



NOTICE OF AN ORDINARY MEETING OF THE

OPERATIONS & MONITORING COMMITTEE

to be held on Thursday, 6 April 2017 at 9:30am
in the Council Chamber, Rotorua Lakes Council

Chairperson: Cr Sturt

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

Quorum: 8

A G E N D A

1. **APOLOGIES**

2. **DECLARATIONS OF INTEREST**

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

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

3. URGENT ITEMS NOT ON THE AGENDA

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

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

4. PRESENTATIONS

- 4.1 Rotorua Connect Roding Project – Stavros Michael, Rotorua Lakes Council & Alasdair Gray (NZTA)

Page

5. CONFIRMATION OF MINUTES

- 5.1 Minutes of the Operations & Monitoring Committee meeting held 9 March 2017..... 7

6. STAFF REPORTS

- RECOMMENDATION 1: Financial Performance for the 8 months ended 28 February 2017..... 13
- RECOMMENDATION 2: Contract for the construction of stage 3 of City Focus 16
- RECOMMENDATION 3: Operational report for February to March 2017 57

7. RESOLUTION TO EXCLUDE THE PUBLIC

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

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for passing of this resolution
OPERATIONS & MONITORING COMMITTEE MEETING 9 March 2017 Minutes (Confidential item) Page 74	Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations).	Section 48(1)(a) Section 7(2)(i)
RECOMMENDATION 4: Operational report for February to March 2017 (Confidential item) Page 75	Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations).	Section 48(1)(a) Section 7(2)(i)
RECOMMENDATION 5: Membership update on Te Maru o Kaituna (Kaituna River Authority) Page 76	Maintain legal professional privilege.	Section 48(1)(a) Section 7(2)(g)

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

8. CONFIDENTIAL ITEMS

8.1 Confirmation of Minutes

Minutes of the Operations & Monitoring Committee meeting held 9 March 2017..... 74

8.2 Staff reports (cont.)

RECOMMENDATION 4: Operational report for February to March 2017 (Confidential item) 75
RECOMMENDATION 5: Membership update on Te Maru o Kaituna (Kaituna River Authority)..... 76

OPERATIONS AND MONITORING COMMITTEE DELEGATIONS

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

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

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

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

MINUTES OF PREVIOUS MEETING

ROTORUA LAKES COUNCIL

Minutes

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

- MEMBERS PRESENT:** Cr Tapsell, (Deputy Chair), Mayor Chadwick, Cr Donaldson, Cr Bentley, Cr Gould, Cr Hunt, Cr Kent, Cr Maxwell, Cr Raukawa-Tait, Cr Kumar, Mr Stanton, Mr Martin, Mr Waru and Mr Biasiny-Tule
- APOLOGIES:** Cr Sturt (Chairperson) for lateness
- ALSO PRESENT:** T Hammond (Chief Executive Officer, Rotorua Contracting), J McRae (Rotorua Contracting, Board member), M Temple (Chief Executive, Destination Rotorua), Mark Gibb (Chief Executive, Rotorua Airport), J Pani (Te Tatau o Te Arawa), P Thomass (Lakes community board)
- STAFF PRESENT:** G Williams, Chief Executive; T Collé, Chief Financial Officer; M Morrison, Kaitiaki Maori; O Hopkins, Governance & Partnership Manager; R Dunn, Governance Lead; C Tiriana, Manager Chief Executive Office; R Pitkethley, Sports & Recreation Manager (part); A Wilson, Senior Lead Advisor, Strategy (part); E Cawte, Manager Water Operations (part); S Brown, Museum Director (part), J Gilbert, Library Director(part); C Vibert, Finance Service Manager (part); S Michael, Transport Solutions Director (part); P Asplin, People & Capability Advisor (part); R Bird, People & Capability Advisor (part); P Mckenzie, Strategy Senior Lead advisor (part); JN Hill, Manager Compliance Solutions (part); J Ward, Consents Solutions Manager (part); H King, Governance Support Advisor

Cr Tapsell Deputy Chair, opened the meeting and welcomed members, media, members of the public and staff to the meeting.

1. APOLOGIES

Resolved:

That the apologies from Cr Sturt (for lateness) be accepted.

Cr Donaldson/Mr Waru
OM17/03/011
CARRIED

2. DECLARATIONS OF INTEREST

None.

3. MAJOR/MINOR ITEMS NOT ON THE AGENDA

- 1) Cr Bentley explained that he had received complaints from members of the public regarding a karaoke operating at the Thursday Night Market. The Chair referred the item to the Operational report for discussion.
- 2) Mr Martin explained that he had concerns regarding the RLC's Planning Policy referring to Council Reserve being zoned as Residential 1. The Chair referred the item to Jason Ward, Consent Solutions Manger, who agreed to discuss the issue with Mr Martin following the meeting.

4. CONFIRMATION OF MINUTES

4.1 Operations & Monitoring Committee meeting 2 February 2017

Resolved:

That the minutes of the Operations & Monitoring Committee meeting held 2 February 2017 be confirmed as a true and correct record.

Cr Gould/Cr Hunt
OM17/03/012
CARRIED

5. STAFF REPORTS

5.1 Recommendation 1: Financial performance for the 7 months ended 31 January 2017

01-65-052

Thomas Collé spoke to a Powerpoint presentation titled 'Financial Performance 31 January 2017' (Attachment 1)

Resolved:

That the report "Financial performance for the 7 months ended 31 January 2017" be received.

Cr Donaldson/Mayor Chadwick
OM17/03/013
CARRIED

5.2 Recommendation 2: Operational and Financial updates for Council Controlled organisations

01-65-052

Resolved:

That the report “Operational and Financial updates for Council Controlled Organisations” be received.

Cr Raukawa-Tait /Cr Hunt
OM17/03/014
CARRIED

1) Rotorua Contracting

Tim Hammond – Chief Executive Rotorua Contracting & John McRae – Board member, Rotorua Contracting spoke to a Powerpoint presentation titled ‘Rotorua Contracting – Half year report 2016-17 (Attachment 2)

ATTENDANCE: Cr Sturt joined the meeting at 10.05am.

2) Destination Rotorua

Michelle Templer - Chief Executive Destination Rotorua spoke to a powerpoint presentation titled ‘Destination Rotorua – Council Q2 Report’ (Attachment 3)

Cullum Vibert – Finance Service Manger Rotorua Lakes Council distributed a 1 page document titled ‘Rotorua Economic Development Ltd’ (Attachment 4)

3) Rotorua Airport

Mark Gibb - Chief Executive, Rotorua Airport spoke to a Powerpoint presentation titled ‘Rotorua Airport – FY17 Half yearly performance update’ (Attachment 5)

The meeting adjourned at 11.41am and resumed at 11.45am

Cr Tapsell vacated the chair at 11.45am and Cr Sturt resumed the chair.
Cr Sturt thanked Cr Tapsell for chairing the meeting during his absence.

5.3 Recommendation 3: Operational Report for January to February 2017

01-65-052

Resolved:

1. That the report “Operational Report for January to February 2017” be received.

Cr Kent/Cr Hunt
OM17/03/015
CARRIED

Thomas Collé spoke to a Powerpoint presentation titled ‘Property Sales Performance against valuation’ (Attachment 6)

Jean-Paul Gaston spoke to a Powerpoint presentation titled ‘Measuring success in our inner city’ (Attachment 7)

The meeting adjourned at 12.38pm and reconvened at 1.05pm

ATTENDANCE: Mr Waru and Cr Bentley left the meeting at 12.38pm

Eric Cawte spoke to a Powerpoint presentation titled 'Government inquiry into Havelock North Drinking water' (Attachment 8).

6. RESOLUTION TO EXCLUDE THE PUBLIC

Resolved:

That the committee move into public excluded session.

Cr Raukawa-Tait /Cr Kumar
OM17/03/016
CARRIED

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

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for passing of this resolution
OPERATIONS & MONITORING COMMITTEE MEETING 2 February 2017 (Minutes) Confidential items	Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations).	Section 48(1)(a) Section 7(2)(i)

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

OPEN SESSION

Meeting closed at 2.25pm

To be confirmed at the Operations & Monitoring Committee meeting on 6 April 2017

.....
Chairperson

Rotorua Lakes Council is the operating name of Rotorua District Council

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

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

STAFF REPORTS

ROTORUA LAKES COUNCIL

Mayor
Chairperson and Members
OPERATIONS & MONITORING COMMITTEE

FINANCIAL PERFORMANCE FOR THE EIGHT MONTHS ENDED 28 FEBRUARY 2017

Report prepared by: Cullum Vibert, Financial Services Manager

Report reviewed by: Thomas Collé, Chief Financial Officer

Report approved by: Jean-Paul Gaston, Acting Chief Executive

1. PURPOSE

The purpose of this report is to provide information on Council's financial performance for the eight months ended 28 February 2017.

2. RECOMMENDATION 1

That the report "Financial performance for the eight months ended 28 February 2017" be received.

3. DISCUSSION

**Operating Statement
For the 8 months ended 28 February 2017**

	Year to Date			Full Year		
	Actual \$ (000)	Budget \$ (000)	Variance \$ (000)	Annual Plan \$ (000)	Forecast \$ (000)	Variance \$ (000)
Revenue						
Rates	56,447	56,178	269	83,982	84,233	251
Fees and charges	11,794	12,400	(606)	18,672	17,672	(1,000)
Subsidies and grants	2,552	2,483	69	4,056	4,056	-
Investment income	73	60	14	100	145	45
Total Revenue	70,867	71,121	(255)	106,811	106,106	(705)
Less Expenditure						
Operating expenses	32,665	32,679	14	48,588	48,838	(250)
Staff expenses	17,121	16,774	(348)	26,052	26,351	(300)
Administration expenses	2,008	1,957	(51)	2,932	2,932	-
Finance expense	5,063	5,238	175	7,995	7,895	100
Depreciation expense	16,953	16,814	(139)	25,220	25,360	(140)
Total expenditure	73,810	73,460	(350)	110,787	111,377	(590)
Operating surplus (deficit)	(2,944)	(2,339)	(605)	(3,976)	(5,271)	(1,295)

Year to date Operating result:

In November 2016 the Museum building was closed due to earth quake damage. The closure was at the start of the tourist season and to date the loss of income and costs associated with its closure has a \$500,000 negative impact to Council’s operating result. This is forecast to worsen to a \$1.3m shortfall by 30 June 2017.

During February there was a small deterioration to the operating result. This saw the budget shortfall increase from \$457,000 to \$605,000 at 28 February. This is primarily due to the museum’s shortfall against budget in the month of \$145,000.

Revenues excluding the Museum continue to track ahead of budget with most activities within budget. Consenting (\$310,000), parking meter revenue (\$110,000), and Regulatory (\$65,000) are up against their respective budgets, with these helping to offset the shortfall to date from the Museum admission fees (\$700,000) and Parking prosecutions (\$255,000) due to what appears to be processing delays with the Courts.

Expenditure remains unfavourable to budget with a variance of \$350k at 28 February. Operating expenditure is on budget as we work towards offsetting the additional costs associated with the transition to the new waste collection and the issues at the landfill.

Staff expenditure has been impacted by a number of redundancies in the organisation, in particular for front of house staff at the Museum. Consenting and licencing are also carrying more staff than budgeted due to the high workloads. This is being offset by increased revenues from these activities.

Overall Council has ended the eight month period \$605,000 over budget mainly due to the Museum closure.

Forecast for year-end Operating result:

There is no change to the forecast provided at 31 December 2017.

The closure of the Museum means Council will not be able to achieve budget and will likely end the year \$1.3m behind budget. The closure will result in revenue shortfall of \$1.3m which will be partially offset by additional revenues in consenting.

Staff costs are forecast to be higher than budget as a number of areas are having to review and increase staffing levels as a result of demand for services, in particular consenting and district licencing. These costs are being offset by increases in revenue.

The transition costs for waste collection are being offset by efficiencies in other areas.

Cash flows from operations:

	Year to Date			Full Year		
	Actual \$ (000)	Budget \$ (000)	Variance \$ (000)	Annual Plan \$ (000)	Forecast \$ (000)	Variance \$ (000)
Operating surplus (deficit)	(2,944)	(2,339)	(605)	(3,976)	(5,271)	(1,295)
Add back (deduct):						
- Depreciation	16,953	16,814	139	25,220	25,360	140
- Change in working capital & provisions	1,973	-	1,973	277	300	23
Cash flow generated from operations	15,982	14,475	1,507	21,522	20,389	(1,132)

Cash flow generated for the period to February is up on budget due to the 3rd instalment of rates being collected in the month. There is no phasing in the budget for when rates are collected therefore cash flow is higher than budget in the months when rates are due.

Application of funds (capital expenditure and borrowing):

	Year to Date			Full Year		
	Actual \$ (000)	Budget \$ (000)	Variance \$ (000)	Annual Plan \$ (000)	Forecast \$ (000)	Variance \$ (000)
Capital expenditure and subsidies						
- Sale of property	1,107	1,000	107	1,019	4,019	3,000
- Capital subsidies received	2,466	3,285	(819)	4,060	4,060	-
- Capital expenditure	(21,181)	(20,280)	(900)	(29,601)	(34,001)	(4,400)
Net Cost to Fund	(17,608)	(15,995)	(1,613)	(24,522)	(25,922)	(1,400)
Borrowing:						
- Loans drawn down	52,300	32,000	20,300	25,000	25,000	-
- loans repaid	(56,700)	(25,000)	(31,700)	(25,000)	(25,000)	-
Net Loans drawn (repaid)	(4,400)	7,000	(11,400)	-	-	-
Increase (decrease) in cash balances	(6,026)	5,479	(11,505)	(3,001)	(5,533)	(2,532)
Opening Cash balance	8,466	8,466	-	8,466	8,466	-
Movement	(6,026)	5,479	(11,505)	(3,002)	(5,533)	(2,531)
Closing cash balance	2,440	13,945	(11,505)	5,464	2,933	(2,531)

Capital continues to be ahead of budget and is forecast to end the year \$4.4m over budget which is mainly attributable to two projects. First, the library health hub project progressing well and having to pull forward \$3m of funding set aside for next year. This is due to timing with the overall project forecast to end under budget. And second, the acquisition of the Museum offsite storage which was not previously budgeted.

Property sales are ahead of budget. There is keen interest in a number of commercial and residential properties that may result in sales in this financial year. A number of these are now under contract and expected to go unconditional in the coming months. These sales will contribute a further \$2m. These along with the sale of excess carbon credits \$800,000 (which were sold in March 17) will help bring in an additional \$3m from property and assets sales. These funds will be used to offset the additional capital spend of \$4.4m. This leaves a further \$1.4m to find with this likely to be received from the offer back of some commercial properties acquired under the public works act which are no longer required.

Although there are cash flow demands related to capital expenditure, borrowing is down by \$4.4m at February due to applying a portion of the third instalment of rates to repaying loans.

While the forecasts is for no increase in borrowings for the year, to achieve this, Council's cash reserves are forecast to reduce by \$5.5m to \$2.9m. This means our cash reserves will reduce below the target set of \$5m but this still means Council has sufficient funds on hand to meet our liabilities at year end.

4. ASSESSMENT OF SIGNIFICANCE

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

ROTORUA LAKES COUNCIL

Mayor
Chairperson and Members
OPERATIONS AND MONITORING

CONTRACT FOR THE CONSTRUCTION OF STAGE 3 OF CITY FOCUS

Report prepared by: Portia McKenzie, Senior Lead Advisor (District Revitalisation)

Report approved by: Jean-Paul Gaston, Acting Chief Executive

1. PURPOSE

Council approved the changes to City Focus at a concept level in November 2015. Since then, the concept has gone through detailed design and broken into three stages. Stages one (demolition) and two (pillar construction and lighting) are complete. Stage three is now ready for construction and a contract has been negotiated with Fletcher Construction. In accordance with Council's delegated financial authority, this report seeks approval to enter into a contact to a value above \$1,000,000.

2. RECOMMENDATION 2

- 1. That the report "Contract for the Construction of Stage 3 of City Focus" be received.**
- 2. That the Committee recommends to Council that the contract negotiated with by Fletcher Construction for the construction of the final stage of City Focus in the sum of \$1,135,000 be approved.**

3. BACKGROUND

The refresh of City Focus underwent extensive consultation through three separate processes over the course of a year. Initially change was requested by the Inner City Steering Group including the surrounding businesses. Consultation on the Inner City Revitalisation Strategy indicated that the public were interested in seeing what that change might look like. Long Term Plan decisions encouraged the Steering Group to find middle ground of change, but not removal.

Three concept designs were developed and taken to the community for feedback in July 2015. The desire for change was very clear with 90% of the people who provided feedback choosing a concept they preferred or indicating a combination of concepts. A refined concept was approved for construction in November 2015 and discussions with the businesses in the four blocks nearby were unanimous, that any major construction needed to be after Easter.

Demolition commenced soon after the decision to proceed and this gave a chance for detailed design and tendering. In May 2016 a single tender was received and this was significantly above the estimated cost. A second process again produced only one tender which was also above the estimate. Discussions with contractors indicated that the project was both complex and the market was busy.

Having failed twice to obtain a satisfactory tender, the decision was made to delay the major works, revisit the project to reduce the complexity and, as there was some expectation from the community, to install lighting and timber to the pillars.

This year, following on from successful tenders for the library building and iSite, Council began to have discussions with Fletcher Construction around an agreement to undertake additional city centre works including the City Focus redevelopment. These have been successfully concluded and Council approval is being sought for the contract.

At the request of the surrounding businesses, the contract sees construction commencing after Easter with a completion date of middle of July (weather depending).

4. DISCUSSION AND OPTIONS

Option 1 – Approve the contract for the final works to proceed.

Option 2 – Do not approve the contract for the final works to proceed. This is not recommended as there are expectations from the public to the completion of this project. Council would be changing its decision on the development of this area and a new process would need to commence.

5. ASSESSMENT OF SIGNIFICANCE

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

6. COMMUNITY INPUT/ENGAGEMENT AND PUBLICITY

Significant community engagement and publicity has occurred around this project and the approval of the concept plan is outlined in the report of Appendix 1. This report is for the approval of the contract sum as per Councils procurement policy.

7. CONSIDERATIONS

7.1 Financial/budget considerations

The contract sum is for a total of \$1,135,000. Fletcher Construction have agreed to a fixed price with no variations. Stages 1 and 2 had a total cost of \$231,000. The cost for this project is within the agreed Long Term Plan budget for the Inner City Revitalisation spread over three years from 2015/2016.

7.2 Policy and planning implications

Rotorua 2030 put the vibrancy of the inner city as a priority for Rotorua 2016. The Inner City Revitalisation Strategy developed as a result of this strategic direction and lists the refresh of City Focus in the action plan.

7.4 Authority

This committee has the authority to make recommendations to Council.

8. ATTACHMENTS

Attachment 1: Report to Committee to Approve the Concept Design – (Page 19)

ROTORUA LAKES COUNCIL

Mayor
Chairperson and Members
STRATEGY, POLICY AND FINANCE COMMITTEE

CITY FOCUS REFRESH

Report prepared by: Portia McKenzie, Lead Advisor Inner City

Report reviewed by: Aimee McGregor, Strategy Manager

Report approved by: Jean-Paul Gaston, Group Manager Strategy and Partnerships

1. PURPOSE

This report summarises the feedback received during the City Focus consultation and seeks approval to proceed with a City Focus refresh based on a preferred and refined concept.

Representatives of the Inner City Steering Group will be given the opportunity to address the Committee on the refined concept. In its Long-term Plan (LTP) decisions, Council asked that the Steering Group review the submissions received and try to establish a concept that addressed the issues with City Focus, while protecting its special value.

2. EXECUTIVE SUMMARY

Earlier consultation showed support for a refresh but not removal of City Focus. During LTP decision making Council referred the issue of refreshing City Focus to the Inner City Steering Group. They were asked to review the feedback received and find a middle ground.

Three concept designs were developed and taken to the community for feedback. The desire for change was very clear with 90% of the 309 people who provided feedback choosing a concept they preferred or indicating a combination of concepts. Of the concepts Concept 3 was most preferred with some clear design themes and suggested refinements coming through.

In order to provide the Committee with a visual interpretation of the feedback and an option to proceed with should a decision be made to refresh, the architect for Concept 3 was engaged to amend the concept design to incorporate the feedback. This refined concept is presented within this report as a recommendation to proceed with, over a two stage demolition and construction timeline, and using capital allocated within the LTP for Inner City Revitalisation.

3. RECOMMENDATION

The Committee resolves:

1. **That the report "Recommendation of the City Focus Refresh" be received.**
2. **To recommend to Council to refresh City Focus as per the refined concept design, staging and budget as described in this report (Option 1).**

3. To recommend to Council amendments to the Inner City Revitalisation Strategy to reflect the decision made in item 2.

4. BACKGROUND

The refresh of City Focus has been a topic of discussion for the Inner City Focus Group since before the development of the Rotorua 2030 vision. During this time inner city stakeholders have raised concerns about the impact of City Focus on retail through various stakeholder workshops, meet and greet sessions and Steering Group meetings.

The first Ideas Store (December 2014 to January 2015) was used to undertake public consultation on the Inner City Revitalisation Strategy which, at the recommendation of the Steering Group, included a proposal to refresh City Focus this calendar year. Feedback showed that the majority of respondents (77 of 119) supported a refresh.

The next draft of the Inner City Revitalisation Strategy proposed the removal of City Focus. This draft was added to the LTP consultation process. The feedback on the Strategy / LTP consultation document did not support the removal of City Focus, with 13 of 19 submissions on the topic noting the 'iconic nature', 'value of public space' and 'support for the sails'.

Council decided in its LTP deliberations to refer the key points raised in submissions in support of City Focus to the Steering Group to consider against the issues previously raised. The Steering Group was asked to take into consideration the feedback received and bring a concept plan back to Council which addressed the majority of problems, while retaining public space and the sails.

To allow a third community consultation process identical briefs were given to three different landscape architects to develop concept plans for a City Focus refresh. The community was given the opportunity to feedback on the three concepts through a second Ideas Store. Concept Plans and a feedback form were also available through Council's website. Various short videos explaining the concepts were also used to encourage feedback. A short video by two members of the Youth Council attracted approximately 3,200 hits/shares during the four week consultation period in September.

5. DISCUSSION AND OPTIONS

Feedback received indicated a clear desire for change

309 people gave feedback on the refresh of City Focus. Of these, 90% chose a preferred concept for refresh or indicated they liked a combination of concepts. Concept 3 was the most preferred with some clear design themes and suggested refinements coming through. The remaining 10% of respondents indicated they wanted status quo or no change to City Focus.

Regarding the traffic proposals, two submissions in particular had strong views on the benefits of increased vehicular movement. A submission from the Rotorua Police noted that one-third of all crime reported to the Rotorua Police occurs in the inner city. This submission said opportunities to improve vehicular and pedestrian movement through City Focus will help deter crime.

In order to provide the Committee with a visual interpretation of the feedback and a preferred concept design to consider, the landscape architects for Concept 3 were engaged to incorporate the feedback received. Of the feedback received, for those who selected Concept 3, there is considerably more public support for the upgrade or removal of the existing canopies over their retention.

What does change look like?

The public feedback to both Ideas Stores and in the LTP, and also the view of the Inner City Steering Group and the Block Champions, clearly indicate that there are three main objectives for the refresh of City Focus:

1. Efficient vehicular movement - Needs to be achieved from the north, south, east and west as they believe the current layout acts as an impediment to traffic flow and creates confusion for visitors trying to navigate the city. They also believe that improved traffic flow would assist in reinvigorating Hinemoa Street and surrounding areas of Tutanekai Street, and assist in drawing new businesses to some of the empty buildings in this area.
2. A place for the people – Recognising that the space is an opportunity for the public to gather, people watch and gravitate towards. Ensuring that the space does not operate like a typical intersection but that the space is more people-centric.
3. Clear sight lines – To strengthen the spine north and south so that there are clear views towards the lake and Eat Street and south to Rotorua Central. This also includes visibility to businesses frontages and outwards from business premises to the street.

Efficient Vehicular Movement

The proposed vehicular movement solution involves significant modification to existing circulation routes and a switch in hierarchy to give Tutanekai Street priority with unobstructed north-south vehicular movement. This solution is preferred as it:

- Gives north-south priority to Tutanekai Street in line with Rotorua's proposed Inner City Revitalisation Strategy.
- Accommodates the existing canopy structures and provides significant improvements to open space without precluding upgrade or removal of the canopy in the future.
- Provides direct vehicular access across Tutanekai Street and simplified circulation route connecting severed sections of Hinemoa Street. Allows for left-right turn entry-exit access to Hinemoa Street.
- Provides significant opportunities to improve pedestrian connectivity.
- Creates shared space transition areas to Hinemoa Street and significant improvements in the provision of useable open space, amenity and safety.
- Will work effectively with the green corridor cross-over from Hinemoa Street to Tutanekai Street.

Roundabout solutions have not been pursued following public consultation as this type of arrangement would further exacerbate unfavourable existing conditions and dysfunctional relationships between pedestrian movement, useable space and active building frontages.

A Place for the People

The preferred concept design is for a space that puts people and pedestrians at the forefront. Key improvements resulting from the concept design include:

- Clear and highly prioritised pedestrian routes.
- Greater grounding of the design in cultural meaning, including the existing carved figures of Tutanekai and Hinemoa.
- A recognition that the space is not only a central node for the people of Rotorua, but also a point of key cultural significance to Te Arawa and its eight hapu.
- A 50% increase in public open space and the introduction of shared space zones at the east and west connections with Hinemoa Street.

- A highly flexible range of spaces that would cater to casual day to day use and bigger events. This includes the provision of large open areas as well as smaller more intimate/closed locations for meeting, relaxing and play.
- A balance of hard paved, open lawn and garden areas and the ability for adjacent cafés to spill out into and aid in the activation of the space.
- Clearly defined vehicle routes and permitting vehicular access through the space without compromising pedestrian safety and priority. The north-south direction of traffic along Tutanekai Street is given priority of movement in line with the objective of strengthening the spine.

Clear Sight Lines

The proposed concept design also includes achieving clear sight lines, north to Eat Street and the lake, south to Rotorua Central, east to the Polynesian Spa and west to the caldera rim. This includes removal of trees and the building to achieve:

- Strengthening the spine of the city, giving a clear indication that Tutanekai Street is the main street of Rotorua and adding to the value proposition and investment opportunities.
- Significantly improved outcomes for adjacent businesses by strengthening pedestrian connectivity (both physical and visual) and vehicular access in addition to improving amenity and identity.
- Encouraging pedestrians to walk longer distances to destinations and showcasing the surrounding areas of the inner city.
- Stronger visual site lines and improved CPTED (Crime Prevention through Environmental Design) outcomes to increase safety.

To fully meet this objective, the removal of the concrete pillars and subsequently the sails would be required. However, the interpretation of the LTP deliberations was to retain the sails and therefore this does not form the preferred plan put forward by officers.

Steering Group and Block Champions View

It is the Steering Group and Block Champions view that to fully address the objectives they believe the concrete pillars and subsequently the sails should be removed.

It is worth noting that the landscape architects also agree with this view in that in order to improve the environmental qualities of this open space the removal of the canopy offers environmental and behavioural benefits by allowing unobstructed light and sight lines across City Focus. Moreover, they believe that extensive canopy structures are not typically used to cover large open space areas. Shade and shelter from environmental conditions can be achieved through the appropriate provision of street trees or other treatments to cover specific elements such as dining spaces. The concepts for this option can be found in Attachment 3.

The shackles and the sails are due for renewal in 2021 at a cost of approximately \$100,000 and therefore at this stage, a decision will need to be made to replace or remove entirely. This recommendation brings that decision forward. On 28 October the Inner City Steering Group and the Block Champions unanimously agreed that the sight lines are an important objective and that the concrete pillars need to be removed. This is for the Committee to consider as a second option.

Timing

A two stage approach is proposed based on community and inner city retailer feedback. This would be refined with a detailed staging plan during a detailed design process.

Stage 1 – prior to Christmas – demolition of building and public tender for detailed design.

Stage 2 – approximately Easter to July – construction.

Many submitters noted that they would like to see some tangible results prior to Christmas. The demolition of the existing building could be completed quickly and the green space established (a feature many have requested). This will open the space out so that the businesses in Hinemoa Street can be more visible prior to the Christmas rush. This would allow detailed design to be undertaken while some physical works begin.

After discussion with the surrounding businesses, the majority would like to see construction work undertaken after Easter and before the July school holidays. This would limit the economic impact of construction.

Options

Option 1 - Implement the refined concept illustrated in Attachment 2 but retain the concrete pillars and thereby the sails. This is recommended as it fits with the direction of the LTP deliberations, however, the Steering Group and Block Champions believe that this does not fully address of sight lines. In addition, of those who selected Concept 3, the majority of the public preferred to see the sails modified or removed.

Option 2 – Implement the refined concept illustrated in Attachment 3 but with the concrete pillars and sails removed. This is recommended by the Inner City Steering Group, and the Block Champions.

Option 3 – Retain the status quo. This is not recommended as it does not address the issues raised by the Inner City Steering Group in terms of traffic circulation, sight lines and effective public space. It also does not respond to the 90% of community feedback which indicated a preference for a concept or combination of concepts.

6. ASSESSMENT OF SIGNIFICANCE

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

7. COMMUNITY INPUT/ENGAGEMENT AND PUBLICITY

The conversation about refreshing City Focus has been on the Inner City Focus Group agenda since early 2013. There have been three rounds of public consultation to identify issues and test redevelopment concepts. The preferred plan has been tested and amended to directly suit comments received.

All businesses in the four blocks adjacent to City Focus were personally visited by staff and the Portfolio Lead Cr Hunt, to understand and concerns to gauge the level of support for each of the concepts and the preferred time of any physical works. All businesses (59) are supportive of the refresh.

The three rounds of separate public consultation on the refresh of City Focus were: Ideas Store of January 2015, the Long-term Plan / draft Inner City Revitalisation Strategy (April 2015) and the second Ideas Store in September 2015. This consultation has allowed a preferred concept for the refresh of City Focus to be established that seeks to reconcile the retention of the public space and sails with the need to address sight lines and traffic circulation.

8. **CONSIDERATIONS**

8.1 **Financial/budget considerations**

The preferred concept plan has a preliminary costing of \$1.048M as outlined:

Demolition of the building and replacement feature	\$54,000
Tutanekai Street roading and amenity changes	\$630,000
Hinemoa Street roading and amenity changes	\$231,000
Additional elements	\$133,000

This is estimated to be accurate within +-15%, therefore between \$1M-\$1.2M would be required to complete the project. An update on the actual costs can be provided once the works are tendered.

The City Focus refresh can be completed within the existing LTP budget of \$1.3M per annum allocated for Inner City Revitalisation, in which City Focus is an identified project. It could be completed over two financial years 2015/16 and 2016/17.

8.2 **Policy and planning implications**

Rotorua 2030 put the vibrancy of the inner city as a priority for Rotorua 2016.

A recent Perceptions of Rotorua report undertaken by Delve Research has indicated, when considering moving to Rotorua, a key barrier identified by respondents was the poor view of the inner city. Respondents felt that it was not modern and is looking tired and dated.

Significant changes have been made but further work is required to change long held negative perceptions both locally and with key tourism markets.

It is recommended that the Inner City Revitalisation Strategy be updated to reflect the outcome of this committee.

8.3 **Risks**

Safety – Many have noted concerns around the shared space concept and safety. Shared space is not a new concept and it is found in many cities throughout New Zealand and overseas. There are many different design elements that can be incorporated to ensure safety is fully considered. It is recommended that a full safety audit is undertaken by a separate consultant once the detailed design is complete and again after the construction.

Lack of Consultation – There is always the chance that some people may feel like they have not been consulted. All efforts have been made to ensure all groups have the opportunity to provide feedback. The concept plans were included in the Ideas Store, the library and the Customer Centre while being available online and by post. The consultation process was open to any feedback eg: supporting concepts or in seeking no change at all.

8.4 **Authority**

This committee has the authority to make recommendations to Council.

9. ATTACHMENTS

Attachment 1.1: Feedback Received

Attachment 1.2: Preferred Plan (recommended)

Attachment 1.3: Plan Recommended by Steering Group and Block Champions

Which of the concept designs do you prefer?	If a combination, then which ones?	General Feedback	Name
Concept Three	Traffic calming is generally more successful when you divert the flow of traffic (as in concepts two and three). Concept Two doesn't provide much spill out directly adjacent buildings and the road		Marcus Robinson
Concept Three			A Dixon
Concept Three	Do away with the city focus altogether. I believe in stopping through traffic it limits the		
Combination	I favour retention of the existing City Focus, but with modernisation, and alteration, to facilitate greater and more appropriate usage by suitable and diverse interest groups.	I am not in favour to opening of the City Focus to vehicular access. I believe this to be a significant accident risk, to younger and older members of our community in particular. I would favour instead, a revitalisation of the existing City Focus in situ, with an increased ambience, and increased suitability to a diverse usage by entertainers, orators, community presentations, artistic displays, etc. I consider the City Focus to be a structure unique to Rotorua city, and complimentary to the sculptures and artwork already featured within our Rotorua community.	Elaine Campbell
Concept One			
Concept One			Natasha Robinson
Concept One	Concept 1. Really clean great look for the city Love the red lighting for night time The seating and		
Concept One			
Concept Three			
Concept Three			
Concept Three	I love the bottom design as it allows for a more sociable area and very much needed seating		Lilian Clifton
Concept One			
Concept Two	I loved the idea of adding green space to the area and the pop up play ground.		
Combination	Re : City Focus WOW! Isn't it a waste of money to have 3 new City Focus Designs to choose from		Waltu Wu
Concept Two	I liked the idea of grass/artificial grass in the city centre. The city centre is a concrete jungle and		Justin
Concept Two			
Concept Two			
Concept Three	Concept 3 seems to be the only one that has thought through the traffic situation: cars must be		
Concept Three	Move traffic to shady side of street and remove sail.		
Combination	I really like the lights on the concept 2 design. The night aspect is really visually nice. I'm not too sure about the shared space cobble on all the concepts. To me tourists would get confused and I feel we'd have all these ingredients the road bits aren't very clear - paths for vehicles. I really like the bean bags idea on concept 2, they seem like a really cool way to get people to come down.	Beanbags - cool area to sit and relax Grassy areas - more relaxed Café spillout areas for summer nice idea. Hoops for sport? Table tennis etc.	Kahlia Goss
Concept Three	Maybe.... I'm still unsure of shared access, vehicle/cars.		
Combination	Combination of 2 and 3 More green space, but NO through traffic as in number 3. Like shade sails, not keen on no sail. Keep traffic flowing as it is currently.	Keep as a pedestrian and area to be used for entertainment as well.	
Concept Three	No comment		
Concept Three	No comment		
Concept Three			

Which of the concept designs do you prefer?	If a combination, then which ones?	General Feedback	Name
Concept Three		The central focus has to be that traffic can freeflow through. Modern day sails are a must for those wet days, gives shade. Make sure it doesn't become a feral ghetto collector. The concept of a cycle way through Hinemoa is flawed and should be returned to parking for the businesses. The cycle way should go through Haupapa instead along the carpark.	Lu
Concept Three			
Combination	A combination of the mist-scape system from concept one with the road layout, textured paving and other landscape features of concept 2 .		Kristy Mayes
Combination	I like the design of TWO with the practicality of THREE. Whatever design is successful we must have traffic being able to flow in all directions. Mixing the traffic with pedestrians at low speed is a smart design move. Try to open it up as much as possible to encourage people to go all the way to the lake and back up to the mall. Increase the presence of police patrols and Maori wardens to help people feel safer.		John Henry
Concept Two			
Concept Three	Visual, lively experience, beneficial creative change. I don't believe you can shut down a road for		
Concept Three	I like concept three because there is more space to walk and to have picnics. There is more space		Te Waiora Iti
Concept Three			Suitenesa Falanai
Combination	The light concept from concept 2 in combination with concept 3 will give it a good all round feel during the day and night.		
Concept Three	The idea of changing city focus is a fabulous idea and it will be great for public and tourists to		
Combination	Combination of 2 and 3. Take the sails away - not needed. Have the ability to close of streets for events. Great big sculpture of Hinemoa and Tutanekai in the centre.		Libby Stuijen
Combination	Love the thermal feature and lighting of concept 1. I think the space should have a covering as in concept 3. Lighting and images could be projected onto sails. Love the green spaces in concept 2.	Slowly being convinced that something needs to change but not totally in favour of the need to share space with cars unnecessarily.	Hana
Concept Two		Leave as is.	Anne
Concept Two		Remove right hand turns for vehicles across plaza.	
Combination	The open and shared spaces so inner city dwellers have open places to enjoy. A public toilet a must (small children and elderly).	The meeting of Hinemoa and Tutanekai would be a focus idea. Developing the open space in Haupapa Street would suffice for public gathering such as the Easter Service and other gatherings for public entertainment.	Kath Whitney
Combination	1 - green spaces 2 - green space with the option of market style communal seating and supporting business 3 - least radical departure from status quo	Not a fan of vehicle access as I'd rather turn it into a semi-permanent market place ala Melbourne. I think that having a market place in the centre of town would be a fantastic focal point for the heart of our town.	Tu Mutu
Combination	Leave as is. No need to change.	Put sails up between Central Mall and Tutanekai Street - provide some pedestrian protection.	D Hartley
Combination		Take it all down. It is old fashioned and dated. The colour apricot went out in the 80s. Does nothing for the city.	Mrs Black
Combination	I believe we need more thought into the whole CBD not just the city focus, to improve the whole aspect of Rotorua shopping.		Ken Elsmore
Combination	Preferred out of there but not what I want. Like the wood and weaving.	Would prefer keeping focus much the same as now but allow for slow traffic through, maybe a roundabout. Why can't you put CAB in the city focus building instead?	

Which of the concept designs do you prefer?	If a combination, then which ones?	General Feedback	Name
Combination	I like the grass area in concept 2 I like the table seating in concept 3	Yay!! this will be amazing!! :)	Takeiah Flavell
Combination	Love the thermal feature in concept 1 Think the space should have a covering as in concept 3 - sails can have images projected on to them (like wellington airport). Love it!		
Concept Three	- Green spaces to south side to catch northern sun. - Retain cul-de-sac's on Hinemoa so in an event traffic can be routed back when city focus is closed. - Cobble whole city focus and make it a		Harm Zuidmeer
Combination	2 and 3. Like the overall design of 2 but I like the cultural idea behind concept 3. Most important I'd like it to be safe for pedestrians to cross. I'd still like the hub/house centre? In City focus which is a place I would go to as a tourist. Feels safer.		Daham
Concept Two	I like the table seating and the look/design of concept 2 and how there is no roundabout.		Cheyenne
Concept Three	I think we need to optimise the digital age. Have interactive I-SITE for a Rotorua information		
Combination	Concept 3 - Option 3 - Remove canopy/(improvement of the visual connectivity and safety) about vehicular solution - option 4 I like a cultural and symbol of this concept. Concept 2 - I like the Feature Lighting and the combination of light and art. The future of city focus should be less claustrophobic, more open, have a better visual on Tutanekai/Hinemoa You need to create something unique. Something you can only find in Rotorua. If you see a photo of a friend standing in front of the Eiffel Tower you straight away know he was in Paris. A photo in front of hobbit town we know you were in Matamata. Rotorua needs a unique identity - could be a Maori artwork, something unique will attract visitors.		Valerie Janin
Combination	The addition of through traffic flow (slowly) though the focus is good.		
Concept Three	Flip around the green spaces so that they can better utilise the sun. Great to be able to close off the whole area easily (to cars) for events.	I feel so very happy that the RDC is keen to move this little city forward to bring it into line with the great success of other cities who have done similar.	Ally Bennett
Combination	Move the night market a block closer to the central mall to take advantage of this new shared		Adrian Hodge
Combination	I would like to suggest an alternative to the three options given by council. Pedestrians and cars to not mix. At moderate expense the city focus could be changed into an oval shaped roundabout		Alan Deverson
Combination	Option 3 but with option 2 canopy		Douglas Campbell
Concept Three		Still room for performances	Tim Henneveld
Concept Three	To keep performances is very important to us, the rest is ok. So keep those coming.		Jenny Henneveld
Combination	Concept 2 I like the decorative night time lighting Concept 3 Vehicular Movement Option 4 option 3 Remove the canopy - get ride of the large support structures - obstruction of hinemoa street view Open the space City focus needs lights and open space	The futur City Focus should be less claustrophobic, more open and get a better visual on Tutanekai and Hinemoa. You need to create something UNIQUE, something you only can find in Rotorua. If you see a photo of your friend standing in front of the Eiffel Tower you straight away know he was in Paris. Same with a photo taken in front of Hobbiton we know you were in Matamata. Rotorua needs his unique identity. you should use the story of Tutanekai and Hinemoa.. Something UNIQUE will attract visitors. you should take example from Napier CBD, all the main street is well managed between cars and pedestrians.	VALERIE JANIN
Concept Three	Looks fantastic - very social setting with outdoor seating areas. Love the fact you can DRIVE		
Concept One			Zeke Macfarlane
Concept Two			
Concept One			Amber Willenbrock
Concept One			Neejane Mac
Concept Two			

Which of the concept designs do you prefer?	If a combination, then which ones?	General Feedback	Name
Concept Two		Option 2 but replace canopy	
Concept Two	Love concept 2 because: - Multi functional space - lawn and pop up playground - use of light and		
Concept Two			W Snelling
Concept Three	Three with the dry ice	Concept 3, however; I would like to see the 'Focus Area' at the intersection of Haupapa/Tutanekai. I would like to see the intersection of Hinemoa/Tutanekai returned to a normal vehicle intersection as it has enough shops (businesses) there to survive. Haupapa intersection is at 'the end' of the shopping area, and therefore would be better suited to recreation and be a nice lead-in to Eat Street and the Lake. Thanks for the opportunity to have a say.	Robyn Johnson
	What ever design is chosen the need for traffic needs to be considered very carefully particularly for the emergency services. Fire Engines are of concern they need room .	The wisdom of the cycle way through the C.B.D. is a bad move . A much better plan would have been to focus the Cycle way towards the village green with a bike parking area opposite Lady Janes . That would allow access to Eat Street plus being able to link with the Govt Gardens via the lake front. Do people honestly think Cyclists are going to stop and go shopping ? Skate boarders were banned from the C.B.D, years ago on Safety grounds.	Derek Packham
	NONE	Leave it as it is and start reducing debt!!!!!!	Ben Hallier
Concept Two	1. The traffic circulation roundabout is important. 2. The LED lighting scheme is good. 3. the		Jackie Kwok
Concept Two	1. The traffic circulation roundabout is important. 2. The LED lighting scheme is good. 3. The		Vivian Tan
Concept Two	1. The traffic circulation roundabout is important. 2. The LED lighting scheme is good 3. the		Kwok Wai To
Concept Three	Prefer all aspects of option 3	Great to see a mixed use of the space with a combination of lawn, planting and paved spaces. The shade sail should either be removed or modified, not kept as they are.	
Concept Three			
Concept Three			
Concept Three			
Concept Three			
Concept Two			
Concept Two	The general idea of concept three is the best, it provides a good space for both drivers and pedestrians to share. The cultural aspects really reflect the story of Rotorua which is think is great. It would be a shame to miss out on some of the awesome ideas that are provided in the other two concepts - the rain gardens would recognise our commitment to having a green city. The more grass (or places to sit and socialise) the better, also the idea of pop up play grounds is great, especially in the summer months. While travelling I noticed many cities had movable games and toys for children (even chess tables for the older crowd) - these were manned by staff who sat in movable offices (shipping containers). The misting fountains in concept one is also something we should work in to the final construction. Watching the steam in Whakarewarewa while mountain biking or driving in to Rotorua is something very special to our city.		Vicki
Concept Two		Love concept 2. Looks fresh and inviting	
Concept Two			
Concept Two			
Concept Three			
Concept Three		A good combination of facilities and culture	Sandra miller
Concept One	I am choosing #1 as there is the possibility of safer and easier through traffic.. If this area is to		
Concept Three			Robert

Which of the concept designs do you prefer?	If a combination, then which ones?	General Feedback	Name
Combination	I like Concept two lighting ideas running from central mall to eat street. I also really like the design aspect, but fear its costing may be prohibitive? I like concept three but I dont like the traffic flowing up Hinemoa. I think this divides the city focus area into two - I would prefer just "dead ends" for hinemoa, and through traffic for tutanekai only. Do not like concept 1 other than the mist idea (quite cool)		Tim Wild
Concept Three			
Concept Three	Much better than a glorified roundabout (option two) or a busy paving pattern that would not		
Combination	Small kiosk type building for information - not as big as current building. This is important for me as a shop person to direct tourists. Like the traffic flowing both ways - easier traffic flow. Like sails and poles. Change would be good but not big or dramatic.		
Concept Two		Water features too please	
Concept Three	I'm keen to see costs kept to a minimum. I like the idea of allowing traffic through city focus as		Les
Concept Three	Prefer option 3 - remove canopy including the large support structures - this seems to be the only		Gregg Brown
Concept Two	As a ratepayer, why change something that is working?! Rotorua needs more shops, a lot of		
Combination	1 and 3. I like a maori night light design in concept 1. In concept 3 the green is a statement of NZ.	I believe without the sails it will be a lot more open plan. Let a lot more light in the area.	Wayne Mcfarlane.
Concept Two	Could use city focus area as weekend market opportunity? Move Thursday night market to city		Lizzy Gaston
	One carving on starbucks corner and one carving where the waterfall is now. The carvings are		
Concept Three		It would be great if free wifi was offered at city focus.	
Combination	I really like the flow if traffic idea in concept 3 (just having traffic move from one end of Tutanekai to the other. My daughter suggests grass and a playground. We like the pavement feature designs in concept 1. We also like the water feature in concept 2.		Jacqui Mills
Combination	1 and 2. I think vehicle movements in all directions through city focus is important for activity. I prefer option 2. I like the canopy of option 3.		
Concept Two	Take a google earth and markout new green corridor. Lease out old tea rooms in Kuirau park -		Rod Hinitt
Concept Two	I think that this should be nice. Because it seems like traffic is easy and looking is nice and so tidy		Ban Haunmin
Combination	They are all a bit too confusing and stylised to take in. All the area should be free of cars for		Peter McKellar
Concept Three	I think there should be a water feature in concept 3 representing the pink and white terraces.		
	As a mobility scooter user, please make sure there are on ramps and off ramps for access.		Alex Te Kuru
Combination	Like the more open shade cloths of design 3, but prefer overall look of 2.	Despite discussion with the rep here, cant really see how the green corridor winds its way through. If you retain shade cloths you should find a way to stop rain water cascading off the lower corners.	Geoff Cox
Concept Two	Not enough detail on proposals - green corridor impact? - loss of parking (option 2)?		Ken Muller
	I prefer no change. Proposals are nice to have but are not necessary. Council should be restricting		W A Cleghorn
	None of the above. Wait until inspirational design. Glass walled pavilion for pop up I-SITE		
		Leave it alone. Save money.	R Brough
	Changing the concept will not encourage people to shop here any more than what is happening		Warren Heford
Concept Two			Don Spender
Combination	Well done RLC!! I like the strong Maori elements in concept 1 which is critical for this development. I also like the café outdoors ideas. Colour and space for people. Exciting for our city!		Cathy Cooney
	I am quite happy to see an update of the city focus but no vehicular traffic through.		
Concept Three	Love the green of concept 3. Fresh sails good space for people and traffic getting through also really like the misty fountains of 1.	Great displays and having a guided tour with lots of information. Well done.	Jan and Garth Wilson
Concept Two		Traffic flow very hard to see in concept drawings. Concept 2 if it is a roundabout. One way traffic in town centre.	
Concept Three		Get rid of the sails	S J Brown

Which of the concept designs do you prefer?	If a combination, then which ones?	General Feedback	Name
Combination	Prefer 3 - however; bring in pop up playground from concept 2 - make it family friendly. 3 is good because pedestrians only have to worry about cars coming north and south not all four directions. The other 2 options aren't as safe.		Mr W Piper
		Would like to see a roundabout and more parking for local businesses.	Megan Verney
Combination	2 and 3 The aspects of concept 2 are the closed street for sitting and gathering and the cultural input with vehicle movement in concept 3 would be an added advantage.	Good luck and all the best. I hope you make the best possible choice for our city.	
Combination	Concept 1 - love the mist-scape idea and gobo stencil. Concept 3 - Love the green (the more the better) soft spillout areas will be a winner.		
Concept One		Streets need to be opened up to allow folk from lake to come all the way through to stop retailers closing down.	Cathie Hart
Concept Two			
Combination	Concept 2 and 3. Love the greenery/grassed areas in both 2 and 3. Prefer less car/roadways in 3. But the great view and tables down Hinemoa St in concept 2.		Erin Billing
		Roundabout at Pukuatua/Tutanekai and Eruera/Tutanekai	
		Too much detail in the boards. Need simple easy to understand summary for each. What's the	Jill Edwards
Concept Three		Love it! Like the idea of NO canopy.	
Concept Three	How about a roundabout on intersection of Tutanekai and Pukuatua as with thoroughfare going		Anne Sanson
	Put traffic flow back - both ways i.e. turn it back into roadways. No one comes here anymore.		
	Don't prefer any option. How about turning intersection into a major roundabout with a sculpture of Hinemoa and Tutanekai in the middle (similar to bronze at museum). The paved area		Benjamin Fannin
	Don't like any. Weekend close offs not a good idea. Don't believe that improving traffic flow will		Moya Clark
Concept Two	Like multi use of concept 2. How do the combinations fit in to cycleway through centre (city		Shirley Lane
Combination	Concept 3 - general concept Concept 2 - pop up playground idea Get rid of sails and pillars Concept 1 traffic flow		Neal Hawes
Concept Two	Liked simple layout for traffic flow. Love space for kids and family. Western style - modern and		Stomie Zhao
	Not in support of any of the changes.		Deidre Barnett
	None of the above. I quite like the way it is - perhaps just needs a bit of a freshen up with a		
Concept Three	Try to keep the city focus store. 1 lane of traffic is safer The shelter (shades) is important. Look		Crystal
	Council arranged a public meeting by Francis Powell, at Distinction Hotel to present a well		Trevor Brlne
	NO options should have vehicles. Could block all 4 streets - not just 2. Change is fine but no		Dave Cown
	Status quo - LEAVE IT ALONE. In the current financial climate only the cheapest is acceptable!		
Concept Three	Extend the theme/concept from Amohau St to Eat Street!!		
Concept One	As an owner of an empty retail shop, am concerned that the central CBD is dying because of any		Martin Hart

Which of the concept designs do you prefer?	If a combination, then which ones?	General Feedback	Name
		I represent four commercial companies owning 6 properties within close proximity to the city focus. The existing city focus is a significant impediment to the commercial performance of the CBD. It currently prevents both pedestrian and traffic flow that is resulting in a severe decrease in commercial activity in the CBD. The outcome of your review must be through access by vehicle from both sides and an inviting pedestrian precinct. This makes removal of the city focus building a necessity. If the sail supports are to remain then the design must achieve these objectives. Key success objectives 1) uninterrupted traffic flows from all directions 2) attractive pedestrian friendly centre 3) connection to commercial activity i.e outdoor seating for Starbucks. Provided these objectives are met, then we hope to see some recovery of the energy necessary for a successful CBD.	Greg Robison
	Absolutely no change! Visit overseas towns - straight lines are not 'in' - too sterile! A shocking way to spend \$500,000!! Unsafe.		Paddi Hodgekiss
	No change. Democracy.		
Combination	I like the base elements of concept three. Good to have traffic movement. I really like the wood around the pillars and the idea of some lighting for night time. This is a special intersection. Currently it is horrible. Get on on make it the Modern special centre the city deserves.	I'm sad to hear the ex-mayor clinging to this. Please let there be something fresh and wow for my kids to remember. We are replacing the tired intersections across the CBD. They look awesome and I love the art! I can't wait for city focus to get the same treatment. I love this place- I also want to love our town centre.	
Combination	I think you should leave it alone and focus on filling the empty shops in the CBD and employing more city safe guardians to remove the low lives out of the streets so more people will come into town and make our town a thriving town again	Same as above	
Combination			Ross Colemait
Concept Three	Can we get more shops in the CBD area? Just seems like too many things are being built elsewhere and there is no 'focus' on the 'city focus'. The CBD is boring, liven it up!		Georgina Edwards
Combination	1 and 3. Personally the concepts I have chosen really relate to Rotorua in many obvious ways - such as greenery! Maori patterns!	What is best for Rotorua is to keep it eco friendly and not so much look like a club/disco ball.	
Concept One		The cultural design of concept 1 stands out.	
Combination	I like aspects of all 3 but the bottom line is we can't afford any of these especially after wasting thousands on a ridiculous 'green corridor', clear the airport debt, sack those who think the rate payers are a bottomless pot of money and then think about more spending; but only then.		Rick Merrington

Which of the concept designs do you prefer?	If a combination, then which ones?	General Feedback	Name
	None of them.	There seem to be four practical problems with City Focus and two related policy-making problems. The first practical problem is that the compulsory left turns cancel three out of four options for potential shoppers. Please downscale the onsite building and install a low-speed single-lane roundabout. Second, City Focus is no longer a social centre and suffers low footfall. Please reinstall an effective events manager and encourage local owners to convert their upstairs areas into flats. Third, converting car parks into a cycleway. Please install a low-cost network of painted cycle lanes, street by street, and match the cost of parking at Rotorua Central (to remove this disincentive to CBD shopping and enforcement costs). Fourth, City Focus' routine maintenance has been a victim of portfolio vanity projects and subsidies to loss-making ventures. Please, more modesty, less spin, more support for start-ups and SMEs, less corporate welfare and subsidies, and paint. The first policy-making problem is 'sightlines'. It is an architectural myth being used to justify officials contracting consultants at massive cost to develop	Reynold Macpherson
Combination	Like the different effects that can be placed in for option 1 Like the green look option 3 gives	Please just change what is there	Hilda Duffy
			Ian Boot
Concept Three			
Combination	Two and three - details left to the experts.		
	I believe this should revert to a traffic thoroughfare only. There are other places for community		Jos Pemberton
Combination	I like concept two and three because they still emphasize the space and a place to meet and a performance space. I like that concept 2 has the round about so it has a more permanent non- traffic space. I like that they have extended the seating spaces down Tutanekei st especially as all those lovely bays that encourage people to sit and talk in town have disappeared. The emphasis needs to go onto those meeting spaces to encourage people to stop and reflect. I like some the design elements of concept 1 the weaving patterns the poetry in concrete.	As I said above you need to keep that communal space in town. A town square aspect that people can come and meet. If you don't think about the people and how they interact with the central city you will loose the people create a space for performance to meet to extend the market. It is not just all about the retailers. If we don't welcome people into the city they will not come. Especially as you have removed seating in town that was conducive to sitting and talking and they have all gone.	Bronwen Ropiha

Which of the concept designs do you prefer?	If a combination, then which ones?	General Feedback	Name
Combination	The green space, as well as places for people to play. The following images showed the most promise for something engaging: http://www.rdc.govt.nz/our-council/consultation-and-public-notice/cityfocusrefresh/PublishingImages/Opus/2.jpg http://www.rdc.govt.nz/our-council/consultation-and-public-notice/cityfocusrefresh/PublishingImages/Opus/1.jpg http://www.rdc.govt.nz/our-council/consultation-and-public-notice/cityfocusrefresh/PublishingImages/Bespoke/Untitled-6.jpg	Firstly, please get rid of the sails, and the giant poles. Ugh. Please make it an open, green, livable space. Make it a place that people want to hang out in, and even allow food trucks or buskers to be parked on the outside to encourage more visits and create a destination out of it.	
Concept Three	It appears to allow for easy traffic flow from all directions and does not create a centre of focus, rather a flow of access that has points of interest.	I am so tired of the 'tired' looking city focus. Our city centre has grown so much in both directions that this cuts the city in three. You cannot possibly appreciate the whole of the city centre with this aged dressing. It is no wonder that our shops are vacant around this area as it is so difficult to naturally reach them or find if are driving. Visitors on foot have no idea of the retailers past the focus, from either direction, as it simply blocks their line of sight. Change needs to be embraced for without it we wither and die. Well done for seeking the change.	Sharon Vigor-Brown
Concept Three			
Concept Three			
Concept Two			
Combination	A mix of 1 and 2, I like MGS2 best but see some value in the OPUS model too	We need to move on with this, it is not a historic monument commemorating some ancient event, its an out dated modern structure that looks tired. We need to show a more vibrant cutting edge and changing the look of this space will be a big step, not only in practical terms but also emotionally for the city. Lets get on and make the change sooner rather than later	Steve Pinder
Combination	Concept 1 is in design the best, the use of wood looks nice and it is what Rotorua wants to promote. Bring more wood products into the city! The traffic flow of 1 will be too narrow for 2 cars to pass (please keep in mind that Rotorua drivers are not very in narrow spaces!) the traffic flow for 3 is utterly confusing. Why confuse drivers even more than now, then best leave it as it is. Traffic should not have a priority In the CBD. The roundabout option of 2 is the best traffic flow. Design 2 is not looking very nice and design 3 is how it is now	Important is that the view from the Mall to Eat Street is not obstructed. To get more people walking from one side to the other it should be more of a 'boulevard', meaning that you can see far ahead of you. Now If you start walking from the Mall, all you see is those big pillars, you loose then interest to what is behind there. People should be attracted by what they can see in front of them, this will keep them walking. The side streets will benefit from this 'boulevard' feel.	sabine willemsen
Concept Two			

Which of the concept designs do you prefer?	If a combination, then which ones?	General Feedback	Name
Combination	I like the concept of sensible shared spaces with Cars, bikes pedestrians utilising the "junction of the heart". If budget would allow, the idea of showcasing the use of local timbers as main structural elements, reflecting our local industry and playground. A good size featured bubbling geothermal pool should also be in the mix to provide shape to access ways whilst providing links to our natural surrounds. Strong recognition of our Maori Cultural heritage should also theme through in the design.	All provincial towns/cities are struggling to find relevance for their traditional CBD areas. Retail in future will only be part of the mix. Not the whole mix as it has been traditionally. So we need to not just fix today's identified issues but crystal ball gaze a bit... It is inevitable the Lakefront area will develop over the next decade or so - a clear linkage/pathways between the Lakefront and Central Mall is important. If a platform could be set for a commercial operator to run some style of Tram between the two points - and possibly right out to Te Puia could be an option?	Craig Corbett
Concept Two	I like the Opus concept based on three key themes; 1/ The connection from North to South		Grant Kilby
Combination	Kept sails - we need shade and I liked the modified pou as the current ones are overpowering and ugly.. Enabling street closure Though there will be cries of horror from drivers and businesses whenever it is done! Spill out areas a good idea. Good idea to move Hinemoa loop to create more space Removal of the building Manserg Graham has the clearest shared space and probably the best option for pedestrians though this is difficult to tell. Opus night lighting looks the best. Green areas for pedestrians only, with seating. Pop up stage a good idea but is there room?	I would prefer the City Focus to remain a pedestrian only space. If it is to be shared do the job properly and allow pedestrians and cars together all the way through. I have seen this work in several other places in the world. The City Focus is too small to do everything. Opus design tries to do too much and the roundabout restricts pedestrians. A children's playground would need to be fenced thus restricting access. Option 3 Bespoke gives cars too much precedence - the cars are not sharing space with pedestrians. Pedestrians restricted to ramped crossings. Please do NOT allow heavy vehicles through the area! All the submissions cheat - they all show many pedestrians and very few cars. What happens when there is a constant stream of cars, perhaps in both directions? Manserg Graham submission is the simplest - the others try to do too much, but his night lighting is far too fussy. There is nothing about speed limits for vehicles. Council could take over a vacant corner shop or one nearby for an information centre and the community police. Maybe also the CAB?	Barbara Gatley
Concept Two	I prefer this concept over the other as the vehicle movement is in the form of a "roundabout" which is a concept widely used in the city. The proposed linkage to eat street an Rotorua central is also an added feature.	While I have supported one of the options, my main preference would be for the focus area to be completely removed, I think that this concept is dated and acts as a barrier to traffic flows. When the focus was established the area was the city centre but with the development of Rotorua Central, this has changed. I understand that cost are a factor in the non removal as an option and accordingly any major refresh would be welcomed.	Stuart
Combination	I agree with removing the I-SITE and relocating it in an empty building close by, to open the space. I don't agree with changing the 'focus' road layout as there is plenty of parking in surrounding streets and central mall. The layout of the 'focus' is a credit to the design as it stands now.		
		Leave city focus as it is.	A C Carue (Mrs)

Which of the concept designs do you prefer?	If a combination, then which ones?	General Feedback	Name
	I don't like any of them. Why do you have to have traffic going through? If you want traffic to go the length of Tutanekei St then take away the barrier in Arawa Street and Eat Street as well. Make it look more welcoming instead of another road!	Why cant you just give it a new paint job and more flowers? and then just leave it as it. Encourage more events to happen there and liven it up. When Dennis Oliver ran the place there were always things happening there.	Gill Coray
Concept Two			Hemana Morgan Edmonds
Concept Three		No. 2 is the same as now No. 1 has a street look just with designs No. 3 has a place you can meet	Nireaha Nuri
Concept Three		No. 1 has more of a street look/less greenery No. 2 the road plan is still the same but with extra area	Sage Ahariri
Concept Two			
Concept One			Marina
Concept Two			Venuku Ratana
Concept Two			Awatea Waiariki
Concept Two			Kamiro Epapara
Concept Two			Tey Brott-Packer
Concept Two			Tom-Tom Tonihi
Concept Two	Nil	Nil	Chelsea Ransfield
Concept Three			
Concept Three	Also really like some aspects of #2. - Ran gardens and timber bridges - Art installation - Spine of		
Combination	Really like the grass in concept 3 - 3 is favourite. Nice to get some more lighting for evening/night. I like lights in concept 1 and the wood around the pillars. Pop up play area would be great. Dinosaurs don't get mixed use.	Get rid of the horrible building. Sad statement if this is iconic. I want my children to know this space and to be excited by it.	
Combination	1 and 3 - Geothermal elements from option 1 - Remove turning circles from option 3 on (16 and 17) - Remove shade sails completely in option 3		Brendon Arkeright
Combination	2 and 3 Planter boxes to separate road from entertainment area Road to go around, not through, centre Keep similar but add the road to go right around.		
Concept Three	Open view shafts down Tutanekei Let traffic through Event space Shared space Get rid of those		
		None of the above	
Concept Three			
	None of the present set up works well. Perhaps some trees need to be removed. Tourists need a decent I-SITE and souvenir shop in the focus area. The area of the present focus is not large enough to cope with cars going through it both ways, bikes, pedestrians, a children's play area, mobility scooters, skateboards and the likes. DONT ALTER the roading pattern it works well. BUT		Concerned resident of Rotorua for over 50 years.
Combination	1 and 3 Traffic flow of 3 Appearance of 1	Small stage for buskers who can turn the radio off when performing.	Chris McGrath
Combination	Concept 1 - Proposed vehicular movement. Love the steambox concept. Stencil templates re lakes, places, etc explaining history on concrete pavements Concept 2 - View looking down hinemoa street toward the pop up playground and closed street during the weekend. Feature lighting, reinforcing the linear spine between Rotorua Central and Eat Street.		Anne Hogg-Twerkeen Wawatai

Which of the concept designs do you prefer?	If a combination, then which ones?	General Feedback	Name
	NONE	Need through traffic The whole city focus is an eye sore - in the 70s-80s	C. Hollings
	No change	The ideas store is an excellent idea. Where does the funding come from for any redevelopments? If it isn't broke don't fix it!	Tim Edwards
	None - These designs are old fashioned thinking	This whole site is an eyesore and should be bulldozed away. Open up the road in both directions and the shopping area will flourish. Getting rid of the city focus gets rid of the out of tune buskers, drug dealers and beggars.	Ross Hollings
Combination	No to vehicles in the city focus. Keep it pedestrians/cycles only but give it a revamp - lots of plants, flowers etc.		
Concept One		Remember the steam	
		Angry ratepayer - pay off the Rotorua debt we are in before starting new project	James Edwards
		None of the above. We can't afford any of them. Wait till our enormous debt is reduced.	
		Either a/get rid of it, bulldoze the building to the side of Tutanekai and make that the community	Sarah Ziessen
Combination	Like the traffic flow options on concept 1 - Incorporate this!!	Shop person was great	
Combination	2 and 3 I like the access clarity of Concept 3		
Concept Two		Where is the money coming from for the change? How much does each option cost? We should	
	None - Tutanekai and Hinemoa Street should be easy traffic flow.	City Centre is not a park. Bring back the vibrancy of a modern shopping and eating city centre. Which means traffic flow and parking in city centre.	Mal Feather
Concept One		Leave traffic flow as is, no problem, people need to learn to walk. Update as in concept 1. Get rid	Ann Hamilton
Concept Two		Get rid of Green Track. Tram instead from lakefront govt. gardens. Fenton Street Kuirau Park, Rainbow Springs and Skylines.	geraldinskeep@gmail.com
Concept Three		Plenty of grassy patches. Please remove sails and wee building.	Nadine
Combination	Concept 1 - the paving Concept 3 - the philosophy!	I have appreciated the designers choice not to cut Hinemoa street in two.	
Concept Three		Keeping is very important. Sails are good identifiers. Likes the extra dedicated public space.	Jim and Maureen Peden
Combination	Maintain traffic flow is all directions (concept 2 a no-go).	Having an option of upgrading the status quo is preferred and keeping the building. Losing i-SITE in the middle of the city is an issue. Easy place to direct people to and from and helps with identity too.	Ken Morley
Concept One		Leave as is - perhaps more lighting and even open up the i-SITE so it can be seen through - glass	
Concept Three		I like!	
		Leave it as it is but get rid of the awful salmon coloured paint! 2 tone salmon is disgusting!!	Lani Eyles
	Please do not change	Stop spending money you do not have!	
Combination		It divides our City heart in two. It makes negotiating the City difficult for both pedestrian and	Mike Steiner

Which of the concept designs do you prefer?	If a combination, then which ones?	General Feedback	Name
Combination	A roundabout for traffic flow Green space/chill out area for young and old, somewhere to sit in the sun on a break New paint - fresh white - salmon colour is awful and makes us look like we are in the 70s Nice lighting at night Steam feature Gardens Rotorua elements	Give me a reason to go there. All it is to me now is a place for thug life to hang out and smoke with their shameless music blasting out their tiny speakers clashing with Neil Diamond pumping out sweet caroline from the main speakers under dirty kindergarten shade sails with a random water feature and trip hazards everywhere. Whilst people drive around the outskirts and cars sometimes give way to pedestrians and occasionally a line dancing competition takes place or a bro holds a dodgy sausage sizzle... It would be nice if it was a place I could actually want to go to that is modern, clean, with lush gardens representing a Rotorua identity, somewhere to eat my lunch in the sun on my lunch break or a pitt stop in the weekend with a coffee in hand while my child plays (without being hit by a car going through the middle of the place). It could be a place where pop up markets happen, library pop ups take place, or to simply just be. Make us proud of our new city focus.	Tracy
Combination	No cars through the city focus but like the idea of green area. Not the green cycle areas that are currently happening - we want people to come to town not deter them. I travel many areas with my job and think overall our city is still going backwards although some areas like the statues/seating looks great. Buy up some of the old empty buildings and put in a dedicated green park area that is safe.		Judie Lewis
		Leave it as is but tidy up the building. Keep traffic flow as is. Stop spending on unnecessary things.	
	As a ratepayer of over 52 1/2 years in Rotorua, I am very disappointed in the present councils		
Combination	Concept 3 but like concept 2 as well without the change between weekdays/weekends.		
		Sails have to be kept whatever gets chosen	Dawn
Concept Three		Great! Open this up.	John Rakei-Clark
		See letter attached	David Preest
Concept Two	I support concept 2 as I like the idea of the green spaces and pop up play areas which would create some vibrancy. The restoration of traffic flow North, South, East & West will greatly help the surrounding streets.	When all factors are considered. Consideration must be made on where the services of the City Focus are delivered . The CCTV station with the guardians is a vital tool in inner city safety and security. We need to ensure that we don't lose these services from being located in the heart of the CBD to offer a fast response in trouble hot spots.	Colin MacPhee
	doesn't it cost x amount of dollars to make ANY changes which are not necessarily for the benefit		Snax
	doesn't it cost x amount of dollars to make ANY changes which are not necessarily for the benefit		Snax
	I what it to stay the same.Why waste rate payers money. When we have a ready got some		
	I like the City Focus the way it is: there is no need to change it - leave it alone! It is a people-		
Concept Three	Some great designs, but I prefer the one with more green spaces in the design. Some water		Britta Conlon
	I am still unclear of the council's aim in keeping or upgrading this 'City Focus'. What do they want		Lynne Street
	I do not believe the City Focus requires to be change at this time due to the debt we have as a		Anne
Concept Two			
Concept Two	Great look and feel to all three concepts, however concept two is my preferred option. A place for		Aaron Harvey
Concept Three			

Which of the concept designs do you prefer?	If a combination, then which ones?	General Feedback	Name
Combination	APL Property Rotorua Ltd are the body corporate managers for three properties that are directly affected by the City Focus. The main comment made by all unit owners to the current City Focus situation is the restriction to the flow of traffic by only being able to turn left at each intersection.		Jill Barke - APL Property Rotorua Ltd
Concept Two			
Concept Two			
Concept Two			
Concept Two			
Concept Two			Dave Dravitzki
	Please find following my brief submission on the review of the City Focus. May I say at the outset, I believe the City Focus does need refurbishing? The current consultation the City Focus is flawed.		Grahame W Hall QSO JP
Concept Two	Concept two provides access in all directions however you lose some valuable green space that is		
	My comments are general as opposed to choosing any one proposal: + I am not in favour of		Brian R.J. Eagle
Concept Two		I like the flow and lighting, use by the arts and other community groups	
Concept One	Simplification is the best use of the area. Less kerbs and and structures which add to the cost. However the simplicity is important to create less certainty for vehicles so they will naturally go slow and take care. Pedestrians will walk anywhere and will perceive they have more right to do so. Vehicles will not be able to go everywhere no doubt because there will be bollards to guide them. Less signage and painted ground marks which control peoples right or dominance over other is required. People all need to think about the environment they are in. Simplicity creates a more equal playing field for pedestrians and vehicles. The more complicated it looks the more costly it will be.	I do not know Rotorua that well but this intersection has already had significant work done to it. While it may not be ideal now it still functions, so does the community want to HUGE large amounts of money to redo this and not focus on other parts of town? Personally cobbles and vehicles do not combine well. They get dirty and loose that freshness when first installed. To de-construct the site then rebuild it, the congestion and disruption to the business community in that area will be quite significant. If there was a section of street that could be blocked off and made pedestrian friendly then would that provide better function and heart? I believe so. You only need to look at Eat St to see that people like to meander across this while traffic does not seem to be adversely affected. Closing off that section where the night market goes each week and simplifying the layout using large grey stone tiles will be far more long lasting and usable. Happy to discuss if needed? Thank you for the opportunity to offer some opinion.	Phil Battersby
	The City Focus should include a family-friendly, breastfeeding-friendly area. There are very few places that women can breastfeed in Rotorua and many of the places e.g. cafes, require the		Leonie Pritchard
Concept Three	I think we need fewer cars on Tutanekei St, so all options would be better if pedestrian traffic on		Ra Cleave

Which of the concept designs do you prefer?	If a combination, then which ones?	General Feedback	Name
Combination	My views relate only to traffic movements. I have a slight preference for Concept One as it appears to be the most open and likely to operate successfully as a shared space and provide flexibility of access without a clear vehicular pathway.	In general, I would be happy with any of the options as long as they do not encourage efficient south - north-south connections along Tutanekei Street. My interest includes the potential for interaction with Connect Rotorua and the planned revocation of SH30A and possible improvements to Amohau Street to emphasise its CBD access function for all modes over a through arterial for vehicular traffic. Any increase in east-west capacity likely to result from opening city focus to traffic is likely to be of benefit to possible changes to Amohau Street that may include reducing throughput. Traffic modelling (attached illustration) for reductions in Amohau Street capacity (likely to be desirable to improve pedestrian connectivity and amenity) suggests that traffic will mainly be displaced to the parallel routes to the north. Traffic modelling for city focus suggests that opening it to through traffic will attract traffic from the existing east-west routes. In my opinion the proposed changes, as long as they do not significantly increase Tutanekei Street traffic at Amohau Street will make a positive contribution to options for Amohau	Alasdair Gray
	Have you noticed how many tourists take photos of the carvings at City focus? Simply putting some interesting murals on the building and the sail pillars would brighten up the space. The colours already align with the old Post Office and the Bath House. Still change them if you must When Denis ran the city focus space there was always activity in the area. There's a "hint" the past is not another country. What has changed since then. Look back and you may have the answer. We already had successful NZ inspired things that work. We don't need to slavishly follow what "Europe" does. Having some of the OLD non "Jake" seats back that were COMFORTABLE and more suited for the elderly visitors (in particular) would also be very welcome. Sitting on a flat wet seat is no fun, and who sits on glass? The idea of removing the sails is crazy. You DO realise that it rains here in Rotorua? Can you		N Dow
Concept Three		Need to have 'green' area in centre	
	Too difficult/complicated to picture in reality. Only one has actual buildings shown in situ		
Concept Three		(3) looks less expensive. Others look too messy.	

Which of the concept designs do you prefer?	If a combination, then which ones?	General Feedback	Name
Combination	Perhaps combination: Cars don't shop, people do. Seating with backs suitable for old people, handicapped, feeding mothers. I don't think cars need direct access along Tutanekai - get out and walk - you might see something to buy or maybe stop for coffee, ice-cream etc. The sails are great as they are. Refresh, refresh, refresh: Perhaps even a light show playing on sails.	Keep Rimus - they are beautiful. I have seldom been in town when tourists haven't been taking photo opportunities - especially by little waterfalls. People and cars don't mix - keep a good safe area in centre - maybe something carrying thru' from hub for kids.	Peg
Concept Two		Add Geothermal	
	Keep the current City Focus		
	I suggest it stays as it is		
Concept Two	Good seats and umbrella. Nice lawn. Looks pretty really nice.	Like the idea of the sails still there and add one over the green area and add a fountain. Mall fountain waste of money - have a better fountain in the green area.	P Day
Combination	Concept 2 and 3 For Concept 2 I like the pedestrian focal community space, the ability of traffic able to access Hinemoa and Tutanekai Sts in all directions, however, I think there would need to be a little roundabout in each direction for easier way to go back in opposite direction. e.g. springfield/otonga roundabout. Rotorua traffic are used to roundabouts with good signage of course. I don't like the preferred vehicular movement option in concept 3. I feel it cuts the space, making division. Of course there would have to be room to do. I like concept 3 without sails giving illusion of space and light. I like the red circle apparatus for children. Important to have something for children that doesn't monopolise the space. Like to 1 at new health centre library hub. A water feature is a must, it attracts people and has a soothing feel to a space. Colour is important - lightens and brightens a space and can be brought in seating flower beds/green wall/ vehicle wall. Rotorua is known for its gardens they look and feel cheerful. Colour creates excitement. A balance between calm and activity would be good with ideally retractable sails would be good to cater for all seasons. Varied sails could be a good option and probably less expensive than retractable. I like the grassed areas. Seating a must - a mixture with and without backs. Backs on seats good for elderly, nursing mothers, pregnant women, people in general with bad backs who need to rest momentarily. Light on pillars great for nigh time. City guardians need a base even if a small kiosk or a small shop space could utilise an empty shop. Handy to this area. Have something for everyone so the space doesn't attract any one particular type/group of people that may make others feel intimidated. City guardians could help move on 'bum parkers'. Lingers can be off putting - sit, eat, sit, greet then move on. As much as I like natives, the Rimus are in the wrong place in a city centre - more fitting in a park e.g. Kuirau.		Kim Wilson
	No overall preference. A cyclist. Re spitting in CBD - discourage it please. Still like sails - a		Reeve Lioma
	Date: 24 September 2015 Submission on Behalf of Rotorua Registered Architects: Phil Carling		
	Leave the bloody thing as it is and save the money! Ratepayers are not a bottomless pit!		
	Yes. They are a good idea. When the public get used to them they should help council to survey		Kath Whitney
	Get the traffic moving again like it was before the "focus" which is really the "dead centre".		
	Paint it white - some of the 'concepts' don't seem to have done much more. Introduce art. Don't		
Concept One	Please don't go spending too much! Keep costs down. Please think of the ratepayers for once!!!		Vanessa Leiper-Pring
Concept Three	Keeping area pedestrian friendly and an open venue is positive.		
Concept Three	The concepts are not clear enough for effective public consultation - they are not prepared for clarity and enabling key concepts to be grasped readily (even for a professional who is used to interpreting information and plans). I strongly support the City Focus with minimal traffic interference across (as opposed to around) the space.	1. Through traffic is not desirable or necessary in the main pedestrian areas. Dedicated pedestrian spaces are easiest to read and navigate. 2. A public open space is vital in the centre of the City Centre. Cars and through traffic in the space are conflicting with this purpose. 3. Why keep the pillars? They are imposing and detract from visual lines.	Ann Nicholas
	Please leave City Focus as is. Money could be better spent on filling empty shops.		

Which of the concept designs do you prefer?	If a combination, then which ones?	General Feedback	Name
Combination		No	
	Prefer none of the concept designs. Pull it down.		
Concept Two			
Concept Two			
	Prefer none of the concept designs. We cannot afford it. Ask Resene for a paint donation and I choose to keep status quo. Keep the traffic out of the city focus.		
Concept Three	I love Maori concept.		Frances Louis
Concept One Concept Three Combination	I enjoy the cultural concepts that have been suggested ... the common use spaces are excellent. There are some very strong design elements in both concepts that would complement each.	Looking forward to seeing these concepts a reality. Space needs to change.	
Concept Three	The artistic canopy is beautiful - provides a link to the existing Police building in Fenton St. More of a cultural feel - I like it. Allows more control of traffic in the shared space via the lanes.	Please keep the "service" aspect of Richard and his team in the central city. It would be less effective to have them based away from the CBD.	Carol Buckley
	Either busy with activities all day, every day, or get rid of it. It isn't a focus for activity at the		Brian Pickering
Combination	#3 Like thoughtfulness of the design #2 Like pop up playground #1 Like the patterns in the cobble and the steam and light Ideas #2 and #3 seem more functional		
Concept Two	I like the pop-up playground and closed roads during the weekends.		Waka
Concept One	Simple roundabouts are (a) simple, (b) cost effective.	Minimise cost to ratepayers.	Roger Wootton
Concept Two Concept Three	I like the kids spaces, green space. Awesome kids spaces are down the waterfront in Auckland viaduct, Cairns waterfront.		Ken Thomas
	None. The RLC can't afford it.	With the green walking lane coming through the central point, cars driving through would not work.	
	No change needed until shop owners have been consulted. Debt needs to be reduced before other 'unnecessary' spending.		
Combination	I agree something needs to be done but none of these are striking enough. I like the driving of 1, cool art and LED of 2, colours of 3. These all look corporate, rather than WOW!		
Neither	All concepts are using resources that look good at the beginning but after 5 years traffic will ruin		Dean Fleming
Concept Two Concept Three Combination	Don't like the sails - it feels enclosed. It's defined a huge space that is empty. Shade-trees do this better and feel freer and more connected to the environment.	Like the kids space and green space. The big focus needs to be around encouraging activity - people = passive security, vibrancy and a city that feels alive. Wellington has good examples of this - areas around 'green spaces'.	Leon thorn
Concept Three Combination	The park like features of concept 2 have appeal.	My preference would be for no cars at all in the intersection however concept 3 reduces the traffic numbers the most and stops cross traffic.	Grant Utteridge
None	Turn the focus into a roundabout and reinstate as many car parks as possible.		Ross Healey
	No choice until I have sense of what the cost is for each concept and/or what the proposed		Niall Dinning
	Please leave "as is". Don't spend any more money!		Lois Slemint
Concept Three	Keep the name "City Focus".		
	Mobility scooter charger somewhere.		
	Not possible to make a rational decision when all the concepts do not include or consider the impact of the cycleway. While cars and people may mix, there is no guarantee that that cycles and skateboards crossing the focus area will take into account the preserve of people and cars.		Rory and Rosemary McGully
Concept Three	However I do feel personally that instead of Council trying to revitalise the city you allow		

Which of the concept designs do you prefer?	If a combination, then which ones?	General Feedback	Name
Concept Three		I have chosen concept 3 as it looks more open and not as busy looking as concept 1. Also concept 3 has through traffic all the way along Tutanekai St and all the way along Hinemoa St. N.B. I	Pauline Lawrence
Concept Three		More traffic-free areas for safety of pedestrians/children. Hinemoa/Tutanekai centre parking is	
		Take the lot away - replant the trees into one of our parks. Sails to skatepark (Amohau Ranolf).	
		Change City Focus to become a roundabout and put in more parking.	Julie Fiske
Concept Three		There has to be an information centre here. I work in the mall and can't tell you how often I will	
		This steering group brings together a wealth of experience within the Rotorua Business	Steering Group

Aerial Perspective



Tutanekai Street Looking Northeast



Tutanekai Street Looking North



Hinemoa Street Looking East



Hinemoa Street Looking Northwest



Hinemoa Street Looking Southwest



Pedestrian Plaza Looking North

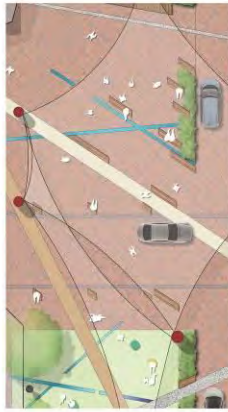


Tutanekai Street Looking South



ROTORUA CITY FOCUS REVITALISATION

ROTORUA, BAY OF PLENTY



DEVELOPED LANDSCAPE CONCEPT REPORT
October 2015

Concept Development

Introduction

Following initial consultation to gauge support for regenerative improvements to City Focus, Rotorua City Council engaged three consultancy firms to prepare alternative concept plans and ideas for further public consultation and feedback.

The public were provided with opportunity to submit feedback online and on site via the Ideas Store where individuals were able to discuss proposals in context and cast votes for their preferred concept.

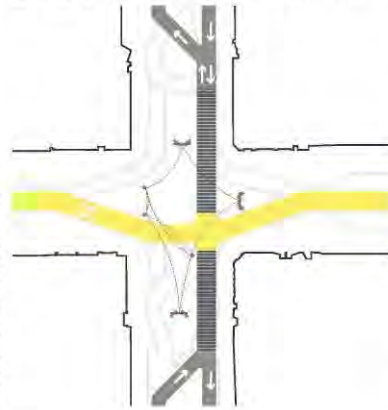
Following public consultation, submissions were evaluated to establish key themes, elements of value and conceptual preferences. Overall, there is a general sentiment supporting change with submitters indicating a preference for Concept 3 (or combination of) over alternatives. It is therefore logical that Concept 3 forms the fundamental basis for the development of a preferred option whilst giving consideration to the morphing of desired elements and key themes contained within alternative concepts where practical.

Consistent themes expressed in submissions requiring consideration during design development are outlined below:

- Strong cultural design and meaning expressed in pavement, artwork and spatial arrangement of elements
- Acknowledging Rotorua's vernacular geothermal landscape with references given to mist, steam and water 'thermal scape'
- The inclusion of wood and weaving in line with the Rotorua Lakes Council 'Wood First' policy and cultural themes
- Creative lighting solutions and sculptural elements
- Street furniture elements and seating that encourage social interaction and exchange
- Green open space including grassed open space, rain gardens and amenity planting
- Provision of flexible open space and ability to accommodate a range of programmed and pop-up activities
- A preference for the prioritisation of pedestrians and the creation of a shared space environment
- The inclusion of elements that encourage interaction and play
- The provision of an information kiosk and / or provision of information for tourists
- A general preference for the removal or upgrade of sail structures over their retention

The following commentary, concept plan and supporting imagery identifies the fundamental basis of Concept 3, captures consistent themes expressed public consultation, and clearly identifies key design decisions and elements incorporated from alternative concepts.

Vehicular Movement



The proposed vehicular movement solution involves significant modification to existing circulation routes and a switch in hierarchy to give Tutanekai Street priority with unobstructed north-south vehicular movement. This solution is preferred as it:

- Gives north-south priority to Tutanekai Street in line with Rotorua's proposed Inner City Revitalisation Strategy
- Accommodates existing canopy structures and provides significant improvements to open space without precluding upgrade or removal of the canopy in the future
- Provides direct vehicular access across Tutanekai Street and Hinemoo Street. Allows for Left-Right turn entry-exit access to Hinemoo Street
- Provides significant opportunities to improve pedestrian connectivity
- Creates shared space transition areas to Hinemoo Street and significant improvements in the provision of useable open space, amenity and safety

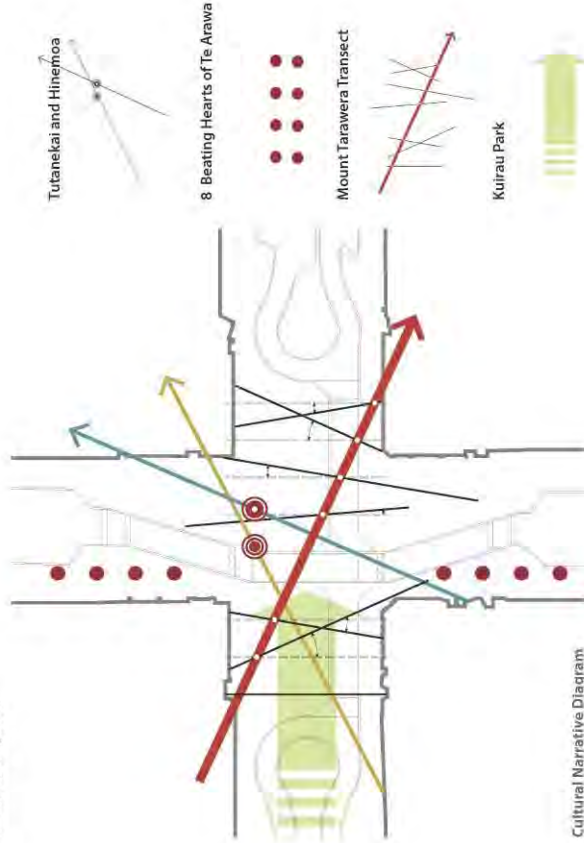
Roundabout solutions have not been pursued following public consultation as this type of arrangement would further exacerbate unfavorable existing conditions and dysfunctional relationships between pedestrian movement, useable space and active building frontages.

Narrative + Design Philosophy

Design Philosophy

The design of City Focus recognises the space as not only a central node for the people of Rotorua, but also a point of key cultural significance to Te Arawa and its eight hapu. The design therefore focuses on the recognition of this, whilst also seeking to create an inviting and engaging public space that improves traffic movement, pedestrian movement and the spatial relationships with adjacent businesses.

Whilst the key cultural themes will provide a strong degree of meaning and sense of place within City Focus, the proposed environment provides for a range of practical outcomes including the provision of improved amenity and the provision of useable, flexible open spaces.



Cultural Narrative Diagram

Design Narrative

Cultural

From a cultural perspective the following key themes are considered of particular significance within City Focus and the design inherently captures these in the spatial arrangement and design of elements. It is important that the final form and recognition of these is developed in conjunction with Te Arawa.

- The legend of Tutanekai and Hinemoo
- The representation and acknowledgement of the individuality of Ngā Pūmanawa e Waru o te Arawa
- The significance of Mt Tarawera in Maori legend but also in shaping the city of Rotorua
- The prominence of Kuirau Park, associated legend and its geothermal landscape

Tutanekai and Hinemoo

City Focus has long been home to the prominent carved figures of Tutanekai and Hinemoo located at the junction of Tutanekai

Canopy Options

The developed concept has been developed to ensure design outcomes can be achieved without the reliance on the removal of existing canopy structures. However, there is considerably more public support for the upgrade or removal of the existing canopies over their retention. This is consistent with design commentary that supports this sentiment in order to improve the environmental qualities of this open space. Although upgrading the existing canopy is a legitimate option to improve existing conditions and amenity, the removal of the canopy offers significant environmental and behavioural benefits by allowing unobstructed light and sightlines across the plaza. Another interim option could be the initial removal of the smaller of the two existing canopies. Moreover, extensive canopy structures are not typically used to cover large open space areas. Shade and shelter from environmental conditions can be achieved through the appropriate provision of street trees or the strategic positioning of small canopies to cover specific elements such as stage structures or play spaces.

Concept Plan

Building on a design philosophy and key cultural themes that provide for and support a range of high quality urban outcomes, the design focuses on resolving identified existing issues that limit the space from being optimised to its full potential. We envisage a space that puts people and pedestrians at the forefront. A place people gravitate towards and socialise positively within, in the process generating improved commercial outcomes.

Overall, proposed changes should provide value for money and future design decisions should be directed towards items that offer the most benefits including addressing fundamental spatial modifications and the rationalisation of canopy structures.

Key improvements resulting from the proposed design include:

- Clear and highly prioritised pedestrian routes
- Greater grounding of the design in cultural meaning, including the existing carved figures of Tutanekei and Hinemoa
- An increase in public open space of over 50% and the introduction of shared space zones at the east and west connections with Hinemoa Street
- Stronger visual site lines and improved CPTED (Crime Prevention Through Environmental Design) outcomes
- A highly flexible range of spaces that caters for day to day use and bigger events. This includes the provision of large open areas as well as smaller more intimate locations for meeting and relaxing and play
- Spaces for people to relax in with elements allowing individuals to make the space their own
- The ability for adjacent cafes to spill out into and aid in the activation of the space
- A balance of hard paved, open lawn and garden areas
- Clearly defined vehicle routes and permitting vehicular access through the space without compromising pedestrian safety and priority. The north-south direction of traffic along Tutanekei street is given priority of movement in line with the Inner City Revitalisation Plan
- The incorporation of the existing shade sail structures in a manner that does not limit future decisions around their long term retention. We do however recommend a modified interpretation of their form or long term removal as the best outcome for the space
- Significantly improved outcomes for adjacent businesses by strengthening pedestrian connectivity (both physical and visual) and vehicular access in addition to improving amenity and identity
- The opportunity for additional layers of design and meaning to be incorporated in the further development of the design in consultation with the public and key stakeholders
- Re-use and recycling of existing paving materials and other hard landscape elements wherever possible

Opportunities for Art and Interpretation

Within the design we have identified a number of key opportunities for the integration of art, cultural interpretation and lighting. These are as follows:

- The column forms representing the eight beating hearts of Te Arawa
- Addition of further detail, possibly in timber to the base of the existing columns
- A possible reinterpretation of the main sail structure to offer light and pattern
- Interpretation of local myths, legends and history through the use of in-ground text and paving patterns
- Opportunities to add extra layers of art and interpretation in the developed and detailed design of street furniture, lighting, signage and the like

and Hinemoa streets. These two figures celebrate the legend of the two lovers who could not remain separated, and finally joined when Hinemoa swam from Owahata to Mokoia Island, the home of Tutanekei.

The proposed design provides greater prominence to their position by the design of the landscape around them, and by the creation of two strong paved transects which relate directly to Owahata and Mokoia Island. Tutanekei aligned looking towards his lover Hinemoa at Owahata and Hinemoa aligned to her lover Tutanekei at Mokoia Island.

The Eight Beating Hearts of Te Arawa

Eight significant vertical poles or pou have been incorporated to represent and acknowledge the individuality of Nga Pumanawa e Waru o te Arawa. These also strengthen the north-south connectivity of Tutanekei Street. Each of these should be developed in conjunction with individual hapu to express character, forms, colours, stories and the like that are particular to each hapu.

Alternative concepts propose sculptural lighting elements in similar locations, and it is anticipated that the eight sculptural elements would seamlessly transition from day and night through the provision of appropriate feature lighting

Mt Tarawera Transect

Mt Tarawera holds key significance, not only in Maori legend, but also in the effect that the eruption of Mt Tarawera had on the people and landscape of Rotorua. This underlying element of the city's cultural fabric is articulated subtly throughout the proposed design for City Focus as an underlying spatial ordering element.

Spatially, an 8m grid has been applied as an ordering element which gives reference to the city's urban fabric. The transect to Mount Tarawera was then applied as an overlay to establish key intersections. At each of intersection of the transect with the grid, a point of disruption is created by slightly rotating the grid line. These disrupted grid lines form the basis of banded paving that define paths, edges, connections and spaces within the design.

Kuirau Park

Kuirau Park and its geothermal landscape has prominence within the city and in the legend of Kuirarau, the wife of Tamahika who was dragged down into the lake by a Taniwha. In seeing the struggle between Kuirarau and the Taniwha the gods were angered and caused the lake to boil to destroy the Taniwha forever.

Given the locality of Kuirau Park to the west of the city centre the design gives reference to this in the design of a recreational green space to the western edge of Hinemoa Street. Sculptured grassed landforms, geothermal steam and lighting elements represent this geothermal context and flatten to form open lawn spaces to the edge of the main square.

Wood and Weaving

Alternative concepts propose weaving pavement patterns referencing waves on the lake crossed by Hinemoa or the weaving of people and streets. The proposed developed concept proposes the use of recycled paving in a repeating chevron pattern to capture this intent in a subtle manner. The intent to capture local narratives in pavement text remains constant post consultation.

Timber is proposed through the design in seating and street furniture elements, and in the cladding of existing canopy poles / structures.

Geothermal

In order for elements to be incorporated seamlessly with the fundamental spatial structure of Concept 3, design themes from alternative concepts have been interpreted to capture the fundamental ideas behind concepts over literal translation.

Mist, steam and pulsing LED lighting thermal references have therefore been morphed with proposed cultural narrative associated with Mt Tarawera and Kuirau Park. This combined feature further reinforces the volcanic and geothermal cultural fabric of Rotorua.

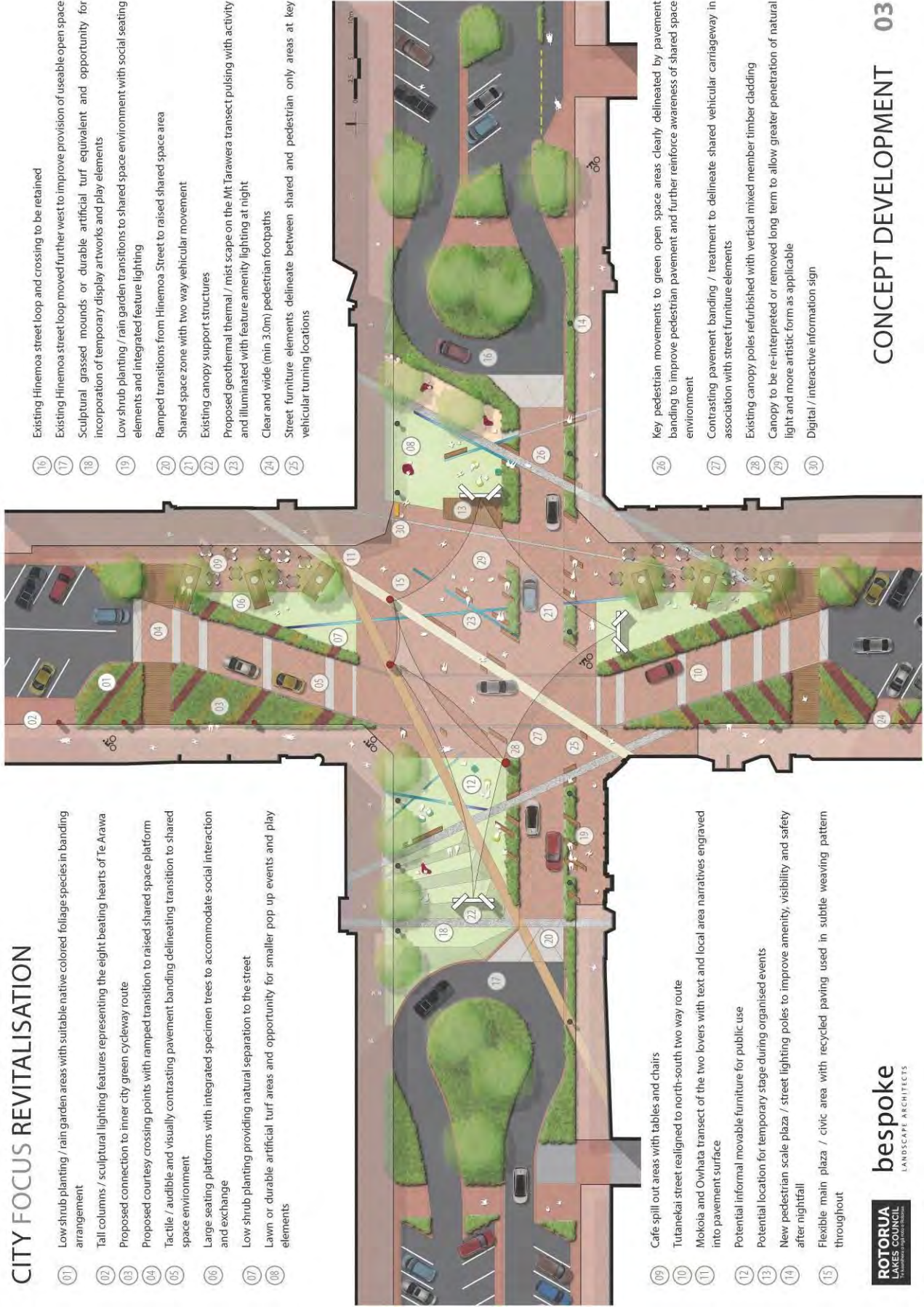
Materiality, Sustainability and Re-Use

Although not explicit in alternative options or public commentary, it is important to consider sustainability, re use and associated financial implications of proposals. Where practical, the re use of existing pavement is proposed in a manner that injects new energy and relevance to the plaza area.

Stormwater management and rain garden devices identified within alternative concepts have also been captured to reflect this and public commentary in relation to the provision of rain gardens and a preference for an increase in green open space and planting.



CITY FOCUS REVITALISATION



- 01 Low shrub planting / rain garden areas with suitable native colored foliage species in banding arrangement
- 02 Tall columns / sculptural lighting features representing the eight beating hearts of Te Arawa
- 03 Proposed connection to inner city green cycleway route
- 04 Proposed courtesy crossing points with ramped transition to raised shared space platform
- 05 Tactile / audible and visually contrasting pavement banding delineating transition to shared space environment
- 06 Large seating platforms with integrated specimen trees to accommodate social interaction and exchange
- 07 Low shrub planting providing natural separation to the street
- 08 Lawn or durable artificial turf areas and opportunity for smaller pop up events and play elements

- 16 Existing Hinemoa street loop and crossing to be retained
- 17 Existing Hinemoa street loop moved further west to improve provision of useable open space
- 18 Sculptural grassed mounds or durable artificial turf equivalent and opportunity for incorporation of temporary display artworks and play elements
- 19 Low shrub planting / rain garden transitions to shared space environment with social seating elements and integrated feature lighting
- 20 Ramped transitions from Hinemoa Street to raised shared space area
- 21 Shared space zone with two way vehicular movement
- 22 Existing canopy support structures
- 23 Proposed geothermal thermal / mist scape on the Mt Tarawera transect pulsing with activity and illuminated with feature amenity lighting at night
- 24 Clear and wide (min 3.0m) pedestrian footpaths
- 25 Street furniture elements delineate between shared and pedestrian only areas at key vehicular turning locations

- 09 Cafe spill out areas with tables and chairs
- 10 Tutanekei street realigned to north-south two way route
- 11 Mokoia and Ohwhata transect of the two lovers with text and local area narratives engraved into pavement surface
- 12 Potential informal movable furniture for public use
- 13 Potential location for temporary stage during organised events
- 14 New pedestrian scale plaza / street lighting poles to improve amenity, visibility and safety after nightfall
- 15 Flexible main plaza / civic area with recycled paving used in subtle weaving pattern throughout

- 26 Key pedestrian movements to green open space areas clearly delineated by pavement banding to improve pedestrian pavement and further reinforce awareness of shared space environment
- 27 Contrasting pavement banding / treatment to delineate shared vehicular carriageway in association with street furniture elements
- 28 Existing canopy poles refurbished with vertical mixed member timber cladding
- 29 Canopy to be re-interpreted or removed long term to allow greater penetration of natural light and more artistic form as applicable
- 30 Digital / interactive information sign



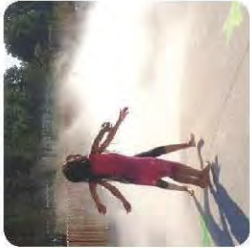
bespoke
LANDSCAPE ARCHITECTS

CONCEPT DEVELOPMENT 03

CITY FOCUS REVITALISATION



Thermal Mosaiccape



Illuminated Sculptural Elements



Shared Space



Soft Spillout Areas



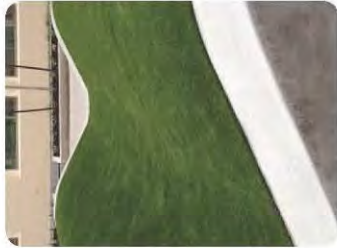
Sculptural Play Elements



Street Performance



Rain Gardens



Sculptural Mounds



Timber Platform Seating



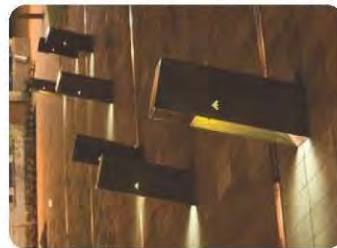
Feature Lighting



Social Spaces



Cafe Spillout Areas



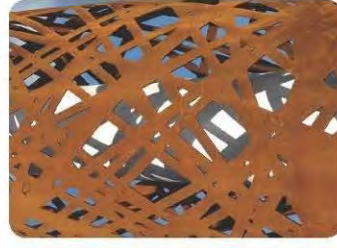
Woven Paving Pattern



Interactive Signage



Text Narratives



Vibrant Native Plants



Vibrant Native Plants

Aerial Perspective



Tutanekai Street Looking Northeast



Tutanekai Street Looking North



Hinemoa Street Looking East



Hinemoa Street Looking Northwest



Hinemoa Street Looking Southwest



Pedestrian Plaza Looking North



Tutanekai Street Looking South



ROTORUA LAKES COUNCIL

Mayor
Chairperson and Members
OPERATIONS AND MONITORING COMMITTEE

OPERATIONAL REPORT FOR FEBRUARY TO MARCH 2017

Report prepared by: Jean-Paul Gaston, Acting Chief Executive

1. PURPOSE

The agreed purpose of the report is to provide:

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

2. RECOMMENDATION 3

That the report “Operational Report for February to March 2017” be received.

3. BACKGROUND

The report has four sections with reports and updates from:

1. Finance and Capability group
2. Kaitiaki Māori
3. Strategy and Partnerships group
4. Performance and Delivery group

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

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

4. DISCUSSION

4.1 FINANCE AND CAPABILITY GROUP

4.1.1 Financial Services

What we are doing now

Annual Plan

Further work has been undertaken on rates modelling and developing capital expenditure budgets for the Annual Plan and consultation document.

Preparation for the Interim Audit

At time of reporting the team were preparing for the interim audit which is carried out by Audit NZ the week beginning 20 March.

Preparation for the Annual Report

The team has started preparation for year-end accounts. A big piece of work relates to the capitalisation of completed assets sitting in “work in progress” and revaluation of property, plant and equipment.

What's coming up

- Meetings with the auditors as part of the interim audit.
- Further work for the Annual Plan and consultation document.
- Ongoing work for the OneCouncil project.

4.1.2 Legal and Property

What we are doing now

- With regard to the Museum, structural engineers GDC Consultants continue with the second stage of investigations and are starting invasive testing to determine the structural integrity of various materials within the building. The methodology of the testing has now been cleared by Heritage New Zealand and Conservator Architect Ian Bowman and was scheduled to begin late March. Geotechnical Engineers Cheal Consultants have completed internal investigations including Scala Penetrometer Tests. Geotechnical works by Cheal are continuing.
- After a review of the Civic Building security system, several cameras have been installed in key blind-spots around the building. The Property Team have also met with locksmiths and access control specialists regarding modernisation and streamlining of access to all Council buildings. A review of security procedures and security of the design of the Customer Centre continues.
- Construction on the i-Site clock tower earthquake strengthening project is on schedule. Extra steelwork was required for the clock tower due to unforeseen and unrecorded defects which were discovered in the framing of the clock tower after wall linings were removed. There has also been a significant amount of asbestos-backed tile found. This work will bring the clock tower end of the building to 100% of the New Building Standard.

What's coming up

- Ground floor detailed designs for the Civic Centre are being completed and a tendering and procurement programme for the refurbishment will be undertaken.
- The roof of the main pump house at the head works in Utuhina – the source of 80% of water in Rotorua - was discovered to be in need of replacement during routine maintenance. Investigations will be made into the most effective way to mitigate the issues until the roof can be replaced.

4.1.4 Project Management Office

What we are doing now

A project management office (PMO) is being established to strengthen organisation-wide project delivery and portfolio management following a review of Rotorua Lakes Council project management capability in late 2016. A small PMO team (1.5 FTEs) was established in February through reallocation of existing staff into new roles. Focus to date has been development of purpose, scope and high level requirements. The team has conducted case study reviews of other Council and local PMOs, a literature review and internal business interviews. In addition an assessment of existing project management experience and training has been completed.

What's coming up

The PMO will focus on two parallel streams of work:

- 1) Identifying and delivering quick wins for high priority projects;
- 2) Establishing a clear scope, purpose and design for the PMO followed by business case development to define budget, resourcing, objectives, benefits and measures of success.

4.2 KAITIAKI MĀORI

- The bicultural staff Te Amorangi Programme continues with the next Marae noho for staff set for 19 and 20 April. Te reo classes also continue and are held Tuesdays and Thursdays.
- As reported at the last meeting, no new information has come to light that would help us secure the return of the patu - Te Tatau.
- Protocol meetings with Ngati Rangiteaorere and Tapuika were held this month. These were timely for staff to update, inform and hear feedback on the Vision 2030 refresh (The Rotorua Way) and upcoming development of a district spatial plan.
- This month I supported Mayor Steve at the New Zealand forest operators association launch of its NZIER report, the powhiri for the new Police Area Commander Inspector Andrew Pewhairangi, and the Environmental Protection Society's Hazardous Substance Compliance Workshop for local authorities throughout the Bay of Plenty.

4.3 STRATEGY AND PARTNERSHIPS GROUP

4.3.1 People and Capability

Health, Safety and Wellbeing

- A staff WorkWell survey was organised for late March as we look to progress from Silver to Gold accreditation with Toi Te Ora Public Health.
- A briefing for council contract managers on the new Contractor Prequalification was held 16 March. Thirteen contractors have already prequalified.
- Our employee H&S representative structures are working well with a high level of participation.
- After nearly two years of operation, our Drug and Alcohol Policy is being reviewed, with education sessions arranged for staff to ensure informed input.
- A proposed Sick Leave Bank Policy has been circulated for consultation. This would involve staff donating excess sick leave to the bank to be used to support colleagues in times of need.

Recruitment

- 4 vacancies were advertised between 1 February to 15 March 2017
- 12 new employees started during this period.
- Council continues to track under its FTE cap

Learning & Development

- A Rotorua Lakes Council team participated in the Australasian SOLGM Management Challenge in Wellington in March. This challenge is a component of council's management development framework.
- Another part of the management development framework is facilitation of the well-received webinar-based CEB Manager Success programme being run for managers.
- Another round of te reo lessons for staff has commenced.

Employee Relations

- A revised Diversity and Inclusion Policy has been approved which includes a commitment to the UN's Women's Empowerment Principles (WEPs). A Diversity Forum was convened to develop and implement diversity action plans.

4.3.2 Strategy

Spatial Plan

Staff have worked on a discussion document for development of a Rotorua district Spatial Plan and was approved by Council on 27 March.

Planning Policy

Plan Changes

Work is progressing on developing District Plan changes for the Future Growth Area (PC2), Significant Natural Areas (PC3) and Noise (PC4).

Regional Council Plan Changes

Council is involved in the following plan changes:

- Bay of Plenty Water and Land Plan: Lake Rotorua Nutrient Management (PC10) – hearings are underway. The presentation of Council's submission has been delayed until 3 April. A nitrogen accounting approach was approved in principle at the Rotorua Te Arawa Lakes Strategy Group on 10 March. Staff from both councils are meeting with intention of coming to an agreed position to present to the hearings panel on the wastewater treatment plant component of Council's submission.

Strategy Portfolios

Economic Growth Portfolio

Economic Development Advisory Group

The group met in March to consider and provide advice on the following topics: Bay of Connections Governance Group membership, Rotorua Tourism Strategy, Vision 2030 - The Rotorua Way, Bay of Plenty Film proposal, and the scheduled review of both Rotorua Regional Airport Ltd and Rotorua Economic Development Ltd board composition. It was agreed Council's group manager, strategy and partnerships, Jean-Paul Gaston, would be the group's representative on the Bay of Connections Governance Group and the group's advice will be incorporated in the recommendations to Council on the board compositions for Rotorua Regional Airport Ltd and Rotorua Economic Development Ltd.

Tourism Strategy

Through the visitor workstream of the Regional Growth work, four sub-regional (Rotorua, Taupo, Eastern Bay, and Western Bay) tourism strategies and a framework to support ongoing collaboration are being developed. These strategies will focus on developing future growth scenarios and identifying infrastructure constraints and investment opportunities. The Ministry for Business Innovation and Employment (MBIE) is funding 50% of this work. Initial workshops have been held with Te Arawa, industry and local government representatives, and the group is awaiting an initial draft that will be more broadly engaged on.

Digital

Rotorua has signed as a City Partner for NZ TechWeek which is being held nationwide from 6-14 May. Local events are currently being confirmed.

Bay of Plenty Film

The Bay of Plenty Film Trust is establishing a Regional Film Office to promote the Bay of Plenty to the international and national screen media industry and grow the industry in the region, to capitalise on existing assets and harness the economic, social and cultural benefits it will bring. BOP Film is an industry specific economic development agency, growing an industry that has not yet truly developed or been capitalised on in our region. The screen media production industry is currently worth \$3 billion per annum to New Zealand, with the whole of the North Island (exclusive of Auckland and Wellington) accounting for just 1% of this gross revenue, demonstrating remarkable room for growth. The Bay of Plenty Region is defined as an area covered by the Tauranga, Rotorua, Western Bay of Plenty, Whakatāne, Kawerau, and Ōpōtiki districts.

The business case to establish the Bay of Plenty Film office has been received and following discussion with the Economic Growth Advisory Group it is recommended Rotorua Lakes Council supports its establishment alongside other councils in the region and the region's key charitable funders. One of the first actions for Bay of Plenty Film was development of a show reel that showcases the region's diverse locations. This will be available for a screening in the next month.

Sport and Recreation Portfolio

Te Ara Ahi National Cycleway Enhancements

Staff and representatives from the Rotorua Trails Trust recently met with representatives from MBIE, New Zealand Transport Agency (NZTA) and New Zealand Cycle Trails which is administering 'Nga Haerenga, the New Zealand Cycle Trail – Enhancement and Extension Fund'. Following this the draft concept plan (10 year vision) for Te Ara Ahi was updated. Consistent with this plan an application is being prepared for the Government's Maintaining Great Rides fund, for upgrades to two sections of the current trail.

Inner City Portfolio

Building Strong Partnerships

Staff are working with Neat Places to create a "Neat Places" guide for Rotorua. Other cities which have these are Auckland, Wellington, Christchurch and Dunedin. The guides the company develops if a city meets its criteria include places to walk, where to dine and information about local retail and activities. Rotorua has met the criteria and it's envisaged the guides would be available from the iSite and accommodation providers and be available for the likes of conference packs and for overseas outlets to distribute. Rotorua will also have a presence on the Neat Places website. Once complete the local guide will include hospitality and retail locations considered "neat" and provide a walking guide for our city.

Creative Portfolio

Hemo Gorge Sculpture

Council is still in negotiations with a preferred contractor and has also been approaching potential funding partners for the sculpture and there is interest.

Sculpture Symposium Artwork

Four pieces from the symposium have been moved to Kuirau Park around the lake edge. There has been great feedback from the public.

Murals

- New mural is being commissioned for Kaingaroa working with youth and a local artist, driven by community leaders.
- Partnering with the youth centre at Kuirau Park to tidy up the walls to consider wider appeal.

Sustainable Living Portfolio

Eco-design/Home Performance Advisor Service

A contract has been signed with Sustainability Options to deliver this service in the Rotorua district. It would be free to users, providing eco-design and home performance advice. This work is a key action in the Sustainable Living Strategy towards housing improvement. The service is based on assessments and advice on “performance” of existing homes, as well as assessments of plans and advice regarding performance of new builds and renovations. The first three months of the contract are predominantly focussed on relationship building with community support agencies, public awareness and information towards generating referrals for assessment, and raising internal Council department awareness. A system to support evaluation and reporting of programme outcomes is also being developed in this early stage. The contract is supported by Bay of Plenty Regional Council which is contributing funding and in the first instance referrals for home assessments for those seeking Hot Swap loans. A key principle is the provision of independent advice that is personalised to the household.

Air Quality Control Bylaw Review

This review is underway and due for completion by August 2017. The work aligns with the Bay of Plenty Regional Council’s Regional Air Plan. A workshop was held with Councillors on 16 March.

People Portfolio

Neighbourhood Matching Fund

There were nine small applications for community projects supporting Sustainable Backyards month in February and March. The fund has been well used this financial year which reflects communities becoming more familiar with how it can support their projects. For the first time since its inception we project using the full budget of \$80,000. To date we have been able to approve all small grant applications (which meet eligibility criteria), however in the event that applications exceed budget, we will prioritise those who have not had other recent successful applications.

Youth

- The new model for youth engagement was discussed with community youth providers and was received favourably. Youth providers indicated their preference that Council employs the coordinator role, but further proposed that the community sector contributes funding to enable a full time position. Council staff will continue to work with the community to implement the model.
- An additional Tuia Programme representative was selected this year. Queenisha Davis was educated at Te Kura o Ruamata and is currently in her second year at Waikato University studying a Bachelor of Management Studies in Accountancy. She is involved in Faculty Student Boards, as Cultural Coordinator and is passionate about supporting new Māori students. She joins Hone Morris as this year's local Tuia representatives.

Class 4 Gambling and Board Venue Policy Review

APR Consultants has completed the survey of public views around Class 4 Gambling and Board Venues. A workshop was held for Councillors on 20 March to discuss the material and inform the options paper and Statement of Proposal which will go to the Strategy Policy & Finance Committee in April.

Dementia-friendly Rotorua

- The Affinity light sculpture, which raises awareness of the impact of dementia, opened on 3 April, based in the City Focus for approximately three weeks. Volunteer ambassadors will be at the site every evening which it is on show.
- The dementia-friendly steering group has developed a booklet resource outlining their work and learning to date. This will be available to encourage others in our community to join in the work and to share with other communities considering becoming dementia-friendly.

Safe Rotorua

Members of this network have identified a new model going forward, is based on collaborative work projects in response to community identified safety concerns. The model was discussed in a community groups forum where the concept was supported. It will be important for participating organisations' staff to identify when community safety projects would benefit from working with other agencies and to include them.

Smokefree Outdoor Spaces Policy implementation

A launch event was held at the Arawa Street bus stop area to raise awareness of the new policy and there was good support, including from many young people there at that time. The launch was supported by Healthy Families Rotorua and Toi te Ora Public Health staff. Signage continues to be installed and several sports clubs have contacted requested signage. There was also support at a Rotorua Outdoor Sports User Forum and signage resources were taken. There have been a couple of calls to Council asking that we enforce the policy in certain places, e.g. the Redwoods. Signage is reviewed for effectiveness in these situations, and the public are asked to politely advise people of the policy. Because the policy is educational, we expect it will become more effective over time as people are socialised to the expectation that certain public places are smokefree.

4.4 PERFORMANCE AND DELIVERY GROUP

4.4.1 Water Solutions

Commentary on Operations for the Month

Three Waters General

Council was involved in Water NZ's National Performance Review (NPR) for year ended 30 June 2016. This is an annual benchmarking exercise of New Zealand's drinking water, wastewater and stormwater service delivery, and 50 Councils or water service CCOs took part. The final report of the NPR for 2015/16 has been released.

Rotorua's results in most areas are on a par with the average for medium-sized Council's but areas where it is outside the mid-range are:

- Operating expenditure per property for wastewater (higher).
- Energy use per unit of wastewater (higher).
- Water loss from network (slightly higher).
- Residential water charges (lowest in group).
- Overall 3-waters charges (lower).

We are of the view that our sensitive lakes environment necessitates higher than average wastewater expenditure to achieve high quality treatment. We also recognise that the water loss is an issue we need to address as part of future water conservation and security of supply strategies.

Water Supplies

- The 11/12 March storm generated very high flows in the Utuhina Stream, causing flooding of the pump chamber at the city's Karamu Takina Spring source. The flooding sensor system alerted staff who arranged pumping out of the chamber until the stream level subsided.
- One of the two timber reservoirs at Mamaku developed a serious leak in the PVC liner on 21 February and was taken out of service for repairs which were completed the following week. The liner will require replacement this year, along with the roof.
- We have recently completed the last of a number of software upgrades to provide automatic treatment plant shutdown in the event of monitoring equipment failure. This will minimise the risk of non-compliance with required treatment levels.

Wastewater

- Between the evening of 8 March and the afternoon of 12 March, Rotorua experienced three heavy rainfall events, each caused high rainwater infiltration and inflow to the wastewater system. The Wastewater Treatment Plant was unable to store and pump all of the treated wastewater to the forest on 11 and 12 March and as a result, overflowed to the Puarenga Stream via the emergency weir and pipe outlet.
The total inflow to the plant on the 11th and 12th were 59,000 and 44,000 cubic metres. This was roughly three times the normal flow. The previous record was 44,000 in 1999.
The appropriate notifications and reporting requirements to various stakeholders regarding the overflow were undertaken.
- Following the above rain events, the treated effluent storage ponds required emptying of the accumulated suspended solids, which were then returned to the treatment system. This was carried out under urgency to reduce the chance of odours to neighbouring communities.
- One of the forest blocks was also taken out of service for a period to allow drying out after the heavy loading received during the rain event.
- A major service by specialist contractors from Australia has been carried out on the large blowers for the aeration system at the WWTP.

Stormwater

In addition to numerous road slips and fallen trees, the above rain events caused a number of surface flooding problems. On Sunday, 12 March, streams with catchments to the south and west of the city rose to very high levels during the afternoon, causing surface flooding in the Edmund Road, Riri Street and Ford Road areas. The Utuhina Stream rose to very high levels in the vicinity of Pukehangi Road. Our staff were on call and on monitoring duties and assisted mitigation measures where required.

Commentary on Capital Work Programme by Exception

Wastewater

East Rotoiti/Rotoma Sewerage Scheme

Further information to support the resource consent application and designation was provided to the Bay of Plenty Regional Council and Rotorua Lakes Council respectively. A request was made to put the applications on hold while an objection to the application is being addressed.

After a series of meetings with the objector, the majority of the objection issues were resolved. However the requirement to provide for pre-treatment of the wastewater from the Rotoma scheme prior to connection to the Rotoiti scheme remains a major obstacle and is unlikely to be resolved.

The Rotoma/Rotoiti Sewerage Scheme Committee (RRSSC) has met to discuss this issue and has established an action plan to investigate an alternative system for Rotoma (STEP Treatment) that would satisfy objector concerns. In addition the action plan requires a more detail evaluation of the costs of the STEP system and its possible application in Rotoiti as well. The Committee intends to consult with the local communities during Easter weekend to assess whether the proposed STEP system will receive support prior to making a recommendation to Council to proceed or abort the resource consent application.

Rotorua Wastewater Treatment Plant Upgrade

An initial concept design of the proposed land contact bed, through which it is proposed the recovered water from the treatment plant will pass has been developed in conjunction with the Cultural Advisory Sub-committee of the Rotorua Project Steering Committee.

4.4.2 Consent Solutions

Commentary on Operations for the Month

Building Consents

- Total value of building consents issued for the financial year to date (\$74,582,180) is up on last year by 28%.
- Total number of new dwellings issued for the financial year to date (69) is 17% higher than the same time last year (59).
- New dwellings consented during this period, at the time of preparing this report, is 11.

LIMS

- Total number of commercial LIMS (85) is 57% ahead of last financial year to date;
- Residential LIMS are slightly down compared with the same period last year (735 issued for year to date vs 755 issued last year at the same time).

Resource Consents

Subdivision Consents

- The number of subdivision consents issued for the financial year remains about 60% higher compared to the same time last year.
- The number of potential additional lots, as a result of the approved subdivisions, at the time of preparing this report, is 26 residential lots.

Pre-application meetings

Staff are still involved in pre-lodgement advice with regards to multi-lot subdivisions.

4.4.3 Museum – Te Whare Taonga o Te Arawa

Commentary on Operations for the Month

Da Vinci Exhibition at Sir Howard Morrison Performing Arts Centre (SHMPAC)

Approximately 10,000 visitors experienced this show. The Museum team acknowledges the help and support from the Events and Venues team in making this exhibition possible.

Te Arawa World War One Memorial Restoration Project update

- The first stage of stone work restoration is complete. Time lapse cameras were installed to capture the process for an exhibition to be held at a later date. Some footage will be made available online.
- The original pou to be cast in bronze are now with Te Puia for restoration work and moulds to be taken for casting, under direction of Detlef Klein Conservator.
- The Te Pukenga Koeke O Te Whare Taonga O Te Arawa selected Rakei Kingi from three candidates to carve the replication of Rangitihi which was vandalised in the 1930s. The project is due to be completed by November 2018.

Events and Programmes

- We have run eight events during this period with more than 2,012 attendees.
- The largest of these was Children's Day (4 March) as part of a wider RLC event which saw nearly 1000 people come through SHMPAC on the first day.
- Family days in January relating to the Da Vinci exhibition were attended by a total of 863 people.
- We surveyed 167 people during events offered over three months and 98% were "extremely/quite satisfied" (70% "extremely satisfied" and 28% "quite satisfied").



Coming up March/April 2017

- Art talk in Da Vinci (26 March 2017).
- April sees the start of school holidays with free drop in Easter crafts in Te Rūnanga Tearooms.
- The annual Great Rotorua Museum Easter Egg Hunt has been given a revamp and will be run in the Government Gardens throughout the holidays.
- ANZAC commemorations include assistance with the Rotorua District Field of Remembrance and hosting some commemoration activities at Te Rūnanga Tearooms.

Projects Underway

- We are working with Tauranga Art Gallery to produce a Whiria publication for the weaving symposium to be held later this year at Te Puia.
- We are continuing to provide assistance to Te Puia for their upcoming exhibition at the Smithsonian in Washington US.
- Photographing and cataloguing of gifts that have been presented to city is being completed.

Seismic Assessment Report Progress

Testing is almost completed with a report from engineers due in April.

4.4.4 Customer Solutions

Commentary on Operations for the Month

Call Centre

Customer Solutions continues to receive a higher-than-normal volume of calls with 8446 received between 17 February and 18 March, compared with 7135 in the same period last year.

Service Centre

We have also seen a steady stream of visitors to the centre requiring assistance in areas such as property files, planning enquires, consent submissions and Food Control plan assistance. The Customer Solutions team assist in all of these areas for our expert staff which again requires a longer time to resolve each enquiry.

Fortunately for us our community that we work with are understanding and longer wait times has not appeared to be a problem for now

4.4.5 Library

Commentary on Operations for the Month

Rotorua Girls High School Outreach Visits

Over four days the Library's Youth and Early Learning Service Development presented to 13 English classes, approximately 329 students and teachers. The aim of the visits was to show students how to access the Library's eCollections and to assess information found online. Many have since become library members and others have begun to use the eCollections.

Heritage and Research

Four community groups and a Kura Kaupapa Māori School visited the Heritage & Research area of the library in March.

Neighbours' Day

To celebrate Neighbours Day on 24 March, the library invited businesses from its a morning tea in the library. The day is organised nationally by Neighbours Day Aotearoa, and supported by Lifewise, Inspiring Communities, Neighbourhood Support of NZ, Public Libraries of NZ, Mental Health Foundation and the Methodist Mission.

Mobile Learning Centre

Councillors and Council staff were invited to have a look through the Mobile Learning Centre on 29 March, prior to the Council Meeting. The Mobile Learning Centre will be out and about in the community over the next few months trialling new initiatives and meeting with community groups. It will be equipped and enabled to operate numerous forms of technology including laptops, tablets and a WiFi hotspot. Nga Pumanawa e Waru have given the library 30 Samsung tablets on permanent loan for use in the Learning Centre and the Spark Foundation has donated 2 high speed modems. The Mobile Learning Centre will be able to deliver existing services and programmes such as eLibrary education sessions and Stepping Up classes in the community. The library intends to work with the community to develop other services and programmes that are most relevant to them.

Regular Drop –in Services and Group Meetings

Citizens Advice Bureau has a regular weekly session in the library and the Saturday JP clinic remains very popular. U3A had a one-off session for public interest in March. EmployNZ come in once a week, Alzheimer's Rotorua started their weekly sessions on March 28th and Family History Research Assistance is available once a month. The Multicultural Social and English Conversation Group, the Knitters' Club, Overeaters Anonymous and the Grandparents Raising Grandchildren support group meet regularly. Weekly conversational Mandarin classes are proving really popular.

Library building

Library building is on programme with demolition 90% complete, seismic strengthening 90% complete, timber and steel stud framing 50% complete, services and roof 20% complete.

4.4.6 Compliance Solutions

Commentary on Operations for the Month

Food Act

Implementation of the Food Act continues with 93% of premises now compliant. 130 of 140 identified premises have now transitioned to the new Food Control Plans. Council staff will continue to encourage businesses to change over by due date 30 June 2017.

High Risk Dogs Pilot Programme

The de-sexing of these identified dogs continues to be met with a positive response from the majority of local dog owners. To date 141 of 170 dogs identified (83%) have been de-sexed or euthanased. Staff have continued with the seizure and de-sexing programme for the remaining dogs which are estimated to number 29 and include 11 dogs too young to be de-sexed yet, 3 that have either been booked into be de-sexed or are seized leaving a balance of 15 dogs.

4.4.7 Sport and Recreation

Commentary on Operations for the Month

Aquatic Centre

The Aquatic Centre hosted a New Zealand team, an underwater hockey camp and tournament and interschool swimming meets in March. Capital work planning to build outdoor structures for outdoor eating areas are continuing and work is scheduled for a minor refurbishment of the indoor changing rooms to be completed before 30 June. Additionally the Learner pool has had more non slip lining put down to reduce the risk of slipping.

Open Spaces

Major capital works have focused on the city's netball complex and various play spaces including Te Ariki Place Reserve (Ngapuna) and Puketawhero Park. Drainage at the Westbrook sports fields is being improved for the winter season and Kuirau Park lawn areas are being renovated. Work on the foot pool shelter in Kuirau Park will start in April. Some foot bridges have had to be closed due to structural concerns worsened by the impact of flooding and work on repairing or replacing these will begin in the 2017/18 year.

Operational work to remove trees at Kauae Cemetery is being tendered and boat ramp repairs have been undertaken around the lakes. Floral bedding displays have been prepared for winter with 80,000 flowering annuals and 60,000 tulip bulbs planted. Playground renewal work is occurring at Oxford Road (Rotoma) and various outdoor furniture structures and fences are being renewed.

Community Engagement and Events

- The Youth Spaces Plus programme received \$80,000 funding from the Department of Internal Affairs to contribute to the operating costs over the next two years. Council is utilising the connection with youth through this programme to provide opportunities for rangitahi to gain experience as volunteers at Council hosted events.
- Parks Week from 4-12 March was affected by extreme weather and participation varied, however the community were made more aware of our various parks around the city. Different ethnic groups joined the Children's Day event and feedback was that they really valued the opportunity to share their culture with our community and showcase diversity as part of the make-up of Rotorua.
- The bi-annual Sports field User Forum was held in March to update clubs and organisations on various topics and obtain direct feedback to help us improve our facilities and service. Topics at

this forum included the Smokefree Outdoor Spaces Policy, developments at the Westbrook netball courts, sports field upgrade update, Lions Tour and Vision 2030 - The Rotorua Way.

Events and Venues

- The Energy Events Centre celebrated its 10 year anniversary and due to the poor weather also hosted the Lakeside 2017 Concert the same weekend. The NZ Dairy Industry Awards, Trustpower Awards, a Conference and a number of small meetings were also hosted over the period. In early April the venue has the first of two Magic Netball games this year with an expected crowd of 2000. The Rotorua Basketball Association has started their Term 1 bookings in the Sportsdrome and a Futsal League has also commenced this term. The regular Blood bank bookings continue in the Sportsdrome Conference room.
- The Sir Howard Morrison Performing Arts Centre hosted five shows in the Civic Theatre including the Royal NZ Ballet performances and the Toi Oho Mai Graduation ceremony. The Da Vinci Exhibition and Museum school visits are continuing and the Unlimited Church Services occur each Sunday.
- Lake City Athletics completes their season this reporting period at the International Stadium Field 2, the venue is now preparing for the Lions Game in June and is also planning to host the Secondary School 7’s Tournament and a number of training bookings.

Major event activity during the reporting period (9 March to 6 April) includes:

Events Supported	Description	≈ Participants
Lakeside Concert (11 March)	21 st concert (Moved indoors at the Rotorua Energy Events Centre due to bad weather).	4000
Rotary Rotorua Open Water Swim’ (12 March)	Cancelled due to bad weather.	-
NZO Moonride (12 March)	Postponed until the end of April due to bad weather.	500
Rotorua Walking Festival (18-19 March)	Two days of walks in the Forest and CBD. Approximately 200 international visitors.	350
Targa Rotorua (17-19 March)	Moved from May to March this year, due to a change in the Targa calendar year.	400
Rebel Round Up (18-19 March)	A new car meet held at the Race Course.	2000
100k Flyer (25 March)	A road race from Rotorua to Taupo.	1000
Crankworx Rotorua 2017 (25 March to 2 April)	A series of MTB events at Skyline and in the forests.	10000
Waka Ama Secondary School Nationals (27-31 March)	An annual event at Lake Tikitapu.	1200
Events Scheduled	Description	≈ Participants
XTERRA Rotorua Festival (8 April)	Multisport event including mountain biking, running and swimming at Lake Tikitapu.	2500
Rotorua Marathon (5 May)	Marathon, Half Marathon, 10k and 5k options.	4000
2W Gravity Enduro (13 May)	4 th in the 2W MTB Series.	500
Other Event Activity	Description	
Rotorua Mud Festival	A launch of the Rotorua Mud Festival is planned during this period.	
NZ Maori versus Lions Game, Festival and Activity	Planning continues for welcoming and hosting visitors, activity and events around the Lions versus NZ Maori game at the International Stadium on June 17 th .	

4.4.8 Transport Solutions

Commentary on Operations for the Month

Transport

- The main programme in this year's business plan is the resealing of approximately 70km of our 1000km roading network. The work is made of 71 urban and 35 rural roads. At time of reporting most were complete with just some Parks sites and CBD asphaltic concreting to be completed by the end of March 2017. The full programme of resealing works and progress updates are provided on Council's website.
- We continue to work with New Zealand Transport Agency (NZTA) to finalise the Investment Business Case for the Eastern, Central and Western Transport Corridors. Recommendation reports on various shortlisted options will be ready for public input through open days in April. The Operations and Monitoring Committee will be briefed by NZTA and Council officers on these shortlisted options on 6 April, before the public open days.

Capital projects underway, some nearing completion at time of reporting, include:

- **Dods Road** seal extension and drainage infrastructure for Relph Road (almost finished);
- **Kawaha Point School project** to improve parking, safety and traffic congestion (almost finished);
- **Gem Street** traffic calming (finished);
- **Spencer Road and Longview Road** rehabilitation projects are in progress and will be completed by the end of the financial year;
- **Gordon Road footpath** replacement has begun;
- **Rotoiti footpath** extension progressing with the vegetation clearance finished and footpath construction starting. It is expected to be complete before the end of the financial year;
- **Dalbeth Road** culvert replacement has been postponed due to complications with consent requirements and we will explore options to address these. At this point in time we are still planning to complete these works prior to the end of the year.

Flood Damage

- As a result of heavy rainfall on weekend of 11 and 12 March our resources were mobilised to address localised flooding and embankment failures/fallen trees. A post evaluation of the effects of the storm identified that a number of sites will require specific stabilisation works. This is currently being assessed but it is probable that a number of retaining structures will have to be constructed and/or some road realignment undertaken. A specific emergency claim to NZTA may be made dependent on the estimated costs of these rehabilitation works.
- To help improve the effectiveness and efficiency of parking services, options for renewed, updated facilities and parking compliance monitoring practices are being explored. The outcomes of this work, which will be reported to Council, are expected to provide evidence-based guidance for future services. Council provides parking regulations and enforcement services throughout the district with parking regulations guided by national statutes and local bylaws. Regulations are more intensive in the city centre where demand for limited public parking spaces is higher. In the city centre regulations are supported through parking meters, parking time limits and ground sensors as well as warranted officers on patrol. In suburban centres and in the vicinity of schools parking monitoring and enforcement actions are guided by safety as the dominant consideration.

CyWay

A number of CyWay Street Projects are progressing:

- Brent Road – construction completed. In consultation with schools, planning has started for planting and additional items such as a bus shelter and seating.
- The Ranolf Street Project is in the concept stage and is about to undergo a safety audit. Construction is expected to start June 2017.

- The Ward Avenue shared footpath cycleway is underway. Sala Street crossing completed.
- Assessment of intersection control options at Springfield/Otonga to improve pedestrian and cycling safety is finished and proceeding to construction design. This work targets improved safety for about 600 school children in the area as well as the anticipated increased use of the corridor by cyclists. Historical crashes and requests from the local Otonga School support this intervention. The adopted solution is an enhancement to the intersection with signal controlled pedestrian crossing facilities on two sides. These will be demand dependent and will be mostly on call during peak school morning and afternoon times with the rest of the day being used only as required.
- Ngongotaha Northern Extension is in planning stage and consultation with the wider community started in March.
- Utuhina Stream project is at an early concept stage.
- The inner city cycle link essentially around Hospital Hill will commence shortly and expected to be completed by end of May. This project will link the Ranolf proposed shared path with the existing Lake Road path and lead to the Lakefront.

Waste

- Work is underway to ensure that the communities affected by the proposed extension of waste services, will be fully engaged with the annual plan consultation occurring in April.
- A Solid Waste Assessment Process (SWAP) analysis is being undertaken late April/early May to identify opportunities to divert more waste from landfill. Ongoing waste minimisation education, particularly around the increased opportunities for recycling, will begin soon.
- The number of assisted collections has risen from an expected 60 to more than 100 approved collections. This is a higher percentage of population receiving the assisted collections compared to cities such as Auckland and Christchurch which provide a similar service.
- During the last few months, we have been exploring options to better target illegal dumping through hot spot mapping and some CCTV monitoring. These methods will now be trialled in other areas to test their effectiveness.

Rural Fire

- A significant number of fire permits have been issued and managed to date (569) and there are 102 current fire permits. "No burning" notifications have been reviewed on a daily basis during the restricted fire season.
- Due to the seasonal elevated fire risk conditions, there is one Rural Fire Crew on standby for deployment to help fight fires in other districts. Three deployments were requested via National Rural Fire Authority (NRFA) for Whitianga and Hawkes Bay. There was also a request for support for Christchurch.
- Our Pumicelands Rural Fire Authority (RFA) sent 30 firefighters including Incident Management Team (IMT) members over the summer period to other districts where assistance was requested.

Civil Defence

- Minor flooding occurred across the district on 11 and 12 March following rainfall of over 120mm during Saturday and Sunday. Collaboration with Emergency services, and other stakeholders worked effectively providing regular situational updates and offers of assistance. A total of 62 calls requesting assistance were received and responded to. Contractors were busy responding to calls for assistance due to trees down, slips, surface flooding and managing traffic following several road closures.
- A follow up meeting and discussion with Acing CE of Chamber of Commerce resulted in a well-placed article posted in the Rotorua Daily Post by the Chamber urging small business owners to consider emergency and business contingency planning. The Chamber will work with us on promoting emergency preparation planning. This is positive interest from our business community and has the potential to improve the resiliency of our economy sector.