



**ROTORUA
LAKES COUNCIL**

ROTORUA COMMUNITY SAFETY

GOALS

COMMUNITY SAFETY STRATEGY

- Being the safest place to live and raise a family
- Having a positive reputation as a safe destination
- Having a sense of belonging and connection in our neighbourhoods
- Reducing anti-social behaviour, alcohol and drug abuse
- Reducing crime statistics and victimisations



WHAT IS OUR APPROACH?

VISIBILITY



RESPONSIVENESS



REASSURANCE

- Focus on Perceptions of Safety
- Improve customer satisfaction through service delivery model
- Improve Rotorua's reputation - domestically and internationally

Rotorua is a safe city for everyone.



ROTORUA
LAKES COUNCIL

PERCEPTIONS OF SAFETY

Inner City feedback - Rotorua Safety & Wellbeing Survey commenced 7 Dec 2022

Our commitment to making Rotorua a safer place:

1. More visible Police (on foot, bike, vehicle patrols) in the Inner City , urban shopping centres and public spaces
2. Integrated deployment of Police, Guardians, regulatory staff and security partners
3. Strategically located and improved compliance signage for alcohol ban areas and no dogs.
4. Public education and Community Safety awareness initiatives



ROTORUA
LAKES COUNCIL

STRATEGY FOCUS

- Ensure connectivity & collaboration between organisations
- Ensure Deployment Model – Interagency
- Ensure Prevention Model – Interagency
- Fostering resilient communities
- Enhancing public space/design
- Review regulatory tools and implement
- Understanding and improving public safety perceptions



SAFETY IMPROVEMENTS

IMPROVE REPUTATION & SAFETY IN INNER CITY

- Improved presence of Police, Guardians and Maori Wardens
- Shared intelligence to inform efficient and effective deployment and response
- Integrated deployment of Police, Guardians, Maori Wardens and Security in key locations
- Extended CCTV network
- Improved reporting and response to crime, anti-social behaviour/signal crime
- Co-ordinated information and support for businesses
- Positive community activations



SAFETY IMPROVEMENTS

DISTRICT WIDE ACTIONS

- Extend and enhance CCTV network
- CPTED assessments and design improvements in public spaces
- Shared intelligence to inform efficient and effective targeted response
- Development of a Rotorua Community Safety Strategy
- Development of Neighbourhood Safety Plans



INNER CITY THROUGH CHRISTMAS PERIOD



- Police CBD Demand
- The impact was positive as a lot of Tourists and people from out of town visited Rotorua.



ROTORUA COMMUNITY CONSTABLE REINSTATED

- Senior Constable O’Keeffe reinstated in February 2023.
- His visibility, responsiveness and reassurance has resulted in Positive feedback from Retailers, RLC CCTV/City Guardians, supporting partners, and Iwi.

VISIBILITY



RESPONSIVENESS



REASSURANCE



ROTORUA
LAKES COUNCIL

CCTV MONITORING ROOM

- Opened November 2022 with a focus on prevention and intervention.
- Direct radio link to Police District Command Centre for police, emergency and supporting services deployment.
- Currently four CCTV Operators.
- Hours 7am - 9pm with extended coverage to midnight 5 nights a week.
- 228 crime prevention cameras including 11 Waka Kotahi transit route cameras.
- On average 10 interventions per day and 8 Police reviews for evidential purposes.



DESIRED OUTCOMES

- Improved Perceptions of Safety
- Reduction in Crime and Crash
- Improved Trust & Confidence in RLC and Police together
- Rotorua's reputation restored – domestically and internationally
- Rotorua is a safe city for everyone.

