



**ROTORUA
LAKES COUNCIL**
Te Kaunihera o ngā Roto o Rotorua

Kaupapataka Agenda

NOTICE OF A MEETING OF COMMUNITY AND DISTRICT DEVELOPMENT COMMITTEE

Date: Wednesday 13 November 2024

Time: 9:30 am

Venue: Council Chamber

MEMBERSHIP

Chair

Cr Kai Fong

Members

Cr Brown (Deputy Chair)

Cr Waru (Deputy Chair)

Mayor Tapsell

Cr Lee

Cr Barker

Cr Maxwell

Cr Kereopa

Cr O'Brien

Cr Wang

Cr Paterson

Quorum

6

**Jean-Paul Gaston
Acting Chief Executive**

NGĀ TUKUNGA HAEPAPA TE KAUNIHERA
COUNCIL DELEGATIONS

COMMUNITY AND DISTRICT DEVELOPMENT

Type of Committee:	Whole of Council Committee
Subordinate to	N/A
Subordinate Committees	N/A
Legislative Basis	Schedule 7, clause 30 (1) (a), Local Government Act 2002.
Purpose	To oversee planning, monitoring, education and enforcement activities, and guide the economic and physical development and growth of the Rotorua District.
Membership	Mayor Deputy Mayor All Councillors
Quorum	6
Meeting frequency	Monthly
Delegations	<ul style="list-style-type: none"> • Oversee the management of council’s planning, monitoring, education and enforcement activities, including: <ul style="list-style-type: none"> ○ Community safety ○ Regulatory and compliance ○ Environmental health ○ Animal Control ○ Parking Enforcement ○ Noise control ○ Food Act ○ Building Control ○ Consents and inspections ○ Resource Consents ○ Subdivision, land use and development control ○ District Plan ○ Plan Changes ○ Arts and Culture ○ Community wellbeing • Lead and oversee District Plan reviews and associated plan changes • Encourage engagement with the business community, economic agencies and major economic sectors that enables and attracts smart investment • Monitor Council’s contribution to the Te Arawa Vision (specifically in relation to Community and District Development outcomes)

	<ul style="list-style-type: none">• Development and implementation of Economic Development Strategy/Framework• Development and implementation of a Destination Management Plan• Central business district - revitalised growth and development included focus on Fenton Street Corridor• District growth and development• Council controlled organisations (CCO's) - advising on the content of the annual Statement of Expectations, agreement on Statement of Intent, monitoring against the Statement of Intent the financial and non-financial performance of CCO's• Make appointments and authority to remove appointments to Council-Controlled Organisations (CCO's).
Relevant Statutes	All the duties and responsibilities listed above must be carried out in accordance with the relevant legislation.

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1 KARAKIA WHAKAPUAKI – OPENING KARAKIA

Tūtawa Mai

Tūtawa mai i runga

Tūtawa mai i raro

Tūtawa mai i roto

Tūtawa mai i waho

Kia tau ai te mauri tū

Te mauri ora, ki te katoa

Hāumi e. Hui e. Tāiki e!

Tūtawa Mai

I summon from above

I summon from below

I summon from within

I summon the surrounding environment

The universal vitality and energy to infuse and enrich all present

Enriched, unified and blessed

2 NGĀ WHAKAPĀHA – APOLOGIES

The Chair invites notice from members of:

1. Leave of absence for future meetings of the Community and District Development Committee; or
2. Apologies, including apologies for lateness and early departure from the meeting, where leave of absence has not previously been granted.

3 WHAKAPUAKITANGA WHAIPĀNGA – DECLARATIONS OF INTEREST

Members are reminded of the need to be vigilant to stand aside from decision making when a conflict arises between their role as a member and any private or other external interest they might have.

4 NGĀ TAKE WHAWHATI TATA KĀORE I TE RĀRANGI TAKE - URGENT ITEMS NOT ON THE AGENDA

Items of business not on the agenda which cannot be delayed

The Chair will give notice of items not on the agenda as follows:

Matters Requiring Urgent Attention as Determined by Resolution of Rotorua Lakes Council

The Chair shall state to the meeting.

1. The reason why the item is not on the agenda; and
2. The reason why discussion of the item cannot be delayed until a subsequent meeting.

The item may be allowed onto the agenda by resolution of the Rotorua Lakes Council.

s.46A (7), LGOIMA

Discussion of minor matters not on the agenda.

Minor Matters relating to the General Business of the Rotorua Lakes Council.

The Chair shall state to the meeting that the item will be discussed, but no resolution, decision, or recommendation may be made in respect of the item except to refer it to a subsequent meeting of the Rotorua Lakes Council for further discussion

s.46A (7), LGOIMA

5 TE WHAKAŪ I NGĀ MENETI - CONFIRMATION OF MINUTES

**5.1 MINUTES OF THE COMMUNITY AND DISTRICT DEVELOPMENT COMMITTEE MEETING
HELD ON 9 OCTOBER 2024**

RECOMMENDATION

That the minutes of the Community and District Development Committee Meeting held 9 October 2024 be confirmed as a true and correct record.

Minutes (Draft)

Community and District Development Committee meeting
held Wednesday 9 October 2024 at 9:30 am
Council Chamber, Rotorua Lakes Council

- MEMBERS PRESENT: Cr Kai Fong (Chair)
Cr Brown (Deputy Chair), Cr Waru (Deputy Chair), Mayor Tapsell,
Cr Barker, Cr Kereopa, Cr Lee, Cr Maxwell, Cr O'Brien, Cr Paterson,
- APOLOGIES: Cr Wang (via zoom) for lateness.
(Cr Wang did not join the meeting)
- IN ATTENDANCE: D Donaldson (Chair – Mountain Bike Events Ltd);
A Tibble (Chief Executive – Mountain Bike Events Ltd and Head of
Operations – Crankworx World Tour).
- STAFF PRESENT: A Moraes, Chief Executive;
T Collé, Group Manager, Corporate Services;
J-P Gaston, Group Manager, Community and District Development;
S Michael, Group Manager, Infrastructure and Environmental Solutions;
P Warbrick, Manahautū, Te Arawa Hourua;
M Owen, Director, Community Safety;
G Kieck, Manager, Corporate Strategy and Planning;
S Kelly, Development and Partnerships Manager;
D Cossar, Governance & Democracy Lead;
S McNicol, Director, Marketing and Communications;
V Cawte, Senior Communications Advisor, Marketing and
Communications;
N Michael, Senior Communications Advisor, Mayor's Office;
R Dunn, Senior Governance & Democracy Advisor;
G Konara, Governance & Democracy Advisor.

The meeting opened at 9.31am.

The Chair welcomed elected members, media, staff and members of the public.

1 KARAKIA WHAKAPUAKI – OPENING KARAKIA

Cr Barker opened the meeting with a Karakia which was followed by a waiata from committee members, the public and staff.

2 NGĀ WHAKAPĀHA – APOLOGIES

RESOLVED CDD 24/10-001

Moved: Cr Waru

Seconded: Cr O’Brien

1. That the apologies from Cr Wang for lateness be accepted.

CARRIED

3 WHAKAPUAKITANGA WHAIPĀNGA – DECLARATIONS OF INTEREST

Nil

Cr Lee joined the meeting at 9.35am.

4 NGĀ TĀPAETANGA – PRESENTATIONS

4.1 CRANKWORX ROTORUA – EVENT SUMMARY

Mr Dave Donaldson (Chair – Mountain Bike Events Ltd) and Mr Arika Tibble (Chief Executive – Mountain Bike Events Ltd and Head of Operations – Crankworx World Tour) spoke to a presentation titled “Crankworx Rotorua-Event Summary” (ECM 20947243).

Action Point

- Cr Kai Fong requested the Economic Impact Assessment and Visitor Analysis Report by APR Cosultants Ltd be circulated to councillors.

5 ACKNOWLEDGEMENT

Cr O’Brien acknowledged the passing of former Councillor Cliff Lee and passed on the condolences to his family and friends.

Cr Cliff Lee has served as a Councillor from 1983 to 1995 and 1998 to 2007.

6 NGĀ TAKE WHAWHATI TATA KĀORE I TE RĀRANGI TAKE – URGENT ITEMS NOT ON THE AGENDA

The Chair noted that there is an urgent report that needs to be dealt with at this meeting in public excluded.

The reason for this item not been on the agenda is because of the recent change occurred in the risk profile of the site and the reason that it cannot be delayed for a future meeting is to mitigate safety and operational risks.

6.1 20-28 TE NGAE ROAD

RESOLVED CDD 24/10-002

Moved: Cr Waru

Seconded: Cr Brown

- 1. That the matter of “20-28 Te Ngae Road” be dealt with at this meeting in public excluded.**

CARRIED

7 TE WHAKAŪ I NGĀ MENETI - CONFIRMATION OF MINUTES

7.1 MINUTES OF THE COMMUNITY AND DISTRICT DEVELOPMENT COMMITTEE MEETING HELD ON 11 SEPTEMBER 2024

RESOLVED CDD 24/10-003

Moved: Cr Barker

Seconded: Mayor Tapsell

- 1. That the minutes of the Community and District Development Committee Meeting held 11 September 2024 be confirmed as a true and correct record.**

CARRIED

8 PŪRONGO KAIMAHI – STAFF REPORTS

8.1 COMMUNITY SAFETY - PHASE 2

RESOLVED CDD 24/10-004

Moved: Cr Barker

Seconded: Mayor Tapsell

**HE TŪTOHUNGA
RECOMMENDATION**

1. That the report 'Community Safety - Phase 2' be received.

CARRIED

Jean-Paul Gaston and Mihi Owen overviewed the report and spoke to a presentation titled "Community Safety – Phase 2" (ECM 20655224).

RESOLVED CDD 24/10-005

Moved: Cr Waru

Seconded: Cr Brown

2. That the Committee endorse phase 2 in Council's Community Safety Plan.

In Favour: Cr Kai Fong, Cr Brown, Cr Waru, Mayor Tapsell, Cr Barker, Cr Kereopa, Cr Maxwell, Cr O'Brien and Cr Paterson

Against: Nil

Abstained: Cr Lee

CARRIED 9/0

**9 HE WHAKATAUNGA KIA HOKI ATU TE ARONGA O TE HUI HAI HUI TŪMATAWHĀNUI –
RESOLUTION TO MOVE INTO PUBLIC EXCLUDED (TO CONSIDER AND ADOPT
CONFIDENTIAL ITEMS)**

RESOLVED CDD 24/10-006

Moved: Mayor Tapsell

Seconded: Cr Waru

That Community and District Development Committee resolves to exclude the public on the grounds contained in Section 48(1) of the Local Government Official Information and Meetings Act:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48 for the passing of this resolution
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<p>9.1 - Proposed Development of 61 Kawaha Point Road</p>	<p>s7(2)(h) - the withholding of the information is necessary to enable Council to carry out, without prejudice or disadvantage, commercial activities s7(2)(i) - the withholding of the information is necessary to enable Council to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)</p>	<p>s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7</p>
<p>9.2 - InfraCore Update</p>	<p>s7(2)(b)(ii) - the withholding of the information is necessary to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information</p>	<p>s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7</p>
<p>9.3 - Modification of RotoruaNZ Statement of Intent</p>	<p>s7(2)(a) - the withholding of the information is necessary to protect the privacy of natural persons, including that of deceased natural persons</p>	<p>s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7</p>
<p>9.4 – 20-28 Te Ngae Road</p>	<p>s7(2)(b)(ii) - the withholding of the information is necessary to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.</p>	<p>s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7</p>

Consideration has been given to public interest in these matters and officers' advice is that the above reasons for confidentiality outweigh the public interest in these matters.

1. That Community and District Development Committee moves into Public Excluded.

In Favour: Cr Kai Fong, Cr Brown, Cr Waru, Mayor Tapsell, Cr Barker, Cr Kereopa, Cr Maxwell, Cr O'Brien and Cr Paterson

Against: Cr Lee

CARRIED 9/1

The meeting adjourned at 11.14am to be resumed in public excluded.

OPEN SESSION

11 TE KARAKIA WHAKAMUTUNGA – CLOSING KARAKIA

Cr Barker closed the meeting with a karakia.

Cr Wang did not join the meeting.

The Meeting closed at 12.34pm

To be confirmed at the Community and District Development Committee meeting on 13 November 2024.

Rotorua Lakes Council is the operating name of Rotorua District Council

6 NGĀ TĀPAETANGA - PRESENTATIONS

Nil

7 PŪRONGO KAIMAHI – STAFF REPORTS

7.1 ROTORUANZ LIMITED - QUARTERLY REPORT -1ST QUARTER FY25

Doc ID: 20976892
Prepared by: Andrew Wilson, Chief Executive, RotoruaNZ
Approved by: Andrew Wilson, Chief Executive, RotoruaNZ
Attachments: 1. RotoruaNZ Limited - Quarterly Report -1st Quarter FY25

HE TŪTOHUNGA RECOMMENDATION

1. That the report 'RotoruaNZ Limited - Quarterly Report -1st Quarter FY25' be received.



ROTORUANZ LIMITED CCO QUARTERLY REPORT

1st Quarter Report

Report writer: Andrew Wilson, Chief Executive

Report approver: Andrew Wilson, Chief Executive

WHAT WE'RE WORKING TOWARDS

The purpose of RotoruaNZ is to unlock the economic potential of Rotorua. This reflects RotoruaNZ's primary role as the Regional Tourism Organisation (RTO) and Economic Development Agency (EDA). RotoruaNZ will continue to work as a key partner in the economic development components of Rotorua Lakes Council's stated priorities for 2022-25. We'll look to the Te Arawa 2050 Vision to understand and intertwine the moemoea and aspirations identified by Te Arawa whānui. The strengths of our region include the natural environment, our vibrant and expressive Māori culture and the rich, invigorating experiences that are accessible to all. We'll continue to leverage these strengths in our positioning and marketing of Rotorua to the rest of New Zealand and the world.

Our core activities:

Mai Rotorua – a 3-year plan to build local pride in place

Creating positive change through community engagement and positive local media acknowledging that pride starts from within. Year one involves incentivising involvement from locals, businesses and media in campaigns, awards, activities and events, harnessing user-generated content. Seeking out and showcasing positive stories through a new (owned) community-led media platform that encourages input from the whole community. The deliverables in this area include:

Marketing and communications – Strengthening Rotorua's reputation and building brand equity

We will focus on building our reputation as a vibrant world class visitor destination in a way that is authentic and meaningful to both visitors and local community. Our stories will reflect the destination brand and focus on both our people and place ensuring our destination values are well understood and resonate with our target audiences. We will ensure Rotorua is recognised as an attractive place to live, work and play, and a viable investment destination in areas of comparative advantage including the tourism, and forestry and wood processing sectors.

Destination Sales and Visitor Services - Delivering sales across international, business events, education and groups, and in-destination

We will develop strategies that enhance the visitor experience and services and provide revenue opportunities to tourism operators. We will ensure we deliver outstanding visitor services where they are most needed by being strategic about where our i-Site centres operate. We will provide innovative and relevant booking services and industry knowledge to cater schools, sporting codes and other groups who choose to locate themselves in Rotorua for educational or extracurricular purposes. As the convention bureau for Rotorua, we will focus on successfully bidding for conferences, incentives and meetings. We'll be recognised as one of New Zealand's top five destinations for business events and conference delivery through the provision of outstanding local knowledge and high-quality service tailored to the needs of the business events markets both domestic and international. We will coordinate and represent Rotorua operators in key international markets. Our focus is on growing the value of international visitation through the trade channel to the local community.

Business Growth, Insights, and Investment Attraction – Deliver activities associated with priority sectors – tourism and forestry – and facilitating broader business growth initiatives

We will leverage our connections with regional and central government agencies, the private sector and education providers to identify trends and market information that will support continued investment and reinvestment decisionmaking by local businesses and landowners. We will work with partners to coordinate local business networks that foster growth, connectivity, innovation and collaboration across both our districts, and business needs. We will continue to support business growth and innovation through the provision of research and insights. We will continue to strengthen our relationships with Te Arawa iwi and mana whenua in support of their economic



development aspirations. We will support local businesses in the attraction of investment, or the removal of barriers, for growth and retention. We will work closely with council to progress a Rotorua District Business and Industrial Land Strategy, which will guide the priorities for investment and development of industrial land and commercial business parks.

PROGRESS AGAINST SOI

Quarterly Highlights

Mai Rotorua – a 3-year plan to build local pride in place

I AM ROTORUA

We have engaged a photographer to capture a new series of "I AM ROTORUA" content focused on raw and real people of Rotorua and their stories. This approach was inspired by the Humans of New York movement. The new content will launch on October 21st via our social media channels and the website. We plan to launch a nomination process to get the community involved, by putting people forward and suggesting members of the community who they think we should feature after the first 8 stories launch.

We are currently working with our web developer to create the mechanics of a digital My Card via the Mai Rotorua website. This involves completing the sign-up process via the website and having the ability to download the digital card/QR code to Google and Apple wallets. Communications will be sent to current cardholders and existing contributing businesses about the changes and upgrades to our processes. The priority is to transition all current cardholders first.

Rotorua Monopoly

- The Monopoly games were delivered to Rotorua on the 22nd and 23rd of October, they were delivered to the businesses as soon as they arrived.
- All featured businesses and RotoruaNZ staff were invited to attend the launch of Monopoly on Wednesday the 23rd of October. Around 100 attendees celebrated the launch at the Sir Howard Morrison Centre.
We completed a night market takeover on Thursday the 24th of October. This included the selling of board games at the special rate of \$69.90 before they hit the shelves at a retail price of \$79.90.

Marketing and Communications – Strengthening Rotorua's reputation and building brand equity

- Our Australian campaign which is a joint partnership with Tātaki and Auckland Airport, is currently in market. We have a domestic campaign (Auckland, BOP, Waikato) currently in production with a campaign live date of late February 2025. Our spring campaign is live and we have summer campaign planning underway
- We have completed media famils with Australian Media (ACCOR – 2Easy) and Qantas Magazine – Wai Ariki focus (Nov Issue).

Destination sales and visitor services - Delivering sales across international, business events, education and groups, and in-destination

i-SITE

- The Redwoods and Waipa i-Sites are tracking well. Waipa Forest Camp is proving popular with 150 booked over the last quarter.
- Though sales have been slower in the Fenton Street i-Site due to the building work, overall a good result compared to the rest of the country which in some parts is due to our diversity in product (Tickets, Advertising, Retail, Schools and Group bookings, Camp fees and coffee sales).
- All frontline staff are completing famils with our operators to keep up to date with new products and updated experiences in preparation for the summer season. Staff are also completing online training through isiteNZ on a range of topics.
- Rotorua Education Network has had good results for the FY25 first quarter. Currently running at 10% up on FY24. Over 6000 pax have been booked through this quarter. Forward bookings and enquires are showing good growth on last year.



- We are now using the Bookit reservation system in the Fenton Street and Waipa Branches, which allows us to view operators' inventory directly when booking.

Trade International Team

- Our International Manager attended the 'Four Corners' Roadshow in USA and Canada alongside RTOs Wellington, Christchurch and Queenstown. This comprised of sales calls in LA, Vancouver, Toronto, Chicago and Boston, as well as three hosted events in LA, Vancouver and Boston. In market webinars were also delivered, and a podcast was recorded with North American wholesaler, GoWay. Overall, close to 200 travel agents received destination training and product updates. Meetings were also held with Tourism New Zealand, Air New Zealand and Fiji Airways.
- Our CE and International Manager attended the biannual ECNI Trade Managers and GM meeting in Hawke's Bay. Here strategies were revisited and redefined for 2024/2025 and tactical activity was agreed upon.
- We delivered travel agents in-market famils from FORA (USA) and Audley Travel (UK),
- The ongoing WeChat promotion is gaining momentum, with more operators—and even some hospitality businesses—showing interest. We have integrated WeChat into our monthly sales calls and are now facilitating operator visits to WeChat's Auckland office. This direct engagement is yielding valuable insights and data for operators, and Rotorua is seeing increased marketing opportunities in Auckland's Asian communities.
- We have experienced an increase in government delegation requests. Notably, Air China's Auckland head office has inquired about Rotorua's ability to accommodate these delegations, recognizing the growing demand.
- We facilitated an Auckland sales trip to Auckland with a group of operators, where we reconnected with five inbound operators who had not been engaged since before 2020: ATT Travel Services (Taiwan), Pioneer Travel, Holiday Travel Management, A Fun Trip Travel, and Upland Travel. The meetings generated strong leads across various markets.
- During this trip, we also met with representatives from China Southern Airlines and Air China to provide updates on Rotorua and discuss the Roadshow to China 2025.
- We are currently working with Alipay to explore promotional opportunities for our industry that are not yet available in New Zealand but are proving successful in other regions. Collaborating with their head office in Sydney, we are progressing this project and expect to have more updates soon.

Business Events Team

The Business Events Team are On Track. As at 31 October 2024 the value of leads won is \$2.014m and the year end June 2025 projection is \$10.092m (vs year end target of >= \$10.0m).

- 10.2024 Awards Dinner (150x pax)
- 11.2024 Conference (30x pax)
- 05.2025 Conference (550x pax)
- 05.2025 Conference (150x pax)
- 10.2025 Conference (75x pax)
- 10.2025 Conference (300x pax)
- 10.2025 Conference (200x pax)
- 11.2025 Conference (350x pax)

The Business Events team have completed the second annual Australia Roadshow in September. The roadshow visited Melbourne, Sydney, Gold Coast, and Brisbane, bringing together Rotorua suppliers with more than 150 Australian clients. Event partners included BEIA, Coast Group, JetPark Hotel Rotorua, Meeting Newz, Millennium Hotel Rotorua, Novotel Rotorua Lakeside, Polynesian Spa, Pullman Rotorua, Rotorua Events & Venues, Skyline Rotorua, Te Puia | NZMACI, Team Up Events, The Production Agency, Tourism New Zealand and Wai Ariki Hot Springs & Spa.



**Business Growth, Insights, and Investment Attraction – Deliver activities associated with priority sectors
– tourism and forestry – and facilitating broader business growth initiatives**

- We received endorsement from BOP Mayoral Forum to proceed with a regional set of criteria to prioritise a shortlist of Regional Infrastructure Fund (RIF) projects across the region. Andrew Wilson and Nigel Tutt from Priority One presented on our regional economic priorities at the Kānoa-hosted Regional Summit in Whakatane on 20 September. A number of ministers also attended including Winston Peters, Shane Jones, Tama Potaka and Todd McClay among others.
- The shortlisted Rotorua projects are as follows: Bio-innovation Park and Centre, Tarawera Ōkātaina Visitor Experience and Kaingaroa Wood Processing. The wider BOP projects are: Tauranga Marine Precinct, Ōpōtiki Marina, Tauranga Coastal Research Station and Ngāti Tūwharetoa Geothermal Energy. The process from here will proceed via an EOI and application-based process. Kānoa will receive and assess individual projects on their merits, however there will be an overlay of alignment to regional priorities applied to the projects. Those that have the mayoral sign-off will meet this criterion. RotoruaNZ's priority will be on supporting the three projects, with a particular focus on the Bio-Innovation Park and Centre.
- We facilitated an industry session with Rotorua businesses to present the findings from the qualitative Auckland consumer research. The session was well attended (60-70) and received good engagement and feedback. The quantitative research is focusing on sizing up and better understanding the Auckland consumer segments (families, couples, girls' trip and group trip). The findings from this will be used to inform future campaign work into Auckland.
- RotoruaNZ has received \$234,475 from round 1 of MBIE's Regional Events Promotional Fund. Contracts have been distributed to the event organisers and funds have been distributed to events that have taken place this year such as Run the Forest and the Hunting and Fishing Expo. We continue to work with our solicitor and event organisers on agreements.
- We are in the final stage of the Wayfinding Map and Design Development with files to be provided to complete Tender Document. Locations have been identified as priority areas with bilingual content and there is a suite of design types to work with in the internal policy. We are at the final stage of completing the internal policy and Wayfinding guidelines
- We are creating 2 prototypes to be installed at the lakefront at the Whare Waka to test footings, durability, manufacturing, and art materials to establish costings including installation prior to Tender process. Deadline for decisions is 15 October.
- Filming inquiries remain steady with the majority being small scale film inquiries.
- We made a submission on the proposed changes to the vocational education and training sector.



FINANCIAL MANAGEMENT

Profit & Loss

RotoruaNZ Limited

For the period 1 July 2024 to 30 September 2024

	YTD Actual	YTD Budget	Var NZD
Income			
Total Income	\$2,057,114	\$2,102,239	-\$45,125
Expenses			
Operating Expenses (Admin, Operating, Bank, Directors, R&M)	\$342,230	\$390,122	-\$47,892
Programme Delivery	\$798,612	\$577,848	\$220,764
Staff Costs	\$998,780	\$1,043,781	-\$45,001
Total Expenses	\$2,139,622	\$2,011,751	\$127,871
Non-Operating Expenses	\$20,834	\$18,744	\$2,090
Net Surplus/(Deficit)	-\$103,342	\$71,744	-\$175,086

Revenue is broadly tracking to budget with trading revenue at the Fenton Street i-Site down against budget due to the ongoing building works.

Expenditure is ahead of budget as delivery against our work programme is ahead of schedule. This will correct over the next period, and we remain on track to meet our full-year targets.

NON-FINANCIAL PERFORMANCE MANAGEMENT



2024-25 Key Performance Measures	Achieved 0	On Track 9	Not Available 6	Off Track 0	Not Achieved 0
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Measures	YE Result June 2024	YE Target June 2025	Actual Jul-Sep 2024	Status	Comment
Marketing and communications - Strengthening Rotorua's reputation and building brand equity					
Domestic visitor card expenditure in Rotorua (based on Marketview Tourism Tool dataset) * Marketview spend is subject to revision and therefore the value published herewith and in the Statement of Intent will not reconcile to the latest value published by Marketview for the June 2024 year.	\$323.5m	>= \$320m	\$73.2m	On Track	Domestic visitor card spending has continued to show resilience in the September recent quarter even as inflationary pressures persisted. The recent announcement of the cash rate easing is expected to result in good demand during the summer season.
International visitor card expenditure in Rotorua (based on Marketview Tourism Tool dataset) * Marketview spend is subject to revision and therefore the value published herewith and in the Statement of Intent will not reconcile to the latest value published by Marketview for the June 2024 year.	\$128.4m	>= \$135m	\$17.6m	On Track	International visitor card spend is returning to a pre-COVID seasonal pattern of summer peaks and winter lulls. With the return of all pre-COVID Chinese airlines to Auckland airport earlier this year the expectation is for strong growth in international visitor card spending during the summer season.
% of commercial accommodation occupied (based on MBIE ADP dataset)	55.9%	>= 57%	42.4%*	On Track	* 42.4% occupancy for the two months to August 2024 The 2024 occupancy to date is typical of the seasonal winter pattern and is expected to increase considerably during the summer season.
% of local visitor economy stakeholders satisfied with RotoruaNZ services (Survey of Rotorua attraction, hospitality, food & beverage businesses)	80%	>= 75%	N/A	N/A	Survey conducted once annually in April-June quarter.
% of domestic travellers that have visited Rotorua overnight within the past 12 months (based on Angus & Associates, VIP dataset)	11%	>= 15%	N/A	N/A	Metric reported six monthly and therefore results available only for the year ending periods June and December.
% of domestic travellers find Rotorua highly appealing as a destination for a short break or holiday (based on Angus & Associates, VIP dataset)	36%	>= 37%	N/A	N/A	See note above - metric reported six monthly.
Net Promoter Score (NPS) of domestic visitors to Rotorua within the past 12 months who would recommend Rotorua as a travel destination (based on Angus & Associates, VIP dataset)	+21	>= +12	N/A	N/A	See note above - metric reported six monthly.

Measures	YE Result June 2024	YE Target June 2025	Actual Jul-Sep 2024	Status	Comment
% of domestic travellers who definitely or probably will visit Rotorua within the next 12 months (based on Angus & Associates, VIP dataset)	37%	>= 35%	N/A	N/A	See note above - metric reported six monthly.
Destination sales and visitor services - Delivering sales across international, business events, education and groups, and in-destination					
i-SITE to be financially self-sufficient	+\$177,654	>= \$0	-\$11,128*	On Track	* \$11,128 loss for the two months to August 2024 Demand is typically low during the winter months and it is expected the current loss will be offset during the summer season.
Business events - value of bids won in financial year (based on MBIE CDS dataset and RotoruaNZ lead sheet confirmed conferences) * Events are typically won more than 12 months in advance of the event date. As business events occur the tentative room nights held are adjusted to reflect actual room nights and therefore the value published herewith and in the Statement of Intent will not reconcile to the latest value in RotoruaNZ business records for the June 2024 year.	\$12.603m*	>= \$10m	\$1.582m	On Track	Demand for business events in Rotorua remains strong, with RotoruaNZ confirming business events valued at \$1.582 million during the 3 months to September 2024.
Education and Group Bookings - annual value of school bookings through the Rotorua Education Network	\$2.073m	>= \$1.45m	\$679,710*	On Track	* \$679,710 for the two months to August 2024 There is strong demand for school group bookings with good growth over the same period of the previous year.
Business Growth, Insights, and Investment Attraction – Deliver activities associated with priority sectors – tourism and forestry – and facilitating broader business growth initiatives					
The number of Te Arawa economic development projects directly supported by RotoruaNZ	2	>= 2	1	On Track	• Supporting Marae / Papakainga / Cultural tourism project through regional infrastructure fund process.
The number of actions supported or delivered by RotoruaNZ in the Forest Futures Action Plan	2	>= 2	1	On Track	• Action 13: Identify and drive opportunities for the uptake of wood-based bio-products (e.g., biofuels, biochemicals, bio plastics etc.) - Leading the project with Scion on the creation of Bio-innovation park as part of the regional infrastructure fund application
The number of projects identified in the Rotorua Destination Management Plan directly delivered or supported by RotoruaNZ	4	>= 4	2	On Track	• In-depth Auckland qualitative and quantitative market research conducted, aligned to our tourism strategic objective to grow key markets • Tourism forecasts have been completed, mapping out Rotorua's potential market growth over the next 10 years
% of local businesses satisfied with the quality of RotoruaNZ's destination data and insights developed to support decision making by business (Survey of all Rotorua businesses)	72%	>= 75%	N/A	N/A	Survey conducted once annually in April-June quarter.

7.2 ROTORUA REGIONAL AIRPORT - QUARTERLY REPORT - JULY TO SEPTEMBER 2024

Doc ID: 20973406

Prepared by: Nicole Brewer, Chief Executive-Rotorua Regional Airport

Approved by: Nicole Brewer, Chief Executive-Rotorua Regional Airport

Attachments:

1. Rotorua Regional Airport - Quarterly Report - July to September 2024
2. Rotorua Regional Airport - Compliance Calendar

**HE TŪTOHUNGA
RECOMMENDATION**

1. That the report 'Rotorua Regional Airport - Quarterly Report - July to September 2024' be received.

YTD Sep 2024 (July 2024 to Sep 2024)

Report writer: Nicole Brewer, Chief Executive

Report approver: Nicole Brewer, Chief Executive

WHAT WE'RE WORKING TOWARDS

Purpose Statement

RRA's purpose is to be **"Rotorua's runway to a thriving future"**

and its vision is **"To be a uniquely Rotorua hub our community can be proud of"**.

RRA's core business is to maintain a safe and efficient Airport operation in a commercially viable manner, whilst optimising the use of its assets to facilitate and grow tourism and trade, other commercial activity, and Airport profitability. RRA is responsible for the ongoing capital development and maintenance of the Airport assets and infrastructure.

Strategic Objectives

The board and management have identified five key priorities for the airport to deliver its vision:

- Excelling Today
- Ready For Tomorrow
- Quality Asset Management
- Stronger Together
- Be Financially Sustainable

Critical elements in delivering the vision and realising these priorities include:

- A continuous improvement culture that embraces best practice Safety Management System, compliance and aeronautical practices
- Future ready capability that seeks to adopt emerging aviation technologies and adapt with climate change
- Plan and maintain assets to a high standard including a mature asset management system with maintenance, renewals and clear future financial forecasting
- Deliver value from people, partnerships and customer experience and drive positive community outcomes
- Drive commercial success and reduce the financial reliance on RLC by unlocking under-utilised airport land and growing non-aeronautical revenue

PROGRESS AGAINST SOI

Financial Performance

Rotorua Regional Airport's (RRA) financial performance for the period July '24 to September '24 was -15% behind budget, due to decreased landing fee revenue and higher than budgeted depreciation costs.

As part of the FY24 annual audit a full revaluation of assets was required, which resulted in an increase in asset valuation, and consequently increased depreciation for FY25. Air NZ carried -12% less passengers in Jul-Sep than forecast which resulted in aeronautical revenue being -9% below budget. Total expenses for Jul-Sep were -10% below budget due to the timing of some larger maintenance and overhead items.

Despite Air New Zealand's continued efforts to improve reliability, Rotorua, like other ports, continues to see on the day cancellations for engineering and other controllable factors. This combined with capacity constraints across all three sectors, primarily AKLROT, means that capacity to/from Rotorua for Jul-Sep was -12.9% behind the same period last year. RRA is in communication with Air NZ to get an understanding of planned capacity for the remainder of FY25. For July to Sep total aircraft movements were only slightly behind budget.

Non-Financial Performance

RRA is on track with regards to all non-financial performance measures.

Operations and Compliance

RRA has actively engaged in the Fast Track Consenting process for the proposed Taheke geothermal power plant to ensure the risks to aviation safety are minimised. A final decision from the panel is expected soon.

RRA management is working with Morrison Low to review Asset Management systems and process. The review has produced a clear set of priorities and next steps to work through.

The 60th Anniversary Open Day was a huge success. The sense of community (both aviation and Rotorua communities) was fantastic. The big winner on the day was the relationships that were formed and strengthened with, and within, the aviation community.

A new flight path went live on October 3rd which will make it significantly easier for ATR aircraft to land on low cloud days. Lower take off minima has been introduced and investigation is underway into other enhancements that will improve operational reliability.

Looking Forward

Work continues on the Airport Business Park and a staging strategy developed which will allow RRA to progress the Business Park, while at the same time balancing risk and investment. Feasibility for stage 1a has been completed and further work is under way to finalise the Business Case and investment required. Stage 1a will unlock the Business Park land and set the airport up for future growth. This is considered an important long term investment in a strategic public asset.

FINANCIAL MANAGEMENT

	Jul - Sep Target	Jul - Sep Actual	FY25 Target
a. Aircraft			
Aircraft movements	1,252	1,226	5,487
b. Passengers			
Domestic	55,000	48,635	243,328
c. Financial			
Aeronautical Revenue	\$1,075,512	\$978,926	\$4,771,986
Non-Aeronautical Revenue	\$396,360	\$405,555	\$1,661,881
Service Funding Agreement	\$450,000	\$450,000	\$1,800,000
Total Revenue	\$1,921,872	\$1,834,481	\$8,233,867
Operating expenses	\$563,226	\$472,414	\$2,278,899
Overheads	\$538,123	\$528,209	\$2,271,050
Interest	\$109,656	\$95,071	\$438,620
Total Expenses (excl Depreciation)	\$1,211,005	\$1,095,694	\$4,988,569
Net Surplus (before Depreciation)	\$710,867	\$738,787	\$3,245,298
Depreciation	\$544,689	\$596,789	\$2,178,761
Net Surplus / Loss (after Depreciation & before tax)	\$166,178	\$141,998	\$1,066,537
Capital expenditure		\$121,808	\$2,585,000
Shareholders' funds to total assets			75%
d. RRA Term Borrowings (with LGFA via RLC)			
As at 31 May	\$11,150,000	\$11,150,000	\$9,750,000

NON-FINANCIAL PERFORMANCE MANAGEMENT

	Jul - Sep Target	Jul - Sep Actual	FY25 Target
e. Aviation Compliance			
RRA has a current Part 139 Operating Certificate	Yes	Yes	Yes
f. Legal Compliance			
5 year compliance calendar		Attached	
h. Asset Management			
High-level Asset Management Plan to RLC		Due by 30 June	

**8 HE WHAKATAUNGA KIA HOKI ATU TE ARONGA O TE HUI HAI HUI
TŪMATAWHĀNUI – RESOLUTION TO MOVE INTO PUBLIC EXCLUDED (TO
CONSIDER AND ADOPT CONFIDENTIAL ITEMS)**

PUBLIC EXCLUDED

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

RECOMMENDATION

That Community and District Development Committee resolves to exclude the public on the grounds contained in Section 48(1) of the Local Government Official Information and Meetings Act:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48 for the passing of this resolution
8.1 - Confidential Minutes of the Community and District Development Committee Meeting held on 9 October 2024	Please refer to the relevant clause/s in the open meeting minutes.	Good reason for withholding exists under Section 48(1)(a).

9 TE KARAKIA WHAKAMUTUNGA – CLOSING KARAKIA

Kia whakairia te tapu
Kia wātea ai te ara
Kia turuki whakataha ai
Kia turuki whakataha ai
Hāumi e. Hui e. Tāiki e!

Restrictions are moved aside
So the pathway is clear
To return to every day activities
To return to every day activities
Allied, enriched, unified, and blessed