera scheme, a fixed sum of \$6.5 million towards the overall cost of the project (estimated at about \$18 million). A number of processes between RLC, regional council, the Ministry and the local community will be initiated to agree to other funding sources and appropriate recommendations will be made to Council as part of the Long-term Plan process.

** (A short video presentation on the proposed waste water treatment plant will be played)*

4.5 OPERATIONS GROUP

4.5.1 Arts & Culture

Sir Howard Morrison Performing Arts Centre

- The venue reopened to the public 26 June 2017 after remedial earthquake strengthening work was completed; the Concert Chamber and South Room remain closed to the public until engineering reports and assessments are received.
- Events hosted over this period included two Rotorua Music Federation concerts, the Rotorua Energy Charitable Trust AGM and the Matariki X Conference and Gala Dinner.
- The Civic Theatre hosted six shows over this reporting period including the annual Rhapsody Rotorua concerts, Opus Orchestra, Rotorua Speech and Drama, Matariki Star Search Grand Finale, Answers from the other side – Sue Nicholson and the DanceNZ show

Energy Events Centre and Sportsdrome

- Three businesses events were held at the EEC over this reporting period - attended by more than 1941 delegates in total - including the annual NZME Rotorua Home Show, the ANZ Future Ferns day for young netballers and the NZ Artistic Roller Skating Championships which was a first for the venue and the region.
- The Harcourt's Dancing with the Stars event was also held with 1360 guests seated at tables and 600 in the grandstands and other areas.
- The Sportsdrome continues with its regular bookings for Rotorua Basketball and in addition hosted the BOP Indoor Bowls interclub competition, Kids Roller Disco and Wheelchairs Skills training sessions.

Public Art

Hemo Gorge sculpture

The construction of the sculpture is proving to be quite complex and challenging and alternative construction methods are being explored.

Refresh CBD powerbox transformer murals

A total of 30 units throughout the CBD are to be painted with the theme 'The Rotorua Experience'. A call for local artists is underway and painting will start in November and be completed by Christmas.

Library

Library and Child Health Hub Project

The building schedule continues to be on track. Layout, furniture and preparation for the return to the Haupapa St building are progressing well.

Matariki Star Search

This premiere library programme ended with a very successful and enjoyable finale attended by about 450, up about 100 on last year. Numbers and participation from students, schools and teachers doubled this year with 59 acts, 70 individuals and 18 schools represented, compared to 34, 40 and 11 respectively last year.



Lego Club A,

The Lego club run for children diagnosed as being on the Autism Spectrum continues. It is to be included in a local publication to support parents who are looking for activities for their child who is on the Autism Spectrum. Currently families are referred to the group through support groups.

Programmes and Events

- Māori Land Law Te Ture Whenua Māori public lectures were held in conjunction with Rotorua District Community Law Centre. Feedback was extremely positive with more sessions requested. A total of 67 people attended sessions throughout the day. More legal education sessions are planned for later in the year.
- On 7 August Citizens Advice Bureau held a drop-by session which focussed on benefit advice, with advocates kept busy working one on one with customers throughout the two hour sessions. Upcoming sessions include tenancy, consumer and employment advice

Heritage and Research

The team have been involved with a WW100 project with the museum. This project has involved researching profiles of Rotorua soldiers and uncovering some very interesting material.

Museum - Te Whare Taonga O Te Arawa

Museum working Beyond the Walls

The museum has continued to deliver its services to the community at various venues.

The Collections team has hosted 460 visitors including school groups, RECT, Friends, NZMACI, Wananga o Aotearoa, Te Awamutu Museum, Taumata o Ngati Whakaue staff – plus researchers and whanau visits.

The World's largest collection of Summer Sculptures has been relocated from the Museum to the offsite storage facility, this involved conservation specialists, specialist riggers, engineers and museum specialist staff. The move went extremely well without any incidents.



Relocated of Eve from the main foyer



Crated sculptures being delivered at the offsite storage facility

Te Arawa WWI Memorial Restoration Project update

Work is ongoing and is on track, the memorial is planned to be completed by 11 November 2018.

Major Events

Major Event activity hosted elsewhere in the district was light during this period as it is the shoulder between the summer and winter seasons.

Mudtopia

During this period: tickets went on sale; the advisory board met with Council and the delivery team for an update on planning and members of the organising team attended the 20th Boryeong Mud Festival to learn more about how to deliver this type of festival as well as acquire imagery to help promote Rotorua's festival. A second major act, Peking Duk, was announced late August. Detailed planning is now well underway.

4.5.2 Sport, Recreation & Environment***Aquatic Centre***

The Rotorua Lakes Swim School continues to grow, Term 2 finishing with 959 children through the classes (866 last year) and Term 3 starting with 833 signed up (821 last year). The "Making the Difference" programme that takes Learn to Swim into schools is also continuing with two new schools signed up for the programme. The Rotorua Lakes Swim School teaching programme was reassessed by Swim NZ last month and has retained its Gold Standard.



Gold Standard Learn-To-Swim Certification



Fill the pool party for 25m pool reopening

The indoor 25m pool hosted a NZ Underwater Hockey meet in July before shutting down to 31 August for repairs. The pool was reopened a week earlier than scheduled and while the closure affected school holiday use, it minimised disruption to the Learn to Swim programme. During the pool closure period there were some problems with the geothermal heating supply from the Kuirau Park bore and this has now been corrected although there are still some issues to work through. With the reopening of the 25m pool the team organised a 'Fill the Pool Party' with pool games, toys, aqua aerobics, coffee and catering for over 950 customers that enjoyed the pool reopening event.

International Stadium

During the July period the Stadium hosted the Maori Rugby U18s training in early July for 60; the WaiBOP Football coaching sessions for five days (30); the 3/6 RNZIR Battalion Training Camp for the NZ Army for a week with 40 army personnel, and two Central BOP Junior Rugby Trials. The stadium management team also hosted a board meeting with the organisers of the Tuhoē Ahurei Festival which is a three day event planned for Easter Weekend 2018.

Major Events

Major Event activity hosted in the district over the July to August period was relatively light with two winter Whakarewarewa Forest events being supported. These were the Great Forest Rogaine organised by Orienteering BOP on 3 August (approximately 320 competitors) and the Winter MTB Series Race 2 organised by N-Duro Events on 6 August (428 competitors).

Open Spaces

- The Puketawhero Park project continues with the skate/play area concreting complete and a half basketball court and pathways being built. Lions Club volunteers have completed the outdoor stage. The project still has community and local school groups doing some landscaping and planting works to complete the youth space area. Other construction works underway include the Kuirau Park foot pools shelter that is taking shape and the BMX Bridge at Waipa that is scheduled to be completed in early September. Open Space and Community Engagement staff have been working with Rotorua Hockey to schedule replacement of the No 1 Hockey turf at Smallbone Park as well as other opportunities to improve infrastructure around the area. Changes to the carpark will be made and a number of other improvements to the Hockey facility have been identified and prioritised. Some costing of these additional jobs is being done and external funding being explored before final decisions are made on how the quality of the overall area can be lifted.
- Very high water levels have affected boat launching facilities at a number of locations, particularly Lakes Okareka, Rerewhakaaitu, Okataina and Rotoma as well as our two sites providing boat launching facilities directly into the Waikato River at Vaile Rd and Tutukau Rd. All of these ramps are still usable but will require an increased level of regular checking and clearing until water levels drop. Lake Tikitapu is also very high and this is affecting track use and impacting on the northern shoreline that will need some work once lake levels drop.
- Operationally the urban street tree planting season is underway with new trees being planted, dead trees being replaced and aged trees being removed and replaced. Staff have been working with Timberlands staff and contractors to make safety improvements for access to Kerosene Creek after significant flood damage washed out tracks to the bathing areas. Public consultation has also been initiated for a new lease site for the Rotorua Honey Bee Club to have a small shed and some hives on Kingsley Drive Reserve in Ngongotaha and this will come back before Council once submissions are received.

Community Engagement and Events

- Staff have been working with the Community Lakes Board to produce new signs for the Lake Tikitapu walk. These include a map of the walk and will direct walkers off the roadside section and along the safer native bush walk track. The signs allow for alternate messaging during times of high lake levels, as is the current situation.
- Applications to the MBIE "Maintaining Great Rides" fund has resulted in \$41,000 being secured for improvements to the Hemo Gorge section of Te Ara Ahi, the Thermal by Bike Great Ride. Improvements to the track surface through this gorge track are required to bring this section up to Great Ride standard. This complements the re-routing of the track which took place when tree felling occurred at Waipa, impacting on the track.
- Planting at the Rotorua netball courts at Westbrook around the new retaining walls was completed in time for the annual Kurungaituku tournament which takes place over three consecutive weekends starting 25 August. Hardwood Technology Ltd has been awarded the tender for the resurface of the premier courts which will occur during the off-season early in 2018.

4.5.3 Consent Solutions

Building Consents

- The total value of building consents issued for the financial year to date (\$13,834,443) is 66% up on last year (\$8,331,947).
- Total number of new dwellings issued for the financial year to date (15) is up 25% on the same time as last year (12).
- New dwellings consented during this period, at the time of preparing this report, is 13.

LIMS

- The total number of commercial LIMS (17) is 21% ahead of last financial year to date (14).
- Residential LIMS are down compared with the same period last year (82 issued for year to date compared to 128 issued at the same time last year).

Resource Consents

Subdivision Consents

- The number of subdivision consents issued for the financial year to date is 86% higher compared to the same time last year. In the current financial year, as at 16 August 2017, there were 13 subdivision consents issued, compared with 7 at the same time the previous financial year.
- The number of potential additional lots issued during this reporting period, as a result of the approved subdivisions, at the time of preparing this report is 56 lots (43 residential / 13 lifestyle).

Planning Policy

Plan Change 4: Noise (PC4)

PC4: Noise is a technical plan change intended to improve the workability of the District Plan's provisions relating to noise. The plan change was notified in June and 19 submissions were received. Following the submissions period, Council is required to summarise submissions, and provide the opportunity for groups or individuals who are affected by a plan change³ to submit in support or opposition to the original submissions received – these are referred to as 'Further Submissions'. A 'Summary of Submissions' has been advertised, and the further submission period closed 18 August. The next step in the process is for Council to hold a hearing into the submissions. It is anticipated that Hearings will be held later this year.

4.5.4 Compliance Solutions

Building Compliance

There have been 106 pool inspections since new pool fencing requirements came into effect on 1 January this year. This represents 6.5% of identified pools at the beginning of the programme. Council has also been notified that 155 pools have either been removed or are now inoperable, a 9% reduction in the total pool count which was 1644 at the commencement of the programme.

Animal Control

At the time of writing this report there were 10,062 dogs registered (85% of the 11,843 known dogs at the beginning of the registration period). This is on par with other years. The team has now commenced a street to street programme with the first priority being those dogs deemed high risk.

³ Legally, this is limited to someone who represents a relevant aspect of the public interest or a person that has an interest in the plan change greater than the public in general.