



AGENDA

City Delivery Committee meeting Monday, 10 March 2025

I hereby give notice that a City Delivery Committee meeting will be held on:

Date: Monday, 10 March 2025

Time: 9.30am

Location: Bay of Plenty Regional Council Chambers
1 Elizabeth Street
Tauranga

Please note that this meeting will be livestreamed and the recording will be publicly available on Tauranga City Council's website: www.tauranga.govt.nz.

Marty Grenfell
Chief Executive

Terms of reference – City Delivery Committee

Common responsibility and delegations

The following common responsibilities and delegations apply to all standing committees.

Responsibilities of standing committees

- Establish priorities and guidance on programmes relevant to the Role and Scope of the committee.
- Provide guidance to staff on the development of investment options to inform the Long Term Plan and Annual Plans.
- Report to Council on matters of strategic importance.
- Recommend to Council investment priorities and lead Council considerations of relevant strategic and high significance decisions.
- Provide guidance to staff on levels of service relevant to the role and scope of the committee.
- Establish and participate in relevant task forces and working groups.
- Engage in dialogue with strategic partners, such as Smart Growth partners, to ensure alignment of objectives and implementation of agreed actions.
- Confirmation of committee minutes.
-

Delegations to standing committees

- To make recommendations to Council outside of the delegated responsibility as agreed by Council relevant to the role and scope of the Committee.
- To make all decisions necessary to fulfil the role and scope of the Committee subject to the delegations/limitations imposed.
- To develop and consider, receive submissions on and adopt strategies, policies and plans relevant to the role and scope of the committee, except where these may only be legally adopted by Council.
- To consider, consult on, hear and make determinations on relevant strategies, policies and bylaws (including adoption of drafts), making recommendations to Council on adoption, rescinding and modification, where these must be legally adopted by Council.
- To approve relevant submissions to central government, its agencies and other bodies beyond any specific delegation to any particular committee.
- Engage external parties as required.

Terms of reference – City Delivery Committee

Membership

Chairperson	Deputy Mayor Jen Scoular
Deputy chairperson	Cr Kevin Schuler
Members	Cr Hautapu Baker Cr Glen Crowther Cr Rick Curach Cr Steve Morris Cr Marten Rozeboom Cr Rod Taylor <i>Mayor Mahé Drysdale (ex officio)</i> <i>Tangata Whenua Representative (TBC)</i>
Non-voting members	(if any)
Quorum	<u>Half</u> of the members present, where the number of members (including vacancies) is <u>even</u> ; and a <u>majority</u> of the members present, where the number of members (including vacancies) is <u>odd</u> .
Meeting frequency	Six weekly

Role

The role of the Community and Performance Committee is:

- To ensure community involvement in, and support for, Council projects, proposals, initiatives and services.
- To monitor delivery of Council-funded delivery by community-led organisations partnering with, or otherwise contracted to, Council.
- To review and improve public confidence and participation in Council decision making processes.
- To ensure that approved projects are effectively planned and delivered on a timely basis and in a way that provides good social, economic and environmental outcomes, including value-for-money, for the community.
- To monitor the financial and non-financial performance of Council.
- To provide oversight of the Annual Report.

Scope

- Develop a council-wide engagement strategy and monitor, including via community feedback, its implementation and success.
- Develop and review engagement plans for projects, proposals, initiatives and services that the Committee considers significant from a community interest perspective.
- Ensure appropriate and accessible information is available to the community on current and upcoming projects.
- Receive and consider the community's views on public transport and provide that information to relevant Committees.

- Develop and consider opportunities for Council to partner with the community, organisations, and other agencies to enable good outcomes for the city.
- Lead the development of relationships with community organisations, schools, businesses and other groups to broaden Council's reach into the community and use of available resources.
- Ensure promotion of the community's trust and confidence in Council is embedded in Council's projects, proposals, initiatives and services.
- Where gaps are identified, develop proposals for new projects or services for recommendation to Council for inclusion in future Annual Plan or Long-term Plan processes.
- Receive and consider feedback that is fully representative of the community including, but not limited to, the annual residents' survey (undertaken in waves).
- Review statements of intent and receive reporting of the Local Government Funding Agency.
- Receive reporting by Mainstreet organisations as appropriate.
- Receive reporting against partnership agreements with key cornerstone organisations (as per the Community Funding Policy) and from other community-led organisations as appropriate.
- Assess options for improving public participation in decision making and make recommendations to Council that will strengthen democratic processes at all levels of the organisation.
- Provide input to operational proposals, options, and costs of projects as considered appropriate by the Committee having taken into account value, risk, and public interest (within scope and budgets approved through the Annual Plan or Long-term Plan process or separately by Council).
- Provide input to the proposed approach and options for procurement processes that the Committee considers significant having taken into account value, risk, and public interest.
- Take necessary steps to ensure that procurement processes provide value-for-money.
- Approval of tenders and contracts that are outside of approved staff delegations.
- Ensure that the design and delivery of projects reflect Council's strategic framework ("Our Direction") as appropriate including, but not limited to, the adopted community outcomes and Council's four lead strategies (Tauranga Taurikura – Environment Strategy; Tauranga Matarauui – Inclusive City Strategy; Connected Centres Programme; Western Bay Economic Strategy).
- Ensure that where projects have a potential negative environmental impact, appropriate mitigation is considered in design, delivery, and eventual operations.
- Monitor the delivery of projects. (Note that the 'Five Transportation Projects' will be reported to the City Future Committee, and the projects managed by Te Manawataki o Te Papa Ltd will be reported, alongside other council-controlled organisation reporting, to Council).
- Review regular financial and non-financial performance reporting, including reporting against strategic outcomes, the Long-term Plan, the Annual Plan, and other strategic and implementation documents (including, for instance, action and investment plans adopted as part of Council's strategic framework, Our Direction).
- Provide oversight on the preparation of the Annual Report and other external financial reporting required by legislation.

Power to Act

- To make all decisions necessary to fulfil the role, scope and responsibilities of the Committee subject to the limitations imposed.
- To establish sub-committees, working parties and forums as required.

Power to Recommend

- To Council and/or any standing committee as it deems appropriate.

Chairperson and Deputy Chairperson acting as Co-Chairs

- While the Chairperson and Deputy Chairperson of the Committee roles are separately appointed it is the intention that they act as co-chairs.
 - Only one person can chair a meeting at any one time. The person chairing the meeting has the powers of the chairperson as set out in standing orders and has the option to use the casting vote in the case of an equality of votes.
 - The rotation of the meeting chairs is at the discretion of the Chairperson and Deputy Chairperson and subject to their availability, however it is expected that they will alternate chairing meetings when possible.
 - When the Deputy Chairperson is chairing the meeting, the Chairperson will vacate the chair and enable the Deputy Chairperson to chair the meeting. The Chairperson will be able to stay and participate in the meeting unless they declare a conflict of interest in an item, in which case they will not participate or vote on that item.
 - The Chairperson and Deputy Chairperson will attend pre-agenda briefings and split any other duties outside of meetings, e.g. spokesperson for the Committee.
 - The Chairperson and Deputy Chairperson will jointly oversee and co-ordinate all activities of the Committee within their specific terms of reference and delegated authority, providing guidance and direction to all members and liaising with Council staff in setting the content and priorities of meeting agendas.
 - The Chairperson and Deputy Chairperson will be accountable for ensuring that any recommendations from the Committee are considered by the Tauranga City Council.

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- 1 **OPENING KARAKIA**
- 2 **APOLOGIES**

3 PUBLIC FORUM

3.1 Christine Currie – 7th Avenue Cul-de-sac

ATTACHMENTS

Nil

- 4 ACCEPTANCE OF LATE ITEMS**
- 5 CONFIDENTIAL BUSINESS TO BE TRANSFERRED INTO THE OPEN**
- 6 CHANGE TO ORDER OF BUSINESS**
- 7 DECLARATION OF CONFLICTS OF INTEREST**

8 BUSINESS

8.1 Priority One Annual Report 2023/2024

File Number: A16487535

Author: Lisa Gilmour, City Partnership Specialist

Authoriser: Gareth Wallis, General Manager: City Development & Partnerships

PURPOSE OF THE REPORT

1. That Council receives Priority One's Annual Report for 2023/24, in accordance with the terms of the joint service delivery contract between Priority One and the two councils.

RECOMMENDATIONS

That the City Delivery Committee:

- (a) Receives the report "Priority One Annual Report 2023/2024".

EXECUTIVE SUMMARY

1. Priority One's Annual Report for 2023/24 covers the key outputs of their work during the period 1 July 2023 to 30 June 2024.
2. The report, provided at Attachment 1, addresses the requirements under the Partnership Agreement with Tauranga City Council and Western Bay of Plenty District Council to report annually to Council on actions taken.
3. Tauranga City Council funded Priority One \$1,573,866 through the joint Partnership Agreement in the period reported.
4. Additional payments were made for agreements managed by Priority One in 2023/24, for:
 - Screen attraction work with Film Bay of Plenty – \$100,000
 - International student attraction work with Education Tauranga – \$11,792

These are reported separately, noting that in 2024/25, Film Bay of Plenty now have their own Partnership Agreement directly with Council.

5. Smaller pieces of work were funded through the Community Development team for youth work, including Young Innovators, the Instep programme, and student leaders' programmes. Other payments were made for conference attendance, the Daybreak Festival, mode shift pop up hub support, and training. These amounted to \$59,867.
6. Priority One align their agreed priorities set out in the partnership agreement, with those of their board and membership base through their strategic plan.
7. The contract with Priority One is in accordance with the status and powers of local government as set out in section 12 of the Local Government Act 2002.

BACKGROUND

8. The Annual Report is provided by the economic development agency to Council as part of its role to ensure the organisation's performance is consistent with Council's partnership agreement with them.
9. Priority One is the Western Bay of Plenty's economic development organisation, established in 2001 by the business community in partnership with the sub-region's local authorities.

Priority One's role is to grow the economy of the region. They work with local authorities to ensure local government, and business needs and aspirations are aligned.

10. Priority One has a clear purpose to drive an economy underpinned by talent, education, innovation and business success, in order to deliver a prosperous and sustainable region. Value is delivered to members through strategic work plans across the following key pillars; talent, innovation, Māori economic development, city centre rejuvenation, sustainability and infrastructure.
11. Key achievements in each of these pillars are outlined in the report.

STRATEGIC / STATUTORY CONTEXT

12. Council's partnership with Priority One helps us deliver community outcomes and contributes to a city that is well planned, with a variety of successful and thriving compact centres, and resilient infrastructure.
13. A successful economic development organisation plays a key role in making a significant contribution to the social, economic, cultural, and environmental wellbeing of the region.
14. Tauranga is a city that attracts and supports a range of businesses and education opportunities, creating jobs, and a skilled workforce.

OPTIONS ANALYSIS

15. There are no options as Council is only receiving Priority One's Annual Report for 2023/24.

FINANCIAL CONSIDERATIONS

16. The financial considerations are outlined in the report.

LEGAL IMPLICATIONS / RISKS

17. The Annual Report meets the legislative requirements for the economic development agency to provide Council with an overview of performance.

CONSULTATION / ENGAGEMENT

18. No consultation or engagement is required or planned.

SIGNIFICANCE

19. The Local Government Act 2002 requires an assessment of the significance of matters, issues, proposals and decisions in this report against Council's Significance and Engagement Policy. Council acknowledges that in some instances a matter, issue, proposal or decision may have a high degree of importance to individuals, groups, or agencies affected by the report.
20. In making this assessment, consideration has been given to the likely impact, and likely consequences for:
 - (a) the current and future social, economic, environmental, or cultural well-being of the district or region;
 - (b) any persons who are likely to be particularly affected by, or interested in, the matter; and
 - (c) the capacity of the local authority to perform its role, and the financial and other costs of doing so.
21. In accordance with the considerations above, criteria and thresholds in the policy, it is considered that the matter is of low significance.


ENGAGEMENT

22. Taking into consideration the above assessment, that the matter is of low significance, officers are of the opinion that no further engagement is required prior to Council making a decision.

NEXT STEPS

23. Priority One will have an opportunity to present their Annual Report and answer any questions during the Council's consideration of this paper on 10 March 2025.
24. The report is published on Priority One's website.

ATTACHMENTS

1. **Priority-One-Annual-Report 2023/24 - A17105528 (Separate Attachments 1)** 

8.2 7th Avenue cul-de-sac Post-Implementation Review

File Number: A17519312

Author: Cameron Barnes, Portfolio Manager: Transport Infrastructure

Authoriser: Nic Johansson, General Manager: Infrastructure

PURPOSE OF THE REPORT

1. To respond to the Project Planning & Monitoring Committee Resolution PPM2/24/2 through provision of this report on findings on additional engagement and potential options relating to the Seventh Avenue cul-de-sac.

RECOMMENDATIONS

That the Community & Performance Committee:

- (a) Receives the report "7th Avenue cul-de-sac Post-Implementation Review".
- (b) Notes the survey responses indicate majority support for retaining the Seventh Avenue cul-de-sac
- (c) Notes the survey feedback indicates high interest in increasing parking in the area and provides direction on whether further investigation is required.
- (d) Notes the survey feedback indicates interest in changes to Bus lanes/Bus stop and endorses Council providing additional signage to demarcate short term parking on Cameron Road.
- (e) Approves Option 1: **Do Minimum**. By adoption of this report and the survey feedback as satisfying the "engagement" requirement of Committee Resolution PPM3/24/3.

EXECUTIVE SUMMARY

2. Committee Resolution PPM2/24/2 requested Staff undertake additional engagement and assess potential options relating to the Seventh Avenue cul-de-sac to provide direction on whether further investigation is required.
3. Staff do not recommend further investigation nor removal of the cul-de-sac as the majority of the feedback was either neutral or positive about the installation and primarily feedback about improvements related to the provision of more parking.
4. For the Engagement was by a survey primarily conducted in person with affected parties and the wider community. Options proposed are formed from survey responses. Responses are contained in *Seventh Avenue Cul-de-sac Post-Implementation Survey Summary* in Attachment 1.
5. From the 72 identified properties (and individual tenancies there-in) Council received 52 survey responses within the survey window.
6. Regarding reopening of the Seventh Avenue cul-de-sac, the majority (66%) of all collective respondents (not grouped by location or type) do not support reopening. Most (77%) Seventh Avenue respondents (grouped by location) do not support reopening. In addition for properties on Cameron Road – 50% either "like it/are happy it is there" (21%) or "have no strong view" (29%).

7. The survey responses indicate high interest in increased parking in the area including reinstatement of berm parking, new parking creation or amendment to bus lanes/reduction of bus stop.
8. The NPS-UD (National Policy Statement – Urban Development) has the effect of removing minimum car parking rates from district plans to enable more housing and commercial developments, particularly in higher density areas where people do not necessarily need to own or use a car to access jobs, services, or amenities. As such these residential parks are informal and street lengths vary dramatically so these numbers have baselines are not kept for the amount of parking in the area.
9. However, the Cul-de-sac and Cameron Road reconfiguration generated a net change of zero (0) for on-street carparks. The construction of the Cul-de-sac removed 7 carparks (from 16 carparks down to 9) on Seventh Ave. An additional length of carparking has been provided on Cameron Rd. Approximately 42m long, it is able to accommodate 7 carparks when the bus lanes are not operating as a clear way.
10. Smart growth, the Urban Form and Transport Initiative (UFTI) and the connected centres strategy is the strategic framework against which all transport projects the western bay sub region are assessed. It includes Waka Kotahi, western bay and the regional council networks and services network and has successfully aligned the planning of the network amongst the partners.
11. Cameron Road Stage 1 (“CRS1”), and all other transport projects, must show how they achieve the outcomes of the strategy and provide assurance to central government that the strategic network requirements will be met by the project as a requirement in the Regional Land Transport Plan and National Land Transport Programme processes.
12. The form of Cameron Rd Stage 1 is therefore designed to meet these strategic objectives and forms a ‘central transport spine’ to enable this strategy.
13. The spines’ function is a high frequency public transport route with safe and accessible walking and cycling facilities and that assists in the growth aspirations along the Te papa Peninsula and Tauriko west.
14. This means that the strategic function of the corridor generally supersedes lesser priorities as it performs a higher strategic transport function which delivers a wider network benefit. The engagement process is designed to help to identify community and stakeholder issues with this strategic intent and the project endeavours to come up with a practicable option. In the instance where a trade-off is required the strategic function is usually chosen.
15. In this case the cul-de-sac was implemented because it delivered the project outcomes such as:
 - A continuous cycle route, giving cyclists the right of way across the side road.
 - Maximising space and accessibility for all active modes
 - Providing a safer environment for vehicles and active modes
 - Allowing safe access to and egress for busses at a nearby bus stop
16. The removal of the Seventh Avenue cul-de-sac:
 - (a) provides little or no overall network traffic benefit,
 - (b) may reduce the efficiency of busses and
 - (c) will likely increase local access for residents in the street.
 - (d) Cost circa \$400k to \$500k
17. Staff believe that on balance between the outcomes already in place, the recent engagement with directly affected residents and businesses and the cost of removing the cul-de-sac that no further action be taken.

BACKGROUND

18. The Urban Form and Transport Initiative (UFTI) is a collaboration between SmartGrowth and Waka Kotahi NZ Transport Agency formed in 2019, whose task was to develop a long-term, integrated masterplan for urban development and transport in the western Bay of Plenty.
19. As part of UFTI, the Connected Centres approach was chosen as the desired transport/ land use pattern as it offers the best outcome for people to live and move around the sub-region and connect to the upper North Island in the future.
20. These concepts encourage strong local centres and connected neighbourhoods. On the ground this would translate to:
 - (a) creating four high frequency public transport routes in the existing North, East, West and Central corridors which better link people to their place of living, work, and recreational locations
 - (b) further developing urban communities around Omokoroa, Matua/Otūmoetai, Arataki, Pāpāmoa, Wairakei, and around wider Te Puke, which will also be connected by safe and accessible walking and cycling facilities.
21. The design of Cameron Road Stage 1 which includes the conversion of Seventh Avenue/Cameron Road intersection to a cul-de-sac, reflects this approach and this network strategy has informed the investment objectives and design philosophy statement below.
22. An initial overview of CRS1 design was presented to Council's Transport Committee on 10 December 2018.
23. The Projects investment objectives which were:
 - (a) Improved road safety on the corridor by reducing deaths and serious injuries
 - (b) Improved sense of place on the corridor by improved personal safety and cultural identity
 - (c) Increased active and public transport mode choice and use and implement it to ensure it met those key objectives.
24. These objectives translate into a design philosophy statement and guided decisions around the form of intersections.
25. As CRS1 designs progressed, engagement was undertaken in various forms over the subsequent years, including direct consultation with local property owners and local businesses. Concerns were expressed in relation to the engagement undertaken and potential negative impacts of the proposed cul-de-sac.
26. Council considered these concerns alongside the CRS1 project objectives and subsequently endorsed the commencement of the project, including the construction of the Seventh Avenue cul-de-sac ("cul-de-sac"). Cul-de-sac works were completed in early 2024.
27. Four "minor" intersections were considered for closure, and 3 were identified as left in left out (LILO) and 1 as a possible closure (7th avenue).
28. The Cul-de-sac and Cameron Road reconfiguration generated a net change of 0 zero for on-street carparks. The construction of the Cul-de-sac removed 7 carparks (from 16 carparks down to 9) on Seventh Ave. An additional length of carparking has been provided on Cameron Rd. Approximately 42m long, it is able to accommodate 7 carparks, meaning a net 0 loss of parking in the area when bus lanes are not operative.
29. Following the election of a new Mayor and Councillors in July 2024, further property owner feedback requested they reconsider the decision and remove the Seventh Avenue cul-de-sac.

CURRENT PROJECT

30. In recognition of the concerns regarding consultation during this projects Councils PPM Committee concluded further engagement was required.

31. Resolution PPM2/24/2 was that the Committee:
- Receives the report "7th Avenue cul-de-sac".
 - Agrees that the Public Excluded Attachment "Commissioners Briefing Cameron Road Stage 1" to remain in confidential due to legal privilege and privacy reasons.
 - staff engage with the affected parties and the wider community and provide a report on the findings of the engagement and potential options relating to the Seventh Avenue cul-de-sac. (as amended in PPM Committee Amended by Project PPM3/24/3 dated 25 November 2024)
32. Staff considered the "Affected Parties" to be the owners and occupiers of properties immediately adjacent the Seventh Avenue cul-de-sac. (Red boxes in Graphic 1) The "Wider Community" was considered to be the owners and occupiers of properties likely affected by revised traffic movement from the closure of Seventh Avenue as a cul-de-sac. (Orange boxes in Graphic 1). These became the 'subject properties' for survey purposes.



Graphic 1: Affected Parties & Wider Community

33. Staff considered a survey as the most appropriate engagement method for such a specific location with a broader previous engagement history. Conducting in-person surveys was the preferred method of data collection.
34. In this process the wider stakeholder groups were not consulted further as the recent concerns raised primarily focussed on access to and from 7th avenue.

CONSULTATION / ENGAGEMENT

35. The survey questions sought to understand how people living and working near the cul-de-sac; 1) found the consultation prior to implementation, 2) viewed the cul-de-sac, 3) were impacted and 4) if they had any other feedback regarding the broader project effects.
36. The survey questions and detailed analysis are contained in the *Seventh Avenue Cul-de-sac Post-Implementation Survey Summary* in Attachment 1.
37. In-person surveys were conducted with as many of the occupants of the subject properties as possible. Where an in-person survey could not be conducted a paper survey was left for population and returned to Council via the email address provided or by physical collection upon TCC staff return visit.
38. To ensure appropriate depth of contact, the survey was also mailed to the registered owners of all properties in Graphic 1 as some of these may not reside/occupy their property.
39. From the 72 identified properties (and individual tenancies there-in) Council received 52 survey responses within the survey window.

40. 4 responses were received after the survey had closed. 1 was from a resident who was supportive of the cul-de-sac and the safer environment it created. 3 were from the same family of a property owner from the survey area.
41. These respondents were divided into 6 location categories as per Table 1 below. As per the targeted survey, the majority of responses came from subject properties on Cameron Road (27%) and Seventh Avenue (25%).

Reponses on Seventh Avenue cul-de-sac

Category of Respondent	% of Responses	# / 52 Responses
Owner of a House	25	13 / 52
Renter of a House	21	11 / 52
Owner of a Business Property	12	6 / 52
Tenant of Business Property	17	9 / 52
Employee at a business	23	12 / 52
Other	2	1 / 52

Table 1. Respondent categories with % and number against total responses received.

42. As discussed the majority of respondents (66%) either *"like it/are happy it is there"* (33%) or *"have no strong view"* (33%).
43. There was a notable split of opinion between Cameron Road property responses and Seventh Avenue property responses. For all properties on Cameron Road – 50% either *"like it/are happy it is there"* (21%) or *"have no strong view"* (29%).
44. For all properties on Seventh Avenue it is clear that the majority (77%) of most directly impacted respondents either *"like it/are happy it is there"* (69%) or *"have no strong view"* (8%).
45. Neither of these survey respondent groupings returned a majority that *"dislike it/wish it was removed"*.

Negative Impacts and other feedback regarding Seventh Avenue cul-de-sac

46. Feedback was varied on the impact of the Seventh Avenue cul-de-sac but the overwhelming theme was the reduction of parking. 25 comments noted the reduction in parking spaces with 6 comments specifically noting the loss of berm parking.
47. Inconvenience was the next most mentioned theme with some businesses noting it was difficult for staff and visitors to get to the premises. Employees at local businesses noted it was inconvenient and time-consuming to have to access Cameron Road via Sixth or Eighth Avenues.
48. Concern was raised as to the loss of carparking on Cameron Road. This was in part attributed to the bus stop being oversized. It was also obvious, from conversations with respondents, that confusion exists regarding signage and when one can park in the bus lane.
49. Of note are the concerns raised on the use of the 47 Seventh Avenue/339 Cameron Road Carpark as a rat run to Sixth Avenue. This may cause conflicts with car park users, particularly vulnerable populations visiting the District Health Board.

Positive feedback regarding Seventh Avenue cul-de-sac

50. The majority of respondents from Seventh Avenue – owners, renters, tenants and employees alike. It is important to note that 16 responses noted no adverse impacts of the cul-de-sac on their business or in general.
51. Positive comments included the increased feeling of safety on Seventh Avenue, the reduction in traffic and traffic speed around the subject area and increased aesthetics of the cul-de-sac.

Summary of engagement and possible remedial actions

52. Only 33% of total responses *"wish it was removed"*. This does not appear to be sufficient demand to consider the removal of the Seventh Avenue cul-de-sac as an option.

53. In answer to “*What impact has the cul-de-sac had on you, your business, or your family?*” the overall sentiment does not appear to be sufficient to consider the removal, reopening or partial reopening of the Seventh Avenue cul-de-sac however the overall sentiment does appear sufficient to consider options for increased parking.
54. Further, it does appear appropriate to investigate options to increase understanding of bus lane usage for parking and reducing the bus stop size to allow for short term parking.
55. All comments are contained in the *Seventh Avenue Cul-de-sac Post-Implementation Survey Summary* in Attachment 1.

STATUTORY CONTEXT

56. The Local Government Act sets out Council’s legal obligations in relation to the making of decisions and consultation with interested and affected persons. This has been addressed in previous legal opinion provided to Council.

STRATEGIC ALIGNMENT

57. Strategic context has been discussed previously however the objectives of CRS1 proposed to provide options that supported the strategic intent in UFTI and the government GPS of 2021-2024 which has substantially changed compared to the GPS 2024 – 2027.

OPTIONS

58. In the development of the following options, the traffic impacts of any change are negligible and therefore do not form part of the consideration. Community feedback is the key driver for change in this project and the options below reflect this.
59. **Option 1: Do Minimum.** By adoption of this report and the survey feedback as satisfying the “engagement” requirement of Committee Resolution *PPM3/24/3*.
60. **Option 2: Investigate opportunities to provide additional Parking.** Further to Paragraph 32, it is recommended Council investigate remedy for the most common complaint in survey responses. This option also aligns with “possible remedial actions” as noted in the PPM Committee Report of 21 October 2024. Specifically, the suggestion of “*Exploring the creation of additional parking on Seventh and Eighth Avenue(s)*”
61. **Option 3: Reduce the bus stop size, restore some short-term parks and improve parking signage on Cameron Road.** The views in Paragraph 33 are a of a similar ‘lack of parking’ theme. It would divert funding from other more pressing projects in the LTP.
62. **Option 4: Consider some form of reopening of the Seventh Avenue Cul-de-sac.** This Option would satisfy some responses, but it is likely to be costly, create further disruption to the area and divert funding from other more pressing projects in the LTP.

OPTIONS ANALYSIS

63. **Option 1: Do Minimum** is low cost and effectively complete. However, to be satisfied with Option 1 could be considered dismissive of the community feedback gathered in the survey.
64. Whilst Option 1 does satisfy the resolution to “*engage with the affected parties and the wider community and provide a report on the findings of the engagement*”, it does not adequately address provision of “*potential options relating to the Seventh Avenue cul-de-sac*”.
65. **Option 2: Investigate opportunities to provide additional Parking.** This will need to be carefully investigated and require significant assessment and consultation. Consultation will be with same affected parties and wider community who populated this survey.
66. There are two parking themes to address as per survey comments: loss of street parking on Seventh Avenue and the recent reduction of berm parking in the area. There appears to be a net loss of 4 formed spaces on Seventh Avenue and loss of 15-20 berm parking opportunities in Eighth Avenue.



67. Whilst creation of new parking would require significant investigation, site assessment and consultation to confirm, it appears possible to fit 8 new formed spaces on Seventh Avenue in a similar configuration to existing spaces. See mark-up below.
68. Assuming a like-for-like construction Council could adopt an initial cost estimate of \$40,000 - \$45,000 per formed space. This assumes favourable subsurface conditions and makes no allowance for enabling works such as rock excavation or tree removal. Indicative project estimate would be \$250,000 - \$280,000 for 8 new formed spaces on Seventh Avenue
69. It would also need to consider the current on-street spaces *lost*. The 3 vehicles shown above could no longer park there. This would mean the 8 new spaces would be an effective nett gain of only 3 spaces. The number of spaces created would have to *significantly* increase to achieve viable nett gains.
70. Providing any new spaces would need to be considered against the *Draft TCC City Centre Parking Management Plan* and aligned with future needs of the area. The *Plan* contains specific guidance on berm parking north of Eleventh Avenue.
71. **Option 3: Reduce the bus stop size, restore some short-term parks and improve parking signage on Cameron Road.** This would be relatively simple to achieve. Steel guard could be applied to cover the Bus Stop and Bus Lane paint marking. This application, repainting of the lines and Temporary Traffic Management to support is approximately \$30,000 if undertaken as an independent project.
72. These works could provide additional Parking and clarify when other spaces could be used on Cameron Road by reducing the size of the bus stop and clearly displaying parking timing. It might also provide specific relief to local businesses that have a need for short term parking.
73. Unfortunately, this option is likely to degrade the integrity of the Bus Lane provision as an integral part of the CRS1 objectives. Less so it is simply if this an education piece and updated signage is provided to clarify space availability.
74. Signage could be introduced to provide a smaller bus stop and some additional short term parking spaces.
75. **Option 4: Consider some form of reopening of the Seventh Avenue Cul-de-sac.** This Option would satisfy some of the responses, but it is likely to be costly, create further disruption to the area and divert funding from other more pressing projects in the LTP.
76. The CRS1 project was undertaken to enable the City to adapt to growth through provision of a multi-modal corridor. Reopening of the Seventh Avenue cul-de-sac will interrupt the Bus

Lane constructed as a key pillar of the CRS1 objectives and undo the aesthetic improvements achieved by the sculpture and landscaping.

77. The majority of those who claim adverse impacts of the cul-de-sac implementation, refer to lost parking and inconvenience as the key issues. This is not an uncommon reaction to the implementation of transport focus change via multi-modal projects.
78. Reopening the cul-de-sac and making good / integrating would likely cost approx. \$400,000 - \$500,000.

FINANCIAL CONSIDERATIONS

79. The financial costs for each option are varied and addressed in the Options Analysis.
80. Council must also consider the cost of a devalued CSR1 project – should any of its components be significantly altered.
81. Council staff have spent many hours engaging with the affected parties and wider community. This is the second significant allocation of resources to revisit this issue at the request of a single business owner.

LEGAL IMPLICATIONS / RISKS

82. Legal considerations are covered in the confidential attachment “Commissioner Briefing Information” as previously distributed to Councillors.

TE AO MĀORI APPROACH

83. Mana whenua were partners on the design of CRS1. This report creates no further implications for mana whenua. NB: Feedback was received from RMA Representative with ‘no concerns raised’.

CLIMATE IMPACT

84. CRS1 was implemented to accommodate future growth encourage more multi-modal transport and more green space, thereby generating a positive climate impact.
85. This report has no further climate implications.


SIGNIFICANCE

86. The Local Government Act 2002 requires an assessment of the significance of matters, issues, proposals and decisions in this report against Council’s Significance and Engagement Policy. Council acknowledges that in some instances a matter, issue, proposal or decision may have a high degree of importance to individuals, groups, or agencies affected by the report.
87. In making this assessment, consideration has been given to the likely impact, and likely consequences for:
 - (a) the current and future social, economic, environmental, or cultural well-being of the district or region
 - (b) any persons who are likely to be particularly affected by, or interested in, the issue.
 - (c) the capacity of the local authority to perform its role, and the financial and other costs of doing so.
88. In accordance with the considerations above, criteria and thresholds in the policy, it is considered that the issue is of medium significance. Although this issue may be of high significance to affected local businesses, these are limited in number and must be balanced against the responses received from the wider community.

ENGAGEMENT

89. Taking into consideration the above assessment, that the issue is of medium significance, officers are of the opinion that no further engagement is required prior to Council deciding on a course of action.
90. Council has undertaken targeted engagement with the affected audience.

ATTACHMENTS

1. **ATTACHMENT 1: Supporting Document for 7th Avenue Cul-de-sac Post Implementation Review Report - A17535478** [↓](#) 

Attachment 1: Seventh Avenue Cul-de-sac Post-Implementation Survey Summary

Survey Questions

**Seventh Avenue Cul-de-sac
Feedback Form**



Name: _____

Address: _____

(or location surveyed) | _____

Contact details: _____

Email: _____

In this locality, are you a... <i>(tick the relevant box below)</i>	
<input type="checkbox"/> Renter of a house <input type="checkbox"/> Owner of a house <input type="checkbox"/> Visitor to a house <input type="checkbox"/> Other (please specify) _____	<input type="checkbox"/> Owner of a business property <input type="checkbox"/> Tenant of a business property <input type="checkbox"/> Customer/visitor to a business <input type="checkbox"/> Employee at a local business
Did you live, work or visit Seventh Avenue when the cul-de-sac was created in 2023? <i>(tick the relevant box below)</i>	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, were you consulted before the implementation of the cul-de-sac? <i>(tick the relevant box below)</i>	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
If consulted, do you have any feedback on the consultation process?	

What is your current view of the Seventh Avenue cul-de-sac? <i>(tick the relevant box below)</i>	
<input type="checkbox"/> Like it – I'm happy it is there. <input type="checkbox"/> No strong view. <input type="checkbox"/> Dislike it - I wish it was removed.	<input type="checkbox"/> Other – please explain
What impact has the cul-de-sac had on you, your business, or your family?	

Any other comments regarding the cul-de-sac, parking, or traffic in this immediate area?	

Thank you for taking the time to share your feedback with us.

Seventh Avenue Consultation Survey / Overview

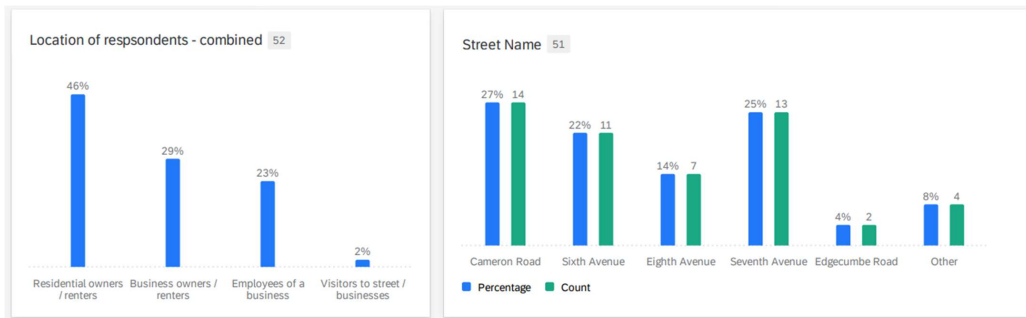


View data: Location of respondents

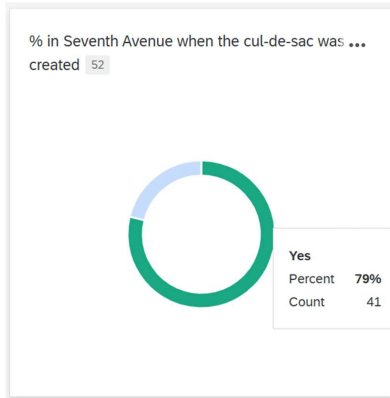
Q10 - In relation to Seventh Avenue, are you a ...	Percentage	Count	Number of responses (Percentage)	Number of responses (Count)
Owner of a house	25%	13	13/52	13
Renter of a house	21%	11	11/52	11
Owner of a business property	12%	6	6/52	6
Renter of a business property	17%	9	9/52	9
Employee located at a business	23%	12	12/52	12
Other (please specify)	2%	1	1/52	1

< 1 of 1 >

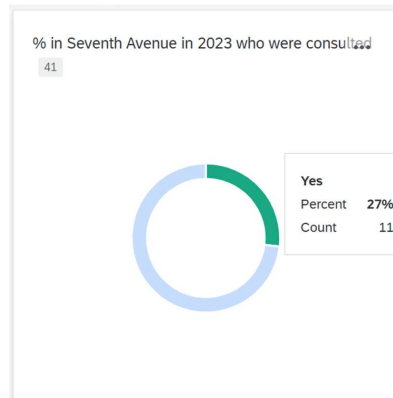
Q: Location of Respondents



Q: Here when Cul-de-sac created



Q: Who were Consulted



Q: Feedback on Consultation (8 Comments)

Feedback on consultation 8

Owner of a house
Edgecumbe Road

It was fine, I cant remember too much but we were aware of the process and were fine about it

Renter of a business property
Cameron Road

Did talk to council but at the end of the day, wasn't listened to.

Owner of a house
Seventh Avenue

No

Owner of a house
Other

We were happy with the consultation process and being able to provide our feedback.

Employee located at a business
Sixth Avenue

Consultation was very close to construction time - maybe 2 months before. Was more about Cameron Road than cul de sac. Learnt about closure as happening. Couldn't change everything in time.

Seventh Avenue

Was clear and fine. Your reason for changing was made quite clear, was a good idea.

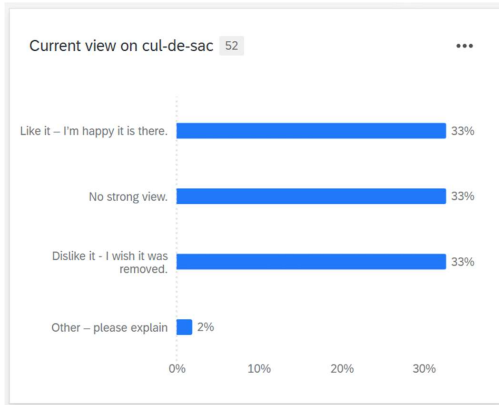
Employee located at a business
Sixth Avenue

BUSINESS is NZ Post shop. Consultation was pretty brief. An Australian come down 6 months before works and mentioned the cul de sac. Then the contractors were the next ones here.

Employee located at a business
Other

We had a lot of contact to do with the cul-de-sac and wides project. Was informed during construction - although contractors, some inaccurate info. Recalls TCC engagement and open days etc.

Q: Current View on cul-de-sac

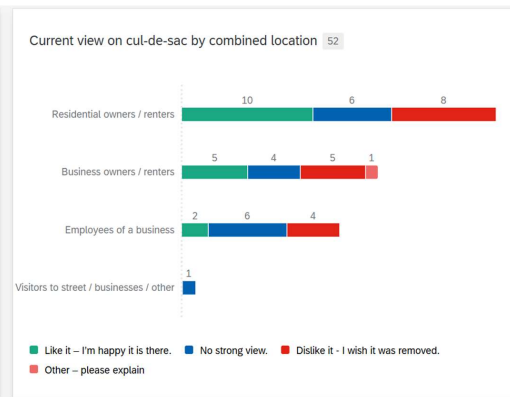
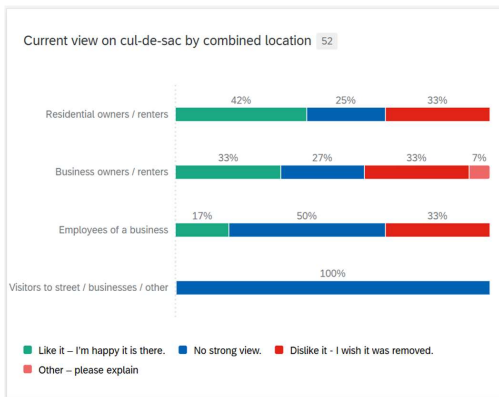
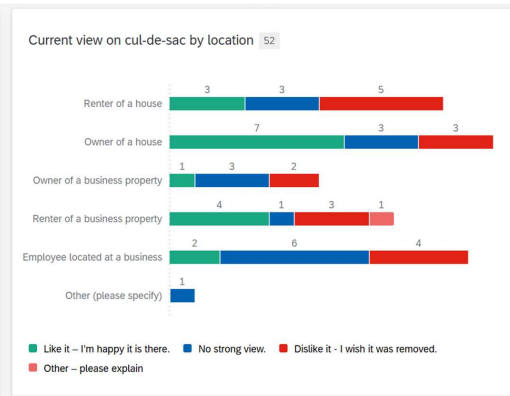
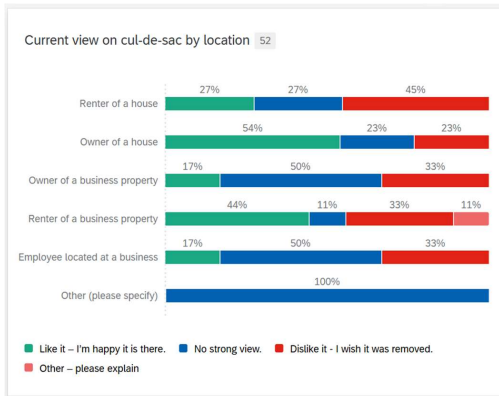


View data: Current view on cul-de-sac

Q14 - What is your current view of the Seventh Avenue cul-de-sac?	Count	Number of responses
Like it - I'm happy it is there.	33%	17/52
No strong view.	33%	17/52
Dislike it - I wish it was removed.	33%	17/52
Other - please explain	2%	1/52

< 1 of 1 >

Current View on Cul-de-sac (by groupings)





Q: What impact has the cul-de-sac had on you, your business, or your family? (48 Responses)

Impact on you, your business, or family. 48

Owner of a house
Sixth Avenue

Possibly some increased traffic

Renter of a house
Seventh Avenue

Safe

Other (please specify)
Seventh Avenue

Re consultation - not consulted, informed yes, consulted no

N/A - none

Renter of a house
Other

It's a real nuisance and limits parking options for businesses.

Renter of a house
Seventh Avenue

We initially didn't like it, for access, but now enjoy the peace and it's a lot safer. No more cars speeding about.

Renter of a business property
Cameron Road

Warehouse Stationery - no impact on business

Renter of a business property
Cameron Road

Warehouse Stationery - none

Owner of a house
Eighth Avenue

Means have to go to another street with lights at Cameron

Renter of a house
Sixth Avenue

Lived here for 9 years. Wants to open it: uses carpark to turn out of 7th Ave. Lots of people do the same.

Renter of a business property
Seventh Avenue

ER Dental LTD. Patients late due to road confusion and direct access off Cameron Road.

Employee located at a business
Cameron Road

-Wish we were considered to be asked. Waste of money. Green area waste NO ONE sits there total waste of money. -No parking - we have had to install speed humps due to cars racing through our car parks loss of parking for staff, patients etc.

<p>Employee located at a business Cameron Road</p> <p>Just a bit annoying you cant access Cameron Road from it or get to Seventh Ave from Cameron</p>	<p>Owner of a house Edgecumbe Road</p> <p>No impact at all. Much better having the cul de sac than a through road.</p>	<p>Employee located at a business Cameron Road</p> <p>Several carparks removed, trucks cars etc. race through the carpark to cross through</p>
<p>Renter of a house Seventh Avenue</p> <p>Less ease of access to my place of residence and needless delay to my commute to work.</p>	<p>Renter of a business property Cameron Road</p> <p>Some of our customers use to park along Seventh Avenue</p>	<p>Owner of a house Seventh Avenue</p> <p>The cul de sac has added to the aesthetic value of the avenue. Traffic has also slowed down a little bit coming down the road from edgecumbe road.</p>
<p>Owner of a house Seventh Avenue</p> <p>Not really</p>	<p>Owner of a house Seventh Avenue</p> <p>Street has become a lot busier especially with parking and getting in and out of the street is harder.</p>	<p>Owner of a business property Cameron Road</p> <p>[Nikki is a property owner and received the letter via postal mail]</p>
<p>Owner of a house Seventh Avenue</p> <p>Not enough parking - previously people could park on Cameron Road. Also can no longer park behind the kerb. This is very limiting of parking.</p>	<p>Renter of a house Edgecumbe Road</p> <p>Edgecumbe Road a racetrack, cars drifting at night. Traffic bumps maybe?</p>	<p>The works undertaken took a huge impact of accessibility to the cafe tenancy biz with their rent dropping by approx 90%. They were unable to pay rent and we as the landlord had to try and work with them. We wrote to the Council about the issue of possible compensation however Council was not interested in the slightest.</p>
<p>Renter of a house Sixth Avenue</p> <p>Increased traffic on 6th Avenue. Observed inconveniences for people driving on 7th ave</p>	<p>Owner of a house Seventh Avenue</p> <p>Re. consultation - was aware that the cul-de-sac was going to be installed but have no recollection of any consultation</p>	<p>Renter of a business property Seventh Avenue</p> <p>NA</p>
<p>Renter of a house Sixth Avenue</p> <p>Increased traffic on 6th Avenue. Observed inconveniences for people driving on 7th ave</p>	<p>-Has made the street a quieter safer street for resident with families. Please do not waste more money by removing it. The net number of car parks is unchanged.</p>	<p>Owner of a house Seventh Avenue</p> <p>None really. Happy to use 6th and 8th Avenue. Cameron Road is flowing well, with the way it has been done.</p>
<p>Employee located at a business Sixth Avenue</p> <p>Access confused people for a while but we fixed that. There needs to be more signage from 7th ave entry as we are tucked away.</p>	<p>Owner of a house Other</p>	<p>Employee located at a business Sixth Avenue</p>
<p>Employee located at a business Seventh Avenue</p> <p>NA</p>	<p>The avenue has now become more of a residential street, safe for children + nice for walking.</p>	<p>Had to change GPS location as people couldnt access as they had before - took you to the wrong location. Had to change "missed delivery" sheets to 6th Avenue so people could find their way in. Had to change signs on 7th ave.</p>

<p>Owner of a house Sixth Avenue</p> <p>-Gave feedback via website twice. Asked twice, 2nd time Commissioners.</p> <p>-Makes Sixth Ave busy - people zoom really fast - thinks needs speed humps lots more traffic</p>	<p>Employee located at a business Cameron Road</p> <p>-I heard there was a lack of consultation -It has impacted hugely - there is limited parking space - an increase of vehicles cutting through out carpark to get to 6th ave - we had to get speed bumps put in to slow the traffic down as our elderly patients were affected getting to their cars.</p>	<p>Employee located at a business Other</p> <p>-During construction phase - impacted - took a long time - overall project -Closure of 7th Ave not impacted so much -Appreciate benefits (cycles) of closure</p> <hr/> <p>Owner of a business property Eighth Avenue</p> <p>Doesn't really affect us</p>
<p>Owner of a business property Eighth Avenue</p> <p>No impact</p>	<p>Renter of a business property Cameron Road</p> <p>McLarens Tauranga is Business name. No through road to Cameron Road. Less parking on Cameron Road outside our workplace.</p>	<p>Employee located at a business Other</p> <p>It is hugely inconvenient the access to Cameron Rd has been cut off. I am visiting in the community and would often use 7th Ave/Cameron access. The parking has been reduced. The turnaround at the top is a massive waste of space.</p>
<p>Owner of a house Sixth Avenue</p> <p>No impact</p>	<p>Employee located at a business Eighth Avenue</p> <p>Like it, easier to get to the post office. Has pros and cons (likely cons for residents) doesn't impact our business through</p>	
<p>Owner of a business property Eighth Avenue</p> <p>Biggest impact is loss of parking due to NZME & health building employees taking the parks.</p>	<p>Employee located at a business Cameron Road</p> <p>Confusion for some patients who were used to using it as an accessway to Cameron Rd. There has been a significant uptake in people using our carpark as an accessway to Sixth Ave and this has led to several near misses which has led to speed bumps being installed here. This has had minimal reduction in this.</p>	<p>Renter of a house Sixth Avenue</p> <p>No impact</p>
<p>Renter of a business property Cameron Road</p> <p>Loss of staff parking has caused issues for our business. The design of the footpath and bus shelter has caused flooding issues for the entrance of the building.</p>		<p>Renter of a business property Cameron Road</p> <p>Warehouse Stationery - no impact on business felt in store</p>

8.3 Mount Maunganui Hot Pools Opening Hours

File Number: A16901817

Author: Alison Law, **Manager:** Spaces & Places

Authoriser: Barbara Dempsey, **General Manager:** Community Services

PURPOSE OF THE REPORT

1. To provide Councillors with relevant information outlining the rationale for the opening hours of the Mount Maunganui Hot Pools. This report responds to a public petition submitted by an early morning aqua walker, requesting that the Pool opens at the earlier time of 6am (currently 7am).

RECOMMENDATIONS

That the City Delivery Committee:

- (a) Receives the report "Mount Maunganui Hot Pools Opening Hours".
- (b) Approves Option 1 of the report, that the Mount Hot Pools weekday opening hours remain at 7am.

EXECUTIVE SUMMARY

2. The Mount Hot Pools are managed by Bay Venues Ltd and the information in this report is provided by Tina Harris-Ririnui, GM Operations.
3. The Mount Hot Pools adjusted its weekday opening hours from 6am to 7am during Covid. A 2022 review revealed no reduction in overall early morning attendance—patrons adjusted to the later opening time. Current data shows an average of 29 visits between 7am and 8am on weekdays, primarily from retired or semi-retired patrons.
4. Nationally, comparable hot pool facilities operate an average of 11.75 hours per day, typically opening between 9am and 10am. In contrast, Mount Hot Pools operates for 15 hours daily from 7am to 10pm six days per week (Sundays and public holidays 8am to 10pm).
5. The aquatic centres the petitioner compared to are those with swimming clubs/squads, which are more comparable to Baywave, Greerton and Otūmoetai which all open at 6am and provide a local early morning Aquatic option.
6. Regular patrons who prefer to exercise earlier than 7am have been encouraged to utilise the Baywave leisure pool that is heated to the same temperature as the Mount Hot Pools active pool, 32 degrees. The leisure pool is perfect for lane walking and there is plenty of available space at this time of the morning.
7. Extending Mount Hot Pools' hours to 6am would incur an annual cost of \$52,000, with little to no revenue increase, making it financially unsustainable within current budgets.

BACKGROUND

8. Prior to Covid, the Mount Hot Pools opened at 6am Monday to Saturday and 8am Sundays and public holidays. As a response to Covid we reduced the early morning opening times from 6am to 7am.
9. In 2022 we reviewed the number of early morning visits and noted the same amount of visits were attending between 7am-8am as were previously attending between 6am-8am.

10. The Aquatics team are onsite from 6am in the morning preparing the venue ahead of opening and work through until 10.30pm in the evening.
11. Currently, the Mount Hot Pools averages 29 visits between 7am and 8am on weekdays, with the majority being regular patrons holding memberships or passes, resulting in a low average spend per head (see Appendix). Most early morning attendees are retirees or semi-retired individuals.
12. When a decision was made to retain the opening hours at 7am, those that wanted to exercise earlier were encouraged to utilise the Baywave leisure pool that is heated to the same temperature, 32 degrees, and where a spa / sauna / steam room is also available.
13. Compared to similar hot pool facilities across the country, which typically operate for an average of 11.75 hours per day, opening between 9am and 10am, the Mount Hot Pools stand out with extended hours, operating 15 hours a day from 7am.

Facility	Open	Close	Hours
Hanmer Springs	10am	9pm	11
Taupo De Bretts Spa	10am	9pm	11
Tekapo Springs	10am	9pm	11
The Lost Spring	9.30am	9pm	11.5
He Puna Taimoana	10am	10pm	12
Fernland Hot Pools	9.30am	10.30pm	13
Oropi Hot Pools	10am	9pm	11
Polynesian Pools	9am	11pm	13
National Average	9.45am	9.30pm	11.75
Mount Hot Pools	7am	10pm	15

14. Given the pattern and data of historical use, if we opened at 6am we expect occupancy will remain the same but spread across more hours. If we amend the pool opening hours to 6am, it will cost us nearly \$1,000 per week or \$52,000 per year.
15. Average attendance between 7am – 8am is currently 29 people. At 7.15am in the morning an average of ten people exercise in the Mount Hot Pools Active Pool. Lane ropes are placed into the pool at approx. 7.40am to separate the pool into different areas for walkers, exercise classes and other activity.
16. An average of ten people attend the Aqua Resist class, delivered by an external party, which starts at 7.45am, 4-days a week. The Aqua Resist class is held in the Active Pool taking up quarter of the pool space. An average of 6-7 people opt to exercise in the designated lane walking space which takes up half of the pool.

STRATEGIC ALIGNMENT

17. This contributes to the promotion or achievement of the following strategic community outcome(s):

	Contributes
We are an inclusive city	✓
We value, protect and enhance the environment	<input type="checkbox"/>
We are a well-planned city	✓
We can move around our city easily	<input type="checkbox"/>
We are a city that supports business and education	<input type="checkbox"/>

OPTIONS ANALYSIS

18. Option 1: Pool weekday opening hours remain at 7am - Recommended

Advantages	Disadvantages
<ul style="list-style-type: none"> • No additional cost of \$52,000 a year • Early morning regular patrons can access Baywave from 6am which offers a similar experience, albeit an indoor facility 	<ul style="list-style-type: none"> • Early morning patrons who are fond of the Mount Hot Pools can only access the facility from 7am

Option 2: Pool weekday opening hours change to 6am

Advantages	Disadvantages
<ul style="list-style-type: none"> • Early morning patrons who are fond of the Mount Hot Pools can access the facility from 6am 	<ul style="list-style-type: none"> • Little to no additional revenue is expected based on historical use • Opening early will cost an extra \$52,000 a year which is unbudgeted • Staff will need to start at 5am in the morning to prep the venue for a 6am opening

FINANCIAL CONSIDERATIONS

19. If the Mt Hot Pools were to open earlier there would be an additional expense of \$52,000 per year. This amount is due to increased staff costs as three staff need to be at the facility at all times to ensure customer safety and Poolsafe requirements are met (Poolsafe is an independently assessed Quality Management Scheme). This amount is unbudgeted.
20. Based on current use when the pools open in the mornings, it is unlikely there would be an increase in revenue to offset the additional expense.

SIGNIFICANCE

21. The Local Government Act 2002 requires an assessment of the significance of matters, issues, proposals and decisions in this report against Council’s Significance and Engagement Policy. Council acknowledges that in some instances a matter, issue, proposal or decision may have a high degree of importance to individuals, groups, or agencies affected by the report.
22. In making this assessment, consideration has been given to the likely impact, and likely consequences for:
 - (a) the current and future social, economic, environmental, or cultural well-being of the district or region
 - (b) any persons who are likely to be particularly affected by, or interested in, the decision.
 - (c) the capacity of the local authority to perform its role, and the financial and other costs of doing so.
23. In accordance with the considerations above, criteria and thresholds in the policy, it is considered that the decision is of low significance.

ENGAGEMENT

24. Taking into consideration the above assessment, that the issue is of low significance, officers are of the opinion that no further engagement is required prior to Council making a decision.

ATTACHMENTS

Nil

8.4 Links Avenue Proposal to Conclude the Trial

File Number: A16965795

Author: Karen Hay, Acting Manager: Safety and Sustainability

Authoriser: Nic Johansson, General Manager: Infrastructure

PURPOSE OF THE REPORT

1. The purpose of this report is to seek Council's approval to conclude the pilot on Links Avenue in accordance with the Land Transport Rule – Street Layout 2023.

RECOMMENDATIONS

That the City Delivery Committee:

- (a) Receives the report "Links Avenue Proposal to Conclude the Trial".
- (b) Approves the conclusion of the Links Avenue trial in line with the current operating model.
- (c) Confirms restricted hours are Monday to Friday, 7am - 10am and 2pm - 4pm (including public holidays and school holidays). There are no restrictions outside of these hours.
- (d) Notes residents and visitors can avoid a fine during the restricted hours by:
 - (i) Entering and exiting Links Avenue from the same point at any time (e.g. enter Links Avenue through Concord Avenue and exit through Concord Avenue).
 - (ii) Ensuring at least 15 minutes have passed between entering and exiting Links Avenue from different roads (e.g. enter through Concord Avenue and exit through Golf Road).

EXECUTIVE SUMMARY

2. Approving the conclusion of the Links Avenue trial will help ensure student safety while biking, walking, or scootering has been and continues to be at the core of the project's outcomes throughout its life.
3. Links Avenue is one of the busiest corridors for active travel, with a higher proportion of users being children due to the number of schools nearby.
4. The construction phase of Bayfair to Bay Park (B2B) played a significant part in creating a diversionary effect along Links Avenue and surrounding networks.
5. Post opening, our analysis shows that in a post B2B environment Links Avenue with restrictions in place has significantly less traffic volume compared to the pre B2B construction. There is also a positive effect on the surrounding network from the overall lowering of demand.
6. However, if restrictions were not in place, Links Avenue would still offer an appealing travel-time alternative for SH2 traffic, particularly during peak periods and become a 'rat-run'. On this basis, action is still required to restrict through-routing on this corridor.
7. 49 submissions were received from a community of 129 households, with 48 (98%) supporting the current restrictions and 1 (2%) opposing them. The community requested that their submissions be included in this report.

8. In addition, there has been no feedback from customers/ road users regarding the effects of the current trial on the surrounding network.
9. Staff recommend Council approve the conclusion of the Links Avenue trial in line with the current operating model.

BACKGROUND

10. At the September 17, 2024,¹ Project Planning & Monitoring Committee a report was received outlining Links Avenue's history and sought early feedback from Councillors before discussing its future.
11. Data has been analysed and further feedback sought from students on how they feel about using Links Avenue following implementation of the new road layout.
12. A key outcome of the project is to maintain journey times and reliability for passenger transport, given the high demand for bus services on Links Avenue, which averages over 2,250 bus boardings per month. This figure excludes school bus usage, which is estimated at 4,880 boardings per month.
13. The link is a strategic part of the Regional Councils passenger transport service and forms an anchoring role in the Urban Form and Transport Initiative (UFTI) to link Arataki to the CBD to Tauriko. Increased reliability for this mode on this strategic corridor has significant impacts for the wider transport system.
14. In December 2023, the hours in which restrictions applied to enter or exit Links Avenue at Concord Avenue was reduced to 7AM – 10AM and 2PM-4PM Monday to Friday. At all other times Links Avenue was open for full use.
15. In July 2024, point-to-point cameras were introduced to further improve community access into and out of the area. The primary change was residents were able to access Links Avenue via Concord Avenue with no restrictions.
16. This means that all residents and visitors needing to access homes, schools, reserves, and businesses on Links Avenue and directly connected streets can do so from any road and at any time.
17. The system ensures at least 15 minutes have passed between a vehicle entering and exiting Links Avenue from opposite ends (e.g. enter through Concord Avenue and exit through Golf Road), thereby discouraging through traffic.
18. In particular, the cul-de-sac effect of the restriction was removed allowing:
 - (a) Entry and exit of Links Avenue from the same point at any time (e.g. enter Links Avenue through Concord Avenue and exit through Concord Avenue).
 - (b) Entry and exit of Links Avenue from different roads, ensuring at least 15 minutes have passed.
 - (c) The hours of restriction have remained the same.

STATUTORY CONTEXT

19. The Land Transport Rule – Streets Layout Rule 2023 enables the ability for council to filter and restrict traffic for the purpose of:
 - (a) improving access and mobility of active mode users e.g. a school street
 - (b) improving the operation of public transport
 - (c) protecting and promoting public health and safety
 - (d) supporting environmental sustainability.

¹ <https://www.tauranga.govt.nz/council/about-your-council/council-meetings-agendas-and-minutes>

20. Specifically, councils can implement a trial School Street in conjunction with the school community. Traffic restrictions can apply where congestion needs to be managed, safety improved, and more space is created for children to walk, cycle, or scoot to school. Restrictions can also support improving the operation of public transport. School streets can be implemented with physical and regulatory traffic filters.

ANALYSIS

21. The data shows an overall reduction in weekday traffic volumes on the surrounding local road network, compared with traffic volumes prior to construction of B2B. This is likely due to customers avoiding this area and using the new B2B - SH2 or SH29A.
22. Weekday traffic counts showed a daily average of around 3500 vehicles using Links Avenue pre-construction of B2B. Prior to the restrictions being in place and during construction of B2B, traffic volumes increased to around 6900 vehicles per day. Post-construction and, with restrictions in place, traffic decreased to around 3600 vehicles per day. This demonstrates the effect of the restriction.
23. Weekend traffic counts show a general increase in volumes on almost all surrounding roads. This is likely the effect of a different weekend travel patterns.
24. With regards to travel times on the state highway network, traffic heading:
 - (a) towards Arataki and Papamoa from Aerodrome Road or Golf Road during the afternoon peak period has drastically improved.
 - (b) from Arataki and Papamoa to Aerodrome Road or Golf Road during the morning peak period has either not improved or worsened following construction of B2B.
 - (c) travel times between Te Maunga to Sandhurst Road stayed the same.
 - (d) Traffic volumes increased on SH2 from a daily average of 45,600 in 2018 to 59,200 in 2024.
25. A recent weekday count of non-vehicular modes found:
 - (a) 776 people walking, biking, or using an alternative wheeled device such as a push scooter.
 - (b) 504 were biking with approximately 80% using the cycleway.
26. Students exiting from Ascot Road were excluded from the count as the counting screen line was chosen to be south of Ascot Road. This could potentially increase the count by 10-20%.

CONSULTATION / ENGAGEMENT

27. Following an update on Links Avenue tabled at the Project Planning and Monitoring committee, the local community voiced concerns about the potential for the Council to change the operation of Links Avenue.
28. The community decided to write to the Council to express their views for consideration in determining the future of Links Avenue and its operation.
29. Of those that wrote to Council, 49 submissions were received, with 48 (98%) supporting the current restrictions and 1 (2%) opposing them. The key themes from that feedback is outlined in Figure 2 below.



30. The community requested that their submissions² be included in this report, which can be found in Attachment 2.
31. As part of the school journey and road safety survey at Mount Maunganui College, the Council asked students to fill out an online survey to report their usage of Links Avenue and provide their opinions on its safety.
32. Of the 459 responses, 108 (24%) identified Links Avenue as a key route to and from school using active modes. This excludes Mount Intermediate, where 245 students regularly use Links Avenue to bike, walk, or scooter to and from school.
33. The survey results showed that 76% of students felt Links Avenue was safer than before, while 24% said it was not. (Figure 3).
34. The key themes among those who felt Links Avenue was safer were reduced traffic and more space, particularly due to the dedicated cycle lane.
35. The key themes among those who felt Links Avenue wasn't safer were that it felt no different than before and concerns with people parking in the cycle lane.

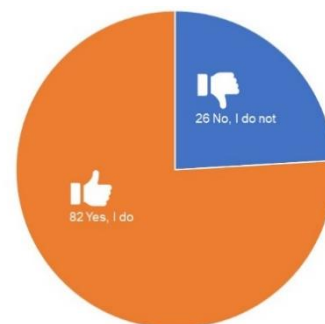


Figure 3: Do you feel that Links Avenue is now safer to travel along when using active transport modes?

OPTIONS ANALYSIS

36. The following options have been tested and were effectively discounted through the project:
 - (a) An alternative route for students through the golf course was previously investigated. There is limited access to the Golf course in the vicinity of Ascot Road and Berwick Place. Establishing a route would require purchasing property or leasing land from the golf course, both of which would incur prohibitive costs.
 - (b) Access from Fairway Avenue along the golf course was also explored, but the proximity of a tee necessitated high fencing for safety, which would have a negative impact on adjacent residents and was not supported.

² Names and personal details have been removed for privacy.

37. The following options are available for consideration:

Options	Disadvantages	Advantages
<p>(a) Option 1 - Conclude the trial and maintain the current operational arrangements. (Recommended)</p>	<ul style="list-style-type: none"> • Does not offer an alternative route for drivers to use Links Avenue as a shortcut to bypass queues on the state highway or surrounding network. 	<ul style="list-style-type: none"> • Supports safety of students on the journey to and from school • Supports the views of the local community and students based on their experience of using the street. • Supports journey times and reliability for passenger transport. • Current restrictions does not have an impact on the surrounding network. • Restrictions enable access for anyone to use the street on weekends and outside of restricted hours.
<p>(b) Option 2 -The Council could consider reducing morning restrictions from 7am – 10am to 7am – 9am, and afternoon restrictions from 2pm – 4pm to 2:30pm – 4pm.</p>	<ul style="list-style-type: none"> • Does not support majority of local community views. • Does not enable full access for drivers that wish to use Links Avenue as a thoroughfare. 	<ul style="list-style-type: none"> • Supports safety of students on the journey to and from school. • Supports journey times and reliability for passenger transport. • Restricted times are slightly reduced thereby enabling further access than currently available.
<p>(a) Option 3 - The Council could consider removing all restrictions and maintain full 24/7 access as before the trial.</p>	<ul style="list-style-type: none"> • Does not support safety of students on the journey to and from school. • Does not support local community views or the outcomes sought by the community panel. • Negative impacts on reliability of bus services. • There would be significant impacts for the local community and our partners BOPRC. 	<ul style="list-style-type: none"> • Provides access for drivers 24/7 that wish to use the street as an alternative route.

STRATEGIC ALIGNMENT

38. This contributes to the promotion or achievement of the following strategic community outcome(s):

	Contributes
We are an inclusive city	✓
We value, protect and enhance the environment	✓
We are a well-planned city	✓
We can move around our city easily	✓
We are a city that supports business and education	✓

39. Safer roads encourage more people to walk, cycle, or use public transport, promoting healthier lifestyles and supporting environmental outcomes.
40. A focus on road safety leads to more sustainable transportation choices, which in turn supports the easing of congestion. The reduction in traffic during school holidays is dramatic, yet it only contributes to approximately 10% of traffic volume. Therefore, encouraging student commuters to use alternative modes is a critical component of congestion management on our network.

FINANCIAL CONSIDERATIONS

41. There are no financial implications associated with this report if the recommended option is progressed.

LEGAL IMPLICATIONS / RISKS

42. Council needs to comply with the Land Transport Rule—Street Layouts 2023. Before deciding to conclude the trial the Council:
- must consider any information or data it has collected while monitoring the operation of the trial;
 - must receive and consider feedback from the public on the changes, based on their experience of using the street;
 - is not required to carry out any other consultation; and
 - to provide further clarity, nothing in the Rule prevents the road controlling authority from carrying out any further consultation on the trial before making the decision.

TE AO MĀORI APPROACH

43. The project is transitional or temporary in nature. A future business case proposal will include engagement with mana whenua to ensure cultural considerations are included in any proposal.

CLIMATE IMPACT

44. The changes on Links Avenue support the Climate Investment and Action plan as it supports the use of the street to use a variety of public transport, walking, biking, and micro-mobility transport modes.
45. Links Avenue enables more people feeling safe to use alternative modes on the journey to and from school.

SIGNIFICANCE

46. The Local Government Act 2002 requires an assessment of the significance of matters, issues, proposals, and decisions in this report against Council's Significance and Engagement Policy.

47. Council acknowledges that in some instances a matter, issue, proposal, or decision may have a high degree of importance to individuals, groups, or agencies affected by the report.
48. In making this assessment, consideration has been given to the likely impact, and likely consequences for:
 - (a) the current and future social, economic, environmental, or cultural well-being of the district or region
 - (b) any persons who are likely to be particularly affected by, or interested in, the decision.
 - (c) the capacity of the local authority to perform its role, and the financial and other costs of doing so.
49. In accordance with the considerations above, criteria and thresholds in the policy, it is considered that the decision is of medium significance. However, this matter is of high interest to local communities affected by the decision.



ENGAGEMENT

50. Taking into consideration the assessment previously, and that the decision is of medium significance, are of the opinion that the Council could consider that no further engagement is required before making a decision.
51. No further engagement is proposed as the Council has already consulted with the directly affected community during the pilot, making design changes based on feedback. The current restrictions are well-supported reinforced by recent submissions.

NEXT STEPS

52. Communicate the decision to residents and the wider community through existing communication channels.
53. Following a decision on this report, staff will request that people please refrain from parking in the cycle lane, as this creates safety issues. Warning letters will be issued to offending vehicles, and if the issue persists, enforcement measures could be put in place.
54. Staff will review the operation of the crossing at Golf Road with a view of providing some improvements to highlight the crossing.

ATTACHMENTS

1. **Attachment 1 Journey travel time and traffic count data - A17093711 (Separate Attachments 1)** 
2. **Attachment 2 Links Avenue submissions - A17093710 (Separate Attachments 1)** 

8.5 Mainstreets' Monitoring Report for the Period 1 July to 31 December 2024

File Number: A17108972

Author: Kendyl Sullivan, City Partnerships Specialist

Authoriser: Gareth Wallis, General Manager: City Development & Partnerships

PURPOSE OF THE REPORT

1. For Mainstreet organisations to report to Council on their activities for the period 1 July to 31 December 2024, to highlight issues, provide a financial update, and to outline plans for upcoming activities.

RECOMMENDATIONS

That the City Delivery Committee:

- (a) Receives the report "Mainstreets' Monitoring Report for the Period 1 July to 31 December 2024".
- (b) Receives the Papamoa Unlimited Report to 31 December 2024.
- (c) Receives the Greerton Village Community Association Report to 31 December 2024.
- (d) Receives the Mainstreet Tauranga Report to 31 December 2024.
- (e) Receives the Mount Business Association Report to 31 December 2024.

EXECUTIVE SUMMARY

2. Mainstreet organisations receive a targeted rate through Council.
3. This report reflects the period 1 July 2024 to 31 December 2024.
4. An overview of each Mainstreets position can be found in the table below.

	Targeted Rate Grant from TCC (2024/25, paid in two instalments)	Surplus / (deficit) (as @ 31 Dec 24)	Equity (as @ 31 Dec 24)	Approx. number of members*
Papamoa Unlimited	\$66,000	\$14,259	\$6,424	153
Greerton Village Community Assn.	\$155,900	(\$4,589)	\$75,428	137
Mainstreet Tauranga	\$386,753	\$1,022	\$282,540	644
Mount Business Association	\$197,978	(\$32,768)	\$186,076	254

*Members based on number of businesses in each Mainstreet area per ratepayer database, which is subject to change. Ratepayers are also considered members of Mainstreet organisations.

5. As part of Council's agreement with the four Mainstreet organisations, they are required to report every six months on:
 - (a) achievements and activities undertaken and provided;
 - (b) an overview of the next six months' plans;
 - (c) relevant and available statistical data such as visitor numbers;

- (d) details of Mainstreet's performance in respect of the Services and Deliverables in the funding agreement, and the effectiveness of Mainstreets' role in achieving the funding agreement objectives;
 - (e) options for achieving ongoing sustainability particularly regarding operational costs and funding; and
 - (f) a financial update for each reporting period, and audited financials after the end of the financial year.
6. Mainstreets can also raise any issues they want to bring to the attention of Council.
 7. A summary of performance, both financial and non-financial, is provided in the main body of the report for Mainstreet Tauranga, Mount Business Association, Papamoa Unlimited, and Greerton Village Community Association (collectively "Mainstreets").
 8. The annual survey of Mainstreet areas is due to be undertaken in May 2025, with key themes and relevant feedback to be shared with Mainstreets and Council.
 9. Mainstreets that want to commence an expansion of their targeted rate area will follow the expansion process supported at the Community, Transparency, and Engagement Committee on 18 November 2024.
 10. As required under their Mainstreet Funding Agreement, we have received strategic plans from Mount Business Association and Greerton Village Community Association. Strategic plans for Mainstreet Tauranga and Papamoa Unlimited are due before 30 June 2025.
 11. Several Mainstreet reports reference the importance of Eftpos spend data. Council will be collaborating with Mainstreets to continue to provide this data.

BACKGROUND

12. There are agreements in place between Council and the four Mainstreet organisations for the delivery of services. The objectives of the agreements are to the effect that the Mainstreet organisations (in their respective areas) will:
 - a) promote, encourage and advance the interests of the businesses;
 - b) promote and encourage the appearance, ambience and services of the Area to make it more attractive, interesting and inviting to shoppers, visitors and persons carrying on business;
 - c) develop economic activities that benefit, support, and provide value to their members and the Mainstreet business community;
 - d) carry out the objects set out in Mainstreet's constitution and rules; and
 - e) meet its obligations to the Mainstreet members and third parties.
13. Council provides funding for these Mainstreet services by way of a targeted rate on commercial property within each of the Mainstreet business areas, subject to the conditions in their funding agreements.
14. Mainstreet organisations are incorporated societies and all business operators and (commercial) ratepayers within their respective targeted rates areas are regarded as being a Mainstreet member.

DISCUSSION

15. Mainstreet organisations held their Annual General Meeting (AGM) during this reporting period and audited financial accounts for the year ending 30 June 2024 have been received.
16. Audited accounts and AGM documentation is available to view on the [council website](#).
17. Greerton members voted against the proposed 2025/26 budget and corresponding increase to their targeted rate at their AGM. This has been relayed to the appropriate council departments.

18. Audited accounts for Mainstreet Tauranga, Mount Business Association, and Greerton Village Community Association show they ended the financial year with positive equity.
19. Mount Business Association Audit indicates partial non-compliance with reporting standards relating to two key statements, which will be rectified in the current financial year.
20. Audited accounts for Papamoa Unlimited show the organisation finished the year \$7,835 in negative equity. The auditor draws attention to this in their report and indicates that a material uncertainty exists that may cast significant doubt on the society's ability to continue as a going concern.
21. All Mainstreet financial statements provided for the period 1 July – 31 December 2024 indicate reserve funds remaining.
22. Financial statements from Papamoa Unlimited show a profit of \$14,259 over this period, with total equity being \$6,424 after funding received covered a shortfall in the previous financial year. With their next targeted rate instalment of \$33,000, additional funding or sponsorship will be required to meet their currently proposed 2024/25 annual plan.
23. Financial statements provided by Greerton Village Community Association show a net loss of \$4,589 over this period, which is taken from reserve funds. Total retained earnings are \$75,428.
24. Financial statements provided by Mainstreet Tauranga show a net profit of \$1,022 over this period, with total equity being \$282,540.
25. The profit and loss statement from Mount Business Association show a net loss of \$32,768 over this period, which is expected due to spending of reserve funds. The allocated spend of reserve funding is clearly referenced in the profit and loss statement. Total equity is \$186,076.

Papamoa Unlimited

26. The Papamoa Unlimited Monitoring Report and Financial Statements to 31 December 2024 are provided in Attachment 1.
27. The current agreement for the delivery of Mainstreet services has been in place since 1 July 2024. Funding of \$66,000 from targeted rates is provided by TCC under the agreement for the year ending 30 June 2025.
28. Papamoa Unlimited is managed by a volunteer chair, who engages a contractor to assist with the running of events. Papamoa Unlimited is a committee of business owners and retailers whose purpose is to promote Papamoa as a destination for locals and tourists.
29. Papamoa set four KPIs for the 2024/25 financial year:
 - (a) Enhance event participation: Focus on increasing turnout at our events by building on previous attendance figures and engaging the community.
 - (b) Promote Transparency and Awareness: Strengthen efforts to promote Papamoa Unlimited, ensuring that all eligible members and the wider Papamoa community have access to clear and transparent information, and highlighting Papamoa as the premier destination.
 - (c) Expand Membership Engagement: Extend our membership boundaries to include more local businesses, fostering greater engagement and collaboration within the association.
 - (d) Launch a Comprehensive Website: Develop and launch an informative website that serves as a resource for our targeted ratepayers, the local Papamoa community, and beyond, featuring key information and updates.
30. Highlights over this period include the Santa Parade, holding and completing their AGM, including approval to increase the targeted rate.

31. There were no issues raised in the report, however it should be noted that the ability to meet their boundary expansion KPI is contingent on the timeframes in the expansion process, and current financial constraints.
32. Papamoa Unlimited is looking forward to identifying iconic events for the Papamoa community and building on the success of past events, being an Award Finalist – Event Excellence, Western Bay of Plenty Community Awards for Matariki Light Up the Waterways Event for the second year running, Matariki, Light Up the Waterway 2025, and the Polar Plunge.

Greerton Village Community Association

33. The Greerton Village Community Association Monitoring Report and draft Financial Statements to 31 December 2024 are provided at Attachment 2.
34. The agreement for delivery of Mainstreet services has been in place since 14 November 2023. Funding of \$155,900 from targeted rates is provided by Council under the agreement for the year ending 30 June 2025.
35. A restructuring of the Mainstreet Manager role means they will aim to commit to three or four main events in a year, alongside more frequent promotions in 'non-event' months.
36. Greerton Village set three KPIs for the 2024/25 financial year:
 - (a) gain traction and audiences through social media;
 - (b) continue to learn and grow with governance training; and
 - (c) change events to suit the change in our community.
37. Highlights over this period include the Spring Fling, Christmas in Greerton events and promotions, and new opportunities to re-assess their strategic plan.
38. Greerton raises an issue relating to homeless and transient people, and include their approach to dealing with this through communication and better reporting.
39. Greerton is looking forward to working on a voucher booklet program, restructuring the Mainstreet Manager role, and launching a recruitment drive for new members alongside updating their constitution in compliance with the Incorporated Societies Act.

Mainstreet Tauranga

40. The Mainstreet Tauranga Monitoring Report and Financial Statements to 31 December 2024 are provided at Attachment 3.
41. The current agreement for the delivery of Mainstreet services has been in place since 1 July 2024. Funding of \$386,753 from targeted rates is provided by TCC under the agreement for the year ending 30 June 2025.
42. Mainstreet Tauranga employs a manager, and part time administration and events support person, who are responsible to the organisation's board for the day-to-day delivery of the Mainstreet programme.
43. Mainstreet Tauranga have set three KPIs for the 2024/25 financial year:
 - (a) An engaged membership – increased membership and satisfaction with Mainstreet Tauranga.
 - (b) Advocacy – submit on areas of concern, provide feedback on behalf of our members and instigate change.
 - (c) Effective promotions and marketing – effectively promote the city centre, support and communicate to our members using efficient marketing tools, events, and promotions.
44. Highlights over this period include a well-attended AGM, general promotions and marketing, and city centre activations.
45. A challenge raised in the report relates to resources within Downtown Tauranga.

46. Mainstreet Tauranga is looking forward to reconsidering the Downtown Tauranga Boundaries.

Mount Business Association

47. The Mount Business Association Monitoring Report and Profit and Loss Statement is provided at attachment 4.
48. The agreement for the delivery of Mainstreet services has been in place since 12 December 2023. Funding of \$197,978 from targeted rates is provided by Council under the agreement for the year ending 30 June 2025.
49. Over this reporting period, Mount Business Association contracted a Marketing Manager for 25 hours per week, responsible for implementing the strategy of the Board. An Operations Manager working 4-6 hours per week provides a support and oversight role, and a Digital Marketing Manager deals with social media.
50. This is the last reporting period for the incumbent Marketing Manager who is leaving the association. A new Marketing Manager has been appointed and will present to the City Delivery Committee.
51. For the financial year 2024/25, they have set KPIs relating to the five pillars of their strategic plan:
- Safety and security – continue to add members to WhatsApp group.
 - Member community – increase member engagement to 30% by end of 2024.
 - Advocacy – begin to seek external funding opportunities.
 - Placemaking – bring amazing events down to Mount Mainstreet.
 - Promotion – ongoing brand building.
52. Highlights over this period include the Winter Mini Carnival, Christmas Decorations, Brand Strategy Review, and huge growth in member engagement.
53. Areas of concern/support requested includes Little Big Markets, additional carparking, and capability and security funding. Open action items include street safety, laneway safety, and new streetlights.
54. Mount Business Association is looking forward to reviewing its strategic plan and having fresh faces join the association. They look forward to providing further detail in their presentation.

STRATEGIC ALIGNMENT

55. This contributes to the promotion or achievement of the following strategic community outcome(s):

	Contributes
We are an inclusive city	✓
We value, protect and enhance the environment	□
We are a well-planned city	✓
We can move around our city easily	□
We are a city that supports business and education	✓

56. Mainstreet organisations are considered key strategic stakeholders in Council's plans. They provide a valuable link between businesses and Council, and are involved in several projects including numerous action and investment strategies and policies.
57. In terms of Council's community outcomes that are outlined in [Our Direction – Tauranga 2050](#), well-run Mainstreet programmes make a worthwhile contribution to vibrancy and to “*a well-planned city with a variety of successful and thriving compact centres, resilient infrastructure, and community amenities.*”

58. Well-run Mainstreet programmes also have a key role in making a significant contribution “to the social, economic, cultural and environmental well-being of the region.”

FINANCIAL CONSIDERATIONS

59. Mainstreet organisations receive a targeted rate through Council, as detailed above, totalling \$806,631 per annum across the four organisations.
60. It is difficult to measure the outcomes achieved by the Mainstreet programmes in economic terms. However, informal measures, such as pedestrian counters, Eftpos data, and estimated numbers of people at events, can be useful to ascertain the effectiveness of Mainstreet events and promotions.
61. Multi-modal camera reports are supplied to the Mainstreets, with further data to be supplied if or when available, including updated car parking building data to Mainstreet Tauranga and Eftpos spend data.

LEGAL IMPLICATIONS / RISKS

62. Each of the Mainstreet organisations has met their funding agreement six-monthly reporting requirements by providing Council with their half yearly reports (including financials) for 1 July to 31 December 2024, and undertaking their Annual General Meetings with Audited Accounts.
63. Mainstreets are asked to consider their organisational risks and how those risks may impact on their relationship with Council, with any risks being raised with the City Partnerships Specialist and/or included in Council's Risk Register.
64. As noted above, according to the audited financial statements, Papamoa Unlimited finished the financial year in deficit, which is a risk to the ongoing delivery of their programme, and obligations to members, as funding received in this financial year was used to cover the shortfall in the previous financial year.
65. A risk for Council is our expectation that Mainstreets will operate according to the requirements of the Incorporated Societies Act and their individual constitutions.
66. Additionally, these organisations operate with small management teams and the delivery of the programme can be impacted by capacity or management changes.

TE AO MĀORI APPROACH

67. All Mainstreets reference their Te Ao Māori approach in their annual plans. This is unchanged from the previous report in September 2024.

CLIMATE IMPACT

68. Mainstreet reports do not specifically mention climate impacts.

CONSULTATION / ENGAGEMENT

69. It is not required or expected to consult on Mainstreet organisation half yearly reports under the Local Government Act 2002.

SIGNIFICANCE

70. The Local Government Act 2002 requires an assessment of the significance of matters, issues, proposals and decisions in this report against Council's [Significance and Engagement Policy](#). Council acknowledges that in some instances a matter, issue, proposal or decision may have a high degree of importance to individuals, groups, or agencies affected by the report.
71. In making this assessment, consideration has been given to the likely impact, and likely consequences for:

- (a) the current and future social, economic, environmental, or cultural well-being of the district or region;
 - (b) any persons who are likely to be particularly affected by, or interested in, the matter; and
 - (c) the capacity of the local authority to perform its role, and the financial and other costs of doing so.
72. In accordance with the considerations above, criteria and thresholds in the policy, it is considered that the matter is of low significance as the receipt of the half yearly reports and activities of the Mainstreet organisations would have an impact on a subgroup of people within the city, and it is likely those documents will be of moderate public interest.

ENGAGEMENT

73. Taking into consideration the above assessment, that the matter is of low significance, officers are of the opinion that no further engagement is required prior to Council making a decision.

NEXT STEPS

74. Feedback will be provided to the Mainstreet organisations at the City Delivery Committee on 10 March 2025, where representatives from the four Mainstreets will speak to their reports.
75. Council staff will continue to support Mainstreets with their funding agreements reporting and compliance requirements.

ATTACHMENTS

1. **Papamoa Unlimited six monthly monitoring report July - December 2024 - A17483503 (Separate Attachments 1)** 
2. **Greerton Business Association six monthly monitoring report July - December 2024 - A17483505 (Separate Attachments 1)** 
3. **Mainstreet Tauranga six monthly monitoring report July - December 2024 - A17523854 (Separate Attachments 1)** 
4. **Mount Business Association six monthly monitoring report July - December 2024 - A17523787 (Separate Attachments 1)** 

8.6 Tauranga Business Chamber - Annual Report for SEBA Funding and Chamber Update

File Number: A16780106

Author: Lisa Gilmour, City Partnership Specialist

Authoriser: Gareth Wallis, General Manager: City Development & Partnerships

PURPOSE OF THE REPORT

1. For the Tauranga Business Chamber to report to Council on their activities for the period 1 July 2023 to 30 June 2024, to provide an update on the SEBA funding, and to outline plans for the current financial year.

RECOMMENDATIONS

That the City Delivery Committee:

- (a) Receives the Tauranga Business Chamber report to Tauranga City Council "2023 / 24 Report".

EXECUTIVE SUMMARY

2. The Tauranga Business Chamber receives funding from Tauranga City Council.
3. During this reporting period, a short-form agreement was in place for the delivery of services with a total value of \$67,183.00 (ex GST).
4. The funding is granted for the Tauranga Business Chamber to provide the Smart Economy Business Advisor (SEBA) contract, offering new and existing small businesses in Tauranga, free support from an expert business advisor. The advice also assists businesses in navigation to other support offered through outside agencies.
5. This report reflects the period 1 July 2023 to 30 June 2024.

DISCUSSION

6. The scope and services in the agreement are to the effect that the Tauranga Business Chamber will:
 - (a) Aim to undertake 240, 1:1 advisory meetings with eligible business owners.
 - (b) Aim to undertake 20, one-to-many presentations to eligible business owners as part of the Tauranga Business Chambers' business support services.
7. The Tauranga Business Chamber report to Tauranga City Council "2023 / 24 Contracts Report" can be found at attachment one. A summary of the report can be found below. Further information about the Tauranga Business Chamber can be found [here](#).
8. A new partnership agreement was signed 21 May 2024 for financial years 1 July 2024 to 30 June 2027. The total value of funding of the new agreement is \$219,487.00 over the three years. The City Partnerships Specialist is supporting Tauranga Business Chamber with the transition to this new agreement, including Key Performance Indicators (KPIs) and reporting requirements.
9. The new partnership agreement will be reported on soon after 30 June 2025.

2023 / 2024 CONTRACTS REPORT SUMMARY

10. This service contributes to the outputs and intent of the Smart Economy Strategy (revised 2012):
- (a) Ensuring organisations offering small business support coordinate their programmes.
 - (b) Investigating establishing additional programmes and activities to increase local business capability and productivity.

11. Key Performance Indicators:

Measure	Target	Actual FY22
The number of SEBA advisory meetings (1-to-1) conducted with eligible business owners within a financial year	240	113
The number of SEBA presentations (one-to-many) conducted with eligible business owners within a financial year	20	20

12. Although the KPI tracks 1:1-hour meetings, the Tauranga Business Chamber also respond to phone calls and emails from aspiring business owners who may not wish to meet for an hour and may be addressed quickly via email or phone. In future, these enquiries will be included in the actual measures and this should show a more accurate picture of the connections they're making, and the impact they're having.
13. SEBA is promoted through a range of communication channels and events, and including paid promotion.
14. Tauranga Business Chamber provided specific City Centre Business Support on a 12-month pilot project to support and guide eligible city centre businesses through this period of transformation. This was based on 1:1 initial meetings with an action plan provided based on needs. Subsequently group training sessions on particular topics were provided.
15. There were some challenges faced that meant that the KPIs of 150 individual meetings and 10 group training sessions were not met, with only 38 discovery sessions and subsequent action plans undertaken, and three group presentations.

NEXT STEPS

16. The City Partnerships Specialist will continue to support Tauranga Business Chamber with their new Partnership Agreement.
17. Feedback will be provided to the Tauranga Business Chamber at the City Delivery Committee on 10 March 2025, where representatives from the Tauranga Business Chamber will briefly speak to their report and the wider scope undertaken by the organisation.

ATTACHMENTS

1. **2023-24 Chamber Smart Economy Business Advisor Report - A17364109** [↓](#) 

8.7 Six Monthly Treasury Strategy Update

File Number: A17500770

Author: Sheree Covell, Treasury & Financial Compliance Manager

Authoriser: Paul Davidson, Chief Financial Officer

PURPOSE OF THE REPORT

1. This report provides an update on the performance and status of Council's treasury function and seeks ongoing approval for strategies for treasury risk management activities, borrowing of debt, investments, foreign exchange exposures and interest rate hedging activities.

RECOMMENDATIONS

That the City Delivery Committee:

- (a) Receives the report "Six Monthly Treasury Strategy Update ".
- (b) Notes that all aspects of the Treasury policy have been met.
- (c) Approves the ongoing borrowing, investing and hedging in line with the Treasury policy.

EXECUTIVE SUMMARY

2. This report outlines all significant treasury operational activities and seeks confirmation to continue with existing strategies and approvals for planned strategies.
3. Treasury strategy is an important element of sound financial management and allows Council to efficiently manage its funding and associated risks.
4. All matters within the treasury function are compliant with the Treasury policy.
5. Key matters for attention in this report is the acknowledgment that any changes in the current entity structure as a result of decisions made for local waters done well will impact the debt position and changes to the treasury policy will need to be considered. The application to LGFA for a bespoke borrowing covenant is also a key factor in both local waters done well and ongoing treasury management.

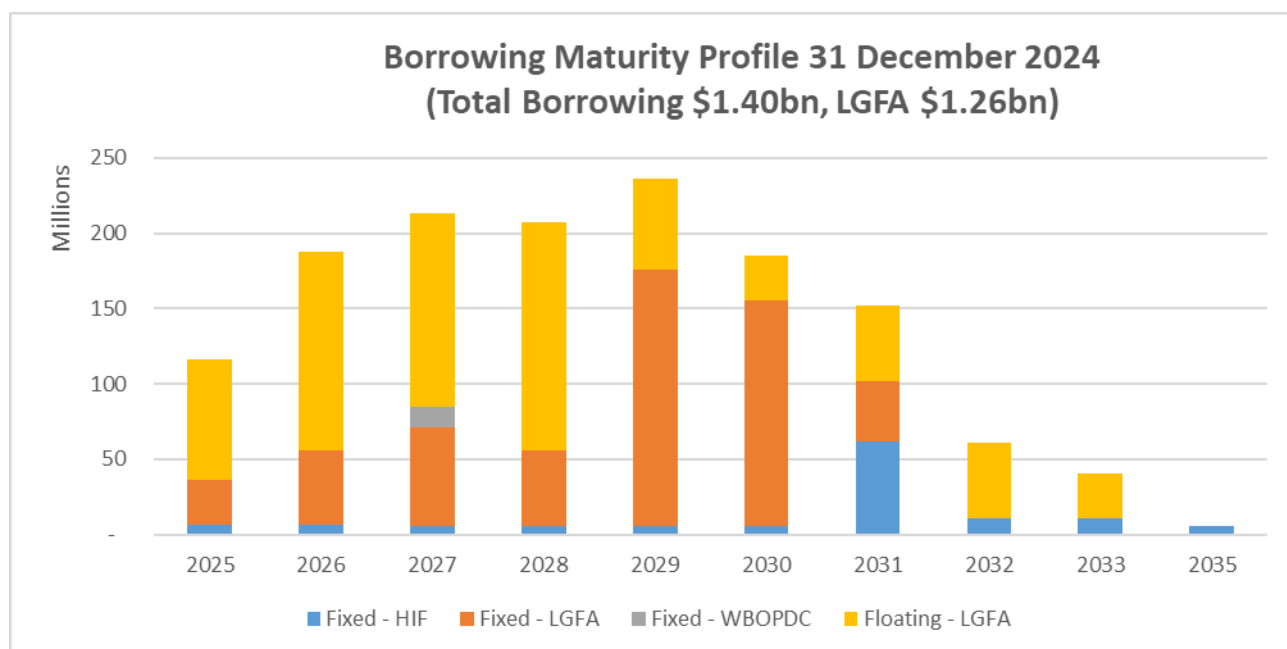
BACKGROUND

Treasury Policy

6. The treasury policy is reviewed every three years in line with the Long Term plan cycle. The most recent review was September 2023. The policy is attached for reference.
7. There may be a requirement to review and update the current policy to reflect the impact of local waters done well on council's debt profile. While the final structure and impacts are not yet known there are several key metrics and controls within the policy that will need to be considered upon any debt settlement, revenue transfer and potential novation of financial instruments such as interest rate swaps.
8. The next policy review is due in September 2026 but can be completed ahead of schedule if required.

Debt Management

9. Council has a large investment in infrastructure assets which have long economic lives and long-term benefits. Debt is used to fund infrastructure and it is recognised as an efficient mechanism to allocate the costs of infrastructure to the community.
10. Core external debt and working capital requirements are managed by borrowing in a combination of long- and short-term debt. The maturity dates for any new borrowing are assessed under the following criteria:
 - Borrowing margins for the short versus long term debt;
 - Local Government Funding Agency (LGFA) or other wholesale margins/maturities offered;
 - Compliance with LGFA covenants;
 - Housing Infrastructure Fund (HIF) drawdowns;
 - Existing maturity profile; and
 - Available undrawn bank facilities.
11. The graph below shows the current debt maturity profile as at 31 December 2024.



12. As at 31 December 2024 outstanding debt was \$1.404bn of which \$236m has been borrowed this financial year.
13. The 2024/25 Long Term Plan was adopted in June 2024 which had budgeted gross debt at year end of \$1.466bn and an approved borrowing limit for the year of \$385m. Current forecasts provided by the business are resulting in \$370m of borrowing required and gross debt of \$1.420bn and net debt of \$1.390bn.
14. Additional borrowing resolutions have been approved via Council meetings for an additional \$59.7m of borrowing. These cover the \$54m that have been financed by the Te Manawataki o Te Papa Infrastructure Funding and Financing (TMOTOP IFF) arrangement and a further \$5.7m for airport extensions approved.
15. There is a \$110m debt maturity in April 2025 and a further \$6m in June 2025. The April maturity is now fully prefunded. Prefunding is used to minimise credit risk and mitigate refinance risk.

Sustainable Lending

16. Council currently have one green loan with LGFA for the Kopurereua river realignment project. The approved loan is \$10m of which \$6m has been drawn. The final \$4m is expected to be drawn in this financial year when the final planting on the project is completed. This loan has the benefit of a 5-basis point reduction in borrowing costs.
17. In April 2024 Council was approved for Climate Action Loan status with the LGFA. This provides a 2-basis point discount on any borrowing post 1 July 2023. This is linked to Council's emission reduction plan and targets.

Bank Facilities

18. Access to liquid funding by way of committed bank facilities and/or liquid investments is required in order to manage liquidity risk.
19. Both Council's Treasury Policy and LGFA financial covenants require a level of undrawn committed bank facilities or liquid investments or a combination of both. The key objective is to maintain adequate liquidity in the context of managing debt maturities and debt servicing on a 12-month rolling basis.
20. Bank facilities are currently \$200m. The ANZ \$100m facility will mature in October 2026 and the Westpac facility (also for \$100m) will mature in April 2029. Generally, the maturity date is extended by one year each year. It is planned to maintain the facilities within the two-to-five-year maturity band.
21. In general, bank facilities are available to be drawn down at short notice provided that if they are drawn, they are repaid on a quarterly basis.

It is important to note that any funds drawn from bank facilities would need to be managed within the existing debt to revenue ratio. The limit for the debt to revenue ratio for the 2023/24 financial year was 290% and the actual ratio was 218%. **Liquidity Risk**

22. The Treasury policy outlines the management framework for funding, liquidity and credit risks. Liquidity risk primarily focuses on ensuring that there are sufficient funds available to meet obligations in an orderly manner.
23. The key liquidity risk management indicators are:
 - (a) The primary debt maturity limit requires external debt committed bank facilities and cash/cash equivalents to be maintained above 100% above 12th month peak forecasted net external debt.
 - (b) No more than 25% of debt to be refinanced in any rolling 12-month period.

Local Government Funding Agency (LGFA)

24. The LGFA is an agency specialising in financing of the local government sector. LGFA was established to raise debt on behalf of councils on terms that are more favourable than if they raised the debt directly.
25. LGFA was incorporated as a limited liability company under the Companies Act 1993 on 1 December 2011 following the enactment of the Local Government Borrowing Act 2011. As LGFA is majority owned by Councils it constitutes a Council Controlled Organisation (CCO) under the Local Government Act 2002.
26. LGFA's debt obligations are guaranteed by Council shareholders and any other Council's that borrow in excess of \$20m. The New Zealand Government does not guarantee LGFA. Any call under the guarantee will be allocated across all guarantors on a pro rata basis in relation to their rates revenue.
27. As at 31 December 2024, total LGFA bonds (long term) on issue was NZ\$21.14bn and A\$3.45bn of which \$1.26bn is currently lent to Tauranga City Council.

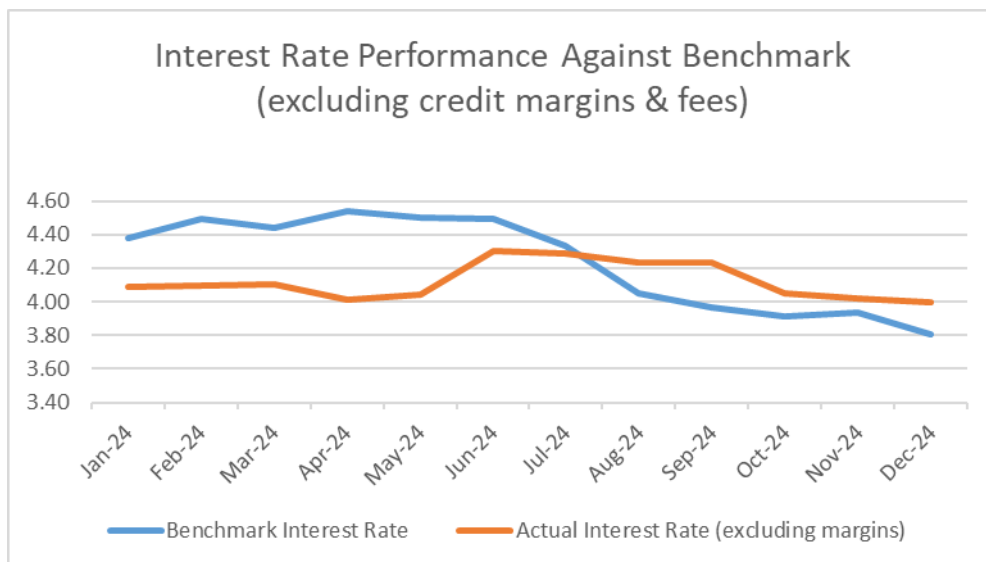
28. Fixed rate borrowing rates and floating margins from LGFA for an A+ rated council are provided in the table below. Floating margins are added on top of the 90 day bill rate.

Maturity	Fixed Rate	Floating Margin
April 2025	4.45%	44bp
April 2027	4.12%	70bp
April 2030	4.75%	108bp
April 2037	5.62%	139bp

*Rates are current at 4 Feb 2025

Interest Rate Management

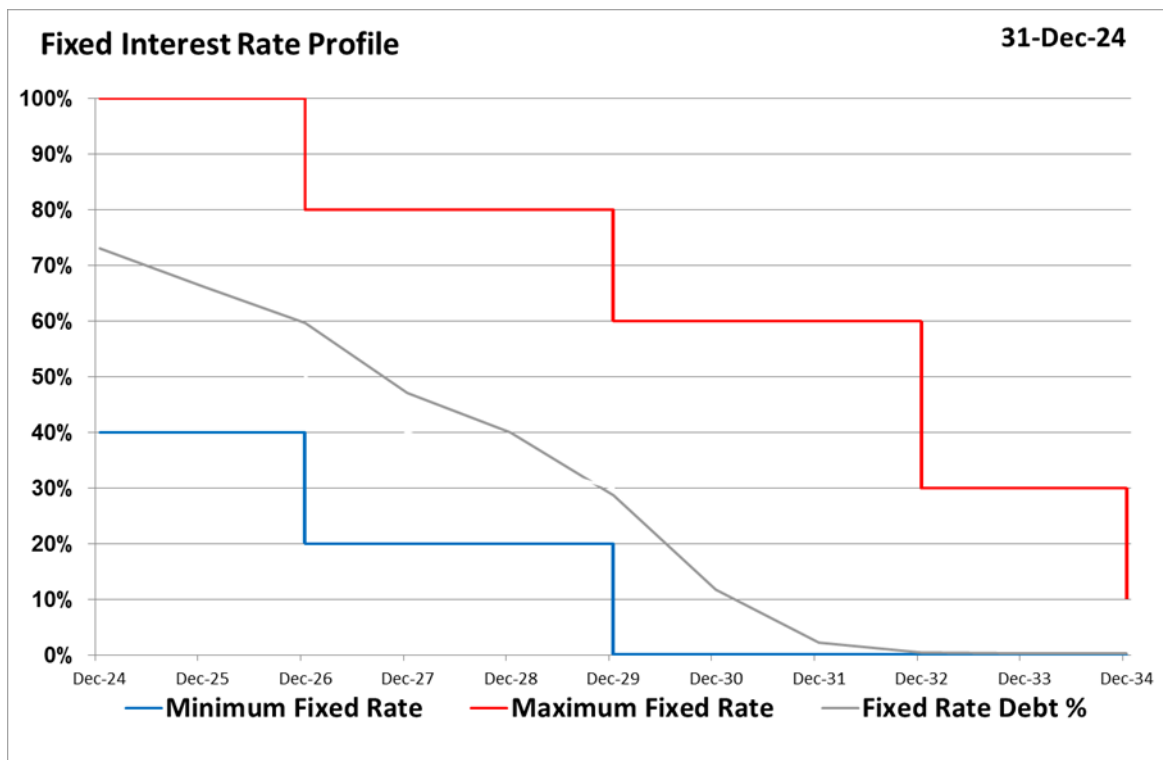
29. The overall objective of the interest rate risk management strategy is to:
- a) Minimise the average net cost of borrowings over the long term;
 - b) Minimise large concentrations of interest rate risk;
 - c) Increase duration of the interest rate re pricing profile; and
 - d) Maintain an appropriate mix of floating and fixed rate exposures.
30. Council is exposed to interest rate fluctuations on existing and future borrowings. Interest rate risk is minimised by managing floating and fixed exposures within the Treasury Policy limits framework.
31. The overall outcome of interest rate risk management is reflected in the average interest rate on borrowings which is 4.53% (including margins) at 31 December 2024. The below graph shows TCC’s average cost of borrowing excluding margins against the treasury policy benchmark which reflects an averaging of 90 day to 15-year swap rates.



32. As at 31 December 2024 the total amount of debt on fixed interest rates (including hedging) was \$1.26bn which was 73% of total debt. This includes \$123m of Housing Infrastructure Funding (HIF) loans which have a 0% interest rate.

Fixed Debt Profile

- 33. The treasury policy outlines the framework for interest rate management activities. Interest rate risk is managed with minimum and maximum fixed debt percentages by time bands. These minimum and maximum levels by time bands are designed to minimise interest rate re-price risks.
- 34. The chart below shows the fixed interest rate positions relative to forecast debt over time. This is based on the 2024/2034 LTP debt forecasts and the current actual fixed debt and interest rate swaps in place at 31 December 2024.



- 35. During the 2024/25 financial year \$140m of swaps have been executed to move the fixed rate debt position closer to the mid point of the band. There are no immediate plans to execute further fixed rate swaps. Analysis of debt levels and associated interest rate hedging positions are reviewed on a monthly rolling basis.

Investments

- 36. From a short-term working capital management perspective, it is proposed to maintain a minimum liquid investment balance of \$10-\$15m on which investment rates aligning to OCR have been negotiated with our two of our transactional bankers (ANZ and Westpac). This level of working capital is sufficient to manage the net cashflows during an average month.
- 37. As at 31 December 2024 there was \$25m in cash and \$142.5m on deposit. The funds on deposit are on short terms which align with our cashflow forecast and debt maturity profile in the coming months.

Foreign Exchange

- 38. Under the treasury policy upon approval of expenditure, all significant commitments for foreign exchange are hedged. Generally foreign exchange exposure above \$100,000 is regarded as significant.
- 39. Currently there are no outstanding foreign exchange contracts. The last foreign exchange contract was in 2020. In the past council use foreign exchange hedging for purchase of plant and equipment for projects such as Southern Pipeline, the travel lift at marine precinct, and some playground equipment.

Upcoming matters

40. While the Treasury Strategy review is six monthly report which focuses on past performance, there some matters which will impact Council's debt position and strategies. This includes the opportunity to apply for a bespoke borrowing convent of up to 350% with the LGFA. The detail on this is provided in a separate council report for council meeting which occurred on 10 February 2025.
41. Further to this application, the attached report from the LGFA shows all member councils debt to revenue ratio as at 30 June 2024 as calculated using the current LGFA methodology. This shows Tauranga City Council's debt to revenue ratio as 211.5% which is lower than the ratio reported in the annual report of 218%. This is due to the difference in methodology between Tauranga's own financial strategy which excluded extraordinary and unreliable grant revenue such for conservative purposes.
42. The other matter that will significantly impact council's debt position is local waters done well which could result in a significant amount of debt, assets and revenue being divested to a new entity. This would impact key financial metrics such as debt to revenue ratios and fixed debt profiles if fixed debt and instruments are not novated or terminated. The matters will be considered and reported on as part of the local waters down well project.

STATUTORY CONTEXT

43. The treasury strategy is an important element of sound financial management and allows Council to efficiently manage its funding and associated risks. These strategies ensure compliance with Treasury Policy limits.

STRATEGIC ALIGNMENT

44. This contributes to the promotion or achievement of the following strategic community outcome(s):

	Contributes
We are an inclusive city	✓
We value, protect and enhance the environment	✓
We are a well-planned city	✓
We can move around our city easily	✓
We are a city that supports business and education	✓

45. The treasury policy and strategy provides financial means for all of Council's projects and initiatives.

SIGNIFICANCE

46. The Local Government Act 2002 requires an assessment of the significance of matters, issues, proposals and decisions in this report against Council's Significance and Engagement Policy. Council acknowledges that in some instances a matter, issue, proposal or decision may have a high degree of importance to individuals, groups, or agencies affected by the report.
47. In making this assessment, consideration has been given to the likely impact, and likely consequences for:
- the current and future social, economic, environmental, or cultural well-being of the district or region
 - any persons who are likely to be particularly affected by, or interested in, the matter.
 - the capacity of the local authority to perform its role, and the financial and other costs of doing so.

48. In accordance with the considerations above, criteria and thresholds in the policy, it is considered that the matter is of low significance.

ENGAGEMENT

49. Taking into consideration the above assessment, that the matter is of low significance, officers are of the opinion that no further engagement is required prior to Council making a decision.

NEXT STEPS

50. Implementation of Treasury Strategy within the Treasury Policy framework.

ATTACHMENTS

1. Treasury Policy - A16623456 (Separate Attachments 1) 
2. Compliance with LGFA Financial Covenants - June 2024 - A17469374 (Separate Attachments 1) 

8.8 Half Year Financial Performance Monitoring

File Number: A17401533

Author: Kathryn Sharplin, Manager: Finance
Tracey Hughes, Financial Insights & Reporting Manager

Authoriser: Paul Davidson, Chief Financial Officer

PURPOSE OF THE REPORT

1. The purpose of this report is to provide an update on the financial performance of Council against budget for the six months to 31 December 2024.

RECOMMENDATIONS

That the City Delivery Committee:

- (a) Receives the report "Half Year Financial Performance Monitoring".

EXECUTIVE SUMMARY

2. This report presents the financial performance of Council for the first half of the 2024-25 financial year, comparing actual results to the Annual Plan and Approved Budget, and indicating a forecast year end position.
3. At the half-way point of the year, the operating deficit is \$10m less than indicated through the Annual Plan, with a forecast full year position of \$3m less than annual plan. Revenue is performing ahead of budget by \$3.6m, largely driven by higher interest revenue and unbudgeted grants and subsidies, while operating expenditure is under budget by \$6m with savings in various categories.
4. Capital expenditure to December is 17% higher than at the same time in 2023. The full year forecast spend based on forecasts from project managers is \$487m against an approved budget of \$502m.
5. The Treasury position shows debt forecast under budget, with appropriate hedging and debt maturity levels.
6. The analysis in the report focuses on variances in revenue, expenditure and capital delivery, and the ongoing management of Council's debt and financial position. Further detail can be found in **attachments 1 and 2**.

BACKGROUND

7. This report is for monitoring and reporting purposes showing Council's half year financial performance against year to date Annual Plan budgets.
8. The year to date Statement of Comprehensive Revenue and Expenditure (P&L) is provided in **attachment 1**, along with a brief variance analysis by P&L category.
9. The P&L includes year to date results along with full year budgets and forecasts for reference. Three additional columns are displayed:
 - (a) Annual Plan (ANP) as adopted through the LTP which is reported against for compliance purposes (Annual Report).

- (b) Approved Budget which is the Annual Plan budget amended for any carry forwards from the prior year and any Council decisions impacting the budget. The revised budget is included as it gives context to the full year forecast.
- (c) Forecast being the approved budget plus adjustments for updated expectations.
10. An overview of capital expenditure is also provided in **attachment 1**, noting that the capital programme is more thoroughly explored through the 2nd Quarter Project Performance report on this agenda.

DISCUSSION

Financial Performance

11. The financial results to 31 December 2024, which is the second quarter of the 2024-25 financial year are provided in **Attachment 1** to this report and summarised in the table below.
12. **Attachment 1** has been adjusted to pick out two significant impacts that flow through operating income and expenditure but are capital in nature. These are the Tauriko West enabling works (income and expenditure) and the interest expense generated by growth debt (which is capitalised). Operating surplus/(deficit) net of those impacts is also displayed. These impacts are excluded from the table below. Unless otherwise noted, these items will be excluded from all analysis in this report.
13. Net of those impacts, the second quarter year to date operating deficit is \$10m less than budgeted in the Annual Plan and \$14m less than the approved budget. The approved budget has reassigned the savings targets contained in the annual plan to actual budgets (net zero impact but movements between expenditure categories), and also contains agreed carry-forwards of expenditure and associated funding from 2024 of \$4.5m. **Attachment 2** illustrates where the movements between the Annual Plan and the Approved Budget have occurred.

	YTD Dec Actual \$m	YTD Dec Annual Plan \$m	YTD Dec variance Actual to AP \$m	YTD Dec Approved Budget \$m	YTD Dec Variance Actual to Approved \$m
Total Rates including water by meter	166	167	(2)	167	(1)
Finance revenue	6	2	4	2	4
Subsidies and grants	10	8	2	9	1
Fees and charges	35	35	(0)	35	(1)
Total Operating Revenue	216	213	4	213	3
Depreciation and amortisation expense	54	52	(2)	52	(2)
Personnel expenses	61	59	(2)	61	(0)
Finance expenses	20	22	2	22	2
Other expenses	105	112	7	116	11
Total Operating Expenditure	240	246	6	251	11
Operating Surplus/(Deficit)	(24)	(33)	10	(38)	14

Forecast

14. The operating deficit is forecast to be less than Annual Plan by \$3m. Reductions in other operating expenditure and net finance expenditure along with increased subsidy revenue have more than offset current forecasts over budget for depreciation and employee costs.

	Full Year AP Budget	Full Year Approved Budget	Full Year Forecast	Full Year Variance Forecast to AP Budget
	\$m	\$m	\$m	\$m
Total Rates including water by meter	334	334	333	(1)
Finance revenue	5	5	9	4
Subsidies and grants	16	18	19	3
Fees and charges	70	70	69	(1)
Total Operating Revenue	425	427	429	5
Depreciation and amortisation expense	105	105	108	(3)
Personnel expenses	118	120	120	(2)
Finance expenses	45	45	44	1
Other expenses	226	228	223	3
Total Operating Expenditure	494	498	495	(1)
Operating Surplus/(Deficit)	(69)	(71)	(66)	3

15. Although the other expenses category is significantly under budget year to date, the full year forecast does not reflect that position to the same extent. There will be timing impacts in the year to date result, and we would also usually expect a write-back to operating expenditure resulting from transfers of capital work in progress (WIP) or asset impairment before the full year results are finalised. These will increase reported expenditure and losses for the year.

Revenue

16. Operating revenue is ahead of budget overall by \$3.6m net of Tauriko West. This is essentially due to interest revenue ahead of budget from higher deposit balances and unbudgeted grants received.
17. Rates revenue is currently forecast to be on budget for the year. Higher targeted rates have been assessed than had been budgeted, particularly in kerbside collection, with an offsetting deficit in the general rates category. Objections are now completed, and the results from that process along with other causes of the general rates deficit, offset the higher targeted rates. Other causes of the general rates deficit include new remission applications for earthquake strengthening, applications for non-rateable status and corrections for categorisation and rating status errors. Water rates revenue has been significantly impacted by the operational closure of a significant commercial customer.
18. Higher than budgeted deposit balances driven by both opening balances and the requirement to pre-fund maturing debt. Pre-funding of maturing debt inflates both debt and deposit balances until the debt matures. In the meantime the interest costs of each offset each other.

19. Subsidies and grants are significantly ahead of budget resulting from higher waste education grants than expected, and grants received in excess of accruals relating to the 2024 financial year.
20. Fees and charges are currently close to budget, however this position nets off items which are doing well against budget with those that are currently behind budget. Unfavourable variances impacted by volumes that are less than assumed in the LTP are notably building consents, Beachside Holiday Park and parking revenue.
21. Asset development revenue is significantly behind budget year to date, particularly in respect of capital subsidies and grants. While this does not impact the traditional view of operating surpluses/deficits, capital subsidies and grants are included as revenue in the debt to revenue calculation. The biggest impact is due to not having IFF revenues flowing in for Te Manawataki o Te Papa. Additionally, budgeted grants for Memorial Aquatics (\$4.9m) and Cameron Rd Indoor Courts (\$4.4m) are not currently expected to materialise this financial year and alternative options are being explored. The shortfall, depending on project expenditure for the year, will therefore require additional loan-funding at least temporarily. These items, along with the loss of expected NZTA funding are reflected in the forecast, \$38.3m less than budget. Additionally development contributions are behind budget reflecting slower growth than anticipated and revenue has been forecast down for the full year.

Expenditure

22. Operating expenditure is less than budget year to date by \$6m net of Tauriko West and growth interest.
23. In setting the LTP budget for year one, it was assumed that \$4.6m of organisational savings would be found, and a target for salary savings was set at 8% (rather than the rolling average of approximately 4%). Salary savings are usually calculated to take into account the impact of churn (an assumption for how many positions will be recruited for during the year and how long the positions would be vacant on average). A savings target on top of this was added to reflect the desire to control salary costs.
24. An exercise to properly assign those savings targets was conducted, with the result that the categorisation of the savings has changed slightly, see **attachment 2**, showing in the approved budget an increased employee costs budget and a decreased other expenses budget.
25. Year to date direct salary costs are ahead of budget as current establishment is higher than planned in the LTP and churn is significantly less. Capitalisation of salaries is also running behind budget, reflecting altogether as a year to date overspend in employee expenses. A project to improve capitalisation practices across the organisation, on the back of the success with implementation in the Transportation activity, is currently underway. Against the approved budget, reflecting the redistribution of the savings target, employee costs are almost exactly on budget. In preparation for the organisational reset, many vacancies are on hold and new vacancies heavily scrutinised before recruitment is approved. The forecast against annual plan reflects the year to date variance, which is not expected to increase further.
26. Depreciation costs are forecast to be \$3m more than budget for the year due partly to another big asset revaluation in 2024, reflecting particularly in the Transportation and Spaces and Places activities. This forecast is subject to the timing and quantum of new capitalisation and any asset write-offs.
27. Finance expenses are below budget year to date and are forecast to remain within budget despite additional forecast interest related to funding for Te Manawataki o Te Papa. Opening debt and year to date debt movement are lower than initially forecast, generating reduced interest.
28. Other expenses – a broad category including consultants and contractors, R&M, grants and contributions, utilities costs, software licenses and support and software as a service – are

under budget year to date even with a savings target of \$4.5m in the annual plan budget, and applied savings of \$6.6m in the approved budget. There is a favourable variance of \$7m year to date against annual plan, and \$11m against approved budget, noting that the approved budget also includes carry forwards of budget and funding from the 2024 financial year.

Capital

29. An overview of capital expenditure is provided in **attachment 1**.
30. Capital expenditure of \$225m has been delivered in the first half of FY25 – 17% higher than the first half spend of FY24 (including operational projects of a capital nature but excluding vested assets, land sales and Bay Venues new capital offset).
31. Council agreed on 29 October 2024 to reforecast capital budgets of \$501m for FY25. There has subsequently been a bring forward of \$1.47m from FY26 to FY25 approved to progress construction of the Taurikura Drive upgrade, to coordinate with the opening of the next phase of Tauranga Crossing (funded via IFF and NZTA), bringing the total approved budget to \$502m.
32. The full year forecast spend from project managers is \$487m against the full year approved budget of \$502m.
33. A summary of budget adjustments actioned since the 2024-34 Long-term plan was adopted is provided in the table below:

Project Budget Adjustments in FY25				
	Total	Approved by Council	Approved by Chief Executive	No approval required
Adopted Year 1 of 2024-34 LTP	\$506.2m			
Carry Forward of Budget from FY24	\$114.6m	\$114.6m		
Bring Forward of Budget	\$10.2m	\$8.5m	\$1.6m	
Additional Budget	\$3.3m	\$3.3m		
New Project Budget	\$0.1m	\$0.1m		
Capital Delivery Adjustment	\$60.0m	\$60.0m		
Budget Reduction	(\$11.8m)	(\$11.6m)		(\$0.2m)
Budget Deferral	(\$179.1m)	(\$179.1m)		
Budget reallocated to Vested Assets	(\$1.1m)			(\$1.1m)
Total Budget adjustment	(\$3.9m)	(\$4.2m)	\$1.6m	(\$1.3m)
Approved Budget FY25	\$502.3m			

Asset adjustments from past years affecting the current financial year

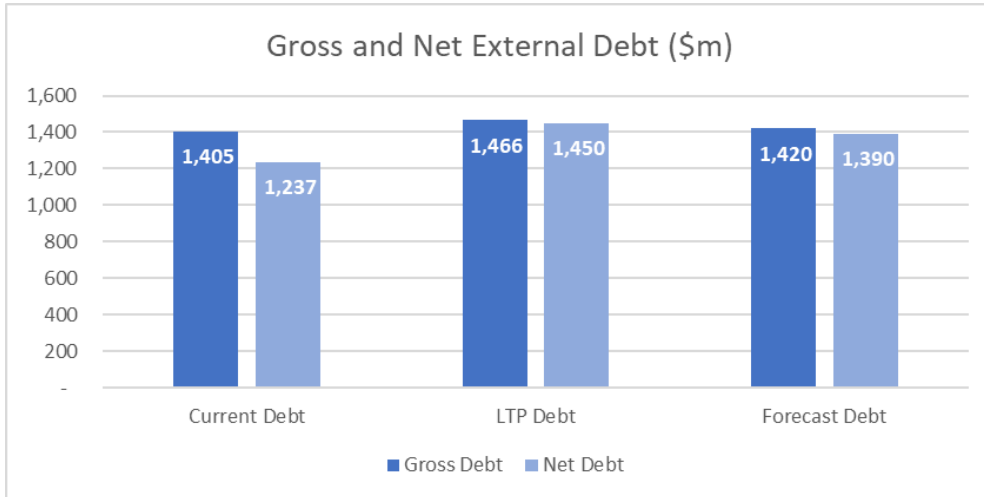
34. As part of our usual financial reporting process, in preparation for the annual report, staff are currently reviewing capital WIP for expenditure that will not be able to be capitalised along with current Property, Plant and Equipment (PPE) assets for indications of impairment. These items require a write back to the current year's operating expenditure, of previous years' expenditure. The bulk of these items will be processed in quarter four and no forecast for this has been included in the P&L analysis.
35. Non capitalizable WIP may include:
 - (a) Early engagement, concept design, optioneering and feasibility that wasn't initially captured as opex
 - (b) Digital SaaS initially assigned to a capital project

(c) Expenditure on projects to date that will no longer progress to a capitalizable asset.

- 36. Asset impairment/write-off will include the remaining depreciated value of 306 Cameron Road fitout costs.
- 37. Where possible these write backs will be funded from any rates surplus at that time, and any shortfall will result in a request to loan fund with debt repayment.

Treasury

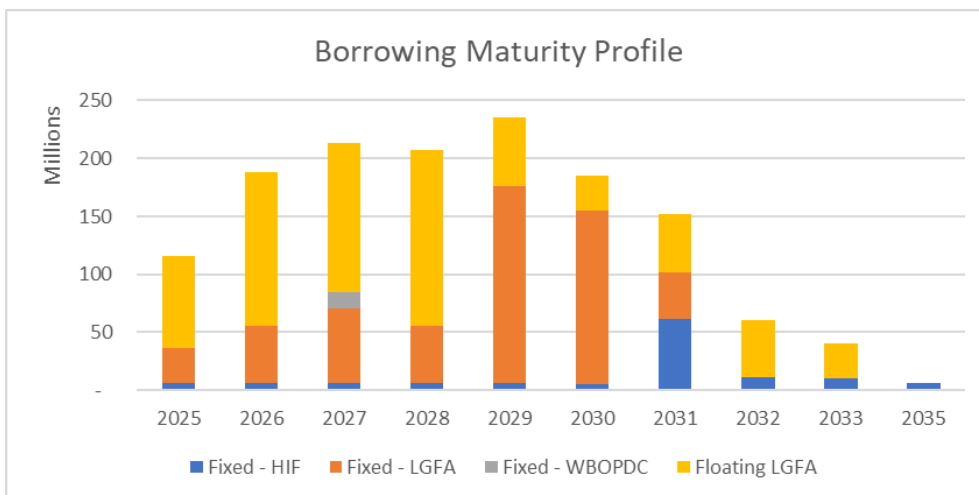
- 38. The gross debt budget set in the LTP is \$1.46bn. The current forecast gross debt for June 2025 \$1.42bn with \$370m of debt drawn.



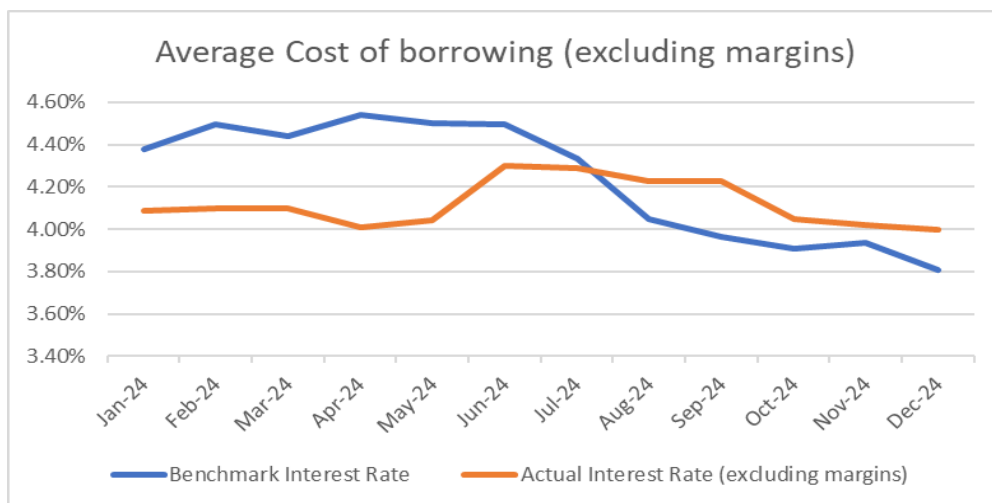
- 39. The LTP approved debt drawdown was \$385m and an additional \$54m was approved to bring TMOTP IFF back on balance sheet. A further \$6m was approved in August 2024 for the Airport extension project.

The net debt budget set in the LTP is \$1.45bn. The current forecast net debt for June 2025 is \$1.39bn. The net debt forecast includes \$30m of cash and prefunding investment at year end. The forecast assumes lower capital delivery than budgeted in the LTP, and all grant revenue forecasts being realised before 30 June.

- 40. Both interest rate hedging and debt maturity levels are within recommended levels. \$1.026bn of total debt (73%) is at fixed interest rates as at 31 December 2024.



- 41. The average cost of borrowing is measured against a composite benchmark rate which reflects an averaging of 90 day to 15 year swaps rates.



STATUTORY CONTEXT

42. Section 101 of the Local Government Act (2002) places responsibility on local authorities to ensure prudent stewardship of council resources and proper financial oversight.

STRATEGIC ALIGNMENT

43. This contributes to the promotion or achievement of the following strategic community outcome(s):

	Contributes
We are an inclusive city	✓
We value, protect and enhance the environment	✓
We are a well-planned city	✓
We can move around our city easily	✓
We are a city that supports business and education	✓

44. Maintaining expenditure within annual plan budget ensures delivery of services in a financially sustainable way. Variance review assists in identifying risks and trends facing council.

OPTIONS ANALYSIS

45. There are no decisions required in this report. The report is provided for information only.

FINANCIAL CONSIDERATIONS

46. This report monitors performance to budget and reviews compliance with Council’s policies and delegations. Delivery within allocated budgets ensures financial sustainability and accountability.

LEGAL IMPLICATIONS / RISKS

47. This monitoring report has no specific legal implications or risks.

CONSULTATION / ENGAGEMENT

48. This report is made public.

SIGNIFICANCE

49. The Local Government Act 2002 requires an assessment of the significance of matters, issues, proposals and decisions in this report against Council’s Significance and Engagement Policy. Council acknowledges that in some instances a matter, issue, proposal

or decision may have a high degree of importance to individuals, groups, or agencies affected by the report.

50. In making this assessment, consideration has been given to the likely impact, and likely consequences for:
- (a) the current and future social, economic, environmental, or cultural well-being of the district or region
 - (b) any persons who are likely to be particularly affected by, or interested in, the matter.
 - (c) the capacity of the local authority to perform its role, and the financial and other costs of doing so.
51. In accordance with the considerations above, criteria and thresholds in the policy, it is considered that the matter is of low significance.

ENGAGEMENT

52. Taking into consideration the above assessment, that the matter is of low significance, officers are of the opinion that no further engagement is required prior to Council making a decision.

Click here to view the [TCC Significance and Engagement Policy](#)

NEXT STEPS

53. The next monitoring report for quarter 3 will be presented to this committee in June 2025.

ATTACHMENTS

1. **P&L and High Level Capital - A17639494** [↓](#) 
2. **Movement to Approved Budget - A17639495** [↓](#) 

8.9 Six-Monthly Non-Financial Performance Report 2024/25

File Number: A17099643

Author: Holly Allison, Corporate Planner

Authoriser: Christine Jones, General Manager: Strategy, Growth & Governance

PURPOSE OF THE REPORT

1. The purpose of this report is to provide information on Council's non-financial performance for the first six months of 2024/25.

RECOMMENDATIONS

That the City Delivery Committee:

- (a) Receives the report "Six-Monthly Non-Financial Performance Report 2024/25".

EXECUTIVE SUMMARY

2. This report, along with the material in Attachment One, provides a comprehensive summary of Council's progress towards meeting the non-financial performance measures and achieving the levels of service set in the Long-term Plan 2024-34.
3. Of the 82 non-financial performance measures included in the LTP for 2024, 55 measures (67%) are on track to completion, six measures (7%) are off track within 5%, 13 measures (16%) are off track. Data is not yet available for eight (10%) measures.

BACKGROUND

4. In the Long-term Plan (LTP), the level of service that the Council will deliver is agreed upon by the Council in consultation with the public.
5. The Local Government Act 2002 stipulates that local authorities are required to report on how well they are performing in delivering these levels of service to their communities as measured by non-financial performance measures.
6. In the 2024-34 Long-term Plan there are 82 performance measures that were set. 23 of which are mandatory measures as per section 261B of the Local Government Act.

STATUTORY CONTEXT

7. Monitoring non-financial performance is a key function of the committee.

DISCUSSION

8. Of the 82 non-financial performance measures included in the LTP for 2024, 55 measures (67%) are on track to completion, six measures (7%) are off track within 5%, 13 measures (16%) are off track. Data is not yet available for eight (10%) measures.
9. Where data is not currently available, the majority of these relate to measures which are only surveyed or calculated at one point through the year, or where we have no current method of assessment. Comments within the report indicate why and when results will become available.
10. The six measures that are off track but within 5% of their target are detailed below:

Outcome	Performance measure	Target	2024/25 year to date result
An inclusive city	Percentage of venues with new or renewed alcohol licences that have been inspected	95%	45%
	Percentage of noise complaints that are attended within 1 hour of the second call to the Contact Centre	95%	92%
A city that supports business and education	Domestic and international tourism spending in the city	Baseline established	-1%*
A well-planned city	The percentage of residents who are aware of ways they can conserve water and have taken steps to do so	≥ 85%	84%
Organisational Capability	Percentage of face-to-face enquiries that are resolved at the first point of contact	98%	97%

* Compared to last year

11. The 13 measures that are off track are within the following outcomes:

Outcome	Performance measure	Target	2024/25 year to date result
An inclusive city	Number of participants in all library programmes	Increasing (>34,000)	15,905
	Percentage of residents satisfied with the range and frequency of event experiences in Tauranga	75%	49%
	Percentage of residents satisfied with the accessibility and quality of Tauranga's arts, cultural, and events spaces	75%	50%
	Percentage of households that are within 500m of a neighbourhood area open space	95%	86%
Values, protects and enhances our environment	Council's compliance with resource consents for discharge from its stormwater system measured by the number of abatement notices, infringement notices, enforcement orders, and convictions received in relation to those resource consents	Nil	1
A well planned city	There will be sufficient (as defined in the National Policy Statement on Urban Development) residential zoned land provided with development capacity for at least: 1) 3 years 2) 10 years 3) 30 years	Not achieved	Not achieved

	There will be sufficient (as defined in the National Policy Statement on Urban Development) business zoned land provided with development capacity for at least: 1) 3 years 2) 10 years 3) 30 years	Achieved	Not achieved
	Percentage of residents satisfied with the city centre as the commercial and cultural heart of Tauranga	45%	23%
	Percentage of building consent applications approved within statutory timeframes	95%	81%
A city we can move around easily	Duration of peak across the transport network (where traffic is travelling at 50% of free flow speed of 59k/hr)	330mins	400mins
	Travel times are reliable during peak hours (95% of travel time should occur within +/- 25% of average duration)	A variation of no more than 25%	39%
	The proportion of people who journey to work by active modes (walking/jogging/cycling)	5%	2%
	Average weekday city centre on-street and off-street parking occupancy rate	75-85%	60%

FINANCIAL CONSIDERATIONS

12. There are no financial considerations in relation to this report as it is a monitoring report.

LEGAL IMPLICATIONS / RISKS

13. Risks are elevated for those measures tracking below target as this is the midpoint mark for the reporting year. Corrective action will need to be accelerated to turn around off track measures.

SIGNIFICANCE

14. The Local Government Act 2002 requires an assessment of the significance of matters, issues, proposals and decisions in this report against Council's Significance and Engagement Policy. Council acknowledges that in some instances a matter, issue, proposal or decision may have a high degree of importance to individuals, groups, or agencies affected by the report.
15. In making this assessment, consideration has been given to the likely impact, and likely consequences for:
- the current and future social, economic, environmental, or cultural well-being of the district or region
 - any persons who are likely to be particularly affected by, or interested in, the matter.
 - the capacity of the local authority to perform its role, and the financial and other costs of doing so.

16. In accordance with the considerations above, criteria and thresholds in the policy, it is considered that the matter is of low significance.

ENGAGEMENT

17. Taking into consideration the above assessment, that the matter is of low significance, officers are of the opinion that no further engagement is required prior to Council making a decision to receive this report.

NEXT STEPS

18. This report ensures monitoring of Council performance. The non-financial monitoring report summary will be presented on the Council website.

ATTACHMENTS

1. **Non-financial Performance Six-monthly Report 2024-25 - A17437217 (Separate Attachments 1)** 

8.10 Tauranga Māori Business Association - Half Year Update

File Number: A17401881

Author: Lisa Gilmour, City Partnership Specialist

Authoriser: Gareth Wallis, General Manager: City Development & Partnerships

PURPOSE OF THE REPORT

1. For Tauranga Māori Business Association to report to Council on their activities for the period 1 July 2024 to 31 December 2024 and to provide an update on the partnership funding.

RECOMMENDATIONS

That the City Delivery Committee:

- (a) Receives the report "Tauranga Māori Business Association - Half Year Update"

EXECUTIVE SUMMARY

2. Tauranga Māori Business Association receives funding from Tauranga City Council.
3. For the financial year 1 July 2024 through 30 June 2025, a partnership agreement has been in place with funding of \$50,000.00 (ex GST) granted to undertake the delivery of services.
4. Tauranga Māori Business Association have provided a six-month update report to Council for the first year of funding under the partnership agreement. This report reflects the period 1 July 2024 to 31 December 2024 and provides a half year update. This report provides information on their progress and the scope undertaken by the organisation.
5. This funding is granted for Tauranga Māori Business Association to build the capability of Pakihi Māori (Māori businesses) in Tauranga Moana.

BACKGROUND

6. Tauranga Māori Business Association provides:
 - networking opportunities for business, education, and training purposes;
 - opportunities to publicise member businesses;
 - regular gatherings in a friendly and encouraging environment with business peers;
 - business and employment opportunities through Whanake (A collective of organisations that uplift Māori and Pasifika businesses within Tauranga Moana); and
 - connection between members to experts who can help solve business problems.
7. The scope and services in the partnership agreement are to the effect that the Tauranga Māori Business Association will; increase membership, increase service delivery and create opportunities for members.
8. The following Key Performance Indicators are being reported:

Annual objective	Annual measure
Increase membership	<ul style="list-style-type: none"> • Increase Memberships by 10% per year. • Increase Manawhenua Pakihi Māori members, captured through and onboarding application form (currently 21.33% of members whakapapa to one or more of the three iwi; Ngāti Ranginui, Ngāi Te Rangi and Ngāti Pukenga).

	<ul style="list-style-type: none"> • Increase to 30% or more of members to whakapapa back to one or more of the three iwi of Tauranga Moana.
Increase service delivery	<ul style="list-style-type: none"> • Increase 20 hours to 40 hours for Kaitautoko Role. • Educational/networking events and workshops/events – eight total including collaborative and partnered events. • Marketing members through Tauranga Māori Business Association via social media (Facebook/Instagram/LinkedIn). • Grow partnership opportunities for members – increase MOU (Memorandum of Understanding) by one.
Create opportunities for members	<ul style="list-style-type: none"> • Referral to Whanake organisations – four referrals per month for assistance with becoming tender ready, completing any requirements and/or building their capability. • Create and grow relationship with the three iwi; Ngāti Ranginui, Ngāti Pūkenga and Ngai Te Rangi. • Increase audience on Facebook, LinkedIn and Instagram (currently Facebook – 1863 following (753 based in Tauranga) / Instagram – 71 following / LinkedIn – 330 following.

9. The Tauranga Māori Business Association Six-monthly Report to Tauranga City Council can be found at Attachment One. This is not presented as a contractual requirement however provides Tauranga Māori Business Association an opportunity to provide information to Council on the scope of their work.
10. Further information about the Tauranga Māori Business Association can be found [here](#).
11. The partnership agreement was signed 17 June 2024 for financial years 1 July 2024 to 30 June 2027. The total value of funding of the new agreement is \$120,000.00 over those three years.
 - Year 1: \$50,000.00 - 1 July 2024- 30 June 2025
 - Year 2: \$40,000.00 - 1 July 2025- 30 June 2026
 - Year 3: \$30,000.00 - 1 July 2026- 30 June 2027

The City Partnerships Specialist is supporting Tauranga Māori Business Association with the partnership agreement, including Key Performance Indicators (KPIs) and reporting requirements.

12. The partnership agreement full annual report will be provided soon after 30 June 2025.

SIX-MONTHLY REPORT SUMMARY

13. Tauranga Māori Business Association are on track to meet the KPIs outlined in the Partnership Agreement with the exception of the metric for the number of referrals to Whanake organisations. This has been impacted by Government funding decisions.

NEXT STEPS

14. The City Partnerships Specialist will continue to support Tauranga Māori Business Association with their new partnership agreement.

ATTACHMENTS

1. **TMBA 6 monthly report December 2024 - A17486343** [↓](#) 

8.11 Annual Residents Survey - Wave Two Results

File Number: A17099655

Author: Holly Allison, Strategy & Corporate Planning

Authoriser: Christine Jones, General Manager: Strategy, Growth & Governance

PURPOSE OF THE REPORT

1. The purpose of this report is to provide an overview of the results from the Annual Residents Survey for the second quarter of 2024/25 (wave two).

RECOMMENDATIONS

That the Community & Performance Committee:

- (a) Receives the report “Annual Residents Survey – Wave Two Results”.

EXECUTIVE SUMMARY

2. Each year, Council seeks feedback from its residents regarding their perception on various aspects of Council-provided services and initiatives. This survey is carried out over four waves during the year and is collated into an annual report.
3. This report, to support the material in attachment one, provides a high-level summary of the wave two results of the Annual Residents Survey.

BACKGROUND

4. The Annual Residents Survey forms part of a wider set of information we have around engagement with the Tauranga community and their wants, needs, and perceptions of Council and of Tauranga as a place to live.
5. Survey results help Council staff assess the performance of Council against a set of pre-determined actions and performance levels, including those outlined in the Long-Term Plan.
6. Using a post-to-online method, 150 surveys have been undertaken with Tauranga City residents during this second wave. An invitation letter, containing an embedded link to an online survey, was sent to a random selection of residents sourced from the Electoral Roll, with a subsequent reminder follow up.
7. Wave two fieldwork was conducted from 8 November to 9 December 2025.

DISCUSSION

8. A high-level view of the responses received to date and how they compared to previous years is presented in this report. It is important to note that as the full year survey has not yet been completed, these results are indicative but do not meet the threshold of statistical relevance to be reflective of the views of the whole city.

Measure	2023/24 Result	2024/25 YTD Result	Trend vs previous year
Overall performance	34%	44%	▲
Overall reputation	26%	27%	▲
Overall value for money	34%	31%	▼
Overall core services deliverables	54%	61%	▲
Overall water management	56%	58%	▲
Overall road and footpaths	35%	50%	▲
Overall waste management	68%	77%	▲
Overall outdoor spaces	71%	77%	▲
Overall public facilities	70%	74%	▲

9. Further information on each of the overall sections and the measures within, along with a summary of the
10. At the 18 November meeting of the previous Community, Transparency, and Engagement Committee on the

2013-2016 and 2016-2019 terms.

11. Noting that the overall level questions for the sections were only introduced in the 2015/16 survey onwards. The only measure consistent through the two terms was that of overall performance.
12. To provide the Council with a performance comparison YTD against the last two full-term elected Councils, a summary of the high-level survey results for the 2024/25 YTD is presented in the tables below, alongside data from previous years dating back to 2013/14. This responds to an elected member request from a previous Committee meeting. Also for comparative purposes is a comparison of the average result from 2015/16 to 2018/19 and how the current results compare year to date. (Refer graphs below and the attachment for information on the wave results over the past 5 years).

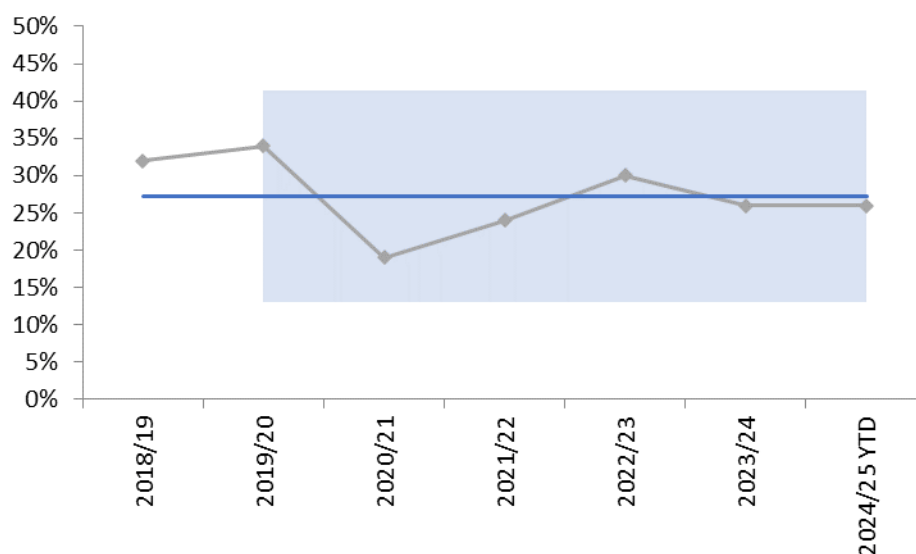
	2013/14 Result	2014/15 Result	2015/16 Result	2016/17 Result	2017/18 Result	2018/19 Result	2024/25 YTD Result
Overall performance	65%	67%	75%	74%	73%	66%	44%
Overall reputation	-	-	55%	51%	53%	44%	27%
Overall value for money	-	-	59%	57%	58%	48%	31%
Overall core services deliverables	-	-	79%	79%	73%	71%	61%
Overall water management	-	-	65%	68%	67%	64%	58%
Overall road and footpaths	-	-	76%	68%	63%	56%	50%
Overall waste management	-	-	75%	75%	61%	66%	77%
Overall outdoor spaces	-	-	83%	86%	82%	81%	77%
Overall public facilities	-	-	76%	79%	78%	73%	74%

Measure	Average 2015/16 to 2018/19	2024/25 YTD Result	Trend vs previous years
Overall performance	72%	44%	▼
Overall reputation	51%	27%	▼
Overall value for money	56%	31%	▼
Overall core services deliverables	76%	61%	▼
Overall water management	66%	58%	▼
Overall road and footpaths	66%	50%	▼
Overall waste management	69%	77%	▲
Overall outdoor spaces	83%	77%	▼
Overall public facilities	77%	74%	▼

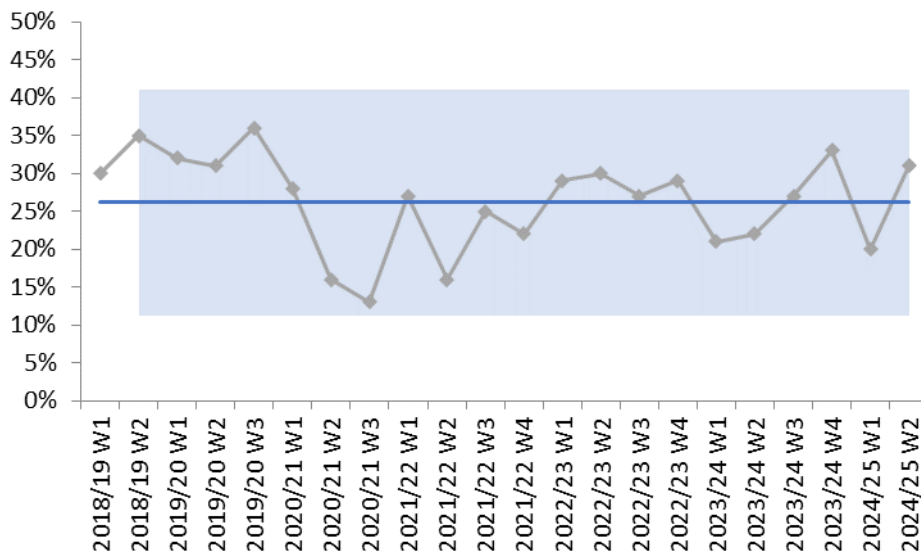
Measures of Interest

- 13. The 2023/24 full year report highlighted three areas of council performance as these measures have the highest impact on residents’ overall perception of the Council combined with relatively low performance. The results for wave two for these areas are discussed below and in the attached report.
- 14. The below graphs used are XmR (Moving Range) charts. An XmR is a type of control chart used in process improvement and statistical analysis to monitor the variation in a single data series over time. The charts below track individual data points, showing how each measurement compares to the overall average and upper and lower control limits (shaded blue area), which define the expected range of natural variation. The XmR chart helps identify trends, shifts, or unusual variations in a process, making it useful for detecting changes and ensuring that processes remain stable and predictable.
- 15. Trust

Graph 3 – Trust YTD



Graph 4 – Trust by wave

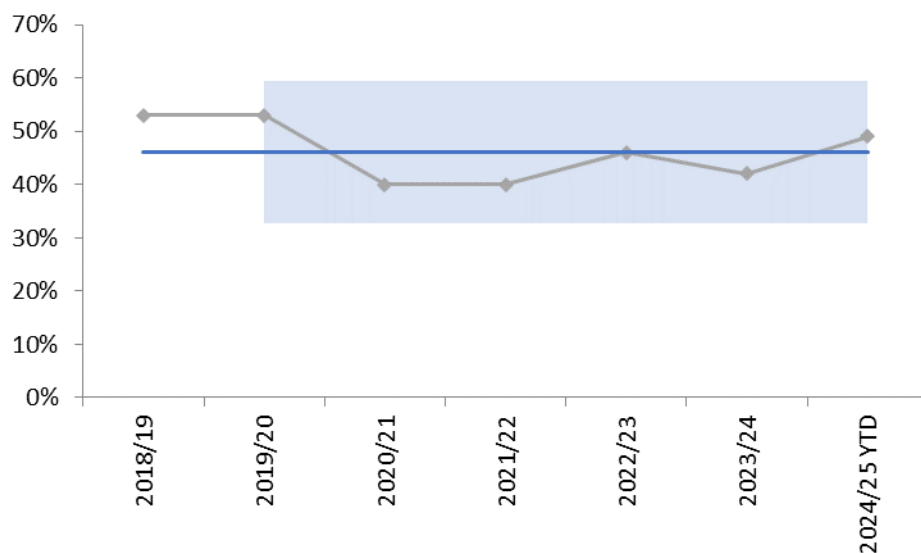


Trust – 26% of respondents are satisfied YTD, on par from the previous 2023/24 year.

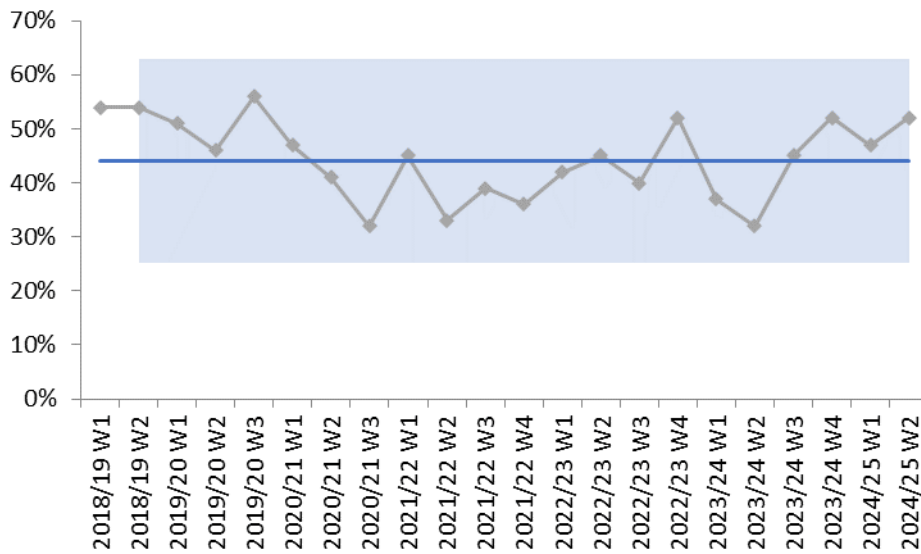
- The XmR Charts demonstrate that trust and confidence has remained steady in comparison to the previous three years and remains above the significant drop in trust and confidence in 2020/21.

16. Quality of services

Graph 5 – Quality of services YTD



Graph 6 – Quality of services by wave

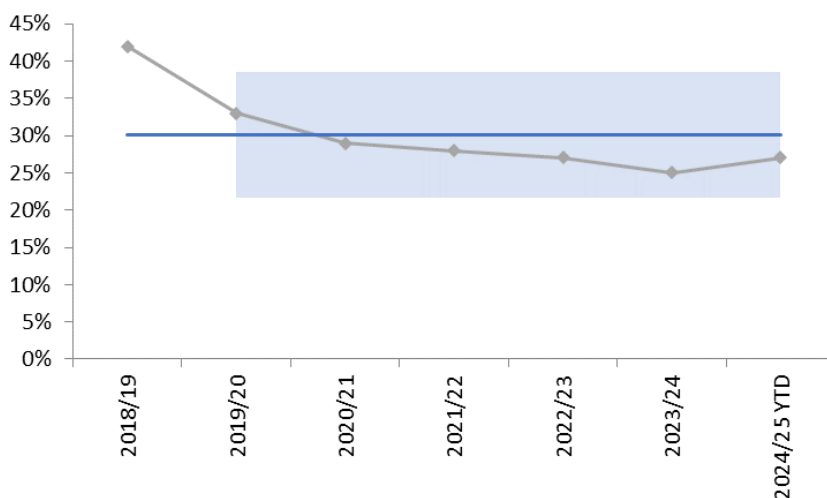


Quality of services – 49% of respondents are satisfied YTD, up from 42% in the previous 2023/24 year.

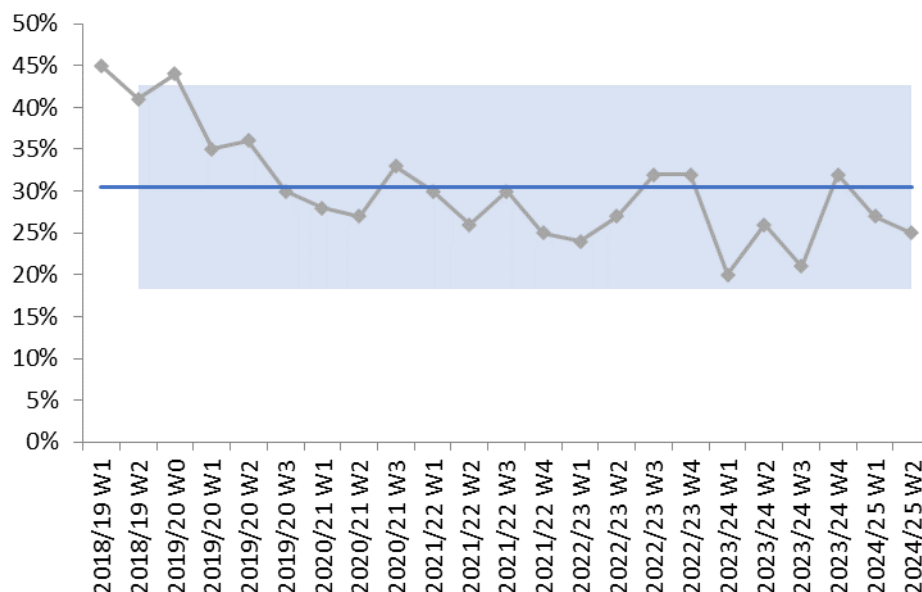
- The XmR Charts demonstrate that satisfaction levels with quality of services have remained relatively steady since 2019, fluctuating between 40 and 55%. In comparison to the previous year, we have seen an increase YTD which is close to the results experienced in 2019/20. This increase in results this YTD could be attributed to the positive sentiment in respondents’ comments around the quality of public sports and recreation facilities and libraries.

17. Annual rates fair and reasonable

Graph 7 – Annual rates fair and reasonable YTD



Graph 8 – Annual rates fair and reasonable by wave



Annual Rates – 26% of respondents are satisfied YTD, up from 25% in the previous 2023/24 year.

- The XmR Charts demonstrate that satisfaction levels with annual rates being fair and reasonable has continued to decline year on year since 2018/19. However, there has been a slight increase in 2024/25 YTD. The variation between the wave data shows that W1 usually sees a drop in the result which correlates to residents receiving the first rates notice of the year. Despite experiencing a drop in satisfaction over the past two waves, the results combined are better than what we experienced in 2023/24, contributing to the improved result for 2024/25 YTD.

STATUTORY CONTEXT

18. The Annual Residents Survey allows effective monitoring of performance and insights to be gained to inform future planning.

OPTIONS ANALYSIS

19. There are no options associated with this report. The report is provided as information only.

FINANCIAL CONSIDERATIONS

20. There are no financial implications or risks associated with this report.

LEGAL IMPLICATIONS / RISKS

21. There are no legal implications or risks associated with this report.

CONSULTATION / ENGAGEMENT

22. This report is made public.

SIGNIFICANCE

23. The Local Government Act 2002 requires an assessment of the significance of matters, issues, proposals and decisions in this report against Council’s Significance and Engagement Policy. Council acknowledges that in some instances a matter, issue, proposal or decision may have a high degree of importance to individuals, groups, or agencies affected by the report.

24. In making this assessment, consideration has been given to the likely impact, and likely consequences for:
 - (a) the current and future social, economic, environmental, or cultural well-being of the district or region
 - (b) any persons who are likely to be particularly affected by, or interested in, the matter.
 - (c) the capacity of the local authority to perform its role, and the financial and other costs of doing so.
25. In accordance with the considerations above, criteria and thresholds in the policy, it is considered that the matter is of low significance.

ENGAGEMENT

26. Taking into consideration the above assessment, that the matter is of low significance, officers are of the opinion that no further engagement is required prior to Council making a decision.

NEXT STEPS

27. On 9 December 2024, Council resolved to add additional questions on rates affordability to the Annual Residents Survey. This work has been completed and was added to the survey for wave three. The first results will be available and reported to the Committee with the other wave three results.
28. The next wave (wave three) for 2024/25 is due to be collected during February and March 2025 with results scheduled to be reported to this Committee on 7 April 2025.

ATTACHMENTS

1. **Annual Residents Survey 2024_25 - Wave 2 - Performance Report - A17361323 (Separate Attachments 1)** 

9 DISCUSSION OF LATE ITEMS

10 CLOSING KARAKIA