

01-15-229
RDC-1232578

Kaupapataka Agenda

NOTICE OF AN ORDINARY MEETING FOR THE OPERATIONS & MONITORING COMMITTEE

Date: Thursday 3 March 2022

Time: 9.30am

Venue: Council Chamber

MEMBERSHIP

Chair

Cr Tapsell

Deputy Chair

Cr Yates

Members

Mayor Chadwick

Cr Bentley

Cr Donaldson

Cr Kai Fong

Cr Kumar

Cr Maxwell

Cr Raukawa-Tait

Cr Wang

Miss Rothwell (Lakes Community Board member)

Mr Heard (Rural Community Board member)

Ms Bray (Te Tatau o Te Arawa Board member)

Mr Waru (Te Tatau o Te Arawa Board member)

Quorum

7

OPERATIONS AND MONITORING COMMITTEE DELEGATIONS

Type of Committee	Committee
Subordinate to	Council
Subordinate Committees	n/a
Legislative Basis	Schedule 7 S30 (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	01-15-229
Membership	<p>Councillor Tapsell (Chair) Councillor Yates (Deputy Chair)</p> <p>Mayor Chadwick and Councillors' Bentley, Donaldson, Kai Fong, Kumar, Maxwell, Raukawa-Tait and Wang Te Tatau o Te Arawa members – Ms Bray and Mr Waru Lakes Community Board member – Miss Rothwell Rural Community Board member – Mr Heard</p> <p>Full voting rights for all members</p>
Quorum	7
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;

¹ Council is authorised to delegate anything precedent to the exercise of Council's powers, duties and functions - Schedule 7, S32 of the Local Government Act 2002

	<ul style="list-style-type: none"> • Monitoring, reviewing and reporting on the performance and management of major capital projects (including considering and making recommendations on issues that may arise); • 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 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>
Relevant Statutes	All the duties and responsibilities listed above must be carried out in accordance with the relevant legislation.
Limits to Delegations	<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, S30(3) of the Local Government Act 2002.

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1 Opening Karakia - Karakia Whakapuaki

Tūtawa mai i runga
Tūtawa mai i raro
Tūtawa mai i roto
Tūtawa mai i waho
Kia tau ai
Te mauri tū
Te mauri ora
Ki te katoa
Haumi e
Hui e
Tāiki e!

2 Apologies - Ngā Whakapāha

The Chair invites notice from members of:

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

3 Declarations of interest - Whakapuakitanga Whaipānga

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

4 Urgent Items not on the Agenda - Ngā Take Whawhati tata kāore i te Rārangi Take

Items of business not on the agenda which cannot be delayed

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

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

The Chair shall state to the meeting:

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

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

s.46A (7), LGOIMA

Discussion of minor matters not on the agenda.

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

The Chair shall state to the meeting that the item will be discussed, but no resolution, decision, or recommendation may be made in respect of the item except to refer it to a subsequent meeting of the Rotorua Lakes Council for further discussion s.46A (7), LGOIMA

5 Confirmation of Minutes – Te Whakaū i ngā Meneti

5.1 Operations & Monitoring Committee Meeting Minutes (draft) 3 February 2022

01-15-229
RDC-1225282

Minutes

Operations & Monitoring Committee meeting held Thursday 3 February 2022 at 9am Council Chamber, Rotorua Lakes Council

MEMBERS PRESENT:	Cr Tapsell, (Chair) Cr Yates (Deputy Chair), Mayor Chadwick, Cr Bentley, Cr Donaldson, Cr Kumar, Cr Maxwell, Cr Raukawa-Tait, Cr Wang, Mr Waru and Ms Bray (Te Tatau o Te Arawa),and Miss Rothwell (Lakes Community Board)
IN ATTENDANCE BY AUDIO VISUAL:	Cr Kai Fong
APOLOGIES:	Cr Yates and Cr Wang (lateness) and Mr Heard
IN ATTENDANCE	Andrew Wilson, Chief Executive Rotorua Economic Development
STAFF PRESENT:	G Williams, Chief Executive; T Collé, Deputy Chief Executive, Organisational Enablement; J-P Gaston, Deputy Chief Executive, District Development; O Hopkins, Deputy Chief Executive, District Leadership & Democracy; S Michael, Deputy Chief Executive, Infrastructure & Environmental Solutions; G Rangī, Deputy Chief Executive, Te Arawa Partnership; J Ward, Manager Intergrated Planning & Development; K Williams, Manager Community & Regulatory Services; R Pitkethley, Manager Active & Engaged Communities; L Marshall, Library Director; S Brown, Manager Culture, Heritage & Mahi Toi; R Viskovic, Director Thriving Communities; R Dunn, Governance Lead; I Brell, Governance Support Advisor.

The meeting opened at 9am.

The Chair welcomed elected members, media, staff, members of the public present and viewing by livestreaming.

1 KARAKIA WHAKAPUAKI OPENING KARAKIA

Mayor Chadwick opened the meeting with a Karakia.

2 NGĀ WHAKAPĀHA APOLOGIES

RESOLVED

That the apologies from Cr Yates and Cr Wang (lateness) and Mr Heard be accepted

Moved: Ms Bray

Seconded: Mr Waru

CARRIED

3 WHAKAPUAKITANGA WHAIPĀNGA DECLARATIONS OF INTEREST

There were no declarations of interests.

Cr Maxwell acknowledged Mayor Chadwick's 2021 New Year's honour who received a companion of the Queen's Service Order. The Chair, Cr Tapsell also congratulated Mayor Chadwick.

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

Conflict of Interest

Mr Waru advised of a conflict of interest in the confidential section of the meeting. The Chair directed Mr Waru to raise the interest in the confidential section of the meeting.

5 TE WHAKAŪ I NGĀ MENETI CONFIRMATION OF MINUTES

5.1 OPERATIONS AND MONITORING COMMITTEE MEETING 2 DECEMBER 2021

Resolved

"That the minutes of the Operations and Monitoring Committee meeting held 2 December 2021 be confirmed as a true and correct record".

Moved: Cr Donaldson

Seconded: Cr Yates

CARRIED

6 NGĀ TĀPAETANGA PRESENTATION

6.1 SUMMER 2021/2022 – REFLECTIONS ON ROTORUA TRADING AND ACTIVITY

Andrew Wilson and Jean-Paul Gaston provided a verbal update on the Rotorua economy and challenges for the coming year, referring to impacts including the disruption caused by COVID-19; rising inflation; strong demands for goods and global pressures of supply and demand.

Attendance: Cr Wang joined the meeting at 9.13am

7 PŪRONGO KAIMAHI STAFF REPORTS

RECOMMENDATION

7.1 FINANCIAL PERFORMANCE FOR THE SIX MONTHS ENDED 31 DECEMBER 2021

RDC-1222626

Resolved

That the report 'Financial performance for the six months ended 31 December 2021' be received.

Moved: Cr Yates

Seconded: Mr Waru

CARRIED

Thomas Collé spoke to a presentation titled 'RLC Financial Performance update 6 months to 31 December 2021.' (Attachment 1)

RECOMMENDATION

7.2 OPERATIONAL REPORT FOR OCTOBER TO DECEMBER 2021

RDC-1217775

Resolved

That the report 'Operational Report for October to December 2021' be received.

Moved: Miss Rothwell

Seconded: Cr Donaldson

CARRIED

The following Deputy Chief Executive spoke to their section of the Operational Report:

- Kāhui Tū Pakari – Organisational Enablement group Thomas Collé
- Kāhui Tūānuku Tūārangi – Infrastructure and Environment Solutions group Stavros Michael
- Kāhui Whaitua Tūtahi – District Leadership and Democracy group Oonagh Hopkins
- Kāhui Te Arawa Hourua – Te Arawa Partnership group Gina Rangi

Meeting adjourned at 11.10am and resumed at 11.25am

- Kāhui Tupu Whakaritorito – District Development group Jean-Paul Gaston and Manager Intergrated Planning & Development Jason Ward spoke to a presentation titled "Clarifying the numbers" (Attachment 2).

- Kāhui Hapori Oranga – Community Wellbeing group Kurt Williams Manager Community & Regulatory Services and Rob Pitkethley Manager

8 KA MATATAPU TE WHAKATAUNGA I TE TŪMATANUI RESOLUTION TO EXCLUDE THE PUBLIC

RESOLVED

That the Committee move into Public Excluded session.

Moved: Cr Donaldson

Seconded: Cr Raukawa-Tait

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
Lakefront Contract update	Protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.	Section 48(1)(a) Section 7(2)(b)(ii)
	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)
COVID-19 update	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

To be confirmed at the Operations & Monitoring Committee meeting on 3 March 2022

.....

Chair

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: [click here](#)

6 Staff Reports – Pūrongo Kaimahi

01-65-052\02
RDC-1228157

ROTORUA LAKES COUNCIL

Mayor
Chair and Members
OPERATIONS & MONITORING COMMITTEE

6.1 Operational Update from Infracore Limited

Report prepared by: Thomas Collé, Deputy Chief Executive – Organisational Enablement

Report approved by: Geoff Williams, Chief Executive

1. TE PŪTAKE PURPOSE

The purpose of this report is to provide the committee with an operational update for the six months ending 31 December 2021 from InfraCore Limited.

2. TŪTOHUNGA RECOMMENDATION

That the report ‘Operational Update from InfraCore Limited’ be received.

3. NGĀ APITI HANGA ATTACHMENTS

Attachment 1: InfraCore Limited Quarterly Review Report

CCO – InfraCore Limited

QUARTERLY REVIEW REPORT

FOURTH QUARTER FY22:
September – December 2021



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Purpose (as per Statement of Intent FY22)

A **social enterprise** is an organisation that applies commercial strategies to maximise improvements in financial, social and environmental well-being.

InfraCore's purpose is to partner and support the Rotorua Lakes Council operational requirements in alignment with the Vision 2030 – The Rotorua Way. For InfraCore as a business, this translates into improving the quality of life for Rotorua residents and visitors by cultivating and maintaining the areas in which they work and play. We do this by ensuring that the essential services are delivered appropriately and efficiently.

In summary, InfraCore's purpose is to:

- Partner with Rotorua Lakes Council in creating liveable communities.
- To offer asset management and social enterprise opportunities and solutions in order fulfil RLC's 2030 and 2050 goals.
- Provide high quality, cost effective solutions efficiently to fulfil RLC's 'Vision to Action' priorities.
- To deliver the core services as contracted to InfraCore:
 - service and maintain Rotorua's Parks and Open Spaces to predetermined Council specified standards
 - construct and maintain Rotorua's Three Waters infrastructure by conducting planned and unplanned maintenance activities
 - maintain the CBD and Premium sites with city cleaning activities
 - propagate and supply of nursery products both to service the CBD flower bed displays and wider Bay of Plenty residents
- Operate the business in an efficient and sustainable way; to be able to clearly demonstrate that goods and services delivered are to industry standard and compliant to all laws, by-laws and Industry standards. Where practicable, best practice should be followed.
- To work in partnership with Local and Central Government to actively support local youth and adult return to employment initiatives; to explore wider opportunities to support social good and well-being initiatives in order to further contribute towards the well-being of Rotorua Incorporated (Rotorua Inc).
- To provide Rotorua Lakes Council an increased flexibility that isn't present with pure commercial arrangements, including the delivery of services and projects that are not currently contracted out to InfraCore.

Highlights From Q2 FY22 (September – December 2021)

In partnership to deliver social good – A recap of the MSD Contract. Below is an outline of the initiative including the planned outcomes:

- MSD will provide part-funding to support two full time individuals each receiving a 9 month contract.
- InfraCore is to provide suitable training to ensure each individual is competent within their position and able to confidently return or enter into the workforce
- On the completion of each term competent individuals will be eligible to apply for permanent positions should they be available. Where permanent positions or ongoing engagement options are not available a written reference will be provided outlining their position, employment dates, and the role they fulfilled.
- Each area will nominate a buddy to be the key mentor for this individual, this will be tailored to the skills they are learning.
- Outcome for Parks & Open Spaces: Individual will be able to undertake the full complement of tasks required of a Gardener Labourer within a commercial and retail Nursery.
- Outcome for Utilities: Capability to undertake tasks required of a Utilities Labourer working within the drinking water, storm water and components of wastewater reticulation sector

In partnership to deliver social good – An update on the current position of the MSD contract.

- Two people from the programme been confirmed into full time positions within InfraCore. This allows InfraCore to work with MSD to extend the contract to a further 3 Full time employees into the business for a 9 month period.
- Stormwater Department: The MSD Candidate has commenced apprenticeship, is a member of the health and safety committee and a recent values award recipient. The employee has also received first aid training and certification.
- Nursery: The MSD candidate is engaged in level 2 horticulture training, has completed Growsafe Chemical Training, and is planned to move into L3 Horticulture once L2 has been completed.

In partnership to deliver social good – The relationship with the Corrections department remains strong and active. 3 x new staff were employed in September to December in the following roles:

- Drinking water reactive: 2 x candidates engaged in full time roles, fitting into the team well and are valuable members of the team. Both have completed first aid training and will be attending a number of other roles specific training courses.
- CBD Gardens: 1 x candidate deployed into the gardening team. The candidate has bedded in well into the team and has attended the first aid training.

Partnering with Te Arawa and Mana Whenua – In collaboration with a Te Arawa Iwi and Hapū entities. InfraCore have engaged with the Ngāti Whakaue Distributions and Initiatives team to appoint a Human Resources Intern. This great 8 week paid position is an opportunity gain invaluable experience into what an operational human resources department looks like.

- Engagement with Te Arawa to provide an opportunity for a graduate to be deployed into an 8 week program
- Our successful candidate was selected in collaboration with the Ngāti Whakaue.
- The candidate is working with the People and Capability Advisor with recruitment and on boarding initiatives, and generalist HR Tasks.
- By the end of the 8 week programme the candidate will have had full exposure to the workings of an HR department, will have gained first-hand experience and a reference to assist on the career pathway.

The business optimisation programme (BOP) - The BOP has become the modus operandi of the InfraCore Business. We continue to gather data through our finance and workflow management systems that allows us to analyse and identify further areas of opportunity that improve our safety ratings and efficiencies by increasing resource utilisation and production rates. This programme has no end date, it is now the way that the business is managed.

The BOP is inclusive, it involves the whole of InfraCore management and operational resource to work through the business systematically, seeking initiatives to make the business more resilient and robust.

The InfraCore Support Centre continues to gain traction through continuous system and efficiency improvement. We are working through additional forms integrated into the field solutions platform to provide greater visibility and detail relating to the works completed. These forms will mean that we can provide further information for our clients, create interactive dashboards and ensure timely remediation works are completed.

ISO9001 Accreditation Awarded – InfraCore has been awarded ISO 9001 Accreditation. ISO 9001 is defined as the international standard that specifies requirements for a quality management system (QMS). Organisations use the standard to demonstrate the ability to consistently provide products and services that meet customer and regulatory requirements. The standard is a confidence builder for shareholders, directors and clients alike, and demonstrates that we understand our contractual obligations and are well positioned to deliver upon them efficiently and effectively.

InfraCore have been awarded the Employer of the Year Award - InfraCore Ltd is delighted to report that we have been awarded the Tompkins Wake Rotorua Business Awards **EMPLOYEE OF THE YEAR AWARD**. We are incredibly honoured to receive this award which is testament to the hard work and efforts of the Management team over the past 2 years.

Business growth – InfraCore continues to work with RLC and RED on growth opportunities.

Business growth – Four new programmes of work have been added to the InfraCore portfolio over the reported period:

- Annual water main and scour valve Flushing program
- Critical mains inspections
- Annual Pressure control / reducing valve inspections
- Annual Backflow testing program

New Annual reoccurring business c.\$100k.

Operational achievements – InfraCore is part way through the successfully tendered annual Water Renewals programme. KPI's for SLA's is strong and work programmes are on track.

Health and Safety – Our focus on HSE initiatives has continued to drive our key lead and lag indicators in a positive direction.

- Our nomination as Finalist for Tompkins Wake Work Place Safety Award is testament to the hard work and effort of the governance, management and the operational teams.
- Excellent engagement from the Health and Safety Committee, with a key focus on continuous improvement and continuing to make our workplace safer.
- A successful rehabilitation plan drafted in collaboration with the employee and HSE / Management teams has led to the return to work by one employee affected by a stroke, now back on full duties
- A successful rehabilitation plan drafted in collaboration with the employee and HSE / Management teams has led to the return to work by one employee affected by cancer, now back on full duties
- Improvements gained in event investigation, resolution times and corrective actions close out.

Human Resources – We have redesigned our Human Resources team to ensure that it is fit for purpose. As in the case of many local businesses, the constrained employment market caused by closed borders, the increasing inflation driving up wage expectations and the resulting attrition, InfraCore is feeling similar challenges to other local businesses. At this time our ability to manage our human capital elements are critical to our success.

- New People and Capability Advisor appointed
- HR team structure: A new Recruitment Specialist role has been created
- Understanding Human Capital portfolio: A full strengths / weaknesses / opportunities and threats analysis has been undertaken, resulting in a number of process improvements being made

What's Happening In January to March 2022?

- Work is planned to review the contract with MSD in order to strategically leverage off of the gains made to date, in order to substantially grow the opportunities that InfraCore can offer current long, and short term beneficiaries. A particular focus will be made on breaking the cycle of generational unemployment.
- Work will also continue to further improve and build upon our relationship with the Corrections Department, offering workplace training and full time opportunities to candidates post sentence.
- Continued investment into relationship building with Iwi and other local organisations, seeking areas of opportunity to collaborate and support in making our community stronger.
- The business optimisation programme continues as the InfraCore modus operandi, and will continue to further improve our business efficiencies and capabilities.

- The Rotorua Lakes Council 'Letter of Intent' will be responded to with the 'Statement of Intent'.
- Continued focus on HSE and wellbeing initiatives to maintain injury reduction momentum.
- The FY22 Employee Engagement survey will be released in May.

Financial Performance

For the period 1 July 2021 – 31 December 2021

	Actual \$'000	Budget \$'000	\$ Variance \$'000
Core operations including revenue from Rotorua Lakes Council	5,445	5,901	(455)
Nursery Revenue	312	489	(176)
Project Revenue	515	1,117	(602)
Other Revenue	476	330	146
Total Revenue	6,749	7,836	(1,087)
Operating Expenditure	5,288	6,302	1,014
Administration Expenditure	1,429	1,396	32
Total Expenditure	6,717	7,698	981
YTD Net Surplus/(Deficit)	33	138	(105)

Commentary

Revenue

For the period 1 July – 30 June 2021 unaudited revenue is \$6.7m compared to a budgeted position of \$7.8m revenue. Contributing to this, are the following:

- Short lockdown in August 2021 which saw fixed revenue reduced from RLC.
- Project revenue delays as a result compared to the budgeted timelines
- Nursery revenue below budget, with a plan in place to increase market share. Current initiatives include further propagation internally for landscaping works.

Expenditure

Total expenditure is \$6.7m compared to budgeted expenditure of \$7.7m. This reduction reflects the lower work volumes and timing of project work. We have a number of vacant positions in the business, with staff costs \$106k down to budget for the year to date position.

Year End Surplus

The YTD surplus reflects \$33k compared to the budgeted surplus of \$138k.

Financial Position as at 30 June 2021

	June 2021 (Unaudited Position) \$'000	December 2021 (Unaudited Position) \$'000
Current Assets		
Cash and Cash Equivalents	1,550	1,374
Other Current Assets	2,971	2,409
Non-Current Assets	2,048	2,172
Total Assets	6,570	5,955
Current Liabilities	2,364	1,712
Long term RLC Borrowings & other non-current liabilities	1,873	1,873
Total Liabilities	4,237	3,585
Share Capital	2,366	2,366
Retained Earnings	(33)	3
Total Equity	2,333	2,370

Performance Measures

Summary of progress against performance measures versus Statement of Intent

How we're tracking

The first table below summarises the overall status of the measures set for the year as featured in the FY21 Statement of Intent. The second table sets out the performance for each specific measure.

10	2	0	0
On Track	Measures in place to ensure On Track	Off Track	Not Measured

	Performance measure	Target for FY22	Status & Commentary
1	To achieve financial budget	To achieve financial budget allowing any future surpluses to be used to enhance business capability.	Current profit for the period 1 July 2021 to 31 December 2021 is \$33k compared to a budgeted profit of \$138k. The short lockdown in August 2021 attributed to this variance, and we have a number of initiatives in place to recover this position. InfraCore completes quarterly forecasts with management to ensure internal targets are maintained.
2	To secure additional revenue within this financial year that upon completion has a positive contribution to margin.	To secure additional revenue streams within the financial year that increases EBITDA compared to budget. This will be measured upon project completion, and monitored on a monthly basis.	<p>The Utilities Drinking Water department has secured 4 new work streams that are now annual programs and have a fixed monthly clam.</p> <ol style="list-style-type: none"> 1. Annual water main and scour valve Flushing program \$11,760.00 2. Critical mains inspections \$7,851.60 3. Annual Pressure control / reducing valve inspections \$10,692.00 4. Annual Backflow testing program \$61,944.00 <p>New Annual recurring business \$92,247.60</p>
3	Consolidated KPI scoring Parks and Open Spaces	80%	Actual: 82.4% Year to Date
4	Consolidated KPI Utilities	80%	Actual: 89% Year to Date
5	Targeting full employee engagement with Health and Safety	90%	Actual 95% Year to Date
6	Individual performance plan in place per employee	100%	Actual 100% YTD

	Performance measure	Target for FY22	Status & Commentary
7	Develop and document social enterprise project of work (Can include project specific, contracts or MoU's achieved or maintained in the period)	1	Three staff employed via corrections into full time rolls. Two staff members employed on fixed term contracts through MSD now on full time rolls, one in utilities – drainage apprenticeship, one in nursery, horticulture training level 2.
8	Understand the satisfaction level of the beneficiaries of the social enterprise's activities from a community stakeholder perspective (via Engagement survey or written comms) *note 1 Statement of Intent	80%	100% Positive feedback from all social pathway initiatives (MSD and Department of Corrections)
9	Partner with Te Arawa (contributing towards Te Arawa Vision 2050) and Mana Whenua through collaboration with a Te Arawa Iwi and Hapū entities.	1 entity	1 FTE employed as an HR Intern, appointed in conjunction with Ngāti Whakaue Distributions and Initiatives team.
10	Development and implementation of InfraCore reorua strategy. Commitment to Rotorua Reorua. Increased cultural awareness within our organisation.	Development of InfraCore reorua strategy and implementation of Y1 initiatives.	1 Executive Leadership Team has achieved NZQA L2 Te Reo Māori

Key Strategic Actions Measures

Project	Comments
Laying the foundations of a lasting partnership with the Council	<p>Both organisations agree that a mature relationship is key to our mutual success, and that InfraCore has an important part to play in delivering a dual bottom line business.</p> <p>The organisations are aligned on the Social Enterprise value of InfraCore, and are actively engaged in exploration of further opportunities to include InfraCore in the Build Back Better social outcomes contribution.</p> <p>The general relationship is viewed as strong by InfraCore, with alignment gained on the InfraCore commitment to continuous improvement and best business practice initiatives.</p>
Building capabilities and committing to our community	<p>Social Enterprise is at the heart of InfraCore's purpose, whether it be employing locals or working with Council on mobilising socially responsible initiatives to increase employment and skill levels for the region's most vulnerable.</p> <p>InfraCore have developed relationship with Iwi, and MOU with Corrections Department and have a contract in place with MSD.</p> <p>InfraCore continue to work with Rotorua Lakes Council on understand how we can deliver further positive outcomes for the Rotorua region, whilst undertaking essential and worthwhile works packages.</p>

End of Report

01-65-052\02
RDC-1228159ROTORUA LAKES COUNCIL

Mayor
Chair and Members
OPERATIONS & MONITORING COMMITTEE

6.2 Operational Update from Rotorua Airport Limited

Report prepared by: Thomas Collé, Chief Financial Officer

Report approved by: Geoff Williams, Chief Executive

1. TE PŪTAKE PURPOSE

The purpose of this report is to provide the committee with an operational update for the six months ending 31 December 2021 from Rotorua Airport Limited.

2. TŪTOHUNGA RECOMMENDATION

That the report 'Operational Update from Rotorua Airport Limited' be received.

3. NGĀ APITI HANGA ATTACHMENTS

Attachment 1: Rotorua Airport Limited Quarterly Review Report

CCO – Rotorua Airport Limited
FY22 Q1 and Q2
PERFORMANCE
REVIEW REPORT

1 July – 31 December 2021

ROTORUA
AIRPORT

FY22 Q1 and Q2 - Performance Measures

Financial Performance

Rotorua Regional Airport's (RRA) financial and operational performance for the first half of FY22 is behind budget, which is not unexpected given the uncertainty around travel due to COVID-19 and the August 2021 lockdown. The SOI performance measures for FY22 were based on "No further material external or internal economic shocks impacting business and aviation resulting from COVID-19 or any other un-forecast significant event." and unfortunately, this has not been the case.

There has been a change in the way depreciation is handled on key infrastructure assets at RRA, resulting in lower than budgeted depreciation, and positively affecting the bottom line.

For July to December 2022 aircraft movements were down 1,247 (-41%) due to cancellations on the AKL-ROT sector and lower than expected general aviation movements. The lower GA movements are primarily due to closure of the CTC flight training school in Hamilton and a significant reduction in flying from Ardmore Flying School. However passenger numbers on ROT-WLG and CHC-ROT were more robust than expected and as a result Domestic Passengers were up 9% on budget.

	YTD Dec Actual	YTD Dec Budget	Variance
Aircraft movements	1,868	3,142	1,247
Domestic Passengers	79,872	73,397	6,475
Financial			
Total Revenue	\$2,362,298	\$2,533,091	-\$170,793
Total Expenses (excl Depreciation)	\$1,638,551	\$1,686,020	-\$47,469
Net Surplus (before Depreciation)	\$723,747	\$847,071	-\$123,324
Net Surplus / Loss (after Depreciation & before tax)	-\$91,036	-\$391,821	\$300,785

Non-Financial Performance

On an operational level RRA is on track with regards to the number of controllable safety incidents and the number of employee injuries requiring time off work, both of which are at zero for July to December 2021. As previously advised RRA stopped collecting customer service and facility rating data when the terminal upgrade was completed so there is no update on this measure.

	YTD Dec Actual	YTD Dec Budget	Variance
Customer			
Customer service and facility rating	Data not available	8.0 out of 10	
Operational			
Number of controllable safety incidents	0	0	0
Team			
Number of employee injuries (resulting in days off work)	0	0	0

Outlook

RRA's new pricing structure took effect on 1 January 2022 and RRA expect to see significant upside in revenue in the second half of FY22. However, some of this upside will be eroded by the move to the Red Traffic light setting and subsequent flight cancellations. Air New Zealand have cancelled some flights due to a drop in demand and others (including the ROT-WLG start up) to improve schedule robustness.

Commercial Update

New Chief Executive

Nicole Brewer, who previously held the role of Chief Executive at RRA 2015-2016, has returned. The airport would like to acknowledge and thank Logan Charters-Leahy (GM Airport Operations and Infrastructure) who ably held the Interim Chief Executive role until Nicole started on 17 January.

Landing and Passenger Charges negotiation with Air New Zealand

RRA and Air New Zealand concluded Initial Pricing Proposal (IPP) negotiations in December 2021 and agreed aeronautical charges for the ensuing five years. The new landing and passenger charges came into effect on 1 January 2022.

Strategic Projects

Three business cases for strategic projects at the airport have been approved by the RRA board, covering developments in the area of general aviation hangars, dedicated helicopter facilities, and Fire & Emergency training facilities. These projects are at various stages of detailed design and progressing these to physical works stage is a strong area of focus for the next 3-6 months.

Civil Aviation Bill

RRA have submitted on the Civil Aviation Bill in relation to three key points which the airport considers are overly onerous for regional airports, as they operate, and are funded differently to larger tier one airports. Peter Stubbs, RRA Chairman, is speaking to the select committee on the RRA submission.

Operational Update

COVID-19

RRA continues to adapt to the COVID-19 environment implementing both government mandated practices and best practice. This includes:

- All Fire and Operations staff are fully vaccinated and fall under the Healthcare workers vaccine mandate
- All new employee agreements require staff to be fully vaccinated
- Rapid Antigen Tests (RAT) available on site to ensure continued safe operations
- RRA is registered as a critical service under the Close Contact Exemption (Test to Work) scheme and critical workers will have the ability to keep working if they are deemed a close contact. For the fire and operations team this is effective immediately
- Appropriate health measures are in place throughout the airport including a requirement to wear masks in the terminal. All measures are continually monitored and reviewed

ROTORUA LAKES COUNCIL

Mayor
Chair and Members
OPERATIONS & MONITORING COMMITTEE

6.3 Operational Update from Rotorua Economic Development Limited

Report prepared by: Thomas Collé, Deputy Chief Executive – Organisational Enablement

Report approved by: Geoff Williams, Chief Executive

1. TE PŪTAKE PURPOSE

The purpose of this report is to provide the committee with an operational update for the six months ending 31 December 2021 from Rotorua Economic Development Limited.

2. TŪTOHUNGA RECOMMENDATION

That the report ‘Operational Update from Rotorua Economic Development Limited’ be received.

3. NGĀ APITI HANGA ATTACHMENTS

Attachment 1: Rotorua Economic Development Limited Quarterly Review Report

CCO – Rotorua Economic Development
trading as Destination Rotorua

QUARTERLY REVIEW REPORT

July 2021 – December 2021

CONTENTS

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QUARTERLY HIGHLIGHTS

Investment and Development

Innercity and residential development

- Ongoing engagement with land owners to understand how we can support them in their development aspirations.
- Investigating strategic sites in the inner city as pipeline opportunities for consolidation and delivery of transformational placemaking projects.
- Discussions with developers and Rotorua Lakes Council to support a potential transformational placemaking project in central Rotorua is ongoing.

Supporting the establishment of Te Mānuka

- Ongoing support provided to the partnership to identify funding and or contracting opportunities to support the establishment of a digital hub in Rotorua.

Unlocking commercial opportunities in the forest and at the lakefront

- Investment Memorandum completed and presented to potential Iwi investment consortia. We are anticipating the consortia will confirm next step shortly.
- Work is ongoing with landowners, developers and business owners to realise the commercial opportunities and potential that exists within the Tokorangi Forest and Whakarewarewa forests.

Commercial and Industrial Land Development

- Supported Waiariki Film Studios on due diligence and feasibility for movie studio improvements to current site, in order to future proof for.
- Support establishment of roading solutions that unlocks further commercial and industrial land. Engaged relevant parties to progress plans moving forward around enabling public infrastructure.
- Supported Scion to progress mutually beneficial projects, including the opportunity to establish bio scale up facilities in the Rotorua region. Worked with consortia to develop a reverse brief for the strategic case for Government investment.
- Engaged with a range of businesses in the low carbon, forestry and manufacturing industries as potential investment attraction opportunities.
- Supporting iwi and lands trusts to investigate opportunities for development on their whenua, including master planning and support to access central government funding to support aspirations.

Marketing and Intelligence

Destination Management Plan

- RED has completed the project to develop a Destination Management Plan (DMP) for the Rotorua district. The Government has asked each RTO to create one of these plans to ensure that tourism in their region reflects the community's wishes and they have a plan to enable the long term investment needed to maximise the benefits that tourism can deliver.
- Following the Destination Management Plan's unanimous support at Council's Strategy, Policy and Finance Committee on 11 November, it was then formally launched by the Mayor to the partners and stakeholders involved in the planning process at a function hosted at the RED office. We have appointed Melissa Craig as Destination Manager (on a two-year fixed term contract) to coordinate the implementation of the DMP. She starts the role in January and her initial focus will be on building more detailed plans and timelines for each project, identifying key stakeholders to involve, and establishing a formal reporting structure to continue the partnership with Te Arawa. Melissa's role is funded by MBIE via the Tourism Recoveries: Support, Recovery and Re-set Plan 2021/22 funding.
- We were also pleased to see the Rotorua plan described recently by a New Zealand Herald writer as: *"One of the most inspiring and potentially transformative things I've read recently about sustainable travel"*. In her words: *"Rotorua's plan isn't just refreshing. It's radical, prioritising mauri over market forces and rebalancing the relationship between visitors and their hosts."*
<https://www.nzherald.co.nz/travel/sustainable-travel-what-you-need-to-know-to-be-a-better-traveller/U3GWJ4VL5G4FZNMMBZ7YJMFWMU/>

Place brand

- The final stage of developing our Rotorua place brand has been the creation of a strong and unique visual identity. A tohu has been developed with support of the New Zealand Māori Arts and Crafts Institute to represent the destination in all of our future marketing campaigns. Inspired by pohutu geyser, the tohu also acknowledges the eight beating hearts of Te Arawa and the 18 lakes found within the rohe.
- Our brand is a reflection of who we are as a destination, and a powerful asset for communicating with our international and domestic visitors and local community. We will begin to share this new visual identity with New Zealanders in a marketing campaign at the start of April 2022.
- As part of this project, we have also been working closely with Rotorua Lakes Council to create a uniformed brand architecture that connects all of the Rotorua brands, sub brands and programmes/campaigns across Rotorua, Rotorua Lakes Council (RLC) and Rotorua Economic Development (RED). This creates a long-term vision to shape a design system that helps inspire, unite, and accelerate Rotorua as one.

Tourism marketing campaigns

- We continued our commitment to be 'in market' year-round throughout the Q1 and 2 periods.
- We launched our winter campaign at the end of July to convince couples and groups of friends that winter feels better in Rotorua with a humorous message that pits us as the non-ski option. While we had to pause all above-the-line advertising during the August lockdown, the campaign was delivering good results in its first month.

- As NZ, with the exception of Auckland, moved out of lockdown in September, we launched a new campaign in partnership with Rotorua Tourism Investment Partnership (RTIP) to encourage New Zealanders to *Experience Spring with us*. Also in partnership with RTIP, we launched '*Christmas with us*' encouraging businesses in neighbouring regions to plan and book their Christmas functions in Rotorua. Finally, from the end of November, we transitioned into the Summer campaign, reminding New Zealanders of all the reasons why they should *Summer with us*.
- While the prolonged Auckland lockdown and red traffic light system had a measurable impact on visitor numbers during this period, engagement with the campaigns - measured by the number of visitors to our website, time spent on the site and the low number of people exiting on the first page - was a lot higher than expected. This shows us that New Zealanders continue to think about travel and explore Rotorua as a desirable option, even when they are not able to move freely around the country. We are also pleased that the bilingual aspect of the campaign continued to drive interest in the destination.

Online accommodation demand dashboard

- Understanding how busy the destination will be over the coming weeks helps many local businesses make important decisions about staffing, stock orders and even opening hours. While we have been sending out a weekly accommodation demand report on a weekly basis, we've now made that information easier to access by creating a simple, interactive dashboard that enables businesses to access data for themselves at any time. Currently the dashboard allows people to see future demand for commercial accommodation and holiday homes over a select date range. We will be adding a wide range of other data sources in the new year, including visitation numbers, future events, pricing, spend, profiling and much more: <https://www.rotoruanz.com/en-nz/do-business/insights/dashboard>

Visitor Services and Experience

i-Site Operation

- In the interim and for the protection of all RED Staff, we have made the tough decision to close the Fenton Street i-Site Branch temporarily and will continue to monitor the situation over the coming weeks.
- We will continue to provide all of the services through the Redwoods branch which would ordinarily be available to our visitors and our community from the Fenton Street Branch.

i-Site Future Network

- The i-SITE network is at a crossroads - a traditional brick-and-mortar visitor-centric network needs to change, because our visitor markets are changing along with how Kiwis see tourism. The network is highly trusted by users and has a strong reputation among stakeholders but needs to modify to remain relevant and more economically viable. However, it has inconsistent standards and levels of service and lacks a long-term game plan for its sustainability, capital investment for improvements, standardisation and a strong digital strategy. The need for change is clear. Before COVID-19, a major body of work was already underway to identify a new way forward for the network – and that has now been further developed to also reflect and respond to the impacts of the pandemic.
- The future network will be nationally consistent but locally relevant. As a place local people value as ‘their place’ too, which they want to take their visitors to, because it provides a window into the local history and heritage, a hub for information about their local tourism offering and advice and booking support for their region and the whole of New Zealand. A place where local people and visitors alike can buy quality products or gifts which showcase their region, which they can be confident have been made in New Zealand. A national Manaakitanga network – local people sharing what makes their place special, engendering guardianship, protecting our community and environment and embodying the spirit of Tiaki.
- The internationally recognised ‘i’ logo would be retained but the i-SITE brand would be replaced with a new brand aligned to the philosophies of the Tiaki brand, with a strong visitor/community focus. A new name would be determined as part of the brand development process. The Tiaki kaupapa is jointly governed by Tourism NZ, DOC, Air NZ, NZ Māori Tourism, Tourism Industry Aotearoa, Local Government NZ and Tourism Holdings Ltd and is supported by a Tikanga Māori Advisor.
- The future network in practice would involve communities, tourism operators, the Tiaki governance group, RTOs, iwi/hapu and DOC. It will provide integrated delivery of destination management strategies and incorporate safety, emergency management, product development, event support and placemaking. It will work to engage communities in the benefit and value of tourism, connecting them to their tourism offering and its role in enabling regional economic growth. It will provide a consistent physical network, with enhanced digital/online support and local experts sharing their expertise. It will include a comprehensive local, regional and national information and booking service. There will be a strong focus on sustainability strategy and commitment, Qualmark products and services and New Zealand products and merchandise. It will enable integration of local Māori stories into the physical network and benchmarks for operator partnerships around sustainability and Tiaki.

Corporate & Communications

Capability

Our Values | Ngā Uara Matua

- RED's values now feature on the wall in the iSite office with remaining artwork to be completed in the coming weeks pending availability of material. The leadership team have made a commitment to regular meeting focussed specifically on *People and Organisational Culture*. All staff have had the opportunity to contribute ideas around how we live our values in the workplace and these ideas are now being implemented.

Relationships

Vax Vegas – supporting vaccination efforts in our community

- RED acknowledges the need to support vaccination efforts in Rotorua and worked alongside the Te Arawa COVID response hub and DHB to encourage the uptake of vaccinations in Rotorua. The results of the campaign led out by RED were overwhelmingly positive and we are now looking at how we transition of the delivery of the next phase of the campaign to the response hub.

Media relations

- RED has been consistent in its dealings with the media to ensure we are not reacting to anecdotal information, rather we aim to work closely with the media so they have the correct information supported by data. This approach has had positive implications and created greater awareness around what data and information is readily available for media and the general public.

Stakeholder engagement plan

- We are reviewing our stakeholder engagement plans and working through a mapping exercise with staff from across our organisation to review our key stakeholder lists. This is particularly important as implementation begins on the Destination Management Plan.

NZ Tech story

- RED has been involved in New Zealand's Tech and Innovation Story. The Tech Story is a marketing initiative, created in collaboration with industry and government, which delivers a compelling, consistent way of promoting our tech capabilities to the world. Its aim is to help our tech businesses grow by attracting investment, talent and increasing exports and features local business Salt and Tonic, and SCION.

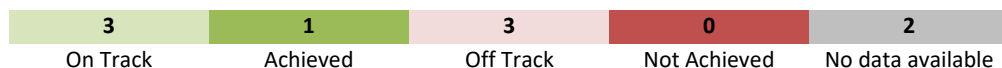
FINANCIAL MANGEMENT

Profit & Loss
Rotorua Economic Development Limited
For the month ended 31 December 2021

	YTD Actual	YTD Budget	Var NZD
Income			
Commission Received	89,181	247,550	-158,369
RTIP Funding	28,000	28,000	0
Interest	689	0	689
MBIE - Funding	579,193	579,193	0
Rotorua Lakes Council Funding	2,280,000	2,280,000	0
Trading and other Revenue	111,811	353,414	-213,603
Vax Vegas Funding	669,696	0	669,696
Total Income	3,758,570	3,460,157	298,413
Less Cost of Sales			
Total Cost of Sales	3,829,072	3,399,158	-429,914
Gross Profit	-70,502	60,999	-131,501
Less Operating Expenses			
Total Operating Expenses	90,012	94,950	4,938
Net Profit	-160,514	-33,951	-126,563

Commentary

1. Commission and Trading revenue is significantly down on budget, driven by lockdowns and traffic light settings that have reduced the number of visitors.
2. RED facilitated the delivery of the Vax Vegas campaign during the November and December period. All of the funding received was expended on campaign activities, which drove the total cost of sales for the period over budget.
3. Taking into account the additional expenditure associated with Vax Vegas, the team has reduced expenditure to offset the deficit in revenue. Further savings are being sought and the forecast year end position remains in line with the budget.

KEY MONITORING INDICATORS REPORT**5 2022 Key Performance Measures**

Measures		YE Result	YE Target	YTD Actual	Action	Comments
		Jun 2021	Jun 2022	Jul-Dec 2021	Status	
Development	The number of Te Arawa economic development projects directly supported by Rotorua Economic Development Ltd.	#N/A (New Measure)	3	2		<ul style="list-style-type: none"> ● CNI commercial opportunities in the forest - RED co-ordinated the process for selecting a preferred food and beverage partner and provided due diligence on forest activities that could be established. ● Te Manuka Partnership - RED partnered with Te Tatau o Te Arawa, Toi Ohomai and Datacom to create employment and training opportunities in high value technology jobs within the region. ● Further projects are being master planned and facilitated among Te Arawa entities.
	Level of satisfaction of businesses going through the ACCELERATE programme.	#N/A	>= 80%	#N/A		The ACCELERATE programme participants are surveyed following completion of the course and results will be available later in the reporting year.
Investment	Relevant destination data and insights developed to support investment decision making by businesses in target sectors. Subject matter will be delivered during the year based on relevance and need.	19	6	1		<ul style="list-style-type: none"> ● Accommodation sector research completed. ● A work plan is in place to update other sectors.
	The number of new developments (residential, industrial and commercial) supported or led by Rotorua Economic Development that are initiated.	#N/A (New Measure)	3	1		<ul style="list-style-type: none"> ● RED has facilitated a consortia of investors to commit towards implementation of a new commercial development. This will proceed pending securing agreements to lease with tenants and confirming construction costs. ● RED have committed to supporting various new developments, which will be reported once initiated and progressing.
Destination	i-SITE to be financially sufficient.	-\$948,539	>= \$0	-\$445,345		The two week national Delta lockdown in August 2021 and essential travel restrictions on Aucklanders which extended through to December had a significant negative impact on visitor spending. Additionally, the restrictions resulting from the Omicron outbreak and the temporary closure of the Fenton St i-SITE will further negatively impact on visitor spending and overall the June 2022 projection is off track.

Measures	YE Result	YE Target	YTD Actual	Action	Comments
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	Jun 2021	Jun 2022	Jul-Dec 2021	Status		
Destination (continued)	Business events - value of bids won in financial year based on MBIE data and DR lead sheet confirmed conferences. ** Events are typically won more than 12 months in advance of the event date. Some events won in the June 2021 year were cancelled due to COVID-19, additionally as business events occur the tentative room nights held are adjusted to reflect actual room nights and therefore the value published herewith and in the Statement of Intent will not reconcile to the latest value in RED business records for the June 2021 year.	\$3.2m**	>= \$6.1m	\$1.6m		For the year to date July thru December 2021 RED won 9 events, collectively resulting in 4,088 room nights and \$1.6m delegate spend. The COVID travel restrictions on Aucklanders from August to December along with the COVID 'red' event size restrictions have created a high level of uncertainty for the events sector and therefore the June 2022 projection is off track.
	Domestic visitor card expenditure for Rotorua (based on MBIE TECT data set). ** MBIE estimates are subject to revision and therefore the value published herewith and in the Statement of Intent will not reconcile to the latest value published by MBIE for the June 2021 year.	\$322m**	>= \$330m	\$96m*		* Off Track at \$96m as at YTD Nov-2021 The two week national Delta lockdown in August 2021 and essential travel restrictions on Aucklanders which extended through to December had a significant negative impact on visitor spending. Additionally, the restrictions resulting from the Omicron outbreak will further negatively impact on visitor spending and overall the June 2022 projection is off track. MBIE is scheduled to release the December 2021 TECT data on 17 February 2022.
	Stakeholder satisfaction (Survey of the local visitor economy; attraction, hospitality, food & beverage).	#N/A (New Measure)	>= 75%	#N/A		Visitor economy stakeholders are to be surveyed once annually and results will be available later in the reporting year.
	Domestic consumer perception - % intend to visit (Delve loyalists + considerers) Rotorua from Auckland AND one target market is at least approximately the same or better than the June 2017/18 year.	3 markets (incl AKL)	2 markets (incl AKL)	3 markets (incl AKL)		Intention to visit targets were achieved in each key market. The results were similar to the previous year for the Auckland market (down slightly from 56% to 53%) and the Christchurch market (up slightly from 28% to 30%). Although 45% in the Wellington market is down on 51% of the previous year, it is the mid-point of Wellington survey results over the past five years.
	% Auckland market "intend to visit" Rotorua AND	56%	>= 50%	53%		
	% Wellington market "intend to visit" Rotorua OR	51%	>= 40%	45%		
	% Christchurch market "intend to visit" Rotorua	28%	>= 20%	30%		

DESTINATION ROTORUA Statement of Intent

These indicators reflect outcomes at the regional level. As the district's economic growth agency, Destination Rotorua will monitor report and where possible influence these indicators at a local level, however they are not the measure of the organisation's performance.



Monitoring Indicators	Year Ending						2020-21 change		
	Sep-15	Sep-16	Sep-17	Sep-18	Sep-19	Sep-20	Sep-21	Rotorua	NZL
Economic Activity									
Real GDP	\$3.418b	\$3.522b	\$3.611b	\$3.751b	\$3.802b	\$3.723b	\$3.829b	+2.8%	+3.7%
Consumer Card POS Spending	\$847m	\$900m	\$948m	\$995m	\$1029m	\$989m	\$987m	-0.2%	+4.7%
Domestic Visitor Card POS Spending	#N/A	#N/A	#N/A	#N/A	\$286m	\$265m	\$304m	+14.8%	+22.3%
International Card POS Spending	#N/A	#N/A	#N/A	#N/A	\$128m	\$81m	\$16m	-80.5%	-62.7%
Non-Residential Consent Value	\$43m	\$59m	\$51m	\$45m	\$74m	\$77m	\$101m	+31.4%	+10.3%
Traffic Flow Index	110	117	121	125	128	114	120	+5.3%	+7.1%
Population and Workforce									
Health Enrolments	66,645	67,063	67,985	68,961	68,582	69,470	70,253	+1.1%	+1.1%
Employed Persons	28,858	29,956	30,986	31,742	32,385	32,469	32,294	-0.5%	+0.6%
Job Support Recipients	3,314	3,201	3,329	3,396	3,727	4,688	5,418	+15.6%	+15.0%
Unemployment Rate	7.8%	6.6%	7.6%	6.5%	5.6%	6.5%	6.5%	0.0pts	-0.2pts
Housing									
Average House Sale Price	\$277,303	\$351,904	\$397,278	\$411,896	\$462,827	\$548,443	\$666,596	+21.5%	+29.5%
House Price Affordability	3.5%	4.4%	4.6%	4.4%	4.7%	5.4%	6.4%	+1.0pts	+1.8pts
Average Weekly Rent	\$259	\$283	\$309	\$336	\$368	\$407	\$432	+6.1%	+5.3%
Rent Affordability	17.2%	18.4%	18.8%	18.6%	19.4%	21.0%	21.7%	+0.7pts	+0.7pts
Residential New Dwelling Consents	97	102	140	152	219	148	331	+123.6%	+25.4%

Source: Infometrics, Regional Economic Monitor

ROTORUA LAKES COUNCIL

Mayor
Chair and Members
OPERATIONS & MONITORING COMMITTEE

6.4 Financial Performance for the six months ended 31 January 2022

Report prepared by: Michelle Overbeek, Finance Business Partner

Report reviewed by: Thomas Collé, Deputy Chief Executive – Organisational Enablement

Report approved by: Geoff Williams, Chief Executive

**1. TE PŪTAKE
PURPOSE**

The purpose of this report is to provide information on Council's financial performance for the seven months ended 31 January 2022.

**2. HE TŪTOHUNGA
RECOMMENDATION**

That the report "Financial performance for the seven months ended 31 January 2022" be received.

**3. TE MATAPAKI
DISCUSSION**

**Operating Statement
For the month ending 31 January 2022**

\$'000	Year to date			FY
	Actual	Budget	Variance	Annual Plan
Revenue				
Rates	65,862	65,847	15	112,272
Fees and Charges	8,737	10,147	(1,410)	17,622
Subsidies & Grants	3,010	2,637	372	5,290
Investment Income	361	368	(7)	630
Total Revenue	77,969	78,999	(1,030)	135,814
Less Expenditure				
Operating Expenses	38,072	35,786	(2,286)	65,164
Staff Expenses	17,159	17,582	423	31,742
Utilities Expenses	1,543	1,720	177	3,106
Administration Expenses	1,884	2,057	173	3,928
Finance Expenses	4,789	4,939	150	8,506
Depreciation	19,653	19,697	44	33,767
Total expenditure	83,101	81,781	(1,319)	146,214
Operating Surplus / (Deficit)	(5,132)	(2,783)	(2,349)	(10,400)

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Year to date Performance Summary

Council's operating performance is tracking unfavourably in comparison to budget, materially driven by ongoing impact of Covid-19, which has been frequently reported in previous months.

Revenue

Total revenue is unfavourable compared to budget, which is largely driven by reduced Fees and Charges.

As signalled in previous reports, the impact of Covid-19 and the Traffic Light System (Covid-19 Protection Framework) has led to significantly reduced Fees and Charges. The key revenue streams affected is parking revenue, lease rental income and venue hire due to the cancellation of major events and weekly markets. We anticipate further impact on fees and charges as we navigate these unprecedented times.

Rates revenue continues to track marginally ahead of budget.

Subsidies and grants are favourable, mainly due to funding received from the DIA towards professional services relating to Three Water Reform (to be offset with consultancy spend). In addition, funding received for delivery of the Aronui Indigenous Arts Festival (postponed), and profit share on landfill revenues from MFE.

Expenditure

Total expenditure is tracking unfavourably overall, in comparison to budget, explanation of key variances is detailed below for reference:

- i) Operational expenses are unfavourable by \$2,286k, mainly driven by the following:
 - Grant towards the QE redevelopment project \$1m
 - Consultancy fees - Expert advice required in preparation of MHUD housing bid and resource support across planning
 - Legal fees and repatriation costs in relation to Landfill court case.
 - Grants and Contributions – Community Resilience Fund
 - Professional fees - Three Water Reform initiative (offset with funding noted above)
 - Increased security patrols over the summer period

With Council's continued focus on delivering against strategic priorities, we anticipate increased pressure on our operational expenditure. These additional demands will be aligned to Council's priorities and may result in further pressure on our budgets.

- ii) Staff vacancies across the organisation resulted in savings of \$423k.
- iii) Utilities expenses are favourable by \$177k due to lower than anticipated spend on electricity across the organisation at large, materially roading and water supply.
- iv) Administration expense favourable variance of \$173k is materially driven by reduced sponsorships to various events, which have been cancelled due to gathering restrictions.

Capital Expenditure for the 7 months ending 31 January 2022

The capital programme delivery for this year has been set at \$146m, which can be broken down into:

Capital growth projects \$13m – such as Pukehangi West stormwater.

Capital improving level of service \$89m – such as SHMPAC, Lakefront, Whakarewarewa Forest and other CIP funded projects for roading and stormwater.

Capital renewals \$44m – such as Aquatic Centre, renewal programmes for transport, three waters, buildings and park reserves. Provision for economic recovery projects included within the above is approximately \$23m.

Year to date spend across capital projects is \$35.7m, key projects have been detailed below:

- i) SHMPAC \$8.8m, all zones are currently underway, progress being made with the foyer and the cultural design elements as well as internal walls being fitted. Work continues with the Heritage trusses.
- ii) Lakefront \$7.0m, stage 2 toddler playground renewal underway and painting for basketball artwork due shortly, stage 3 toilet block complete, stage 5 contract works underway and stage 6 and 7 civil works contract awarded with work starting Feb 22.
- iii) Aquatic Centre \$711k, final design for increased scope of works have shifted timeline for the project, tender expected to go out in March and construction expected to start early Jul 22.
- iv) Stormwater improvements \$5.4m, underway at Pukehangi West design now complete for improvements required to support PC2; work commenced on Linton Park detention dam improvement and multiple stormwater renewals underway at various locations.
- v) Transport improvements \$3.3m, program of works underway across the district Warwick Drive shared path commenced Jan; Puketawhero Park and Vaughan Road is well underway. Road rehabilitation planned for delivery Jan to Jun 22.
- vi) IT Solutions \$2.9m, ERP upgrade with phase 2 underway as well as renewal of various hardware and software assets.
- vii) Water supplies \$2.1m, reticulation renewals underway across various locations, Waipa pipework and Malfroy road (Pukehangi); new pump station underway at Taniwha Springs.
- viii) Sewerage \$2.0m works under way in particular Rotoiti/Rotoma sewage system contract recently awarded and works have started; Rotoehu sewerage reticulation detailed design to connect residential properties complete and out for QS report.

As at the 31st of January 2022 - Debt \$266m and Cash on hand \$7.7m.

4. TE TINO AROMATAWAI ASSESSMENT OF SIGNIFICANCE

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

01-65-052
RDC-1230326ROTORUA LAKES COUNCILMayor
Chair and Members
OPERATIONS & MONITORING COMMITTEE**6.5 Operational Report for January 2022****Report prepared by:** Oonagh Hopkins, Acting Chief Executive

**1. TE PŪTAKE
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. HE TŪTOHUNGA
RECOMMENDATION**

That the report “Operational Report for January 2022” be received.

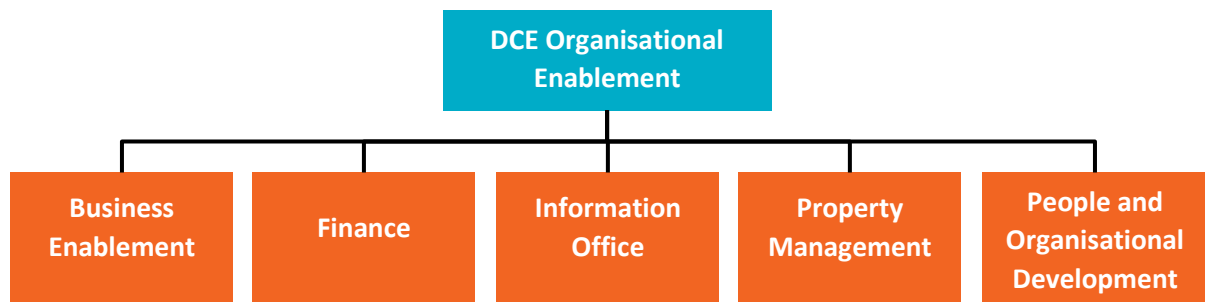
**3. TE TĀHUHU
BACKGROUND**

The report has six sections with reports and updates from:

- Kāhui Tū Pakari – Organisational Enablement group
- Kāhui Whaitua Tūtahi – District Leadership and Democracy group
- Kāhui Te Arawa Hourua – Te Arawa Partnership group
- Kāhui Tupu Whakaritorito – District Development group
- Kāhui Hapori Oranga – Community Wellbeing group
- Kāhui Tūānuku Tūārangi – Infrastructure and Environment Solutions 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.

4. KĀHUI TŪ PAKARI – ORGANISATIONAL ENABLEMENT GROUP



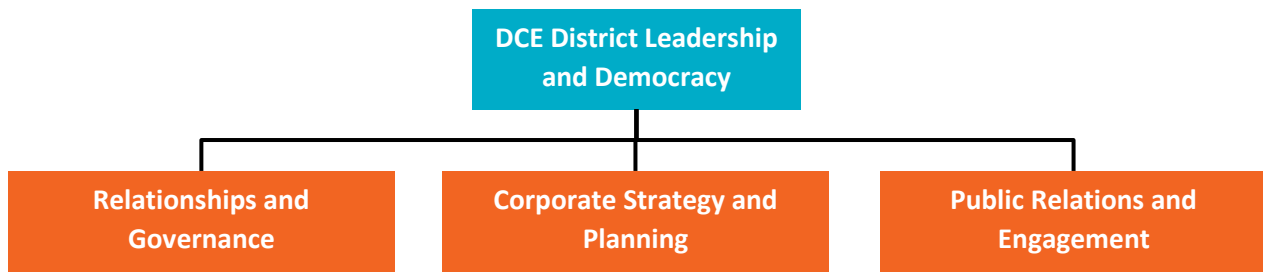
4.1 OHU: WHAKAWHANAKE TĀNGATA, WHAKAWHANAKE TŌPŪTANGA PEOPLE AND ORGANISATIONAL DEVELOPMENT

4.1.1 Leadership Development

Growing organisational capability remains a priority for management and we are developing a leadership framework to inform its leadership development programme.

Workshops have been held with the executive and other leaders across the organisation and this will inform the design, content and learning interventions for the programme.

5. KĀHUI WHAITUA TŪTAHI – DISTRICT LEADERSHIP AND DEMOCRACY GROUP



5.1 Rotorua District Council (Electoral Model) Bill 2022

- The Rotorua District (Electoral Model) Bill has been confirmed by the Parliamentary Counsel Office as the finalised version of the bill and was made available for public notification which commenced on Monday 28 February.

-

- The channels for public notification are:
 - Rotorua Daily Post (Wednesday 2 March, Wednesday 9 March)
 - Rotorua Weekender (Saturday 5 March, Saturday 12 March)
 - Rotorua Lakes Council Website (Public Notices)
 - Kōrero mai/Let's Talk website
 - Media Release
 - Rotorua Lakes Council Social Media
 - E-Pānui
 - Radio (Mayor's Briefing Notes – The Hits regular radio slot)

- Email to Te Arotake Whakaahuahanga/Representation Review Submitters
- Email to Te Arotake Whakaahuahanga/Representation Review Kōrero mai/Let’s Talk Subscribers
- These channels are compliant with the requirements of the Standing Orders of the House of Representatives (SO Appendix C, 3(1)(B), 3(2), 4(1), 4(2)(b)).
- Hardcopies of the Bill are available for public inspection from Monday 28 February in Te Aka Mauri (Rotorua Library) and Rotorua Lakes Council customer centre.
- The notification and bill inspection period is from Monday 28 February to Friday 18 March (15 working days) as per the requirements of the Standing Orders of the House.
- Upon completion of the public notification period, the next step of the process is to inform the Office of the Clerk of the House of Representatives by making a declaration to the House relating to the bill. This declaration must be received within 6 months of the first publication of the notice of the bill.

5.2 Vote 2022 Local Elections

Planning is underway for the 2022 Local Elections. We will be focussing on three phases – promote enrolling to vote, promote candidacy and nominations, and promote voting.

During February Taituarā (SOLGM) facilitated audio-visual Electoral Officer training sessions providing guidance on Local Election management, including how to manage COVID-19 risks during an election.

Information is available on Council’s website “Vote 2022 – Local Elections” which will be regularly updated.

Key dates:

- 8 July to 8 October 2022: Pre-election period
- 15 July 2022: Nominations open
- 12 August 2022: Nominations close
- 16 September 2022: Delivery of voting documents
- 8 October 2022: Election Day

6. KĀHUI TE ARAWA HOURUA



6.1 HOUSING

Council is developing several infrastructure and District Plan change projects to support Council’s response to the housing crisis. These projects are inter-related and complex and many will require resource consents. Effective delivery of the programme requires robust and early engagement with Te Arawa and Te Amorangi has provided advice on an engagement framework.

A workshop for mana whenua in the urban Rotorua area was called for mid-February, inviting iwi entities, major land trusts and marae to ensure a broad representation of Te Arawa views. The purpose is to record Te Arawa values, aspirations and concerns and ensure the work programme of plan changes and consenting processes respond to Te Arawa aspirations at an early stage.

On 26 January, Te Tatau o Te Arawa presented the Te Arawa Wellbeing Compass to senior district development staff to begin discussions on how to operationalise the Compass within our work programmes. Te Amorangi will help to monitor implementation.

Te Amorangi has also engaged a student intern to survey Māori land owners who have successfully developed papakāinga projects, and those who have started the process but not progressed. This will help identify how council can better support Māori land owners wishing to develop their land.

6.2 KEY EXTERNAL EVENTS

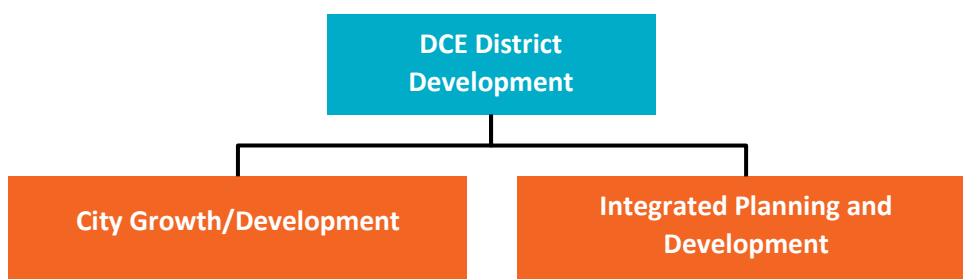
- 25 January - formal handover of Great Te Arawa Stories website to Rotorua Library - Te Aka Mauri
- 25 January – early engagement meeting with Te Arawa Lakes Trust and Pukeroa Ōruawhata Trust
- 26 January – Te Tatau presentation to staff (Te Arawa Wellbeing Compass)
- 30 January – hui with eastside hapū to discuss eastside Kaipākau stormwater design
- 28 January – zui convened by Healthy Families with Te Arawa experts to discuss and develop how Te Arawa / Rotorua will acknowledge Matariki

6.3 WORKING ACROSS COUNCIL

TŪĀNUKU TŪĀRANGI - INFRASTRUCTURE AND ENVIRONMENT SOLUTIONS	
Tarawera wastewater	Technical advice – assisting Tūhourangi to develop earthworks protocols (including induction programme for contractors, accidental discovery of taonga and kōiwi protocols)
Eastside stormwater	Supported meeting with eastside hapū to agree how council will engage to ensure Kaipākau stormwater works respond to mana whenua values.
Civil Defence and Emergency Management	Engagement support for Te Arawa COVID-19 response hub and recruitment of community resilience project manager
HAPORI ORANGA – COMMUNITY WELLBEING	
Te Whare Taonga o Te Arawa	First round of exhibition development wānanga with Te Arawa iwi and hapū scheduled to begin in April.
Te Aka Mauri – Rotorua Library	Support for transfer of Great Te Arawa Stories
TUPU WHAKARITORITO – DISTRICT DEVELOPMENT	
District Development	Potential plan changes – advice on engagement with mana whenua for potential changes Review and provide advice on Infrastructure Acceleration Fund – mana whenua engagement
TŪ PAKARI – ORGANISATION ENABLEMENT	
Rates	Technical advice – implementing the Local Government (Rating of Whenua Māori) Amendment Act 2021. Technical advice – multiple rates enquiries from marae and Māori land owners (including where succession has not yet occurred)

WHAITUA TŪTAHI – DISTRICT LEADERSHIP AND DEMOCRACY	
Representation Review	Updates provided to Te Tatau and Ngāti Whakaue re: proposed Bill
Communications	Content for internal pānui, Kupu and Whakataukī o te Wiki, quality assurance check on social media posts.
TIKANGA AND TE REO MĀORI SUPPORT	
Matariki 2022	Working with Healthy Families Rotorua to support Te Arawa-led Matariki initiatives
Cultural Support	Cultural support for Manukura Mayor Chadwick Assisted Fordlands Community Centre and Fordlands Kindy to connect with mana whenua
Translations	Translations provided for the following teams; Communications, community development, One Council, Sir Howard Morrison Performing Arts Centre, People and Organisation Development.

7. KĀHUI TUPU WHAKARITORITO – DISTRICT DEVELOPMENT GROUP



7.1 HANGAIA TĀ TĀTAU ARA WHAKAMUA BUILD OUR WAY FORWARD

A number of significant housing projects have been consented which, in time, will add to the housing stock within our District:

- The value of issued building consents is 63% higher than this time last year.
- The number of granted lots (subdivision consents) is 79% higher than this time last year and exceeds the total granted in the 2020/21 financial year.
- The number of issued dwellings (building consents) is 47% higher than this time last year.

Subdivision Consents (1 January to 31 January 2022)

- The number of consented (residential/lifestyle) lots issued for the financial year to date is **196 lots**.
- The number of consented lots (residential / lifestyle) issued for this period is **22 lots**.
- Subdivision consents for a total of approximately **200** potential lots were being processed at time of reporting (includes subdivisions for social housing, infill, lifestyle lots and greenfield residential).

Land Use Consents (1 January to 31 January 2022)

- The number of “additional houses” (e.g. second house on one title, conversion of garage or dwelling breaching yard requirements) consented during January was **42 (includes 37 houses as part of Kainga Ora’s development on the corner of Malfroy Road and Ranolf Street – not included in subdivision numbers as previously counted as part of the existing consent on the site)**

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Building Consents (1 January to 31 January 2022)

- The number of new dwellings consented for the financial year to date is **175**.
- **12** new dwellings were ISSUED in January 2022.
- Approximately **14** dwellings are currently being processed.
- The total value of building consents issued for the financial year to date is **\$169,320,313**.
- Code of Compliance Certificates (CCC's) issued in this period for new dwellings was **11** (total new dwelling CCC's for financial year is **116**).

Consents issued compared with January 2021

Consents	2021 / 2022 Year to January 2022*	2020 / 2021 to January 2021**	2020 / 2021*** Full Year
Number of Building Consents Issued	650	635	1223
Value of Building Consents YTD	\$169,320,313	\$103,707,287	\$212,743,101
New Dwellings Consented	175	119	280
Number of Resource Consents (all decisions) Issued	323	302	530
Subdivision Consented Lots Issued	196	109	157

* Financial year to date (July 2021 – January 2022)

** Financial year (July 2020 – January 2021)

*** 2020 / 2021 financial year (July 2020 – June 2021)

7.2 WHAKAMAHERETIA TĀ TĀTAU ARA WHAKAMUA PLAN OUR WAY FORWARD

7.2.1 Housing and Business Development Capacity Assessment

The Assessment was finalised during January by Market Economics (ME) in collaboration with Council to provide a robust assessment of Rotorua's housing and business market in accordance with the requirements of the National Policy Statement on Urban Development 2020 (NPS-UD). It includes a detailed analysis of housing and business demand and supply patterns, including recent trends and future projections of demand over the short, medium, and long term (2020-2050). It quantifies capacity for additional housing and business development that is commercially feasible, serviced by infrastructure and reasonably expected to be realised. It addresses the sufficiency of that capacity to meet projected future demand for additional dwellings and business growth, discusses the impact of Council planning and infrastructure on housing affordability and the competitiveness of the housing market, as well as sufficiency of urban business zone capacity. A number of recommendations are provided to assist Council with future planning and decision-making. Fundamentally these recommendations were around:

- The need for an intensification plan change;
- Rezoning Fenton Street to more intensive mixed use zoning;
- Providing more infrastructure-served, feasible greenfield land;
- Ensuring the CBD is an attractive place to invest, do business and live;
- Continuing to seek funding that will help alleviate stormwater constraints;
- Considering zoning for more land for light industrial use.

7.2.2 Accessibility and Demand Analysis

Barker & Associates were commissioned to undertake an Accessibility and Demand Analysis to assist Council in meeting its requirements as a Tier 2 local authority under Policy 5 of the NPS-UD. The work was completed in late December and comments were provided on the final draft in January. The accessibility and demand analysis indicates that the spatial extent of more intensive residential activities should be increased to demonstrate compliance with the NPS-UD and supported by the recommendations in Council's recently completed HBA (2021).

7.2.3 Future Development Strategy (FDS), Intensification Plan Change and Design Guide

In late December, Barker & Associates were contracted to support the development of the FDS, Intensification Plan Change and Design Guide. Barker & Associates will support Council to deliver the notified intensification plan change required through the NPS-UD. We are currently aiming for June but the NPS-UD sets a deadline of August 2022.

Barker & Associates attended a two-day session to meet with key Council technical staff relevant to the FDS and plan change and to undertake site visits.

7.2.4 Priority Development Area Action Plan – Central Area

Following the initial workshop in December, Veros and Isthmus have been working on a high-level framework/concept plan that can be tested further with stakeholders.

Mana whenua were unable to attend the initial workshops therefore this has been the focus in January. An initial meeting was held with Pukeroa Oruawhata Trust and Te Arawa Lakes Trust (TALT) focussing on Council's broader planning programme in relation to housing and the central city in relation to the PDA. Discussion was had around what this programme could potentially mean for Ngāti Whakaue and TALT and how they would like to be involved going forward. It has been agreed to work through a co-design approach i.e. working together with Council to agree on the proposed issues and options and the scope for the Central PDA, FDS and plan change (as presented).

7.2.5 Housing Acceleration Fund – Infrastructure Acceleration Fund

Kāinga Ora is currently reviewing Council's \$99.6m proposal to support intensification by developing comprehensive stormwater solutions across the central and western urban areas. During January, we responded to Kainga Ora's first clarification point focussed on landowners' fair share.

7.3 RAUTAKI, KAUPAPA HERE, HAUMITANGA STRATEGY, POLICY AND INVESTMENT

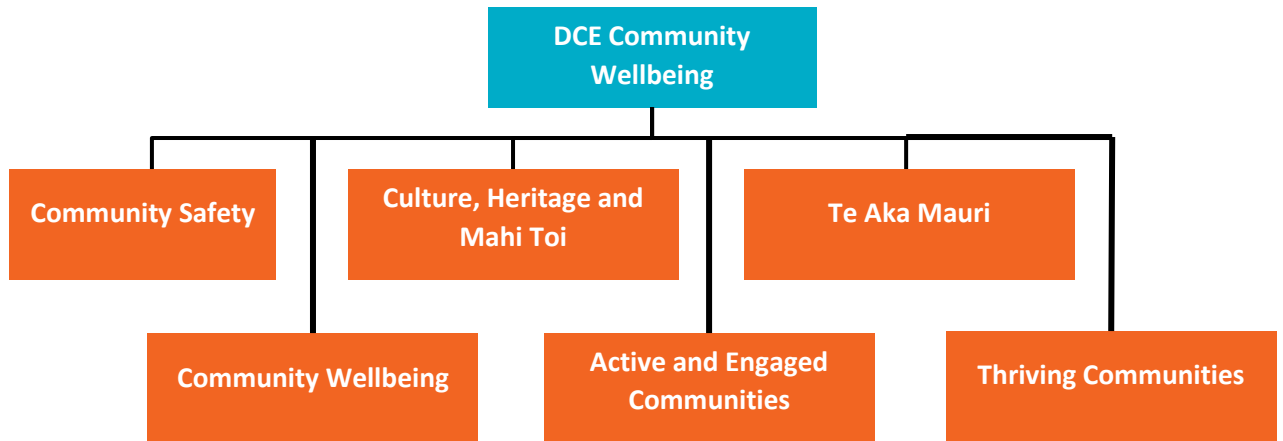
7.3.1 Economic Development Strategy (EDS) Framework and Land Development

Work has begun scoping an underlying macro-economic study that will support the revised Economic Development Strategy and the Business and Industrial Land Strategy. The study will give an overview of the status quo of the Rotorua district economy and current direction of travel, and establish the broader macro-economic factors that provide threats and opportunities. This will serve as an underlying evidence base for development of the revised EDS and development of the Business and Industrial land strategy. These will, in turn, inform the Future Development Strategy (FDS) as a key requirement under the NPS-UD.

7.3.2 Workforce Development

This is a new area of work and resourcing for this role has been well received by stakeholders including key government agencies. This plan will ideally work alongside the Bay of Plenty regional workforce plan currently being established by the Regional Skills Leadership Group (RSLG). We are in the initial stages, the first key piece of work being to stocktake the current allocation of resources and community capability of workforce development in the district to better understand our strengths and opportunities in the space.

8. KĀHUI HAPORI ORANGA – COMMUNITY WELLBEING GROUP



8.1 VISION TO ACTION UPDATES

8.1.1 SHMPAC (Sir Howard Morrison Performing Arts Centre) Project

- Progress continues with installation of sound proofing in the studio spaces and work has begun on theatre services cabling installations.
- The focus in January was on mechanical services installation, HIVAC, electrical and hydraulics.
- Foyer structure has been completed with roof and glazing installation to begin shortly.
- Procurement of theatre services equipment is continuing.



First floor studio north wing sound proofing and HIVAC installations

Theatre service cabling being installed in the Sir Owen Glenn Theatre



8.1.2 Te Whare Taonga o Te Arawa Museum Project

- Workshop held with consultants to identify potential buildability risks with the new structural solution and peer review of structural and geotechnical concept design is now completed.
- The Quantity Surveyor is working through estimates for the new concept structural and geotechnical solutions.

8.1.4 Aquatic Centre

- Building consents remain in process for Stage 2 Aquatic Centre refurbishment works. Some scope and final drawing updates are to be included and pre-tender due diligence is in progress with building consent amendments required. The tender process is anticipated to start February/March via an RFP (Request for Proposal) process with the three parties identified during the earlier REI (Request for Expressions of Interest). Subject to a successful tender outcome and budget allocation, construction of Stage 2 could start May/June 2022.
- The Aquatic Centre's reinjection bore that failed in October has been replaced and is now fully operational. The geothermal fluid used for heating the pools is now being reinjected into the geothermal aquifer after the temporary discharge to stormwater that occurred after the bore failure. There is a small amount of pipeline insulation to be finished and the bore head fenced.

8.1.5 Whakarewarewa Forest Developments

- Construction of the deck and covered area for the commercial facilities at Te Pūtaka o Tawa has started and while there are some material supply issues, the aim remains for completion by Easter.
- Improvement works for the City to Forest cycling connection along Hatupatu Drive is continuing with kerb and channel and footpath being completed. Installation of new bridges and boardwalks at Sulphur Point and Sanatorium Reserve are also being undertaken to significantly upgrade the riding experience from the inner city to the Forest loop.



Above: Kerb and channel along Hatupatu Drive for new cycleway edging

8.1.6 Lakefront Development

- Heb Construction started back mid-January and are continuing to make good progress on Stage 5, the last section of boardwalk with completion expected in July.
- Campbell Infrastructure started active works early February on site for the toddler play works. This playspace will be constructed where the existing Volcanic Playground equipment is and is expected to be complete in term two of this year. The toddler play area has been designed to celebrate the natural environment of Rotorua. All the play equipment has been carefully selected to ensure it is suitable and enjoyable for the under-five years age group.
- GRB Construction completed the toilet block in late January and it was opened in time for the Auckland Anniversary weekend holiday.
- Weather conditions prevented being able to undertake the cultural artwork on the basketball court with plans now in place for this to be done mid-February.
- Mid-February will see Campbell Infrastructure begin stages 6 & 7 with the first deliverable being a new carpark adjacent to Lake Road.
- Remaining cultural artworks by Lyonel Grant (pattern on eastern boardwalk, reflection seat and 9 tumu) are almost complete and installation is expected to be possible from the end of February.



Above: Ground stabilisation and micro-piles prepared for the base of the western boardwalk in Stage 5



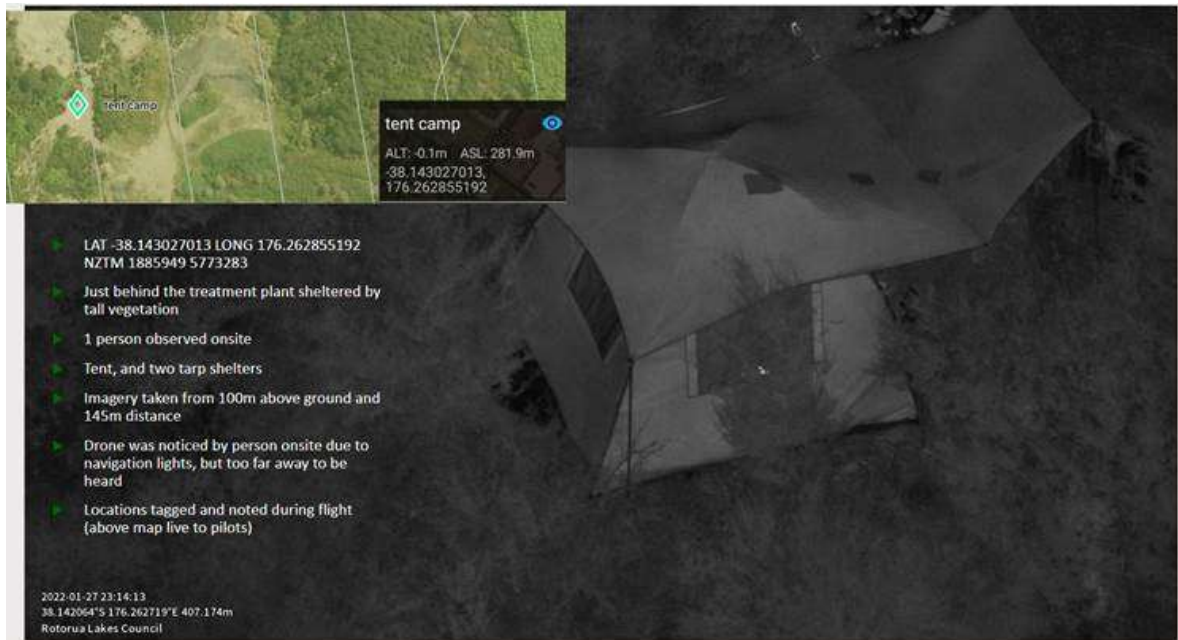
Above: The new toilet block was completed and opened to the public on Friday 28 January 2022

8.2 HUNGA: TIAKI HAPORI COMMUNITY SAFETY

8.2.1 Safe City Guardians / Patrols

- Despite extended good weather and high numbers of people out and about, trends observed in January were reasonably consistent with December with no concerning increase in anti-social activity over this period.
- Breaches of the Alcohol Ban Bylaw have continued over this period particularly in the vicinity of Variety Mart (Ti-Street extension). Guardian patrollers have continued to proactively monitor this area and have receiving good support from the Police for enforcement where required.
- A drone was used for a night time fly-over of the Sanatorium Reserve adjacent to Puarenga Park/wastewater treatment plant. Inter-Pine performed this exploratory flight on behalf of Council. This particular area has been used in the past by rough sleepers and the presence of hydrogen sulphide makes this a particularly hazardous area to be sleeping. Two camps were found using infra-red technology and followed up by Safe City Guardian patrollers. The use of a drone reduced the need for Guardians to be randomly searching through this highly vegetated geothermal area and enabled them to proceed straight to the camps using the safest route, thereby keeping our staff safer. The occupants were given the opportunity to remove items and what was left was disposed of. Social support services were offered to the individuals. (Note: Drone operations were undertaken in accordance with the relevant Civil Aviation Authority and Privacy Act requirements.)
- Guardian patrollers continue their active engagement with business/motel owners throughout the city including Fenton Street to ensure they are aware of their presence and services.
- The two patrol vehicles and staff are being used to find and report the likes of graffiti and damage to Council-owned structures/property. These directly impact how safe people feel in public spaces. Patrols also continue to observe, detect and report other types of concerning behaviour.
- The Guardian Patrollers continue to also patrol around the city and neighbouring reserve areas on bicycles enabling them to cover more ground, quicker than on foot and extends the reach of the team into more public areas.

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Above: Example of drone footage image.



Above: Items spotted indicating a camp site in a separate location (trolleys/tarpaulin).

8.2.2 Licensing

- The Council Geothermal Safety Officer was busy during January overseeing and assisting the commissioning of the new geothermal well at the Aquatic Centre. The primary focus was on ensuring our responsibilities under the Council Geothermal Safety Bylaw were met. In addition, a bore at the rear of the EEC was made safe and the road reinstated as final stages of this piece of work after a geothermal incident late last year. As part of these works, a connection to a nearby well was established to maintain functionality to the Bath House geothermal system.



Above: Well drilling crews hard at work in behind the EEC

[RP1]

8.2.3 Animal Control

- At the end of January, dog registrations were at 97.55% (11,670 of the 12,271 known dogs in the District).
- This result was achieved despite the challenges of the registration period falling during the lockdown and reflects the professionalism of the team in continuing to work with the community during difficult times and adapting their methods of registration follow-up.
- The Animal Control team have continued to place emphasis on proactive community patrolling throughout the holiday period with the intention of preventing roaming dogs potentially escalating to attacks. Any dogs picked up are also checked for registration status.

8.2.4 Parking

During January, Rotorua experienced a drop in the level of average daily transactions. This is partly caused by the large portion of the month that is still considered “holiday period” where all day parking (e.g workers) is not as frequent. The predicted surge in Omicron cases may also have impacted CBD visits in this reporting period and this should become clearer over the next two to three months.

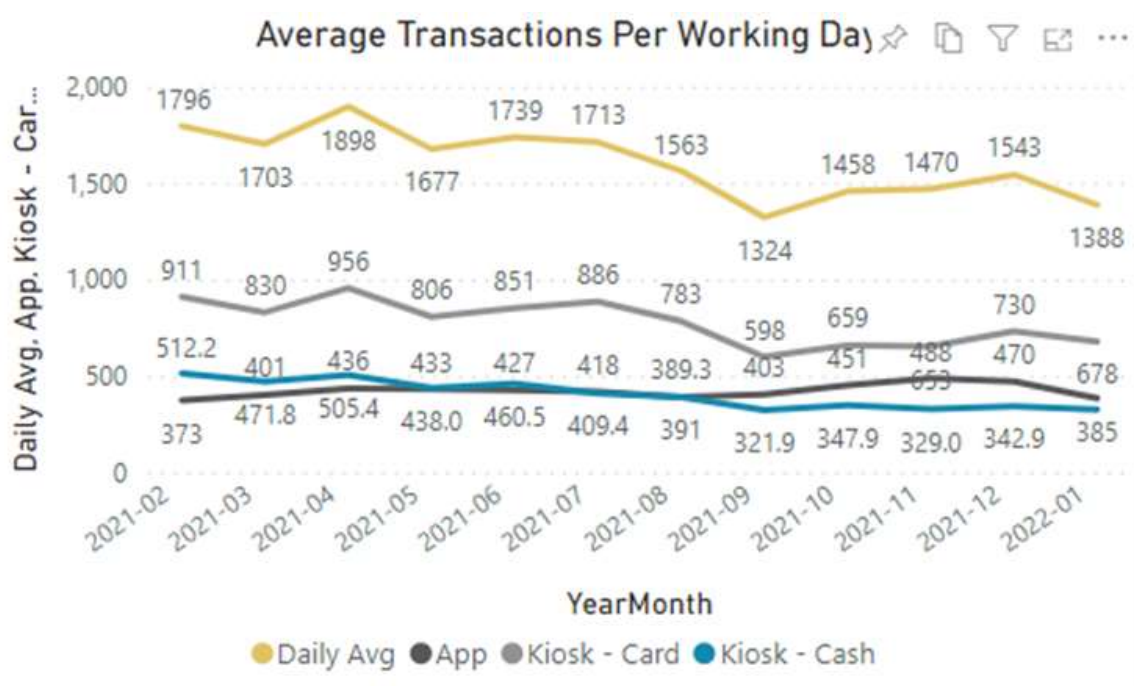
Further to this, the average number of vehicles per day in the city during January was 4,911, representing a drop of 7% compared to January 2021 and a drop of 13% compared to January 2020. This also resulted in a corresponding drop in average daily revenue for January, down 7.8% on the 6 months from July 2021 to December 2021 inclusive.

Parking Transaction Statistics

- Transactions for January totalled 27,765.
- App transaction volume remained consistent, accounting for 37% of parking revenue.
- Average transaction values remain largely static.
- The average transaction value was \$2.43 per transaction with the app retaining the highest average value (\$3.07) compared with card-at-meter (\$2.43) and cash (\$1.53)

An average of **1,388** transactions were taken per day. The transaction value split over this time was:

- App transactions – 27.7% of total transactions
- Cash-at-meter (kiosk) transactions – 23.5% of total transactions
- Card-at-meter (kiosk) transactions – 48.8% of total transactions.



8.3 OHU: TE AHUREA ME NGĀ MAHI TOI CULTURE, HERITAGE AND MAHI TOI

8.3.1 Public Art

- Planning for beautification of Brookland Rd shopping centre – working alongside Aorangi and Western Heights primary schools and is community driven.
- Arts advisor working with Fordlands Community Centre to involve youth in a mural for high-profile wall on kindergarten.
- Discussions commenced with owners to support a large scale mural on Tower building, Haupapa/Tutanekai Streets.
- Sculpture for Komuhumuho boat ramp by local artist Joe Kemp due for installation.



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- Further CBD chalk and pavement art projects planned for end of February, involving Arts Advisor, Helen English, Claire Delaney, and Razortaserlaser.
- Artist Shane Walker completed new transformer box and switch destined for CBD. This was funded by Unison.



- Local artist Trevor Nathan has almost completed the replacement sculpture for Te Tui Nui on the corner of Eruera and Tutanekai Streets and this will be due for installation.
- Annual Band Rotunda concert series and national Children's day events were cancelled due to COVID-19 constraints.

8.3.2 EEC and Sportsdrome

During this reporting period the COVID-19 Protection Framework Alert Levels and subsequent Traffic Light system has had a significant impact on bookings at the venue. The Lakes DHB district being in a red light setting until 30 December 2021 affected a number of traditional Christmas events. From 31 December the Lakes District had three weeks at the orange light setting before moving with the rest of NZ back into the red light setting on 21 January 2022 which reduced capacities to a maximum of 100 persons for all events and gatherings.

- The Energy Events Centre and Sportsdrome were closed over the Christmas/New Year period and reopened 10 January 2022.
- The Annual Christmas Luncheon held on Christmas Day and provided by the Rotorua Association of Christian Ministers was cancelled due to COVID capacity limitations.
- The National Maori Basketball Tournament was to be held from 24-29 January with an expected 3,500 visitors. The event was cancelled due to the Government announcement moving the entire country into the Red Light Setting.
- A number of teams were already in Rotorua and the Rotorua Basketball Association utilised the Sportsdrome over this week to organise friendly games following red light setting guidelines.

8.3.3 Arts & Culture Business Development Team

Markets

- In December the Night Market was relocated to the Rotorua Lakefront to enable the market to go ahead under the orange light settings.
- On 20 January the Latin American Fiesta was held in conjunction with the Night Market. It was well attended with great weather, delicious food and entertainment.
- The Farmers Market continued every Sunday throughout January in Te Manawa.
- Due to the move of the entire country into the Red Light setting both markets were suspended until it is safe to operate.



8.3.4 Rotorua Museum Te Whare Taonga o Te Arawa

- Exhibition development project:
 - Planning continues for the next round of iwi and hapū engagement, with the first round of wānanga scheduled for April 2022. Due to COVID-19 impacting the completion of initial awareness hui last year, follow up hui with the remaining three iwi/hapū will take place throughout February/March 2022.
 - Work has started on the exhibition development phase, with WorkshopE engaged in partnership with the B Company, 28th NZ (Māori) Battalion History Trust to develop the initial concept design for the new B Company Māori Battalion exhibition funded by MCH.
- The Collections team received 12 research enquiries in January, and have completed planning for the photographic exhibition “E noho ana ki – Ohinemutu & Whakarewarewa”, which will be on display at Te Aka Mauri from 9 February – 13 March, and online on the [Museum website](#).



Images credits:

[View of Ohinemutu Looking Towards Pukeroa Hill, c. 1950. Photograph by Lionel Boielle \(b.1891, d.1975\). Rotorua Museum Te Whare Taonga o Te Arawa \(2019.33.2\)](#)

[Ohinemutu - Swimming Horses in Ruapeka Bay, date unknown. Photographer unknown. Rotorua Museum Te Whare Taonga o Te Arawa \(GP-989\)](#)

- Education bookings for Term 1 are strong, and include a mix of Rotorua and out of town schools.
- Despite the red traffic light setting there have been no cancellations to date and the Museum education team is able to continue teaching in Te Rūnanga Tea House, Te Aka Mauri Maker Space and at the Arts Village. Outreach programmes are also available on request.

8.3.5 Performing Arts

- ARONUI is going ahead as a smaller festival with the 2021 programme being delivered as per guidelines for red light settings. ARONUI’s COVID-19 red setting plan ensures government

guidelines are being followed, including that patron numbers remain under 100 and all staff and attendees are double vaccinated and wearing masks.

- Discussions with RMT, ARIA and other local community organisations are underway, for events happening in 2022-2023
- Discussions are underway with the large music event promoters regarding postponement dates for their events if the red traffic light settings are still in place close to their events.
- Recruitment plans are underway to ensure the appropriate team are in place ahead of the opening of the SHMPAC with opening planned for October 2022 (subject to any COVID-related delays).

8.4 TE AKA MAURI ROTORUA LIBRARY

8.4.1 Resources and Services

- **Resource Issues** – 33,257 items issued for January, E-resources continue to grow strongly. No change in door counts sitting at around 550 per day.
- **Pokapū o te Taiwhenua Network - Telehealth Pilot Project.** Adult Learning and Customer Experience Teams are working with Lakes DHB to become facilitators for their telehealth digital project. The project is an inclusive virtual network of health and wellbeing community providers and the project involves non-clinical health coaching. A great addition to the current Hub services offered at Te aka Mauri. The project not only supports Community Wellbeing, but aligns closely with our goal of digital inclusion. Team training is now underway.
- **Support Services: Met with Emerge Aotearoa and Papatūānuku Support Services** to discuss Te Aka Mauri services, assistance for those in Emergency Housing and introducing non-traditional library users to our services.
 - Skinny Jump (subsidised broadband facilitated by Te Aka Mauri) *“Helped a customer who was living in one of the emergency housing facilities (local Motel) that offered no internet. She mentioned that she had heard about skinny jump a while ago but thought she wasn’t eligible and felt very shy and unsure when she came into the library, she left with a moderm feeling ‘really happy, delighted and very very thankful’.”*
- **Big Busy Box for Toddlers update** – 76 requested by Emergency housing providers for children in isolation.

8.4.2 Programmes and Activities

- 973 community participated in activities, education and programmes either remotely or in house with COVID-19 protection measures in place during January.
 - Lego Mindstorms was a highlight of the holiday programmes, students from ages 8–11 learned to build and code a robot to sumo wrestle.
- **Tatau Pounamu Pop-up Community Days.** Youth and Early Learning team, working with Tatau Pounamu Community Connector took part in Eastside community days in parks. The team took the opportunity to introduce the community to our services, entertained with craft activities, and shared information on Outreach Programmes and Skinny Jump.



- **LIANZA Older Services Network meeting:** Presented our Memory Loss and Dementia Collection to colleagues, the collection and ongoing work was described as “inspiring” by Ana Pickering, LIANZA Executive Director.

8.4.3 Heritage and Research

- **Don Stafford Hindsight DVD Interviews** - Funding secured (\$3,500) from Rotorua Trust to digitise these important interviews, this will not only securely preserve these interviews that were at risk of loss due to unstable medium, but eventually allow online access.
- **Archive Acquisitions:**
 - Rotary Club - Rotary also keen to work with the library and utilise items from the archive to celebrate their 100 year anniversary.
 - Jan Hall donated an accrual of material relating to Ngākuru Rural Women, which includes records dating back to the 1940s.
- **110 Research Enquires** - *“Kia ora Graeme, thanks so much! I did not expect to hear back from you between the public holidays. You are very kind. And this information is excellent, thanks. I'll be sure to acknowledge the Don Stafford Collection.”* Happy colleague at Puke Ariki.
- **Māori Heritage and Research Specialist** – Eleazar Bramley joined the team this month in this newly created role. This role replaces one of our previous general Heritage and Research roles, vacated due to retirement.

8.4.4 Mātauranga Māori

- **GTAS – Great Te Arawa Stories website.** [Rotorua Historic Stories New Zealand | Great Te Arawa Stories Project \(gtas.nz\)](https://rotorua.historicstoriesnewzealand.org/) The library has become the custodian of this important website that was developed by Ngā Pūmanawa e Waru Trust to support e-learning as part of an initiative to improve educational outcomes in the district. Heritage Lead Abigail Warne and Mātauranga Māori Lead Rangitihi Pene will facilitate the site and they look forward to promoting and growing this important resource. Te Pūkenga Kōeke o Te Whare Taonga o Te Arawa will take on an advisory role. “Trustees are delighted the library has agreed to be the custodians of the collection of Great Te Arawa Stories and to allow members of the Rotorua community to access them” Leith Comer, Chairman.

<https://www.nzherald.co.nz/rotorua-daily-post/news/great-te-arawa-stories-website-handed-over-to-rotorua-library-as-custodian/MWVUG4TTCHAG56IIH7Y3EUZERU/>



8.5 OHU: HE HAPORI KAIKAHA ACTIVE AND ENGAGED COMMUNITIES

8.5.1 Updates

- The tender to renew the Number One hockey turf at Smallbone Park has been awarded with work starting mid-February. The tender for the renewal of the main Stadium Number One field has also been awarded and consents applied for with works programmed to start in March. The topsoil that will be removed as part of the renewal has been tested and will be suitable to move to Karenga Park. It will be used to improve the current sports field which, over time, has settled unevenly with under-fill now being exposed at the surface.
- Staff are working with Department of Conservation, Te Arawa Lakes Trust, Bay of Plenty Regional Council, hapu and the community on resolving vehicle issues being experienced at Lake Rotoma over the summer. Extremely low lake levels have created long stretches of beach along much of the eastern edge of the lake. While many people are accessing these beaches by boat they are also accessible via a paper road through public conservation land using 4x4 vehicles. Unfortunately a number of users are behaving badly and undertaking activities that are negatively impacting on the environment with some accessing private farmland and abusing owners, lighting fires and leaving significant rubbish behind.
- Water testing at the Waikite Hot Pools showed a slightly elevated arsenic reading above the level considered safe for drinking. Council has been going through a series of trials to identify the most effective product to use within the filtration system to ensure arsenic does not exceed the standards. A suitable product looks to have been found and some final testing is being completed. In the meantime potable water has been provided in site in a tank to supply drinking water to campground users and the café.
- The Aquatic Centre operated under COVID-19 Protection Framework Orange (1 – 24 Jan) and Red (25 – 31 Jan) traffic light systems this month with vaccine passes required for entry under both settings. This did not cause any concerns for the operators. As per December reporting on admissions, summer pool user numbers continue to be lower than last year due largely to public

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hesitancy about COVID-19 risks in indoor venues and the warmer weather and alternate sea, lake and river swimming opportunities being taken up by the public. The outdoor 50m pool is enjoying its first full summer season with excellent feedback on temperature and clarity throughout January. Five external swim clubs from Auckland, Napier, New Plymouth and Tauranga held their training camps in Rotorua with the outdoor 50m pool the key attraction. Feedback from them on the pool and outdoor change room improvements has been excellent.

- The COVID-19 Protection Framework movement to the red traffic light restrictions at midnight 24 January in response to the Omicron outbreak has had a significant impact on sport and recreation events across the district. Three major events scheduled for late January (National Maori Basketball Tournament, Blue Lake Multi-sport Festival and the Whaka 100 were cancelled.
- As at 11 February, the known impacted sport and recreation events for February/March/April are detailed below

Event	Date	Outcome	Notes
Tarawera Ultra Marathon	11 - 14/02	Cancelled on 31/01	
Rotorua Bike Festival	17 – 20/02	Postponed on 11 Feb	Postponed to Labour weekend 2022.
100 Miler (Water Skiing)	19/02	Cancelled on 08/02	
Canoe Racing NZ	26/02	* Planning proceeding	Further discussion required
Rotorua Off-Road Half Marathon	27/02	Postponed on 26/01	Move to November (date to be confirmed)
Wakeboard NZ	03/03	* Planning proceeding	Further discussion required
Walking Festival	11/03	Postponed on 08/02	Move to November (date to be confirmed)
Legend of the Lake	19/03	* Planning proceeding	Further discussion required
NZSS Waka Ama Regatta	28/03-01/04	Cancelled on 08/02	
Xterra Multi-sport Festival	09/04	Postponed on 04/02	Move to April 2023
Giant 2W Gravity Enduro	10/04	Cancelled on 08/02	
Aramax Kiwi Walk & Run	15/04	* Planning proceeding	Further discussion required

*Council staff in discussions with all "Planning Proceeding" organiser's.

8.5.2 Small Project Updates – Open Space & Recreation

- The Tarawera Landing upgrade started 17 January with early work focusing on an extension of boat parking and improvements to existing traffic flow restrictions at the entry to the car park. Work is progressing well and will include moving the boat ramp and extending the jetty, replacing the retaining walls, creating a pedestrian zone in front of the café and general landscape improvements and is on track for completion in May.
- Design work has started for renewal of the toilet block at Stony Point, Lake Tarawera, in partnership with the Lakes Community Board. The plan is to modernise the facility and improve accessibility to a 4-pan unisex facility that will be completed before next summer

8.6 OHU: HE HAPORI TAURIKURA THRIVING COMMUNITIES

8.6.1 Updates

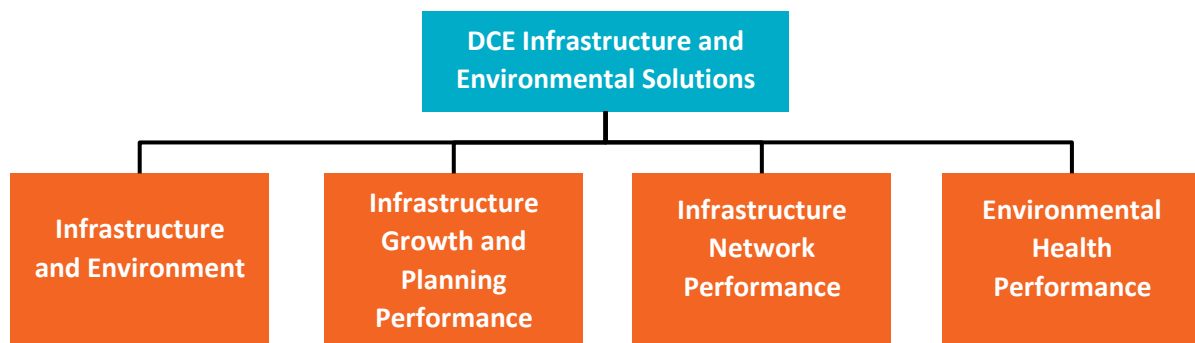
- **Neighbourhood Matching Fund** - The large round is open until 21 March for application up to \$20,000. This is advertised through the *Rotorua Weekender* and on Council channels as well as via direct emails to community and iwi groups. Following the summer break we are again receiving calls from community groups interested in applying to the smaller fund.
- **Locality Planning - Eastside Community Hub** - Work to bring together government agency partners and community interests is continuing. Te Aka Mauri staff have invited hapu and Tatau Pounamu members to visit Te Aka Mauri as an example of community use of spaces. Western Locality- work has commenced compiling a Community Profile and planning early engagement with communities.
- **Rākau Taumatua - Emergency Housing Taskforce** - Most families with children are now accommodated in the 13 Ministry of Housing and Urban Development-contracted (HUD) motels

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with support services in place. Support services have now been established for MSD clients with Emergency-Housing Special Needs Grant (EHSNG) accommodated in the non-contracted motels. Te Pokapū, the Housing Hub has now started delivering assessment and placement support services from its new Fenton Street base opposite the Police Station. Support providers and Te Pokapū work together closely together. The number of people presenting as homeless continues to rise with a common cause being unaffordability of private rental housing in Rotorua. The District Development team continues to work with MHUD and Kāinga Ora to increase the supply of homes required to address demand. Kāinga Ora's development on Ranolf / Malfroy Streets corner has achieved Resource Consent and utilising off-site manufacturing (OSM) anticipate homes being moved onto site from late March or early April. The Taskforce project has been entered in the Taitūara local government awards this year in the collaborative government action category.

- **COVID-19** - Staff have been providing assistance to Lakes DHB providing logistics and planning advice. Council is represented on the COVID - Care in the Community governance group supporting a collaborative response across government agencies, Te Arawa and Council. Assistance has included preparing for community supply and distribution of Rapid Antigen Tests, investigating isolation accommodation options, assisting with project planning and risk management. Council has entered a contract with MSD for Kai Coordination to support close contact households which are required to isolate at home. A Kai Coordinator has been recruited to manage this service. In the short term a range of staff have been supporting referrals for kai support from MSD. A system which can efficiently be scaled up to meet anticipated increase in demand is underway. Te Arawa Whanau Ora holds the contract with MSD to provide isolation welfare support for positive cases and their households.

9. KĀHUI TŪĀNUKU TŪĀRANGI – INFRASTRUCTURE AND ENVIRONMENT SOLUTIONS GROUP



9.1 OHU: WAKA TRANSPORT

9.1.1 Updates on current NZTA-state highway owned and led projects:

Council works with Waka Kotahi (NZTA) to provide input into state highway projects on behalf of the local community and to enable the Council's strategic outcomes. Waka Kotahi is a key funding stakeholder in terms of roading investment programmes on local roads.



- **State Highway 30, Sala Street to Iles Road:** Final surfacing from Waste Management to Ngapuna shops is expected to take place in March/April 2022.
- **State Highway 30, Iles Road to Basley Road:** Blessing of SH30 Eastern Corridor Stage Two was held in January. Investigative work to locate services has started at Basley Road, heading eastbound.
- **State Highway 33, Ōkere Falls connectivity improvements:** Work is underway on the shared path and four pedestrian refuge islands along SH33. This shared path is now being extended to the Mourea Bridge.

- **State Highway 5, Tarukenga to Ngongotahā:** Remaining road widening and further barrier installation, landscaping and road rehabilitation are underway. These works are expected to be complete late-February.

9.2 OHU: MAHI MATUA

STATUS OF ROTORUA CAPITAL PROGRAMMES FOR THE CURRENT YEAR

Programme	Background	Project	Progress
(1) Transport Road Rehabilitation (road foundation rebuilds)	Road rehabilitation is required when the underlying pavement structural layers are failing and the resultant maintenance costs are increasing. On average approximately 0.2% of our network requires foundation strengthening per year.	The projects for 2021-22 include: <ul style="list-style-type: none"> • Yankee Road • Waikite Valley Road • Whirinaki Valley Rd • Ash Pit Road • Hamurana Road 	A contract for Hamurana Road has been awarded and a separate contract for Ashpit and Yankee Roads currently being tendered. Remaining package will be tendered late February.
(2) Annual Road Re-Seals Programme Council reseals about 8% of all sealed roads in the district per annum.	Re-surfacing of roads is a very important component of Asset Management that ensures road surfaces provide a suitable running surface and foundation waterproofing for underlying structural layers that protect them from failure, due to water penetration.	Road network Re-seals	The annual programme has now been finalised and resealing is underway. The resealing works will be completed over the next month and will achieve between 65-70Kms of reseals.
(3) Roading Minor Improvements Programme	These are small scale upgrades which do not require a detailed business case application to NZTA and they generally target improved safety objectives but also they can include works to improve corridor resilience, traffic efficiency or assist to promote better mode share outcomes.	Projects on the year's programme are: <ul style="list-style-type: none"> • Paradise Valley Stream stabilisation and improved resilience for climate change driven storms. • Otonga Road and Edmond Road 	Specialist engineering resources have been appointed to progress the long term management of the stream which, over the years, has resulted in several failures of the road support structures. A detailed engineering report has been received and being reviewed with a view to developing a programme of works and seek a resource consent. Traffic management options have been consulted on with strong local support for Edmond Road but not so for Otonga Road. After considering all feedback, a decision will be made

Programme	Background	Project	Progress
		<ul style="list-style-type: none"> • Rural school roads safety review • Oturoa Road corner realignment where there has been a number of vehicle crashes. • A corner on Devon St near the stadium which has had a number of crashes is now being assessed for further safety improvements. • Dansey Road is high priority on NZTA's Road to Zero programme and is included in Council's 2021/24 LTP • Bridge capacity assessments have previously identified a number of bridges with load limitations. These have gradually been upgraded to ensure maximum resilience of the transport network. 	<p>as to whether we proceed with Otonga Road.</p> <p>Ngakuru School safety improvement works has been completed.</p> <p>Council has completed the design for safety improvements to an accident prone corner. We are now proceeding through the land purchase process. Funding to deliver these works is not included in the NLTP and this work will be delayed until NZTA funding is secured.</p> <p>Waka Kotahi confirmed these safety improvements are included in the NLTP. A design has been completed and the work is to be tendered shortly.</p> <p>The design work is in progress. We are in consultation with the land owner about the land required on two crash prone corners. Works are planned in the 2022/23 year.</p> <p>Detailed structural assessments of key restricted bridges is being undertaken to determine extent and cost of capacity upgrades. Actual improvements will likely continue into the 2024/27 NLTP</p>
(4) Rural Road Seal Extensions	The programme involves sealing of currently unsealed roads in rural areas. Projects include consideration for safety improvements and general drainage renewals where appropriate as well as other ancillary work.	<ul style="list-style-type: none"> • Maleme Road is the next scheduled road for sealing extension and it is based on the evaluation criteria. 	Tender documents for this project are being finalised.

Programme	Background	Project	Progress
(5) Drainage Renewals	The programme is based on the Asset Management objectives of reducing storm impacts and it is targeting renewals for critical drainage assets on road corridors principally of culverts, cesspits and kerb and channels.	<ul style="list-style-type: none"> • A significant culvert on Parsons Road is planned for replacement in the current year. • Barnard Road culvert on the Waiwhero Stream is due for replacement. Council will work towards acquiring a consent in the 2021/22 year with construction planned in the 2022/23 year. 	<p>Tender documents for this project are being finalised. Both Maleme and Parsons Road projects are planned to be undertaken with full road closures to minimise timeframes.</p> <p>Preliminary options report has been received. Discussions with the BOP Regional Council on consenting for the structure have been held and a consent application is being prepared with a view to obtaining consent in the current year.</p>
(6) Wastewater Upgrades	The East Rotoiti and Rotomā Sewerage Scheme involves the provision of sewerage services to the Rotomā and East Rotoiti Communities. The project is part of the Te Arawa Lakes strategy that aims to ensure water quality in the lakes meets the agreed target standards. The project involves the construction of a wastewater treatment plant, providing on-site pre-treatment on all properties and the reticulation of effluent from on-site facilities to a new treatment plant.	Rotoiti/Rotomā Sewerage Scheme	Installation of on-site systems at Rotoiti is progressing.
(7) Wastewater Networks Renewals	An asset management driven programme of renewal of critical assets that have reached the end of their useful life.	<ul style="list-style-type: none"> • Victoria Street trunk main refurbishment 	<ul style="list-style-type: none"> • Design for replacement of a critical section of wastewater main is progressing with construction planned for the current year. The project is being designed to accommodate future demand from all proposed development on the western side of the city. Negotiations for two critical easements for a duplicate pipe are continuing. The work

Programme	Background	Project	Progress
			cannot commence until easements are secured.
(8) Water Networks Renewals	Water Renewals involve replacement of reticulation networks that have reached the end of their useful life. A prudent Asset Management driven programme considers pipe age, condition, capacity, new materials and levels of maintenance costs to arrive at an optimum programme of renewal works.	Asset renewal driven projects for the year include: <ul style="list-style-type: none"> • Malfroy Road (Pukehangi – Old Taupo Road) • Peace Street • Galbraith Street • Island View Road • Miller Street • Hilda Street • La Trobe Place <p>Duplication of the Waipa water main to increase supply resilience and service reliability is planned for the 21/22 year.</p> <ul style="list-style-type: none"> • Replacement of a trunk main in Ranolf Street is programmed for the current year. • Old Quarry to Fairy Springs Trunk Main. This project is required to meet increasing demand. <ul style="list-style-type: none"> • This is a key project securing water supply from this source for the future. 	This programme of work is now well underway. Stage 1 complete stage 2 underway (Pukehangi – Westbrook) Complete Complete Complete Underway Underway Completed No tenders were received for this project. Contractors noted risk and complexity of traffic management so the project is being reviewed. This project recently had a major easement approved and is being tendered to replace the Ranolf Street main which received no tenders. • Detailed design is underway with a view to commence construction in the last quarter of the year.
(8.1) Taniwha Springs Water Supply	This project involves a new pump station at Taniwha Springs in line with recently issued consent.		
(9) Storm water upgrades and Renewals	Council has the responsibility to implement stormwater and drainage protection to the agreed design and levels of service standards currently set out in the Building Code. Most projects have a component of upgrades (to meet new design standards due to climate change) and renewals.	Main projects included in the current year are: <ul style="list-style-type: none"> • King Street area improvements. <p>Key projects for the 2021-22 year include:</p> <ul style="list-style-type: none"> • Hinemoa Point Storm water upgrade. 	<ul style="list-style-type: none"> • The King Street storm water project is now complete. • Design is now complete for improvements to stormwater that will support proposed development and

Programme	Background	Project	Progress
		<ul style="list-style-type: none"> • Vaughan Road extension • Smaller renewal projects are planned to commence in the near future <ul style="list-style-type: none"> - Diana Street drain stability improvements - Tarewa Drain stability - Carlton Street area relining - CBD sediment trap cover replacement 	<p>address existing flooding problems. Consenting and public consultation requirements are being worked through.</p> <ul style="list-style-type: none"> • Piping of an existing open drain within an urban area is planned for the current year. Design is underway. <p>These projects will occur over the next few months as resources permit.</p>
<p>(10) DIA Funded projects</p>	<p>Through the Water Reform Package, Council has been allocated money by the Department of Internal Affairs to advance projects. These include projects to support development proposals on the western side of Rotorua City and advance the Rotoehu sewerage reticulation.</p>	<p>The projects are:</p> <ul style="list-style-type: none"> • Pukehangi Road Stormwater upgrade • Linton Park stormwater detention system upgrade which will support development proposals on the western side of Rotorua City. • Rotoehu sewerage reticulation has received some advanced seed funding from the DIA grant that will enable completion of 	<ul style="list-style-type: none"> • Design is now complete for improvements in stormwater capacity to support the Pukehangi Plan Change (PC2). The work will commence when funding is available • The Linton Park stormwater dam is progressing under very tight timeframes. The dam foundations are currently being prepared and a stream diversion constructed. The bulk of the material for the new dam has been stockpiled on site. • The trunk main construction is planned for construction commencing early March.

Programme	Background	Project	Progress
		<p>detailed design and installation of most of the main reticulation. Further work will depend on the response from the Minister of MfE as reported to Council in June 2021.</p>	
<p>(11) CIP Funded projects</p>	<p>Crown Infrastructure Partners funding provides for alternative transport modes from demand brought about by projected increased housing.</p> <p>Funding was also provided for enabling housing and in order to mitigate the effects of stormwater runoff from future land developments.</p>	<ul style="list-style-type: none"> • Transport shared path projects. • The storm water component involves construction of infrastructure to support the Ngāti Whakaue land Development in the Eastern Suburbs. Principally this will involve construction of storm water detention systems and upgraded conveyance. 	<ul style="list-style-type: none"> • Shared path Stage Two work on Vaughan Road is almost complete. Undergrounding of services along the final stage of the Vaughan Road shared path is underway. Design being consulted on. • Warwick Drive shared path almost complete. Warwick to Forest, including Tarawera Road tender awarded. • Preliminary design of the proposed detention dams and water quality treatment are well underway. The preliminary design will provide supporting information to the resource consent applications that will authorise the construction of the proposed detention dams. • Engagement with potentially affected parties that could be affected by the proposed detention dams is currently being planned. Result of the engagement will be included in the above resource consent applications. • Concept design of the proposal upgrade of the existing downstream conveyance system

Programme	Background	Project	Progress
			has been completed. Engagement with affected properties will follow.

9.3 OHU: RERENGA PAI SAFE & SUSTAINABLE JOURNEYS

- Cycling skills activities have been run on reserves during the holidays as part of Council's Child Equity Programme. Donated bikes have been restored and will be given out in the community during the Rotorua Bike Festival.
- Bike Ready schools cycling skills programme is nearly fully booked for 2022.
- Road safety activities have included an alcohol campaign delivered over Christmas and a fatigue stop for drivers.
- Our BOP Regional Council transport partners have undertaken a bus network review and are planning public consultation in Rotorua during March. Key features are to simplify the network and improve service punctuality and attractiveness while keeping costs under control. An important element is to improve how the buses circulate in the CBD, by creating cross-town routes.
- Work has also started with BOP Regional Council to develop a travel demand management (TDM) programme for Rotorua.
- Central city travel survey is underway to better understand how people get to and from the CBD for work, shopping, recreation, etc, and how to make it easier for people to travel to and from town more sustainably.

9.4 EMERGENCY MANAGEMENT

9.4.1 COVID-19 Welfare Response

Council received funding from the Ministry of Social Development to support a welfare response for persons/households self-isolating.

This funding provides for additional FTE for a Kai Coordinator and for purchases associated with emergency kai provision. This position has been filled for a 6 month fixed term role.

Additional FTE has been seconded to provide logistics support to Lakes DHB. This role is involved with identifying and developing processes to support provision of emergency accommodation for those self-isolating, storage and distribution of Rapid Antigen Tests, storage and distribution of emergency kai etc.

9.4.2 Business Continuity Planning

Business Continuity Planning (BCP) for the organisation has been reviewed and updated to ensure staffing capacity and continuation of essential services when staffing levels are affected by Omicron.

The CDEM team has assisted in this process and coordinated across council teams.

Key planning considerations include identifying the critical/essential services that can be delivered if up to 30% of staff are off sick.

1. How contractors who deliver essential will continue to do so even if 30% of their staff are off sick.
2. How managers will mitigate risk to staff and the members of the community.

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3. How staff might be re-deployed if they are unable to perform their normal BAU role due to the impact of Omicron.

9.4.3 Rapid Antigen Test Kits

A supply of RAT tests have been requested for use by EOC staff during any activation. An initial order will be placed by BOP CDEM Group to cover across all seven councils.

It is likely any resources received will complement any order placed on behalf of the wider council staffing.

9.4.4 Iwi / Marae

In January 2022, the CDEM team recruited a new community resilience project manager, Hemi Waerea. Hemi has strong relationships within Te Arawa. His role will include consulting with iwi and marae to inform CDEM and to better understand capacity and capability if marae are requested to or initiate a community evacuation centre. Hemi's role is funded through resilience project funding provided by National Emergency Management Agency (NEMA).

9.5 OHU: WAI WATER SOLUTIONS

9.5.1 Stormwater

- During January, routine drains maintenance has continued, including clearing of the Reporoa drainage network.
- No issues arose from the rainy weather over the Waitangi weekend.

9.5.2 Water Supplies

- Further to the pump failure at Deep Creek (Reporoa) reported before Christmas, investigations indicate we have had a power spike through this plant which has caused damage to a lot of electrical components including a Variable Speed Drive unit for a main pump and the auto switch over gear for the generator. Replacement items have been ordered and we are waiting on delivery/installation. The two other main pumps have coped adequately with the summer demand.
- Standby generators for both the spring source and treatment plant at Hamurana have been installed and are permanently connected to start instantly in a mains power cut. This provides confidence that service and compliance with standards will continue during long and short power outages without the need for sending staff out to manually hook over a generator.
- Water usage was very high due to the long hot weather spells that were experienced prior to Waitangi weekend, but did not reach levels that exceeded our ability to manage the supplies. Considering the wet weather over that weekend and the days following, we would not expect demand to reach those high levels again this summer.
- The water renewals programme has recommenced at Malfroy Road from Westbrook Place towards Old Taupo Road, and has started in Hilda Street.

Fluoridation of Water Supplies

In December 2021, the Health (Fluoridation of Water Supplies) Amendment Act 2021 came into force. This new legislation amends the Health Act 1956 to give the Director-General of Health the power to issue a direction to local authority drinking water suppliers to fluoridate a public water supply. The changes do not apply to private water supplies.

The Director General of Health has written to local authorities advising that he expects to consider issuing directions to fluoridate from mid-2022 onwards, and encouraging all local authorities with un-fluoridated community water supplies that service over 500 people to start fluoridation-related preparatory work now. All of Rotorua Lakes Councils public water supplies fall into this category.

He has also advised that the Ministry of Health has a limited amount of capital works funding available for local authorities who are willing and able to begin the capital works to fluoridate by the end of 2022, and has requested estimates of the likely capital cost to install fluoridation equipment at all applicable supplies, and the timeframes within which this could be done.

Staff have assembled the requested information which will be forwarded to the Ministry of Health. The total estimated cost for all supplies is \$3.1m, and depending on the level of urgency, work could be substantially completed in 12 months at the earliest.

Note that the estimates of cost and time are very preliminary, with costs subject to a margin of error of 30% and construction time subject to delivery of equipment and materials.

9.5.3 Wastewater

- As previously advised, working with an international specialist company Council's wastewater services contractor TRILITY has installed a number of strategically placed monitoring stations throughout the network to provide advance warning of potentially damaging trade waste inputs, and also to assist in source tracking of such events which have occurred from time to time. Initial results from this have been very encouraging, and have identified non-conformances occurring from one Trade Waste customer with the potential to inhibit the treatment process. With this knowledge, the customer has changed their processes, so these previously regular non-conformances have ceased. In another area of the network, an unknown regular discharge has been detected, and we have been able to eliminate known dischargers as the source of these. Further targeted monitoring is underway to zero in on the offending business(es).
- On 19 January, a sewage overflow occurred from a manhole in the Alison Street reserve which entered an open drain leading to the Mangakakahi Stream. The cause was identified as a blockage of fat and rags. The blockage was cleared quickly, and the standard process of clean-up and notifications was carried out. Sampling did not indicate any discernible effect on the Mangakakahi.
- The internal riser pipes inside the Elizabeth Street pump well have been found to be in an advanced state of corrosion. A backup pump system has been installed while new pipework has been fabricated to order. This has now arrived, and preparations are underway to complete this work in a challenging environment.
- The TRILITY team based at the wastewater treatment plant continues to work under additional COVID-19 protocols, including maintaining a strict split shift arrangement.

9.6 OHU: PARA WASTE MANAGEMENT

9.6.1 Landfill

- As expected there has been a significant increase in the amount of municipal waste going to landfill during the peak summer holiday period. Waste collected for January was about 1,500 tonnes, lower than December but higher than the average monthly waste to landfill.
- Landfill site was sprayed for weed control and the effect is visible now.
- Planning is currently underway to improve stormwater maintenance at the site.

9.6.2 Refuse Collection

- Kerbside rubbish and recycling collections in Ngākuru, Horohoro and Upper Atiamuri started 22 January. Wheelie bins and information booklets have been delivered to the properties. Council has received collection requests from residents on unsealed roads (e.g. Collier Road), which were not part of the roll out. Many residents on unsealed roads have agreed to bring their bins to a collection point on sealed roads and are being serviced.
- Ōkere and Tarawera refuse transfer stations are receiving huge volumes of rubbish and recycling during the peak demand period. These are being serviced daily to manage the high volumes.

9.6.3 Recycling

- High levels of recycling contamination continued to be reported from our recycling collections. Generally, recycling contamination is above 22-23% level. Users often ignore the instructions provided by Council or Smart Environmental. A comprehensive recycling awareness/education programme in the community is currently being planned.
- An art competition for waste minimisation messages on rubbish and recycling trucks was organised with seven winners selected (out of 100 submissions). The artworks were scaled up and printing on vinyl for wrapping the trucks. The wrapping was expected to be completed end of January.
- To educate people on composting, hot compost booths were set up outside the library and the Community Youth Centre.
- The recycling centre is facing challenges from the homeless people. The Red Cross shop door was recently vandalised and had to be repaired.

9.7 OHU: TAI AO ENVIRONMENTAL

9.7.1 Terrestrial Wetlands – establish and restore

- This is a joint open space and infrastructure project to restore wetlands and establish an additional wetland area at Hannah's Bay, with the support of tāngata whenua and the local community. We have a consent requirement to establish and restore wetlands associated with the airport extension and funding discussions are underway.
- In the interim, a resource consent is being prepared and BOP Regional Council is engaged. Permitted activity preliminary works are being undertaken, including weed control (willows) in the main wetland restoration and creation areas.
- The civil structure and earthwork requirements are being finalised.

9.7.2 Managing the increases in nitrogen load to the lake from treated sewage from new builds

- The MoU that tracks nitrogen discharges as rural land is developed, is now being implemented. BOP Regional Council are putting aside small amounts of N from each rural development, in line with the MoU for a future WWTP discharge.

7 Resolution to go into Public Excluded - Ka Matatapu te Whakataunga i te Tūmatanga (to consider and adopt confidential items)

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
CONFIDENTIAL MINUTES of previous meeting held 3 February 2022	Please refer to the relevant clause/s in the open meeting minutes.	Good reason for withholding exists under Section 48(1)(a).
Contract Approval - Minor Works Transport Network 2022 – 2025	Protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.	Section 48(1)(a) Section 7(2)(b)(ii)

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.