



ATTACHMENTS

**Ordinary Council meeting
Separate Attachments 1**

Monday, 19 June 2023

Table of Contents

12.3	Deliberations and Adoption Report - User Fees and Charges 2023/24	
	Attachment 1 Fees and Charges Submissions_ Full _with Response	4
	Attachment 2 Schedule of User Fees & Charges 2023/24.....	145
	Attachment 3 Submission 13 - Email from - Stacey Whalen	197

TCC User Fees and Charges 2023/24 Submissions

Submission #	Name	Do you wish to speak to Council?	Attachment	What is your view on these changes?	Councils proposed response
1	Fee O'Shea	No	No	<p>I would like to see the non-profit organisations that are currently using your facilities be exempt from any increase. Any new bookings would be under the new prices.</p>	<p>We have taken your comments on board, and it will be presented to the Tauranga City Council Commissioners. Bay Venues will continue to have differential pricing for regular community not-for-profit user groups at community halls and centres and indoor sports facilities. There will also continue to be discounted rates for seniors and youth across all venues, including aquatic facilities.</p> <p>Bay Venues acknowledges that these proposed price increases come at a difficult time for many regular users and members of the community. However, to be financially sustainable, the organisation needs to increase user fees to offset rising operational costs. Bay Venues has referred to the benchmarking exercise as part of an independent review to assess what is fair and reasonable; creating a balance between what is paid by users and how much is subsidised by ratepayers. The review concluded that the current user fees at Bay Venues are, on average, significantly below national market benchmarks in almost all cases. A review back in 2020 also highlighted this gap but no changes were made at the time because of the Covid-19 pandemic (apart from normal consumer price index increases). Following this public consultation, Bay Venues is reviewing some of the proposed changes to its community</p>

TCC User Fees and Charges 2023/24 Submissions

					facility user fees proposal, including multiple lane hire rates and off-peak lane hire in its aquatic facilities.
2	Bronwyn Mary Copeland	Yes	No	It is crazy. NZ already has a really high rate of drowning. The average middle-class family will no longer be able to afford swimming lessons for their children. Is the council proposing these changes to cull the population and ease the pressure on housing in Tauranga? It is madness.	We have taken your feedback on board, and it will be presented to the Tauranga City Council Commissioners. Bay Venues will continue to have discounted rates for seniors, youth and families across all five of its aquatic facilities. Bay Venues will also continue to deliver subsidised water safety lessons for schools, thanks to funding from organisations and agencies such as the New Zealand Lottery Grants Board, Acorn Foundation, and New Zealand Community Trust. The organisation is also currently engaging with communities that are highly represented in New Zealand's drowning statistics with the aim of providing water safety programmes and pool sessions that are accessible to all cultures and religions. Bay Venues acknowledges that these proposed price increases come at a difficult time for many regular users and members of the community. However, to be financially sustainable, the organisation needs to increase user fees to offset rising operational costs. Bay Venues has referred to the benchmarking exercise as part of an independent review to assess what is fair and reasonable; creating a balance between what is paid by users and how much is subsidised by ratepayers. The review concluded that the current user fees at Bay Venues are, on average, significantly below national market benchmarks in almost all cases. A review back in 2020 also highlighted this gap but no

TCC User Fees and Charges 2023/24 Submissions

					changes were made at the time because of the Covid-19 pandemic (apart from normal consumer price index increases). Following this public consultation, Bay Venues is reviewing some of the proposed changes to its community facility user fees proposal, including multiple lane hire rate and off-peak lane hire in its aquatic facilities.
3	Daniel	No	No	Quite an increase, looks like our booking cost will double. Considering we just use the space to practice music for non-profit we will likely have to look at other options	<p>Thank you for your continued contribution to the events and activities offered at Cliff Rd Hall. We have taken your feedback on board, and it will be presented to the Tauranga City Council Commissioners.</p> <p>Bay Venues has calculated the proposed price increases per person, per hour to ensure they are fair and reasonable for all individuals using the different facilities. We understand that you have a small group and due to this the impact per person is more significant than other groups. Bay Venues will continue to have differential pricing for regular community not-for-profit user groups at community halls and centres and indoor sports facilities. There will also continue to be discounted rates for seniors and youth across all venues, including aquatic facilities. Based on this rate the price increase would be \$9.00 per hour and with a small group of an average of 3 people, this would equate to a price increase of \$3.00 per person per hour. Bay Venues is looking to work with our groups to provide workshops to assist customers in expanding their groups. To assist you with this now, Bay Venues can showcase your group on</p>

TCC User Fees and Charges 2023/24 Submissions

					<p>social media to help expand your numbers. Please contact the Bay Venues Hall Supervisor or Bookings Administrator for assistance with this.</p> <p>Please understand that Bay Venues acknowledges that these proposed price increases come at a difficult time for many regular users and members of the community. However, to be financially sustainable, the organisation needs to increase user fees to offset rising operational costs. Bay Venues has referred to the benchmarking exercise as part of an independent review to assess what is fair and reasonable; creating a balance between what is paid by users and how much is subsidised by ratepayers. The review concluded that the current user fees at Bay Venues are, on average, significantly below national market benchmarks in almost all cases. A review back in 2020 also highlighted this gap but no changes were made at the time because of the Covid-19 pandemic (apart from normal consumer price index increases). Following this public consultation, Bay Venues is reviewing some of the proposed changes to its community facility user fees proposal, including multiple lane hire rates and off-peak lane hire in its aquatic facilities.</p>
4	Sheryl McLay	Yes	No	<p>I am talking specifically about the charges for the Tauranga Swimming Pools. It concerns me that Bay Venues/TCC are justifying the proposed charge increases (some as much as 200%) by stating the desire to meet national benchmarks. In other words, raising prices</p>	<p>We have taken your feedback on board, and it will be presented to the Tauranga City Council Commissioners. Following this public consultation, Bay Venues has made some changes to its community facility user fees</p>

TCC User Fees and Charges 2023/24 Submissions

				<p>because others charge this much. Sounds silly doesn't it, surely a full analysis of costs, benefits and social responsibilities needs to be done before simply raising prices just because you can. Swimming is a life skill that is becoming more and more out of reach for young families in particular. The programmes offered by user groups such as swim squads and clubs are a public service, and in no way a get rich quick scheme. That is why they are all struggling. I suggest a good look at staffing structures, get rid of the deadwood and the ridiculous bureaucracy that has been allowed to grow. Bay Venues is over staffed and a top heavy organisation which doesn't not put its customers and public interest ahead of self-interest.</p>	<p>proposal. Bay Venues will continue to have discounted rates for seniors, youth and families across all five of its aquatic facilities. Bay Venues will also continue to deliver subsidised water safety lessons for schools, thanks to funding from organisations and agencies such as the New Zealand Lottery Grants Board, Acorn Foundation, and New Zealand Community Trust. The organisation is also currently engaging with communities that are highly represented in New Zealand's drowning statistics with the aim of providing water safety programmes and pool sessions that are accessible to all cultures and religions. Regarding Bay Venues' staffing, each of the 24 facilities operated on behalf of TCC, requires a certain level and balance of staffing to ensure the safety and wellbeing of everyone on site. These facilities have complex maintenance and compliance requirements and, in some cases, are staffed up to 17 hours a day, 7 days a week, and overall welcome nearly two million visits each year.</p> <p>Bay Venues acknowledges that these proposed price increases come at a difficult time for many regular users and members of the community. However, to be financially sustainable, the organisation needs to increase user fees to offset rising operational costs. Bay Venues has referred to the benchmarking exercise as part of an independent review to assess what is fair and reasonable; creating a balance between what is paid by users and how much is subsidised by ratepayers. The review concluded</p>
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TCC User Fees and Charges 2023/24 Submissions

					that the current user fees at Bay Venues are, on average, significantly below national market benchmarks in almost all cases. A review back in 2020 also highlighted this gap but no changes were made at the time because of the Covid-19 pandemic (apart from normal consumer price index increases). Following this public consultation, Bay Venues is reviewing some of the proposed changes to its community facility user fees proposal, including multiple lane hire rates and off-peak lane hire in its aquatic facilities.
5	Julie Batten	Yes	No	I'm a regular user at Elizabeth St Community Center running dance classes on a weekly basis. If our charges are nearly doubled as proposed I don't think that I can carry on running my classes in to the next year. I don't believe that I can absorb the increased costs or pass them on to my dancers making the classes financially viable. If our charges were to be increased as proposed I would expect a much higher standard of service. More regular and better cleaning of the floor and the air conditioning included in the price of hire for example.	Thank you for your continued contribution to the events and activities offered at Elizabeth Street Community & Arts Centre. We have taken your feedback on board, and it will be presented to the Tauranga City Council Commissioners. Bay Venues has calculated the proposed price increases per person, per hour to ensure they are fair and reasonable for all individuals using the different facilities. Based on an average of 30-40 people per session, the price change would equate to an additional \$0.77 - \$0.58 per person, per hour. Cleaning and maintenance of ageing facilities has and will continue to be a key focus for Bay Venues, and we are continually reviewing the need and frequency of our cleans to ensure we are presenting the facility in a suitable state. If you are finding issues, please contact the Community Halls Supervisor if you find the venue unsatisfactory on arrival. In regard to paying for heating and AC, this is something that is already underway to change. We will be installing timers to replace

TCC User Fees and Charges 2023/24 Submissions

					<p>the coin operated boxes which will mean that heating and AC will be free of charge.</p> <p>Bay Venues acknowledges that these proposed price increases come at a difficult time for many regular users and members of the community. However, to be financially sustainable, the organisation needs to increase user fees to offset rising operational costs. Bay Venues has referred to the benchmarking exercise as part of an independent review to assess what is fair and reasonable; creating a balance between what is paid by users and how much is subsidised by ratepayers. The review concluded that the current user fees at Bay Venues are, on average, significantly below national market benchmarks in almost all cases. A review back in 2020 also highlighted this gap but no changes were made at the time because of the Covid-19 pandemic (apart from normal consumer price index increases). Following this public consultation, Bay Venues is reviewing some of the proposed changes to its community facility user fees proposal, including multiple lane hire rates and off-peak lane hire in its aquatic facilities.</p>
6	Justin Copeland	No	No	<p>Unbelievable. New Zealand has horrendous drowning statistics as it is, and these are getting worse. People should be encouraged to become competent swimmers, but given these proposed hikes in prices, the complete opposite will happen. As always, those with the least financial means will be impacted the most. My understanding is that these facilities, which are inferior to those in many other NZ cities, are paid for by rates. Why then is there</p>	<p>We have taken your feedback on board, and it will be presented to the Tauranga City Council Commissioners. Bay Venues will continue to have discounted rates for seniors, youth and families across all five of its aquatic facilities. There are also disability access memberships allowing complimentary access to all five Bay Venues aquatic facilities for Tauranga City</p>

TCC User Fees and Charges 2023/24 Submissions

				<p>all this double dipping going on? I can understand to some extent the user pays philosophy, but my belief is that in this era of ever increasing physical inactivity (and the associated health impacts), every effort should be made to encourage people to partake in physical activity. These proposed price increases will do just the opposite.</p>	<p>residents with a permanent disability. Bay Venues will also continue to deliver subsidised water safety lessons for schools, thanks to funding from organisations and agencies such as the New Zealand Lottery Grants Board, Acorn Foundation, and New Zealand Community Trust. The organisation is also currently engaging with communities that are highly represented in New Zealand's drowning statistics with the aim of providing water safety programmes and pool sessions that are accessible to all cultures and religions.</p> <p>Bay Venues acknowledges that these proposed price increases come at a difficult time for many regular users and members of the community. However, to be financially sustainable, the organisation needs to increase user fees to offset rising operational costs. Bay Venues has referred to the benchmarking exercise as part of an independent review to assess what is fair and reasonable; creating a balance between what is paid by users and how much is subsidised by ratepayers. The review concluded that the current user fees at Bay Venues are, on average, significantly below national market benchmarks in almost all cases. A review back in 2020 also highlighted this gap but no changes were made at the time because of the Covid-19 pandemic (apart from normal consumer price index increases). Following this public consultation, Bay Venues is reviewing some of the proposed changes to its community facility user fees proposal, including multiple</p>
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TCC User Fees and Charges 2023/24 Submissions

					lane hire rates and off-peak lane hire in its aquatic facilities.
7	CAMILLA MAY	No	No	<p>I run weekly drama club for children at the Papamoa Community Centre which I've done for many years since the facility opened. Looking at the PDF of proposed fee increases; my room hire will increase 62%. For the Aihe Room as a Regular Adult user I am currently charged \$20.80 per hour. This appears to be going up to \$33.70 an hour, an increase of \$12.90. I'm uncertain I can afford this increase so will have to look for other options. An increase of 62% is outrageous. As a small business owner trying to stay afloat it's these kinds of cost increases which make life stressful & difficult. I know my opinion counts for nothing & sadly the decision has already been made.</p>	<p>Thank you for your continued contribution to the events and activities offered at Papamoa Community Centre over the last several years. We have taken your feedback on board, and it will be presented to the Tauranga City Council Commissioners. Following public consultation, Bay Venues has made some changes to its community facility user fees proposal. Bay Venues has calculated the proposed price increases per person, per hour to ensure they are fair and reasonable for all individuals using the different facilities. Based on an average of 40 - 50 participants with an increase of \$11.70 per hour at a standard rate for a large room, the price increase impact equates to \$0.30 - \$0.24 cents per person, per hour. Please note that we will be offering special rates for youth / seniors and community organisations as part of the new pricing structure, please discuss this with the Papamoa Community Venue Supervisor as this might be of assistance to you and your club.</p> <p>Bay Venues acknowledges that these proposed price increases come at a difficult time for many regular users and members of the community. However, to be financially sustainable, the organisation needs to increase user fees to offset rising operational costs. Bay Venues has referred to the benchmarking exercise as part of an independent review to assess what is fair and reasonable; creating a balance between what is paid by users and how much is</p>

TCC User Fees and Charges 2023/24 Submissions

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8	Wendy	No	No	I hire rooms regularly at Papamoa Community Centre. I am a small business who just about hung on and survived COVID. Any price rise impacts my business, the large price rises proposed by the council will have a negative impact on my business. It is not always an option to continue to increase my customers fees. They can't afford it. If the huge rises intend to go ahead, I may not be in a position to continue hiring the rooms regularly like I do. This is \$10 Tauranga, not flash Auckland or Wellington we are being compared to. Also are the facilities comparable? Be careful, you might price us all out of your facilities. Keep it fair.	Thank you for your continued contribution to the events and activities offered at Papamoa Community Centre. We have taken your feedback on board, and it will be presented to the Tauranga City Council Commissioners. Bay Venues has calculated the proposed price increases per person, per hour to ensure they are fair and reasonable for all individuals using the different facilities. The new hire rate for a large room would equate to an increase of \$9.30 per hour. Based on an average of 8 - 10 participants in a weekly Pilates class for seniors, this price change would equate to an additional \$1.16 - \$0.93 per person, per hour. Please note that we will be offering special rates for youth / seniors and community organisations as part of the new pricing structure, please discuss this with the Papamoa Community Centre Supervisor.

