

11.3 Executive Report

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Author:

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PURPOSE OF THE REPORT

1. To provide updates on key projects and activities.

RECOMMENDATIONS

That the Council:

- (a) Receives the Executive Report;
- (b) Rescinds the recommendation from 27 October 2020, to remove the tree outside 15 Lavender Place.

COMMUNITY SERVICES

Elizabeth Street and Spring Street Carpark

2. As previously reported, the Council-owned Elizabeth Street and Spring Street carpark buildings require seismic strengthening.
3. Building consent applications have now been lodged for the seismic strengthening plans for both carparks and an opportunity exists to complete the seismic upgrade works within the current financial year.
4. Following recent ROI and RFT tender processes on other construction projects, there is real concern in the market that main contractors are so busy, they may be less willing to participate in new tenders. Staff are therefore working with the market to mitigate this by selecting three suitably-experienced contractors to tender the work as soon as possible.

Lavender Place

5. At the request of local residents, a resolution was passed by Council on 27 October 2020 to remove the two tallest trees on Lavender Place. One of the trees has since been removed and replaced with a Lagerstromia indica (crepe myrtle).
6. During the consultation phase of the works, the resident at 15 Lavender Place, the location of the second tallest tree, wrote to council indicating he would like the tree to remain. This resident stated, "I felt rather neutral on the issue and did not feel very informed, nor did I fully understand the impact that this could have on myself."
7. Our staff made the decision to hold-off removing the second tree after receiving this new information, and now request to have the original decision to remove this tree rescinded. No further complaints have been received since the first tree was removed.

Arts and Culture

8. The Heritage Collection team has developed a Community Engagement plan, which proposes a range of ways to grow connections between the Heritage Collection and the community. This plan has been developed in response to the new allocation of budget through the LTP to enable temporary exhibitions of items from the collection. Heritage Collection staff are recommending that their plan will enable several 'touchpoints' for the community to learn more about the collection, and to grow knowledge of Tauranga's rich cultural history and heritage. The plan includes increasing the capacity of "Hands On Tauranga", the collection's education outreach programme, a move that will enable the team to respond to an expected growth in requests from schools as New Zealand history is given greater prominence in the NZ Curriculum. The plan will make use of Council sites in high traffic areas, such as Baycourt, the airport and the temporary library to display collection items. Plans are also being made for a "Heritage Collection Live" event at Baycourt, which will enable the community to learn more about the collection and get up close to a range of taonga. The engagement plan for the Heritage Collection includes a marketing strategy aimed at raising the Community's knowledge of the collection, with the intention of increasing the number of visits to our online collection, which now comprises more than 10,000 individual items.
9. Staff held a positive meeting with [s 7(2)(a) - Privacy] in response to her LTP submission about exhibiting items from the collection in Katikati. Staff are now exploring how the Western Bay Museum and the Heritage Collection could work in partnership on a range of initiatives, which will likely include some display of items from the Heritage Collection. This will be on a 'loan' basis, as opposed to the full exhibition initially suggested in the Western Bay Museum LTP submission.
10. The first round of Creative Communities funding has recently closed, with Creative Bay of Plenty receiving a record 49 eligible applications for the first of two rounds this financial year. Creative Bay of Plenty convenes a funding panel to assess the applications, with applicants invited to present their projects in person for further discussion. A total of \$147k in funding was sought by applicants, with a budget of \$48k to be allocated in this round. A further round will be held in March 2021. The Creative Communities scheme is a partnership between Creative New Zealand and local councils.
11. Staff held a workshop with the board of Creative Bay of Plenty (CBOP) following the strategic review undertaken by Council in February this year. The review had raised some constructive feedback for CBOP, who have undertaken a review of the services that they offer to the sector. CBOP's [s 7(2)(a) - Privacy] has recently resigned from the organisation and the board is not looking to appoint a replacement [s 7(2)(a) - Privacy] at this time. Arts and Culture staff have proposed that a number of functions previously carried out by CBOP could be delivered 'in-house' by Council, and the implications of this are currently being worked through. There is agreement between staff and CBOP that responsibility for the setting and monitoring of the arts and culture strategy should be the responsibility of Council. There is also opportunity to improve some processes around the Creative Communities funding, as Council has invested in "SmartyGrants", a grant-making administration and customer relationship management (CRM) system. Bringing the Creative Communities scheme into SmartyGrants would likely create benefits for the community, with a streamlined application process, consistent with other council funding programmes.
12. The Art Gallery opened its signature 2021 exhibition, "Defending Plurality", a group show curated by leading artist Shannon Novak. The exhibition represents ambitious programming for the gallery, giving space and support to a wide range of LGBTQI+ artists whose work has not been seen in Tauranga before. The exhibition extends beyond the gallery's walls, with 'satellite' installations at a range of spaces, including Baycourt, Bayfair and the Historic Village. The exhibition has been covered widely and positively by regional and national media. Whilst the COVID lockdown will certainly impact visitor numbers, the gallery has reopened at Alert Level 2 and is enjoying lots of interest in this signature show.

Community Partnerships

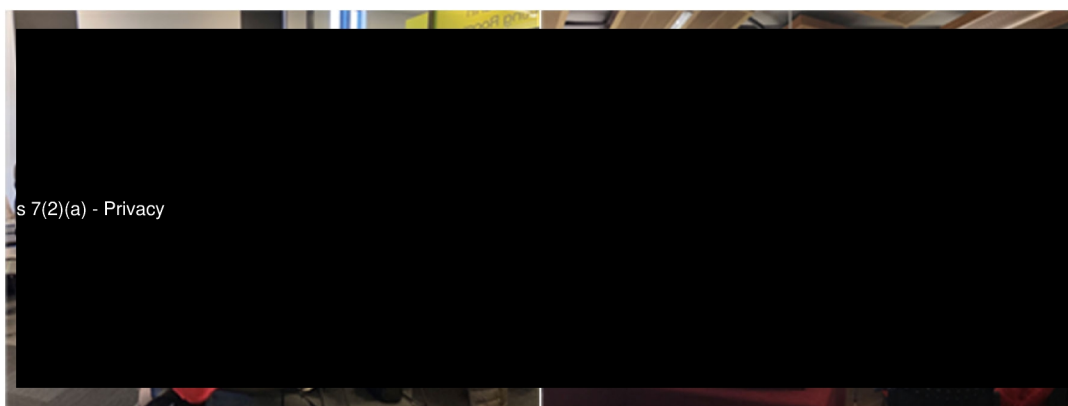
13. Staff have started the recruitment process, in partnership with Te Rangapū Mana Whenua o Tauranga Moana Partnership, to appoint a mana whenua representative to the Tauranga Art Gallery Trust Board, with an application closing date of 1 October 2021. Staff are also working with Western Bay of Plenty District Council to do the same for Tourism Bay of Plenty (TBOP), to appoint a replacement for s 7(2)(a) - Privacy who has been appointed General Manager. Staff will carry out a similar process for Bay Venues Limited in 2022.
14. Our Funding Specialist has been working closely with Digital Services to pilot the SmartyGrants software as part of the launch of the first round of the new Community Grant Fund and Match Fund on 27 September 2021. SmartyGrants will enable a far better user experience for applicant groups and significantly improve our capability to manage all steps associated with funding, including reporting and monitoring.
15. Through the Tauranga/Western Bay Welcoming Communities programme (in partnership with Education Tauranga and Global Enigmatic), staff are recruiting participants for the sub-region's Global Ambassadors' pilot programme. The intent is to grow and inspire a group of culturally-diverse young leaders through certified training and mentoring and give them the opportunity to design and deliver self-driven cultural initiatives to their schools and local communities, while promoting intercultural awareness and global citizenship.
16. The Centre for Health – Manawa Ora – has been contracted as the research partner to lead the co-design of the first phase for the It's Not OK campaign community discovery project in Tauranga. This includes peer-led insight gathering from men having conversations with men, about what it means to live violence-free with wellbeing and mana intact, and the positive ripple effect that has on whanau and the wider community. This project is a partnership between MSD and our Connected Communities Advisor.
17. The Connected Communities Advisor is working with the Spaces and Places team and Veros to undertake a feasibility study on the proposed Pukehinahina Community Centre. The Gate Pā Stakeholders group has been invited to be part of the co-design workshops.
18. Under the Kāinga Tupu work programme, the final reports for the Tauranga Food Security Hub and WBoP Food Security Plan have been received. The Kāinga Tupu Annual Outcomes Report is now completed and will be launched to the sector at the end of September 2021.
19. The Kāinga Tupu Advisor is currently working on developing a digital data dashboard on homelessness, scoping opportunities for the use of elder housing sale funds for community housing outcomes, and bringing together MSD, BOPDHB and our Bylaws team to scope the Community Outreach programme.
20. In collaboration with BOPDHB and the Tauranga Youth Development Team, planning is underway for Fluro-Fest on 14 November 2021. A celebration of the National Mental Health Awareness Week, this year's event is focused on Take time to Kōrero – an afternoon of fun, family-based activities at Memorial Park, focused on supporting positive engagement.
21. The Community Partnership team, in conjunction with Tautoko Mai Sexual Harm Support Service, has delivered "It's Our Business", a half-day online training course tailored to address the responsibilities and opportunities of hospitality businesses to actively prevent sexual harm. The event was attended by licensees and event promoters and their staff who want to contribute to creating safe spaces at venues and events, and to take practical steps to prevent sexual harm. Positive feedback was received, and further courses are planned.
22. Our Kaitohutohu Hapori Māori is working with the Transport team to bring to life tiupuna (ancestors) in the Matapihi Community, both historic and recent. Local s 7(2)(a) - Privacy will engage with the community to design pou that recognise and share important stories throughout Matapihi.
23. A working group has been formed with representatives from across council to develop a working party to address racism in the community; the project provides the opportunity to

look internally and ensure we are creating a space where diversity and inclusion is welcomed and celebrated.

24. Simpson Grierson, through Project Tauranga, are supporting the development of the new Valli Rebel Creative Trust, the overarching umbrella organisation for Cult Cinema Club (2017) and Sonic Cinema (2018), led by s 7(2)(a) - Privacy. The Trust's aims are to support arts and culture in the city (Cult Cinema) and enable neuro-diverse people who would not otherwise have the opportunity to get out to see a film (Sonic Cinema). Simpson Grierson said that Sonic Cinema is a fabulous initiative to provide a more accessible world, that aligns with their pro bono focus on helping not-for-profits that work where there is disadvantage.

Libraries

25. The sudden COVID-19 lockdown saw non-service delivery staff move to working from home, performing tasks such as placing orders for new items, metadata for digitised items, and answering customer queries by phone and email.
26. Libraries re-opened at Alert Level 2 on Thursday 9 September 2021 and staff have enjoyed reconnecting with customers. Over 12,000 items were returned on the first day, and more than 8,000 issued. Similar to 2020, the lockdown saw a spike in the use of the library's online resources, particularly eBooks, eAudiobooks and family history resources.
27. Social distancing and other safety guidelines required during Alert Level 2 have led to a pause on library programming (including the scheduled Mahuru Māori events) and the library's social media pages have been used as a way to get content out to the public, where possible. School holiday materials are being packaged to be available as take-home packs, if we remain at Alert Level 2 during that time.
28. Some notable events were able to happen prior to the lockdown, including:
- The launch of Cinemates; a fortnightly movie-watching get-together at Greerton Library aimed at getting socially-isolated people who would prefer not to take part in high interaction activities out of the house. The first two sessions were a great success with a variety of people attending.
 - Two successful Family History Month events; an Ancestry.com tutorial at Greerton Library, and a public talk at Pāpāmoa Library. Both events were well-attended and positive feedback was received from attendees (see photos below).



- The monthly 'The Past and the Curious' series, presented by the library Heritage Specialists, was attended by 17 people in August. The topic was local peace groups and a particular highlight was members of the audience recognising themselves in the historic images presented. The September talk on the history of The Strand was delivered via Facebook, due to the lockdown.
- Previously scheduled resilience workshops with s 7(2)(a) - Privacy were held online and attended by 69 library staff over two sessions. The staff appreciated the reminders

s 7(2)(a) - Privacy gave on maintaining their own mental wellbeing, and strategies for staying safe while interacting with the public.

29. Work on the digitisation of items for the Pae Korokī online archive continues, including a further 5,000 images from the Gifford Cross photographic collection. Items from 10 archival collections, along with four publications and two framed maps have been prepared to be sent to Auckland for digitisation when alert levels allow. In the six weeks from early August to mid-September 2021, Pae Korokī received approximately 30,000 page views from 5,317 users.
30. As the design of the temporary library at the Goddards Centre progresses, staff from the Content and Heritage & Research teams continue to work on preparing collections for transportation to the new space.

Spaces and Places

31. There is progress in improvements to the Dive Crescent area, with the recent demolition of the Iron Design building. Amenity enhancements to the area will be undertaken prior to Christmas. The strengthening and refurbishment of the Cargo Shed building is also progressing, to allow the building to be made available for public use early in 2022. Transfer of title for the land on the seaward side of Dive Crescent to Council and the Otamataha Trust is in its final stages with LINZ.
32. Construction of the Kulim Park upgrade commenced as soon as Alert Level 4 restrictions were lifted. The first stage involves building a shared pathway linking Harbour Drive to Kulim Park, completing a missing link in the shared pathway network along the harbour edge. The bulk of works (including alterations to the existing road, carparking and new pathway) are planned to be completed prior to Christmas.

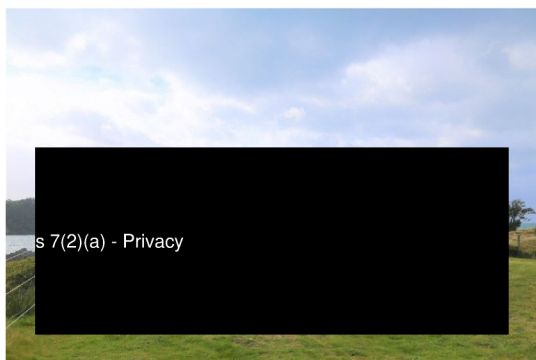


33. Works associated with the Elizabeth Street upgrade are focused on the creation of the linear park on the south side of Elizabeth Street, which requires closure of the westbound lane until approximately March 2022. The streetscape upgrade is being constructed in tandem with the Farmers development and continues to be impacted by changes to the Farmers programme. Delays associated with lockdown are currently at around three weeks, but could be impacted further due to constrained supply while Auckland has been at Alert Level 4. Communication with stakeholders continues on a weekly basis.
34. The resource consent for the Omanawa Falls project has been publicly notified, with hearings anticipated in November/December and a consent decision expected by February 2022. The project team is in the process of confirming a preferred contractor for the cliff stabilisation and access track works, so that detailed design can be completed while the consent process is underway.
35. An earthworks contractor has been appointed for the Kopurererua Valley Stream Realignment project and the project team has commenced a series of engagement workshops with the contractor around the project design and construction methodology, working towards commencing work onsite in November.

36. Our Place, including the Re-maker Space, will continue to operate at the Civic Precinct site until early-February 2022. This timeframe has been extended from October 2021 to allow for a busy schedule of events, and to support activation and vibrancy in the city centre through the summer months. The Our Place team will adapt to any alert level restrictions but are confident an exciting programme of events will still be delivered. Our Place will then be decommissioned to make way for demolition activity ahead of redevelopment of the broader Civic precinct site.
37. The impact of lockdown on sporting fixtures has meant staff have worked closely with Bay of Plenty Rugby and the other main sporting codes at the Domain (athletics and cricket) to allow a longer rugby season. This has impacted the break between the winter and summer seasons, meaning that there is not enough time to undertake the grandstand redevelopment project this calendar year. A compromise has been agreed where the works are planned to be undertaken in the next gap between summer and winter seasons in March/April 2022.
38. Improvements to the Te Ranga historical site have commenced, with clearance of the hedge along the road boundary in preparation for installing an earth bund. Other work includes weed clearance along the escarpment in preparation for additional native plantings. Schools are engaged with the project to assist with planting new trees and learning about the history of the site through partnership with the Pukehinahina Trust. Other improvements, including car parking, interpretation and cultural art elements are currently in the design phase.



39. The first hikoi/site walk along the possible route of the Marine Parade Coastal Path was held on Friday, 10 September, involving mana whenua representatives, design consultants and our staff. Conditions were cold but it proved to be a highly productive visit with lots of insights gained, which will provide an excellent basis to move quickly to the next stages of the project.



40. Mauao had four volunteer planting days before the latest lockdown. Over these four days, 214 people, including 113 children from local Kura, planted approximately 3,745 native trees. This effort equated to approximately 450 volunteer hours. The restoration of Waipatukakahu is progressing, with the first stage of planting now complete. This included 900 native grasses, 300 muehlenbeckia, 8 tī kōuka and one totara.

41. Work has restarted on the Elmes Reserve to Bay Street walkway post-lockdown, with the final stages of the project involving fitting and cutting to shape the top treads. The project is expected to be complete in early-October.
42. A wide variety of renewals and minor capital projects are underway and/or have been recently completed by the Parks and Recreation team, including:
 - The annual early-spring reserve prickle and broad leaf weed control programme commenced in August, with over 60 neighbourhood and high-use reserves across the city receiving one surface spray to increase turf quality, and to control prickle weeds;
 - The waterfall track at McLaren Falls Park has been renewed, resulting in a much better walking experience;
 - The Accessible Changing Facility at Mount Drury Reserve is up and running again, with the final touches being completed in the next few weeks. Staff are planning a public opening in late-October.
 - A walkway that accesses Johnston Reserve and is used daily by tamariki has been renewed. This improvement has made the highly-used track safer for all users.
 - The final part of the Tuihana Reserve playground build is underway, with concrete poured, turf paths installed and wet pour safety surfacing undertaken at the end of September;
 - Our contractors have taken back the task of line-marking fields for all the community sporting codes. This has received very positive feedback from a range of clubs and organisations, as it saves the club material costs and volunteer time. Because agrichemicals will not be used to burn in the lines for longer periods, the transition from one season to the next will also be a lot smoother.

Venues and Events

43. Work with tenants at the Historic Village continues, with 30 of the 52 tenants having now been engaged in conversations regarding rent and outgoings changes, as well as ensuring their operations align with the village strategy and if not, considering what options are available.
44. The Historic Village is working with event organisers to cancel or postpone activities due to uncertainty around the current COVID-19 restrictions. Ocktober Beer Festival has been cancelled for 2021 and the Tauranga Fringe Festival, delivered by The Incubator, has been postponed until 15 January 2022.
45. The sudden move to Alert Level 4 and the immediate closure of Baycourt has had a considerable impact this period. As at 15 September 2021, 17 events scheduled to occur at Baycourt between August and November 2021 have been affected. All but one of these events have been rescheduled, with some locking in dates as far out as August 2022. Projected revenue loss between August and November 2021 is approximately \$112,000. With the vast majority rescheduling rather than cancelling, forecasted revenue is deferred to later periods, but future earnings will be impacted due to unavailability of hire space.
46. Baycourt re-opened the Box Office on Monday, 13 September 2021 under Alert Level 2 protocols, with a small number of customers visiting daily to purchase tickets to future shows, or to arrange refunds for cancelled and/or rescheduled shows. Alert levels permitting, staff are scheduled to deliver our first (and possibly only) event under Alert Level 2 conditions – Tauranga Musica's Argyle Trio – on 21 September 2021. This will be a valuable opportunity to test/asses our revised Delta Level 2 operating procedures.
47. The recent COVID-19 community outbreak resulted in a number of citywide event cancellations, including the 2021 Anchor AIMS Games, for the second year running. The event's cancellation was a huge disappointment for the AIMS Games Trust, intermediate and middle schools across the country, and for the thousands of young athletes who were looking forward to competing. The games contribute significantly to the Bay of Plenty economy, with

the 2019 tournament injecting approximately \$6.5 million locally and generating almost 75,000 bed nights.

48. Staff are working closely with several event organisers, other teams within Council and key city stakeholders, to work through postponement options for events that were displaced by the recent COVID-19 community outbreak. With an already busy summer calendar of events planned, it has been challenging to reschedule these usually off-season events – many of which were also impacted in 2020 – in the peak summer months.
49. Additionally, staff are supporting events that have received funding through the Event Funding Framework to roll their funding across to their postponement dates, or for those events whose financial position has been negatively impacted through cancellation, to apply to retain all or part of their funding as per Council's Event Funding Framework COVID-19 cancellation guidelines.
50. The fourth annual T20 Black Clash will be hosted for the first time at Bay Oval on Saturday, 22 January 2022. This major event is a fantastic way to showcase Tauranga Moana to a wide audience. The event sold out at Hagley Oval in Christchurch earlier this year and had a broadcast audience of 1,057,000 tuning into TV1. The T20 Black Clash was publicly announced on Wednesday, 22 September 2021, with tickets going on sale the following day.

INFRASTRUCTURE

Kennedy Road Embankment Dam Project

51. The Kennedy Road Embankment Dam Project (KREDP) is one of a suite of a stormwater projects which will effectively and sustainably manage stormwater in the catchment of the Nanako Stream, Pyes Pa West – specifically in the area that extends from Kennedy Road to Freeburn Road. The objective of these projects is to limit the potential impacts of flows from existing and future development around the Nanako Stream, and on other land and properties in the catchment.
52. The KREDP will enhance the environment through improved water quality, mitigate flooding effects from rain events and allow for the delivery of approximately 108 housing lots. It includes the strengthening of the current Kennedy Road embankment to meet dam safety design standards and the installation of a new 2500mm diameter culvert to accommodate a 1,000 ARI (Annual Recurrence Interval) event.
53. To install the culvert, we opted to use pipe jack/thrust technology. This trenchless option allows the works to be completed within one year, facilitating faster delivery of much needed housing for the city, as well as enabling us to keep Kennedy Road open and operational during the works, and not require reconstruction of the road.



54. The above photo shows the hydraulic 'jacking' operation in action, where the pipe is being pushed through the earth with over 700 tonnes of force.



- 55. Some internal welding was required during installation. The welders were required to wear a full self-contained respirator and protective gear, and we had a forced ventilation system and gas detection in place.



- 56. After each 6-metre thrust, we needed to clear out and remove the material from inside the pipe. This material was removed via a smaller pipe (600mm) within the larger pipe to rotary draw back the material into the skips on the side.
- 57. The thrusting work is complete, with the overall project due for completion in December.



Totara Street Cycleway

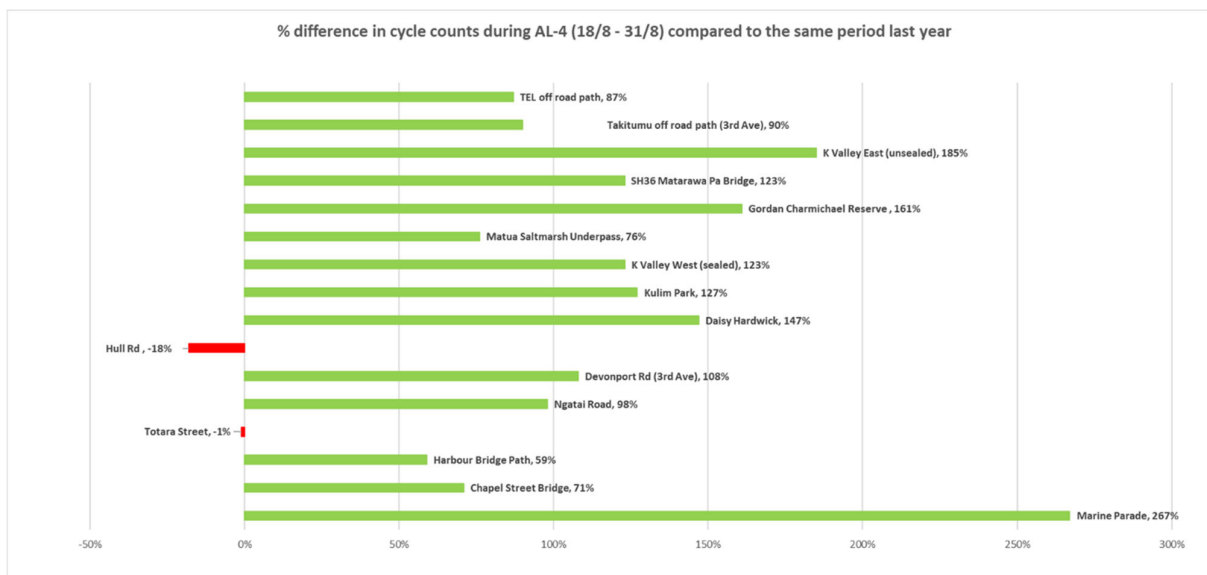
- 58. The project has been on hold while we awaited confirmation of funding approval from Waka Kotahi. Funding was confirmed on 21 September 2021.
- 59. In the meantime, we finalised the design and tendered the works so construction can get underway as soon as possible after funding was confirmed.
- 60. Works will need to be planned to accommodate activities at the Mount over the summer period, as well as port activities and peak freight movements.

Cameron Road

- 61. The Cameron Road project has reached a milestone in awarding a contract to the Cameron Road Joint Venture, which is a joint delivery by Fulton Hogan and Downer for construction of Stage 1 of the Cameron Road development (Harington Street to 17th Ave).
- 62. Construction onsite began last month (13 September), and will continue through to October 2023. The works will be spread over three active sites and will progressively move from north to south along Cameron Road, starting on the east side, before then heading south to north on the eastern side.
- 63. Sewer replacement works to upgrade around 3km of pipes began earlier, between Elizabeth and Harington Streets, in preparation for the main construction works to follow.
- 64. The process of looking at potential options for Stage 2 of Cameron Road development (17th Ave to Barkes Corner) will get underway this calendar year. We will engage with the community on the various options next year, to gauge their desires and aspirations for this section of the road corridor.

Cycle Counts in Lockdown

- 65. Cycling remained a popular pastime and source of exercise during the Level 4 lockdown, according to our data.
- 66. Overall, our counter network recorded a 106% increase in cycle counts compared to the same period last year. This is similar to the results of the Alert Level 4 lockdown in April 2020, when an increase of 123% was recorded, compared to the same period in 2019.
- 67. Our counter on Marine Parade recorded the largest increase, with volumes up 267%.
- 68. Information about our other sites are provided in the graph below:

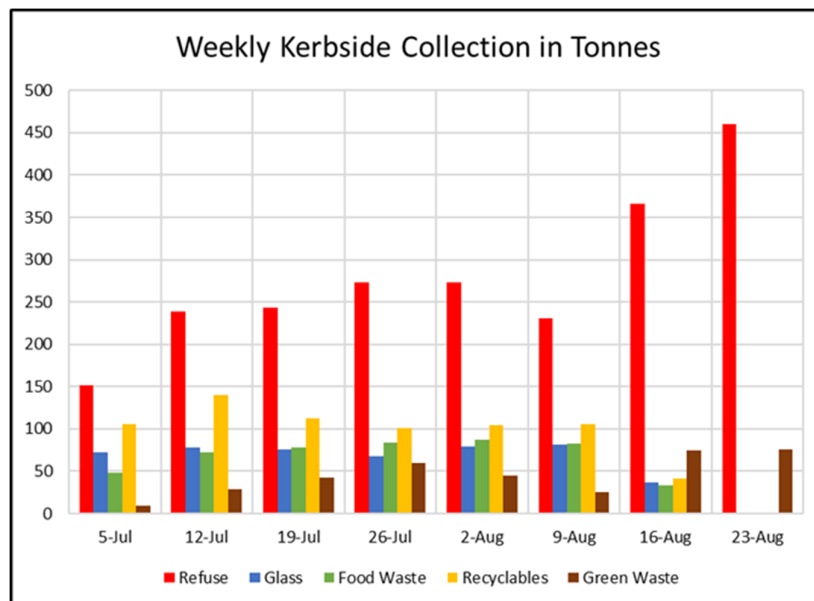


Transport System Plan (TSP) Update

69. The TSP programme has been finalised. Work had been underway on the top six projects to develop the Point of Entry documents for Waka Kotahi, so these were ready to go as soon as the National Land Transport Fund (NLTF) was announced and confirmed. The top six projects are:
- Hewletts Road sub-area Single Stage Business Case
 - Bus Service and Infrastructure Single Stage Business Case
 - 15th/Hewletts/Welcomme Bay Road
 - Bus Fares and parking Policy
 - Travel Demand and Travel Behaviour study
 - Cameron Road Stage 2
70. We are currently working through the implications of the funding availability from the NLTF over the next three years, with regard to: what projects are to be funded, what projects are not funded and the implications regarding the wider programme.

Kerbside Collections Update

71. Our kerbside collections have been underway for just over two months. We saw a blip in our journey to reduce waste to landfill due to the level four lockdown, but as a city we are doing even better than expected in reaching our goal.
72. During level 4 lockdown no glass or food waste was collected due to the multiple touch points when emptying those bins. The recyclable material went to landfill due to the manual handling required to process. As the collection system does not work as well when all four bins are not being used for two weeks, after the end of level 4 we allowed residents to take two rubbish bags per car for free to our transfer station. Over the lockdown period, and in the two weeks that followed, we were also more lenient on overfilled bins, appreciating the fact that people would have accumulated waste.
73. The community was very understanding during this time. Despite all the changes, our call centre received lower than normal volumes of calls, and most of these were about what level 3 would mean for rubbish collection.
74. Below are our weekly tonnage statistics for the first two months. Note the impact of the level 4 lockdown, which occurred at midnight on Tuesday 17 August.



Week	Refuse	Glass	Food Waste	Recyclables	Green Waste	Total
5 July - 11 July	151.63	72.88	47.7	105.82	9.8	387.83
12 July - 18 July	238.94	78.61	72.09	140.02	28.6	558.26
19 July - 25 July	243.38	75.95	77.83	112.42	41.95	551.53
26 July - 1 Aug	273.5	68.08	83.4	101.02	60.05	586.05
2 Aug - 8 Aug	272.92	79.54	87.59	103.96	44.55	588.56
9 Aug - 15 Aug	230.69	81.54	82.63	105.16	25.46	525.48
16 Aug - 22 Aug	366.27	37.12	33.01	41.9	74.88	553.18
23 Aug - 29 Aug	460.06	0	0	0	75.84	535.9

75. We have continued to see much higher than expected sign-ups to our Garden Waste service.
76. Our initial stretch goal had been for 10,000 collections per month. We are now at 15,500 collections per month and are still seeing an average of 25 sign-ups per day for this service.
77. This is a fantastic result as this means even more material is being diverted from landfill.
78. As the garden waste demand was unexpected, there were some delays with delivering bins. EnviroWaste worked through the backlog quickly, and we are now back to business-as-usual bin delivery timeframes for all bin types or damaged bin repairs.

Te Maunga Transfer Station

79. While the level 4 lockdown impacted visits to the transfer station, prior to lockdown we had seen a reduction of 2,500 visits to the transfer stations each week pre- and post-closure to the public of Maleme Street and the introduction of kerbside services.
80. Combined with all compacted commercial waste going to Maleme Street, this has meant lower than expected congestion at the Te Maunga transfer station. There is, however, more congestion than previously at Te Maunga.
81. Congestion increased significantly in level 3 due to the restrictions in place.

Matapihi Wastewater Overflow

82. On 21 April this year, we were notified by our maintenance contractor that a wastewater overflow was occurring at the bottom of Matapihi Road, with overland flow into the harbour. This was the result of an isolation valve not being closed during routine maintenance on an air valve.
83. The immediate response focused on: containing the overflow while the issue was fixed; notifying Bay of Plenty Regional Council, Toi Te Ora and RMA representatives from local Hapū and Iwi; and having staff onsite to make sure nearby residents and members of the public were kept informed and offered assistance where needed.
84. Following the incident, a hui was held at Waikari Marae on 28 April to enable the Matapihi community to discuss their concerns with staff and the commissioners regarding the overflow and the wastewater pipeline that transfers wastewater from Memorial Park pump station to Te Maunga Wastewater Treatment Plant. The outcome of the hui was that a steering group comprising of community kaumatua, professionals and our staff would be set up to review the events that led to the overflow, the outcomes from the incident investigation and the preferred next steps to prevent such an incident occurring again.

85. The steering group has four members (two members each from Ngāti Tapu and Ngāi Tūkairangi) nominated from the Matapihi community and will include the Manager: Drainage Services, assisted by further staff depending on their specialisation. The initial meeting of this group has been delayed and is due to be rearranged now that COVID restrictions have eased.
86. Work on reviewing and finding improvements to the maintenance processes around the air valves on the pipeline has continued in the interim, with the aim of reporting back to the group. The comprehensive review had a number of recommendations that have been implemented, including: the addition of further visual aids such as knife gate valves and tags to enable easier identification of when valves are open or closed, and increased frequency of valve inspections between maintenance.
87. The impact of odours from the pipeline at certain times of the day on Te Kura o Matapihi was also raised at the hui and staff have continued to work on finding a long-term solution to this issue. The current odour filters installed are small and the filter media is saturated too quickly, leading to odours.
88. Staff have met with school representatives and worked towards a preferred option. A much larger unit is being manufactured and will be installed as soon as it is delivered.

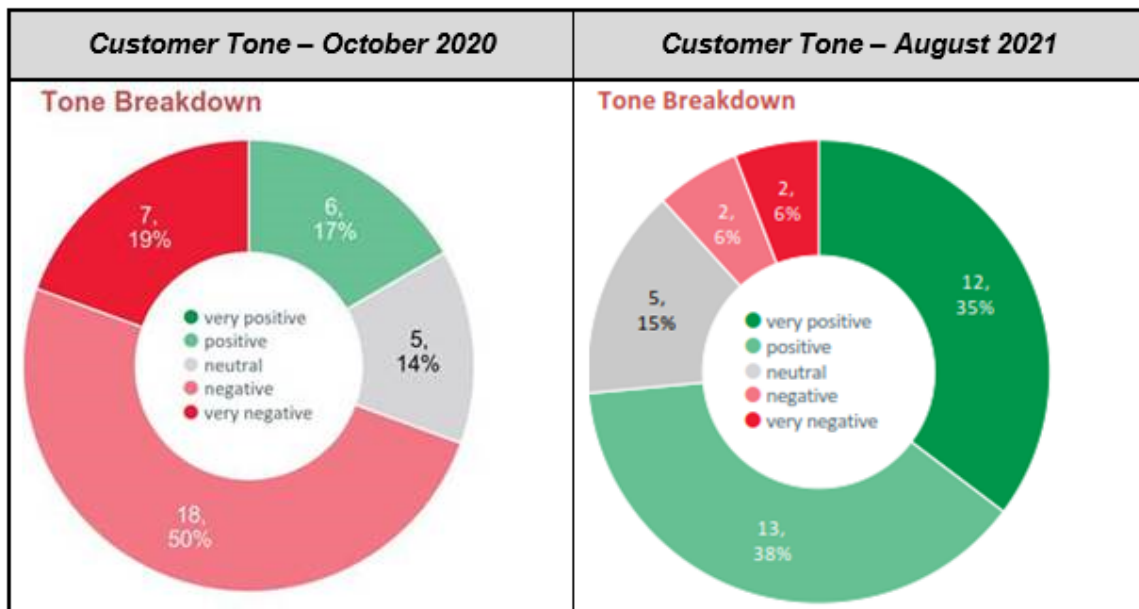
Wairoa Cycleway Connection Update

89. We have designed a new two-way cycleway solution that can be constructed on the State Highway, to connect between Carmichael Road and the off-road facility on the west side of the Wairoa River.
90. This new option became possible because Waka Kotahi is considering a speed reduction on the State Highway, which would increase safety for users of the cycleway. This option has been discussed with Waka Kotahi and they are comfortable that it could be implemented, if adjacent stakeholders are supportive. We have been in discussion with key stakeholders and outlined how the new option can be accommodated, without the need for land purchase.
91. The stakeholders have been discussing their collective view on the option, but due to the COVID lockdowns, they have been unable to hold the final meeting, which is delaying a final decision.
92. If agreement can be reached, the new facility could be designed ready for implementation once the speed limit is reduced. The option will require the new clip-on pedestrian bridge to be swapped to the upstream side of the bridge or a new pedestrian bridge to be also installed on that side.

PEOPLE AND ENGAGEMENT

Community Relations

93. Most of the new community relations team have now taken up their roles and are starting to implement the new community-focused strategy. Initial priorities are around engagement, including establishing a cross-council engagement network to share best practice and to reduce isolated, project-based working. The CRM (Customer relationship management) system is being developed and will be a key tool to enable effective engagement across the council. In November, the team will also undertake IAP2 (International Association for Public Participation) engagement training.
94. The media report from August continues to show Council attracting more positive media coverage and a much-reduced focus on criticism of council, particularly on culture and the democratic mandate. There is more positive reporting on the kerbside scheme and good coverage of the city's economic prospects following the passage of the LTP, with solid volumes of positive reporting on events and transport themes also.



95. The CRM system being developed will centralise all stakeholder relationship management in one place, with a single view of each stakeholder. This will enable a more-effective and more-coordinated engagement approach with the community. Better engagement with the community to ensure the right people are engaged with at the right time is a key deliverable of the Community Relations Strategy. Ultimately, the CRM allows a new approach to stakeholder management that is expected to improve trust in council to deliver what is needed.

Te Pou Takawaenga

96. We had a successful Te Wiki o te Reo Māori language week between 13 and 19 September. A comprehensive programme of activities, including daily te reo quizzes, mihimihi, pepeha coaching sessions and sharing of common whakataukī (proverbial sayings), were designed to encourage the use and normalisation of te reo throughout Tauranga City Council. Some teams also designed their own extended activities to suit their area of work. Kia kaha ki te reo!

Goddards Centre

97. Preparation for the relocation of the Service Centre and Library to the Goddards Centre is progressing well. The lease for the Goddards Centre has been signed for four years to July 2025. The concept design has been completed and the project is now moving into the design phase. During September the Health & Safety team will be working with the project team to carry out safety in design risk and mitigation control identification. It is expected that the fit out will commence in October.
98. A small team including Warren and Mahoney Design, the Heritage team and Te Pou Takawaenga have met alongside Project staff and representatives from Ngāi Tamarāwaho and Ngāti Tapu to develop cultural narratives and fit out for the new Library and Customer Services Centre at Goddards Centre. The following Kaupapa **“He Puna Manawa – He puna wai, he puna kōrero, he puna mātauranga, he puna ora. An oasis – A water spring, a spring of information, a spring of knowledge, a spring of life”** and name **He Puna Manawa** was settled upon to capture the historical and future features of the area, as well as the look and feel of a living and vibrant community hub.

Democracy Services

99. The Representation Review Initial Proposal is out for public submissions from 3 September to 4 October 2021. We will hear submitters on 18 October and deliberate to resolve a final proposal on 8 November.
100. Council and Committee meetings during COVID-19 Alert level 2 were able to be held in the Council Chambers from 13 September 2021. The public could attend subject to social distancing, which reduced the number of people that could physically attend, with mask wearing and contact tracing requirements implemented.
101. The Epidemic Preparedness Notice was extended to 19 December 2021. This amends the legislation relating to attending council and committee meetings via audio or visual link and enables those who attend remotely to be counted towards the quorum of meetings. It also enables meetings to be open to the public through online access and to post meeting agendas, reports and minutes on council websites rather than physical locations. There are other provisions that enable various actions to occur remotely via audio/visual link, such as new members taking oaths of office and rates rebates statutory declarations and Order in Council mechanisms to enable changes to by-election timing.

Human Resources

102. The 2021 remuneration review process is complete including the ratification of the Tauranga City Council Collective Employment Agreement.
103. Recruitment is well underway for the additional LTP roles, which enable the delivery of the LTP programme of works. Approximately 40% of roles are now either recruited or in the recruitment process.
104. A monthly HR dashboard has been developed and will be implemented at the start of October. This provides insights at General Manager level across a range of measures and will be reported quarterly to the Executive.
105. A new exit interview process has been implemented, providing insight into why people leave council. This process uses council licensed technology at no additional cost, creating a cost saving and enabling real-time data, which will be included in the HR dashboard.
106. A pulse survey was conducted in late-August, with the results being in line with previous pulse surveys, albeit a small drop in the personal wellbeing questions.
107. All recruitment has continued through COVID lockdowns, and inductions delivered virtually.

Customer Services

108. The Team has received much positive community feedback since the beginning of August about their presence at the libraries for rates payments and assistance with rates rebate applications. A range of communications have been planned to make the Papamoa Community aware of the new Service Centre site operating within the Papamoa Library. This includes an article in the Papamoa Post, which will reach every household; digital banners sent to Sunlive and NZME; social media and web updates; advice in upcoming council water and rates communications to residents; and notifications to local ratepayer associations.
109. LIM and property file applications dropped significantly during alert level 4 lockdown. Since moving to alert level 2, however, applications have quickly reached pre-lockdown numbers.

Health and Safety

110. An investigation and response to a notifiable event (gas leak) at the crematorium highlighted the need to develop Standard Operating Procedures for high-risk activities. The immediate gas leak risk has been mitigated and work is ongoing to develop procedures for use by the staff.

111. The HSW team is reviewing clauses and requirements embedded into our construction contracts (NZS3910) to ensure these provide appropriate risk apportionment and are reasonable for contractors.
112. We have been thinking differently about the management of health and safety risk in our libraries, due to the number of aggressive customer incidents. This has resulted in a series of workplace design and innovation workshops. The results feed into the design of our temporary library in the Goddards Centre, as well as how we can improve our library services for everyone across the city. Opportunities to use the same methodology across other locations are being explored (e.g. with Animal Services).
113. Our HSW strategy and introduction to the Business Leaders Health and Safety Forum Mental Health and Wellbeing (MHW) Framework has been delivered to the Executive and Senior Leadership teams. The MHW framework provides our managers and people with a tool for identifying the risk of harm and guides management of the risk, to ensure our people thrive at work.
114. In the last week of September we recognised Mental Health Awareness Week. The theme this year was 'take time to korero', to talk to the people around you, especially the chats that make you feel good. This theme resonated well with two national lockdowns under our belts and the physical and social isolation that came with them. We introduced Coffee roulette, which randomly matches staff with another staff member from another team or area of Council. We were also joined by s 7(2)(a) - Privacy who spoke to all staff about diversity and wellbeing and his own unique insights about how we can create safe, inclusive spaces for our staff at Council, and our wider community.

REGULATORY AND COMPLIANCE

Environmental Regulation

Regulation Monitoring

115. Infringement levels have remained steady despite lockdown (with only a 9% decrease in parking infringements issued during the month of August). The general trend is that infringements are on the increase and if the lockdown had not happened, it is reasonable to suggest that we would have issued more parking fines YTD than last year.
116. There has been a 38% increase in complaints relating to homelessness (18 in August 2021 compared with 13 in August 2020). This increase could be attributed to both the effects of lockdown and a continued lack of emergency housing in the region. Our staff continue to provide support, in particular connecting people experiencing homelessness to the appropriate support services.

Animal Services

117. Educational sessions continued through the month, with a further 335 children from one primary school and a scout group being shown what to do if confronted by an aggressive dog; and how to pat a dog after first asking permission from the owner.
118. Animal Services staff continue to visit owners of unregistered dogs. We currently have 90% of known dogs registered with a goal of all dogs being registered by year-end. From that time, any owner who has not registered their dog will receive a \$300 infringement.

Environmental Health and Licensing

119. Applications for Food and Alcohol certificates do not seem to have been affected by the COVID-19 restrictions. We have, however, had to adjust how we manage onsite inspections. The use of technology, such as iPads and the new Field Services Management System to remotely connect with the customer and continue conducting verifications, has been supporting the continuation of this service.

120. An appeal was recently lodged to the Alcohol Regulatory Licensing Authority (ARLA) by the Medical Officer of Health (MoH) relating to a decision made by the District Licensing Committee. The decision was to issue an Off Licence renewal “in principle” while waiting for reports from the Medical Officer of Health.
121. ARLA arranged mediation with all parties and advised that they could not hear the appeal because it related to process and was therefore a matter for the High Court to hear. As a result of the mediation, all parties have signed a memorandum to request that the DLC arrange to re-hear the matter. In the meantime, the parties have agreed to provide the required information.
122. The DLC is a committee of Council, but under legislation, is statutorily independent. Appeals to ARLA on DLC’s decisions are not a frequent occurrence. As Liquor Licensing Inspectors and the District Licensing Secretary are employees of Council, staff were involved in the process described above and found it very beneficial and an excellent learning opportunity.

Emergency Management

123. Immediately following the Government’s COVID-19 Level 4 announcement on 17 August, the Emergency Management team and duty Controller established an Incident Management Team (IMT) to actively monitor the COVID-19 Delta response and support Emergency Management Bay of Plenty with resurgence planning. An Emergency Operations Centre (EOC) did not need to be activated.
124. Contingency planning around a concurrent emergency event occurring during elevated COVID-19 alert level status has been completed. This planning is focused on:
 - response activities that may counter alert level directives
 - evacuation, including where to evacuate people who are self-isolating
 - considerations to set up a physical or virtual EOC, and
 - what welfare support subfunctions can be provided virtually and those that cannot.

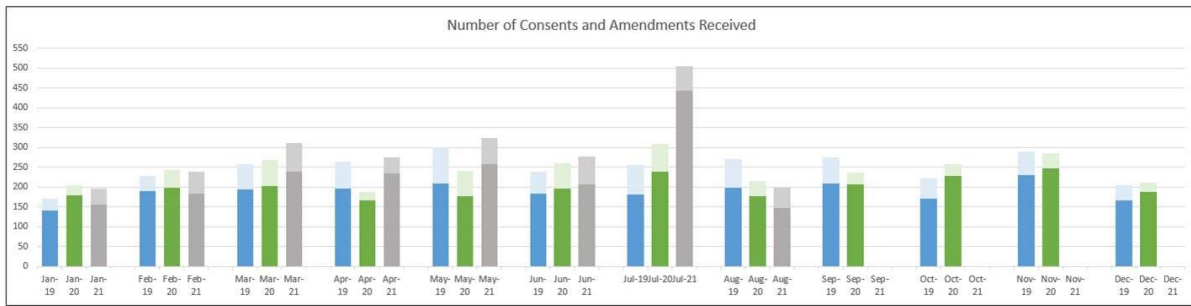
An important take-away is that immediate lifesaving actions take precedence over adhering to COVID-19 alert level restrictions.

125. Council’s operational readiness capability is being boosted via the uptake of regular EOC function training by staff across the organisation. The turnout and feedback received from these sessions is positive.
126. The Tsunami Awareness Project is underway, with the initial stage of the project focused on evidence gathering and the establishment of a community Working Group. The inaugural hui of the Working Group is scheduled for 29 September 2021 and will ensure a collaborative and community-led approach, with representatives from multiple community sectors. The project vision is; To ensure everyone in Tauranga knows about the risk of tsunamis, what the warning signs are, when they should evacuate, and have a plan to evacuate when appropriate. A large community awareness campaign is scheduled for the December/January summer period.
127. Manager: Civil Defence Emergency Management – we have appointed s 7(2)(a) - Privacy to the role of Manager: Civil Defence Emergency Management. s 7(2)(a) - Privacy is currently the Chief Executive of Tauranga Living with Violence. s 7(2)(a) - Privacy is an experienced professional who has worked in the Emergency Management, Risk management and social sectors, she also has a proven track record in establishing and maintaining positive relationship networks across various sectors along with leading successful teams. s 7(2)(a) - Privacy will be a member of the Regulatory and Compliance lead team. We are extremely pleased to welcome s 7(2)(a) - Privacy to the Group.

Building Services

128. The volume of building consent applications and amendments received in August (199) was comparatively low compared with normal levels (roughly 250). We do, however, have over

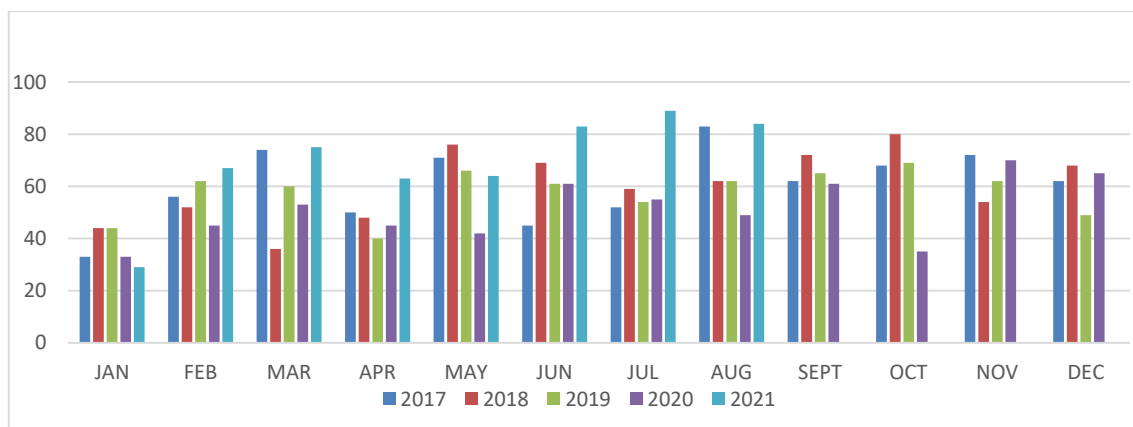
700 applications in progress as a result of the high volumes received in July. Weekly volumes have returned to normal levels so far in September.



129. 233 consents and amendments were granted in August. This is down on previous months, which can be attributed to three reasons:
 - The change in COVID-19 alert levels and the need to re-establish different working environments
 - We have also had two processing officers leave recently, and
 - Anecdotally at least, the lower quality of applications received in July as part of the rush to beat the development contributions rise.
130. As a result, compliance with the statutory timeframes has begun to dip, with only 66% of granted consents processed within 20 working days. We envisage this will dip further in the coming months, but are hoping to see it rebound by the end of the year. We continue to keep applicants informed.
131. During COVID-19 Alert Level 4, building inspections were not completed. However, these resumed following transition to AL3. All inspections that had been booked prior to AL4 were pushed back two weeks. Rescheduling all of these inspections was a major undertaking for our support team and they have received great feedback from the industry.
132. Inspection wait times are currently sitting at less than a week for most categories.
133. Our IANZ assessment is underway in September. Final results of this audit will be available by the end of the month, early indications are excellent, with both assessors commenting that our procedures are amongst the best they've seen in a long time.

Environmental Planning

134. Applications for resource consents remain consistent with numbers received in June/July. This prolonged period of high numbers has meant an extended period of pressure on the team.



135. Over the past month, we have been able to clear some historic and complex applications that have been in the system for some time, allowing the team to focus on the newer applications. The number of complex applications has increased, as more applicants are seeking consent for intensive residential development, seeking to align with PC 26 – Housing Choice.
136. Recent recruitments in the Development Engineering Team have resulted in applications being processed in a timely manner. While there continues to be a sensitive balance of workload vs capacity, we are confident that, with the support on processing consultants, we can maintain timely responses for applicants.
137. Statistics show that general incidents and complaints under the Resource Management Act and the Tauranga City Plan remain high. In response, the team has reallocated some resource into the Monitoring team. The focus now is to continue to review and refine our monitoring processes.

CORPORATE SERVICES

Finance

138. The first rates instalment was due by 31 August and at month-end 93% of rates due had been collected, with a further 2-3% expected to be collected before penalties applied. This collection percentage is similar to prior years.
139. Finance is working on a review of council's rating policy, as requested following submissions on the Long Term Plan. The review is focusing largely on the transportation and stormwater activities of council – primarily the benefits arising from these activities and the way they are funded. Expenditure is proposed to increase significantly over the LTP. The review will consider types of rates and other funding mechanisms available, as well as the apportionment of costs and benefits between commercial and residential ratepayers.
140. Changes to revenue and costs associated with ongoing COVID alert levels continue to be monitored, with a loss in August/September across community facilities of about \$0.8m, most of this for BVL who received wage subsidy to offset a portion of their revenue losses. The estimated reduction in airport-related revenue for August and September is about \$300k.
141. The Annual report final audit process has commenced. The audit process is being conducted remotely, which presents more challenges to efficient provision of information and discussion. At this stage, there have been no material adjustments proposed to the accounts.
142. Credit rating agency Standard & Poors (S&P) has commenced its annual review of Tauranga City Council, to conclude the council's credit rating for the year. S&P has held a discussion with Commissioners, Chief Executive and General Manager Corporate Services and this meeting was followed by a meeting with finance staff, to understand the current financial situation, projections based on the LTP and risks and their proposed mitigations.
143. We have put in place new borrowing of \$42m so far this year, 52% of that on a fixed rate basis. This will be used for general funding and to pre-fund maturing debt later in the year.
144. The 2022-23 annual plan process has commenced, with managers reviewing their proposed capital project budgets and operational budgets for year 2 of the LTP. The primary reason for changes includes variations to the timing and costing of capital projects in light of the current environment and capital delivery likely to be achieved in 2021-22.

Airport

145. Tauranga airport continues to be impacted by changes in Covid19 lockdown levels across the country and the subsequent impacts on Air New Zealand schedules. The airport does remain fully operational through all lockdown levels as required by government.
146. 25,243 passengers passed through the terminal during August 2021, compared to 19,957 during August 2020 and 46,843 in August 2019. Flights operated with an average loading of

79 percent with the major impacts being from reduced schedules particularly from Auckland as it remains in higher lockdown levels.

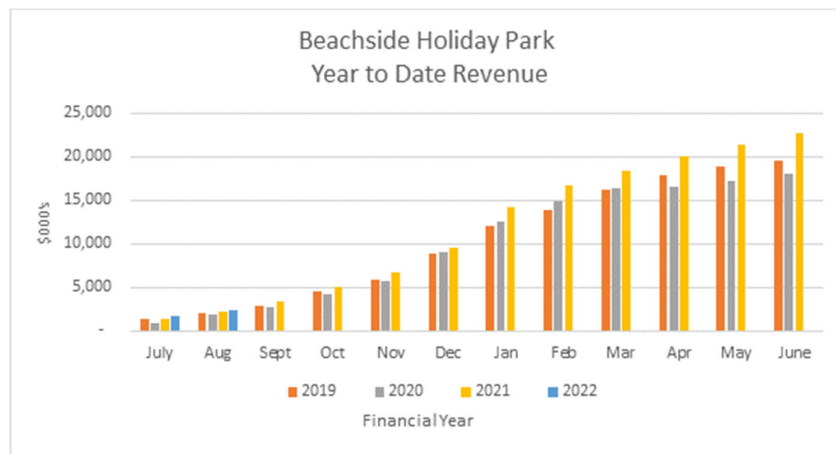
- 147. Whilst landing charges were impacted by lockdown levels and reduced schedules the financial performance of the airport remains strong. Whilst approximately \$300k of revenue was lost through landing charges and carparking revenue the non airport revenue base continues to perform well and management continues to work with tenants to ensure positive outcomes continue.

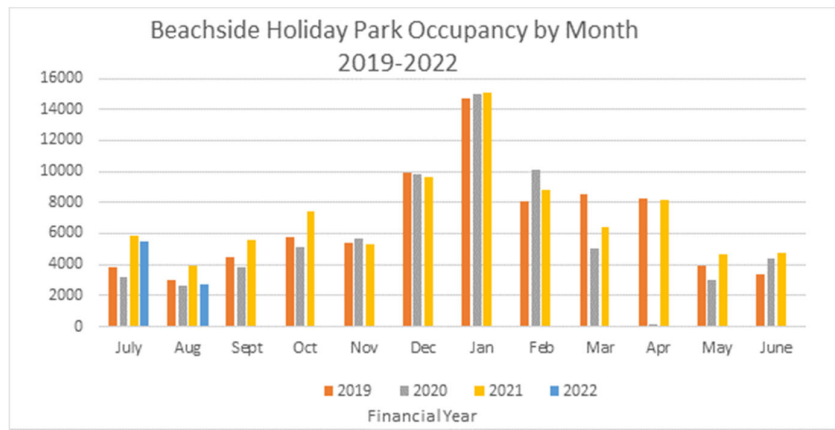
Marine Precinct – Vessel Works

- 148. The winter period is traditionally a quieter time for the marine precinct and the covid lockdown levels have further contributed to this in the current year. Despite this significant work continues around the precinct looking to improve operations. The quieter time has been used install improved facilities such as clear hardstand markings, improved mooring bollards and needed repairs and maintenance on the travel lift amongst other things. This will see the yard well prepared for the upcoming busy summer months.
- 149. Construction of the wharf extension is progressing. This wharf will provided improved mooring capacity for users of the facility and replace dated infrastructure. The design work is nearing completion, as is the procurement plan. Negotiations with an adjacent landowner have started but there are transition dependencies on developing the Master Plan for the precinct.
- 150. The Marine Precinct Strategic Reset is well underway. We have received initial findings on the recommended future ownership/operating model. Consultation with stakeholders on potential site designs is underway. Once these have been refined, financial/economics experts will assess the options to develop a detailed picture for Commissioner decision-making.

Beachside Holiday Park

- 151. The Holiday Park continues to perform strongly as a great holiday location for kiwis now unable to travel abroad due to covid restrictions. This month saw some reduction in numbers due to lockdown restrictions but again we expect the holiday park to perform well over the upcoming summer months





Property Facilities

152. The Property Facilities team, in collaboration with the Transport team, has installed six new Electric Vehicle charging stations in the Spring St and Elizabeth St Car Parking buildings for a four-month trial period to determine the level of usage.



Risk

153. Risk, and Internal Audit matters will be reported separately to the Commissioners. In respect to Business Continuity, the organisation’s Business Continuity and Pandemic Plans were kicked into action on 17 August as we went into Alert Level 4. As a result of all the hard work by the COVID Planning Team, Business Continuity Advisor and the organisation as a whole, we efficiently operated through lockdown with minimal impacts on our services.

Legal

154. Legal matters will be reported separately to the Commission.

Digital

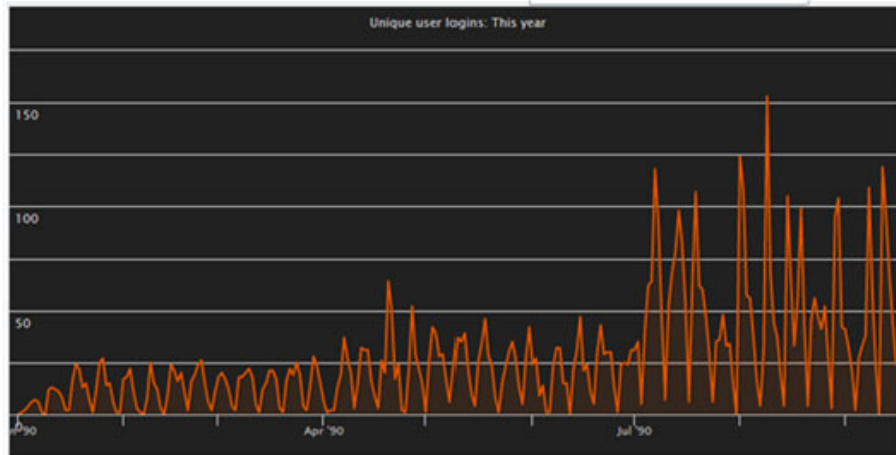
Supporting flexible working from home

155. The current global situation means there is a growing demand for a very limited amount of digital equipment, with manufacturers unable to keep up with demand due to a shortage of critical componentry. This situation is not specific to any manufacturer – the whole industry is affected - which means we are unable to source the equipment we require from other suppliers.

156. We are currently working closely with our suppliers to attain any stock that is available, either in NZ or offshore, and adjusting what we purchase to try and fulfill our needs in the interim. We are in the position where we have little or no access to our core equipment – monitors, laptops and docking stations, Supply timeframes are open-ended and waiting lists are growing daily.

User Engagement

157. We have seen increasing learning activity across the year, with a significant increase of new logins occurring from July this year, which coincides with the release of the Privacy Act training module.



Compulsory courses:

- 4 courses
- 2,770 Completions

Courses for New Starters:

- 10 courses
- 4,122 Completions

Optional courses:

- 17 courses
- 1,153 Completions

158. The use of e learning modules continues to be an effective and efficient way of improving our training and compliance and has been a particularly effective method throughout lockdowns.

Collaboration and COVID

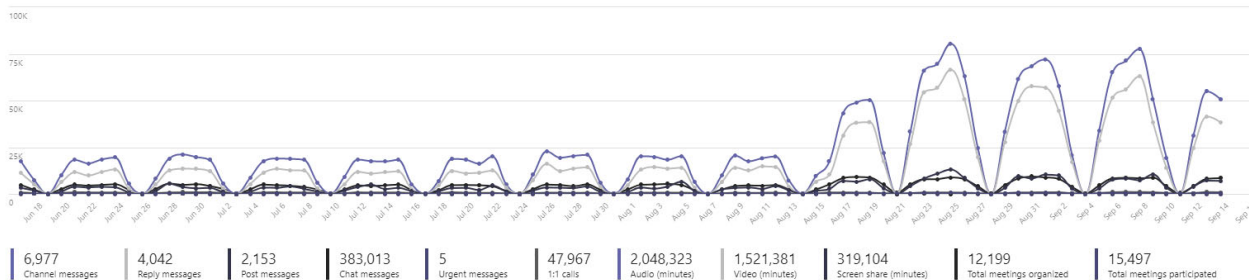
159. Having now completed the Teams roll-out to the organisation, we can start to see and measure the benefits this has provided in increased collaboration and resilience, which enabled us to adapt to a workforce that is largely working remotely because of the COVID pandemic.

160. The graph illustrates the high level of collaboration and engagement that Teams has enabled for the organisation.

161. It also highlights how much the impact of remote working and COVID has had, with a major uplift as the lockdown took effect in mid-August, resulting in a 4x increase in audio and video minutes.

Teams user activity report

Sep 16, 2021 4:37:27 AM UTC | Date range: Jun 17, 2021 - Sep 14, 2021



ATTACHMENTS

Nil