

Activity Summary 2018/19

CORPORATE SERVICES

Airport	<ul style="list-style-type: none"> • The terminal development is now complete and fully functional. This includes new Air NZ offices, cargo office and check-in facilities. The check-in facility is now fitted-out to the same level as major NZ airports, with automated kiosk and bag drop facilities. Lots of positive feedback has been received. • The Main runway had a rejuvenating surface successfully applied in March. • Ongoing passenger growth continues for the airport and work is being done to plan for additional car-parking.
Finance	<ul style="list-style-type: none"> • The finance team has completed the financial sections of the Annual Plan for the 2019/20 financial year and is currently completing the 2018/19 Annual Report, to be adopted by Council well ahead of the statutory deadline in September. • A new finance system is being developed (further information in the Digital section of this report). • Finance also introduced its first robotic automation process for setting up new direct debit applications for rates and water payments. Finn, the new finance robot, will undertake the bulk of this work and remove about 800 hours of data entry per year that was formerly spread amongst the revenue team, with much of this work concentrated in our rates collection months of August and February. We are investigating a number of other manual processes that are potentially suitable for Finn to do and will share our learnings on robotic automation with other parts of the organisation. • This year also saw the first Housing Infrastructure Fund (HIF) claims for Council, in relation to the Waiari Water Treatment Plant and Te Maunga Wastewater Treatment Plant. • The general revaluation used for rating purposes was undertaken, with the average residential capital value increase being 48% over the three-year valuation period. • Planning is underway to develop a comprehensive financial strategy leading into the next LTP process.
Digital	<p>Digital Services' programme of work for the next five years has been completed and endorsed by the Executive team. Although major initiatives generally remain the same, the programme will provide the flexibility to adapt to new organisational priorities.</p> <p>Major areas of work in the programme include:</p> <ul style="list-style-type: none"> • Strategic Finance (currently a major focus of the programme) • Regulatory • Core HR • Service, Portal and Channels

	<ul style="list-style-type: none"> • Governance • Tools • Business Intelligence & Analytics. <p>During the reporting period, we provided an insight into our “My Council” Portal. Work continues and we are now looking to trial the portal with internal staff. The first generation of the portal remains on track to be live for the community in December 2019.</p>
Beachside Holiday Park	<p>The Beachside Holiday Park team has achieved a Gold Sustainable Tourism business award and 4 Star Plus Holiday Grade (Qualmark) for the third consecutive year. A Gold Award recognises the best sustainable tourism businesses in NZ, with the delivery of exceptional customer experiences an integral part of everything they do. A Gold Sustainable Tourism Award identifies those businesses leading the way in making the NZ tourism industry a world class sustainable visitor destination.</p> <p>A number of improvements are planned for the Holiday Park, to help meet customer demand for accommodation options and facilities. Current 2019/20 Annual Plan funding includes:</p> <ul style="list-style-type: none"> • \$385,600 allocated for facilities improvements (new cabins and caravan upgrades). The existing seven cabins have been very popular. • \$302,432 allocated for the extension of the Ocean Kitchen dining room. • \$80,000 allocated for kerb and channelling work in three areas of the Park.
Elder Housing	<p>Unit upgrades are planned for completion prior to June 2021, to comply with recently-introduced legislation. This includes work around heating and extraction fans in kitchens and bathrooms. The upgrades will be coordinated with the divestment process for these units.</p>
Marine Precinct	<p>The Marine Precinct was officially opened, creating significant opportunities for long-term economic development, business and job creation, and a hub for the sub-regional marine sector. Since opening, a number of large vessel refits have been completed in Tauranga.</p>
Procurement and Fleet Management	<p>A major fleet replacement programme is underway, potentially involving approximately half of the fleet, as leases on 57 vehicles expire at the end of August 2019.</p>

PEOPLE AND ENGAGEMENT	
Communication Review	<ul style="list-style-type: none"> • BBG (Baldwin Boyle Group) was engaged in April 2019 to undertake an audit and review of communications and engagement activity at TCC. A transformation strategy intended to win back the trust and confidence of the community was presented in June 2019. Three phases of work to ‘reset, rebuild and reconnect’ are underway. • Following the appointment of a Manager: Stakeholder Engagement in Early-June, progress has been made in defining a workable structure to deliver more consistent engagement with key stakeholders and the wider community, including an Engagement toolkit, implementation plan and resource recommendations. • A structural review of the Communications & Engagement team took place in early-August and a new leadership structure was confirmed by end of August. A second stage of resource review will occur once the leadership team is in place. • TCC’s Facebook following increased by 28.8% (9760 to 12,575) from early-July 2018 to mid-August 2019; our LTP submissions increased by 600% as a result of the Good Questions campaign; and we maintained a 55% average of positive v neutral/negative media coverage to July 2019.
Democracy Services	<ul style="list-style-type: none"> • In 2019, we implemented a Committee structure change and embedded processes to support this, including a new Democracy Services team structure. • Preparation commenced for Elections 2019 (including the adoption of STV voting) and induction of the new council. • In September 2019, we will be implementing a new Infocouncil system to support the creation of reports, agendas and minutes for Council meetings. Infocouncil is the dominant software provider for managing council agendas and minutes within Australasia, with over 230 clients including 32 New Zealand councils (including Auckland Council, Christchurch City and Wellington City).
Customer Services	<ul style="list-style-type: none"> • A new workforce planning model was implemented in the Contact Centre to forecast and schedule call volumes and optimise utilisation. This lifted the overall efficiency of the Contact Centre and enabled resourcing to be reduced. • Knowledgebase (a new subject and process database which includes several thousand commonly asked community questions and answers) was implemented. This has assisted with training new staff and consistency of responses across the organisation. • Online property file delivery was introduced for external customers. This effectively means that property files can be emailed to customers via an electronic file transfer process (no more USB’s). • External contracts for afterhours call management were signed with Western Bay, Taupo and the Harbourmaster. These contracts are for a two-year term.

	<ul style="list-style-type: none"> Net Promoter Score was introduced as a customer satisfaction tool. Over the last 12 months, the Contact Centre has averaged a rating of 42 and the Service Centre averaged a rating of 44. Scores can range from -100 to +100.
Takawaenga Maori Unit	<ul style="list-style-type: none"> Mana whenua representatives were appointed to each of the four committees, effective from July 2019. A full review of the Cultural Connections programme was undertaken, including a redesign of key resources. Te Roopu Awhina – a kaupapa maori support network for likeminded staff – was revived. The Ara Rau Tangata forum was established, providing for tangata whenua-led planning discussions. The establishment of a Kaupapa Maori Events programme and Kaupapa Maori Training Suite gained external funding (TECT).
Human Resources	<ul style="list-style-type: none"> HR facilitated several organisation-wide restructuring activities at Tier 2 (Executive), Tier 3 and Tier 4 levels from December 2018. Restructuring activity continues, including an interim restructure of the HR team itself (in place until January 2020). A new process for End of Year performance conversations was developed and implemented, resulting in a significant lift in the completion of performance-based discussions between managers and their direct reports. We developed the Flexi-Working Workplace Strategy to achieve a 65% Work Place Factor (WPF). This allows us to absorb future growth without increasing lease costs.
COMMUNITY SERVICES	
Libraries	<p>Our people</p> <p>The Libraries team was restructured at the beginning of the year. New roles were created focusing on flexible delivery of programmes and community partnerships, heritage, digital delivery and responsiveness to Māori. There were periods of low staffing while new staff were recruited to fill roles. The public perception was that the level of service by library staff remained high throughout these changes. Council Perceptions Monitor Report June 2019 shows almost all residents (95%) who visited public libraries in the last year were satisfied with the assistance they got from staff.</p> <p>Community engagement</p> <p>As a result of the changes, we've seen more opportunities for participation in our libraries, including Welcoming Communities celebrations on Waitangi Day, Race Relations Day, Matariki, Language weeks, Peace Day and Diwali. We highlighted a number of historical topics such as the Women's Suffrage 125 year commemorations and exhibition, the Western Bay Women Book Launch, and a programme of public events (including Helen Clarke speaking to 800</p>

	<p>people at the Holy Trinity Church). We exceeded our public programmes attendance target with a total of 34,627 people involved.</p> <p>As Central library is at capacity, we undertook over 300 outreach visits and events. We undertook reading development programmes in English and Te reo Māori in Arataki, Merivale, Gate Pa, Brookfield and Maungatapu schools. We have also extended digital literacy through robotics and coding children’s programmes.</p> <p>Places and spaces</p> <p>Our library was designed before Wi-Fi was readily available. Today, many people stay a lot longer and we do not have the best seating arrangements to support this. Ideally, we would have open seating areas with good sightlines, lighting and visibility. As a result of number of incidents of fighting and abuse of staff on level one of the central library over the last two years, we commissioned a CPTED review and have implemented some of the recommendations to improve personal safety.</p> <p>We have provided usage data and current state information on libraries facilities for a city-wide needs analysis of social infrastructure.</p> <p>Content</p> <p>The popularity of e-books, e-audio books and e-newspapers accessed through the library has continued to increase. We are improving the Digital Heritage Platform, which will replace the “Tauranga Memories Website”. The new platform will be launched in 2020 and allow preservation and digital access to the many photographs and documents held in the libraries Research Collections, Ngā Wāhi Rangahau.</p>
<p>CCO Relationships and Governance</p>	<ul style="list-style-type: none"> • Reviews of TCC’s Enduring Statements of Expectations with Bay Venues Limited (BVL), Tourism Bay of Plenty (TBOP), and Tauranga Art Gallery Trust (TAGT) have been completed. • Three new Directors have been appointed for BVL, three new Trustees for TAGT and one new Trustee for TBOP. • Terms of Reference for the CCO Working Group were developed and approved by Council. • Council-led independent board performance reviews were undertaken with the Tourism Bay of Plenty and Tauranga Art Gallery Trust boards and executives and a summary report presented to Council. • BVL is undertaking a feasibility study on a CBD Recreation and Leisure Hub at Memorial Park, with the final report coming to Council in December. The business case will analyse 25-metre and 50-metre pool options.

	<ul style="list-style-type: none"> • BVL is putting together a detailed business case for a proposed event centre at Trustpower Baypark Arena to take to its Board in August 2019. • Based at the University of Waikato Adams Centre for High Performance, the Adams Academy offers sport-specific strength and conditioning programmes targeted at developing 50 local athletes (from over 15 different sports) with high performance potential. • 30,000 people enjoyed over 40 national and international acts at the Trustpower Baypark site, as part of the Bay Dreams festival in January. • BaySwim’s programme delivery for all ages continues to grow, including working with 20 schools to deliver the Water Skills for Life education programme, either in-house or on-site at the school. • Following the recent remediation work undertaken at Baywave Aquatic Centre, TCC staff are undertaking a high-level “lessons learned” review of the original build project. This will include consideration of legal or financial redress, although this is unlikely due to the time lapsed (15 years). The findings will be presented to Council in late-2019 and will inform future recreational/aquatic capital projects. • Visitor numbers at Tauranga Art Gallery reached 64,644, with 50% of visitors from Tauranga. 9,767 students attended art classes. • Tourism Bay of Plenty shifted into a Destination Management Organisation model and has developed Te Hā Tāpoi The Love of Tourism, which tackles the ‘how’ of destination management for the next three years. It includes the establishment of a Memorandum of Commitment with the three Tauranga Moana iwi and a partnership for in-kind support with Air New Zealand. Provincial Growth funding of \$980k was received as part of the development of the Te Tomokanga Visitor Hub, located near the Port. • Staff continue to investigate opportunities for commercial activities in Council facilities, to be incorporated into the CCO model.
<p>City Events</p>	<p>Implementation of the Event Funding Framework</p> <p>The Event Funding Framework (EFF) managed by the Event Development team launched on 30 July 2018. The Framework was designed to provide more inclusive and responsive financial support to events in the city, adapting over time as the needs and priorities of the city evolve.</p> <p>From the outset, the team actively engaged with the local event community, industry peers and internal and external stakeholders to ensure that the framework was as event-friendly and as accessible as possible. On 30 July 2019, a series of improvements were introduced to ensure that it remains relevant and fit-for-purpose.</p>

A total of 77 events were supported through the EFF in the 2018/2019 financial year, a pleasing 35% increase on the previous year.

Since the launch of the EFF, a total of 115 events have received funding across four financial years (FY 18/19, 19/20, 20/21 and 21/22). Of these, 23% were supported via the Community Event Fund, 45% through the Event Support Fund, 17% through the Legacy Event Fund and 15% through the Major Event Fund.

Event Economics

In October 2018, TCC's City Events team changed from an 'economic impact analysis' (EIA) event evaluation model to a 'cost-benefit analysis' (CBA) model – 'Event Economics'. Event Economics draws on practical knowledge and experience acquired across 20 years and more than 300 event evaluations has been specifically designed to provide the world's first comprehensive cost benefit measure of event impact and return on investment.

This change in methodology meant that, for the first time, we were able to measure the economic and social/cultural benefits that all of our significant events (i.e. Major Event Fund and Legacy Event Fund events) provide for Tauranga.

All Major Event Fund and Legacy Event Fund applications are processed through the Event Economics model, with the results informing the funding recommendations made to the decision-making panel of four Council members and the Chief Executive.

World Men's Squash Championships

In March 2019, Tauranga was granted the hosting rights for the 2021 WSF Men's World Squash Team Championship. Supported through TCC's Major Event Fund, this tournament is one of the sport's most prestigious events and attracts the top male players from around the world.

This event has not been hosted in New Zealand since 1983. Tauranga has a proven track record of staging squash world championship events, having successfully hosted the WSF World Junior Squash Championships in 2017.

Pacific Rim Gymnastics Championships

In February 2018, Tauranga was granted the hosting rights for the 2020 Pacific Rim Gymnastics Championships in April at Trustpower Baypark. New Zealand last hosted the championships in 1994.

This major international event offers men's and women's artistic, trampoline and rhythmic gymnastics, in both individual and team competitions, and will likely be a pre-qualifier for the Tokyo Olympic Games, resulting in extensive international exposure for the city. It is open to teams from member nations of the Pacific Alliance of National Gymnastics Federations, including gymnastics powerhouses USA, Canada and Japan.

The event has been financially supported by TCC's Major Event Fund and TECT's Community Events fund.

Managing growth and sustaining customer service

Events in our public spaces and places is a growing service delivery area for the City Events team, with the number of events and other bookings increasing year on year. This year, the team delivered outstanding customer service, with customer satisfaction survey results indicating that 100% of respondents were either "very satisfied" or "satisfied". Survey questions included response timelines; quality of communication, advice and guidance during the event approval process; and the level of professionalism and support from their dedicated event facilitator.

The Event Facilitation team continues to provide a comprehensive, one-stop-shop service for the general public and event organisers wanting to use public open spaces for events. The number of bookings in in FY18/19 totalled 513, a significant increase from the 403 bookings received in 2017/18 (partly due to taking on bookings for markets).

Armistice Centenary Commemorations

Installation: Field of Remembrance – Honouring our Fallen

109 white crosses were at the heart of commemorating the centenary of the armistice that ended the First World War in 1918.

The Field of Remembrance – Honouring our Fallen installation featured on the Tauranga Waterfront from 17 October - 8 November 2018 before being relocated to Memorial Park for the Armistice Day service.

The months that the First World War lasted were translated into a period of 28 days to represent the dates when soldiers from Tauranga died. Cadets from the Western Bay of Plenty Cadet Unit brought out crosses at dawn carrying the names soldiers from Tauranga who did not return from war.

	<p><i>Exhibition: Homecomings: From Tauranga to the Trenches</i> The stories of our soldiers who made it back to Aotearoa were told in a unique exhibition from 12 October-8 November 2018, accompanying the installation of the crosses.</p> <p><i>Armistice Centenary Service</i> Tauranga's commemoration culminated in the Armistice Day Centenary Service at 11am on 11 November 2018. Held at Memorial Park, the service featured two minutes silence, large-scale poppies designed by local artists, and the 109 white crosses to honour our people fell in the war.</p> <p><i>Event Delivery</i> The City Events team also successfully delivered the ANZAC Day civic event; Winter Nights Winter Lights and New Year's and safe city community events; and the Christchurch memorial event.</p>
<p>Places and Spaces</p>	<p>Mauao base track remediation Staff continue to work through the steps required to repair the Mauao base track. The project is relatively complex, with a number of stages required prior to delivery. Staff are planning to engage with Council members around the next steps.</p> <p>Forrester Drive rock sea wall replacement The \$160,000 replacement of the Forrester Drive timber sea wall that was destroyed during the January 2018 storm surge has now been completed.</p> <p>New Cameron Road Neighbourhood Reserve A consultation event took place in March for local residents and was attended by over 25 people. Feedback has now been incorporated into the final design and the team is working towards specifications for tender. Features include a mega swing and basketball court, junior play area, natural play elements and a games lawn. The reserve will be named and opened once the physical works are completed.</p> <p>Monmouth Redoubt Work is progressing on the draft conservation plan for Monmouth Redoubt. Geotechnical testing has now been carried out to assess soil stability for proposed retaining walls. Once the engineering report is received, we will discuss any impacts with Heritage New Zealand.</p>

Pyes Pa Cemetery

A round concrete seat has been built in the middle of the new Memorial gardens. In the last year staff at the Pyes Pa Cemetery have completed two new Rose Gardens for ash burials and five new Memorial Gardens for ash burials. A Pohutukawa Section has been created, adjoining the native section and two pieces of playground equipment have been installed opposite the children's section

Kulim Park

Approximately 4,100 cubic metres of sand that had been dredged from Tauranga Harbour was spread along the beaches at Kulim Park in April, improving the sand profile at this popular harbourside park.

Bethlehem Scout Hall

Following the completion of a building condition report on the Bethlehem Scout Hall, staff have been assessing options for the future of this facility, which has been unoccupied for several years. The hall is in a state of disrepair, with extensive water damage noted internally, decayed cladding, leaking roofs and mould/fungi growth. There is currently no budget to have this building restored and Council has agreed to dispose of the building.

Merivale Community Centre

Progress is being made on the construction of the Merivale Community Centre by the Whare Manaakitia Trust, with completion expected by 2020. The Trust has identified a need to provide a larger outdoor space for community use, so staff are in the process of purchasing 12 Kesteven Avenue, using historic development contributions.

Merivale Action Centre

The Merivale Action Centre is a community share building which is managed by BVL. A recent report has identified a number of health and safety issues associated with the workmanship and materials used to construct the mezzanine and balustrade. As a result, the mezzanine floor has been closed-off until remedial works can be undertaken. It is intended to have this reopened by the end of Term 2 with a fun community activity session.

Blake Park Carpark – adjacent to Arataki Community Centre

Over the past few years, the unsealed car park at the rear of the Arataki Community Centre has been a dustbowl. This has now been sealed and marked for 70 carparks. Final landscaping, including plants and grass, was completed by the end of May.

Sport NZ – Play

Council and Sport NZ are working together to investigate ‘what Play is’, and what it means for future spaces and places. The Community Development and Parks team has identified Gate Pa as a focus community for this work, which will involve several meetings with individuals and community groups. The outcome of this project will provide insights into the type of programmes that communities want delivered. For further information around play - visit the Sport NZ website:

<https://sportnz.org.nz/assets/Uploads/attachments/Sport-New-Zealand-Play-Principles-Nov-2017.pdf>

Surf Lifesaving NZ

The Surf lifesaving NZ Regional Guard Programme was delivered through the summer season, as per the contract, but due to the warm weather and an increase in patronage at the beach after school/work, Council increased its investment by a further \$8,000, enabling observational patrols to continue through February. We are working closely with SLSNZ to develop a plan for Tauranga City Beaches for the 19/20 season and the next 5 years, as the demand for these services is increasing.

Pilot Bay toilets

The Nga Poutiriao o Mauao Joint Administration Board has requested that staff consider alternative locations for these toilets at the base of Mauao. Options are now being investigated, including the possibility of constructing an accessible changing room at The Mall toilet facility on Pilot Bay.

Wetland restoration and Urupa protection at Tongaparaoa and Te Pahou, Hairini

Staff are working with NZTA, Boffa Miskell and Beca on Wetland restoration and Urupa protection on TCC Reserve land at Tongaparaoa and Te Pahou, Hairini (mitigation works for Hairini roundabout). Staff are providing input regarding animal and plant pest control and site preparation for planting this culturally sensitive and geologically unstable site.

Disability beach access improvements

Staff are engaging with the TCC Disability advocate to identify locations where improved beach access can be provided for people with disability.

Mauao revegetation

Staff have been busy during the 2019 planting season, with this year's plan including a range of locations around the base track, and the recession of grazing on the eastern side of the maunga. Approximately 15,000 plants were planted on Mauao by a combination of volunteers, staff and contractors. Contractors have also undertaken fencing improvements.

Key groups involved in this season's mahi are:

- Tangata whenua, as part of the Matariki celebrations
- The Mauao rock climbing and paragliding community
- Omanu and Maungatapu Primary Schools Trees for Survival programme
- Corporate groups (Trust Power and Zespri)
- Amnesty international.

Gordon Carmichael Reserve

A new, 400m central track has been completed at the Gordon Carmichael Reserve, opening up a large area of this popular wetland reserve for public access and enjoyment, and providing for more wetland restoration. This new track has been complemented by the planting of 10,000 native grasses, rushes, and sedges, which will encourage the return of a number of native bird species and help establish this area as a significant ecological asset for the city.

Blake Park

Reconstruction work on Rugby fields 2 and 3 at Blake Park has been completed. As part of this project, we have worked with the Toxic Agri-Chemical Awareness Forum (TAAF) to understand the behaviour and effects of a pre-emergent agrichemical to enhance the grow-in conditions for the new turf. This is the first time we have used a pre-emergent.

During this summer, significant playing surface improvements have also been made at the Netball and Tennis Courts. These projects have been managed by the respective sports codes.

City Centre projects

Organisational changes have seen the former Heart of the City team become part of a broader Spaces & Places team within the Community Services Group. The focus of this team is to enhance Council's capability to deliver quality public

spaces across the city. Many of the city centre projects previously undertaken by Heart of the City are now the responsibility of the Public Spaces team, including the streetscapes projects and City Centre Response Plan.

This recent reorganisation provides a timely opportunity to pause, reset and re-engage with regard to some of the more complex and high-profile projects in the team's portfolio, including Wharf Street, Elizabeth Street and the Strand Extension.

Spaces and Places new contracts

Spaces and Places has reviewed the management of its maintenance activities across the city. The team had 15 contracts for maintenance services and the review looked at all aspects of the contract regime, to consider the best future approach. The outcome was that Spaces and Places now has seven ongoing maintenance contracts, delivered in an efficient manner, all of which came in within budget.

One aspect that was noted was that the bulk of the contracts were tendered and awarded during a period of economic downturn and it was expected that costs would increase significantly during the forthcoming tender process.

Alice Johnson oval

A new five-strip grass cricket block at Alice Johnson oval in Papamoa will be ready for use by the recently formed Papamoa Cricket Club in the upcoming summer season.

Rapid population growth in Papamoa has created demand for improved cricket facilities, as players have been having to travel to Blake Park to participate. The BOP Cricket Association built practice nets at the reserve last year and the family of Alice Johnson provided trees to plant around the oval two years ago. These improvements are all contributing to the development of a genuine cricket venue.

Bike staples and repair station

New bike staple stands and a repair station have recently been installed at Memorial Park.

Carlisle Reserve

A new playground installation has been completed at Carlisle Reserve. Feedback from a local resident: "*.... the new Playground was packed. I've never seen more than two kids at a time on the old one at the weekend! Great to see, thanks so much!*"

Mauao Identity, Signage and Interpretation Project

The Mauao Implementation Plan prioritises the establishment of an Interpretation Plan for Mauao. This has become known as the 'Identity, Signage and Interpretation Project' and has been reported previously through Ngā Poutiriao ō Mauao. The project purpose is to support clear and consistent messaging that articulates the value and mana of Mauao, and equally enhances and protects Mauao as a taonga for future generations. It has four key components:

- the establishment of brand guidelines for Mauao;
- the re-design and publication of existing management documents for Mauao;
- the design and publication of an information brochure for Mauao
- the establishment of a signage and interpretation design guide for Mauao.

The project is founded on a co-design approach and is undertaken through a partnership between TCC and the Mauao Trust. This partnership is facilitated through a working group, which set the project design themes and principles, and reviews and provides feedback on all stages of the design process. The working group is made up of iwi representatives and Councillors from Ngā Poutiriao ō Mauao. Concept designs are almost complete and it is anticipated that feedback from the working group will be collated and applied to the next phase of design.

Coast Reserve water feature

The water feature at Coast Reserve has undergone a renovation and new planting will be.

Marine Parade boardwalk renewal

A section of the Marine Parade boardwalk between the toilet block and the Big Wave café has been renewed.

Wairoa River Esplanade improvements

This project will enhance public access to the esplanade reserve between Miles Lane Reserve and Parau Farms. Work will include fencing & 14 culvert crossings, in a staged approach over a number of years.

Kopurererua Valley cycleway upgrade

The upgrade of the popular walking and biking path in the Kopurererua Valley is now complete. Over the past three months, we have sealed 6 km of track surface to make it easier, safer and more comfortable for people riding all types of bikes. This upgraded facility increases the opportunities for people to be more active; significantly improves a key walking and cycling link between The Lakes and Tauranga city centre; and encourages people to walk or cycle through

	one of our most beautiful reserves.
Baycourt	<p>Baycourt enjoyed a year of high utilisation, with over 51,000 ticketed attendees experiencing a programme that included 160 public performances. The venue was hired for 73% of available days, with 65% of the hires coming from local community and not-for-profit groups.</p> <p>Baycourt was awarded a 4 star Gold rating by Qualmark, becoming the only performing arts venue in the country with 'gold' status. Customer satisfaction also remained high across the community and commercial hire programmes, with 100% of hirers reporting that they were satisfied with their experience, and 100% of hirers stating that they intended to hire the venue again. Baycourt's annual audience survey rated the venue and staff highly for customer service, with 84% of respondents scoring the venue "very good or excellent".</p> <p>Baycourt's joint venture programme, "Baycourt Presents", partnered with a wide range of local and national organisations, presenting 22 performances of theatre, dance, music and comedy by artists who would not otherwise have been accessible to Tauranga residents. This programme included work for young people, such as "Messy Magic adventures" and "Captain Pinky's Pirate Toddler Boogie", as well as work by Maori artists, such as "Matariki Glow Show" and "My name is Moana". Baycourt also partnered with "Arts On Tour" to present 8 shows during the 18/19 financial year.</p> <p>In FY19/20, Baycourt will develop a 'Made In Tauranga' programme, which will focus on working with both emerging and established artists, to make and present work in Tauranga. The aims of the programme are to build connections between local community and professional artists, and to take a more active role in providing a platform for local stories.</p> <p>In 2019/20 Baycourt will increase its focus on working with young people through the establishment of an ambassador programme to increase engagement and attendance, as well as a range of internships designed to give young people access to skills and experience of working in the performing arts.</p>
Community Development	<p>Safer Communities</p> <p>The Tauranga Western Bay Safer Communities programme hosted the region's first professional development conference on family harm. Family harm prevention is one of the four key safety goals in the Tauranga Western Bay Safer Communities Strategic Plan. The conference was five months in the making, and was a collaborative project with NZ Police and TMAPS (Family Violence Response Coordinator). Over 400 people attended.</p>

Safer Communities youth alcohol reduction campaign, What about You, was successfully delivered through the Tauranga Youth Development Team's 100% Summer programme. 100% Summer is a series of free youth events across the region over January.

The Tauranga Western Bay Safer Communities Tactical Group formally approved its 2019 Action Plan. The action plan is a working document, with priority areas and goals reviewed annually to reflect changing/emerging local needs. Opportunities to work in partnership and collaboration with other agencies are reflected in the action plan.

Welcoming Communities

The Welcoming Communities Action Plan 2018–2020 was approved by the Western Bay of Plenty Welcoming Communities Tactical Group in January 2019. The action plan outlines the activities from the Western Bay of Plenty Welcoming Plan (adopted by Tauranga City Council on 13 November 2018), which will roll-out in 2019.

Disability Access

The AccessMat at Main Beach, Mount Manganui was utilised by Hamilton and Bay of Plenty Christian Surfers in February and by Surfing New Zealand for an Accessible Surfing event in early-March. Council provided assistance with additional parking and repositioning of the AccessMat for the group's needs. The Community Development Team recently worked with Omanu Surf Club to deliver a three-week AccessMat trial at Omanu. An additional 60 metres of Beach AccessMat has been purchased, with the aim of making more beaches accessible for the start of summer 2019/20. Possible AccessMat locations are Pilot Bay, Mount Main Beach and Omanu. The Community Development team continues to field regular queries about the AccessMat from NZ and overseas local authorities.

The team has also engaged in the concept development and planning of a fully accessible 'changing place' at Pilot Bay, scheduled for construction mid-2019. The development of this facility supports the vision of the Disability Advisory Group that Tauranga is the most inclusive and accessible city in New Zealand. It is expected that this facility will positively impact on both domestic and international tourism, as it will support individuals to enjoy all that the environment has to offer.

The CBD Access Map has been finalised and uploaded to the website. This highlights mobility parks, accessible bathrooms and identifies any streets which are unsuitable for people who use a mobility aid. As part of this project, an investigation has been started into the use of an accessibility app, which empowers the community to monitor locations

of mobility parks, notify any maintenance concerns and report abuse of mobility parking. The app has been successfully trialed in Wellington and Christchurch and is becoming available nationwide. An Access Map of Greerton and Mount Maunganui is under development

Homelessness

A funding agreement with He Kaupapa Kotahitanga Trust has been completed and the Stewart Trust's \$40,000 funding for the set-up of Awhina House, as per the Council's decision in February, has been paid. The Community Development Team also recently provided hands-on support in setting up bedrooms, ready for opening.

A group interested in establishing a drop in centre for homeless people is currently being supported

Garden and Arts Festival

Following the success of The Bay of Plenty Garden and Arts Festival, there has been a lot of interest from event managers wanting to hold large events within the Historic Village grounds. Multicultural Festival and Gincredible Events were also successfully held at the Village. This year, the Historic Village has been included in the 'Hop-on, Hop-off' loop for cruise ship passengers for the first time. The Village was also able to accommodate the more exclusive Viking Orion Cruise Ship tours, which boosted foot traffic by 800 entries each day they visited

Sustainable Business Networks

Sustainable Business Network's Now crowd – Young Professionals launched their first information evening at Our Place on Thursday 28th March, with 50 young professionals attending. the event was supported by the Youth Advisory Group.

TUIA

The s 7(2)(a) - Privacy was invited to speak as part of the Mayoral Welcome for 770 international students held at Holy Trinity Church on 12 March 2019. This was an opportunity to talk about the Advisory Group and encourage international students to connect if they had an idea they wish to see supported.

Supporting Culture Diversity

Support was given to the Tauranga Muslim community and other ethnic communities in the wake of the Christchurch mosque attacks on 15 March in the following ways:

- Facilitated meeting with the s 7(2)(f)(ii) and representatives from Tauranga Mosque, the day after the Christchurch attacks

- Supported Multicultural Tauranga with the postponed Tauranga Multicultural Festival and the rescheduled event on 30 March
- Communication through our Welcoming Communities Coalition network to give information and advice to stakeholders, including migrant communities, in the wake of the Christchurch attacks
- Ongoing advice and support for the Tauranga Muslim community and Tauranga Sikh community
- Community Development Team attended Friday prayers by the Tauranga Muslim community on 22 March
- Representatives from Tauranga City Council attended Gurdwara Sikh Sangat Tauranga prayer evening on Friday 22 March
- Facilitated participation of Tauranga Muslim community in the National Memorial Service on Friday 29 March
- Facilitated the removal of flowers from the Tauranga Mosque on Thursday 11 April.

Heritage

In May 2019, Hangarau Marae in Bethlehem commemorated 50 years and as part of helping to recognise this event, the Tauranga Heritage Collection provided four of six tukutuku panels which were deposited with the Tauranga Museum in 1971, and the original door lintel (pare) deposited in 2017. The tukutuku (lattice-work) panels are the original interior panels from the Peterehema Marae, built in 1896. This wharenuī had an earth floor and was one of the oldest in the district. The first Poukai (kingitanga gathering) held in Tauranga was during the same year that the wharenuī was opened by King Mahuta and the original door lintel shows Te Paki o Matariki, the symbol of the Kingitanga. This original wharenuī was dismantled about 1967.

Ngā tamariki a te Kohanga Reo o Hairini, the youngest visitors to date, visited the Heritage Collection recently. The reason for their visit was to learn about different types of waka and various names of parts associated with the building and usage of waka. “He kōparepare ki te kete mātauranga” – “a contribution to the basket of learning.”

The Tauranga Heritage Collection deaccessioned two wool presses from the collection, after assessment determined the balers/presses condition had deteriorated.

Ethnic leaders have been supported through the process of applying to Council’s Community Match Fund for funding for various projects.

Youth

As part of the Youth Action Plan, one of the deliverables was to advocate for internship opportunities. In partnership with Employ NZ and with funding from MSD, the first of four eight-week programmes has been completed. Of the

seven youth that enrolled, three have moved into permanent employment and the other four have been provided further education and support through other youth providers. The second intake commenced on 1 July 2019, with 15 youth enrolled. Council is continuing to work with the business sector to socialise the programme and identify further employment opportunities for youth.

The youth voting campaign developed by the Youth Advisory Group (YAG) has been approved by the Electoral Office and Democracy Services. The next steps are to work with Wave advertising on further development of the campaign, encouraging youth to enrol and vote, and providing clarity on the STV voting system.

TECT has approached the YAG with a partnership opportunity to develop criteria and a framework for local youth funding opportunities. YAG held a special meeting in June to workshop ideas and delivered ideas for development of a framework to the TECT board on 23 July 2019.

Bay Expo

Staff are supporting the organisation of a “New to the Bay Expo 2019”, a collaborative ‘welcoming’ event in partnership with the Citizen’s Advice Bureau, Immigration New Zealand, Student Pulse, Education Tauranga, Sharp Tudhope Lawyers and Multi-cultural Tauranga. The expo will welcome newcomers to our community and assist them to access services and information for positive and successful settlement. It will be run alongside the Ethkick Multi-cultural Football Tournament on 28 September 2019.

Merivale

Merivale Community Centre has presented a proposal for funding to provide project delivery for its whānau support programme, including:

- wrap-around social work services;
- providing and facilitating support groups (Mama and Pēpi, Tāne support groups, Wāhine Toa and Tama Tū programmes, parenting support);
- support for rangatahi navigating mainstream and alternative education and training pathways;
- engaging with whanau to support tamariki development; and
- supporting, implementing and facilitating community development initiatives.

In addition to the above services, the Merivale Community Centre social worker will be engaging with the local community and gaining input into the programmes and services that will best meet their needs.

TCHT

A comprehensive suite of operational changes has been implemented by the Ministry of Housing and Urban Development (HUD) and Tauranga Community Housing Trust (TCHT) to respond to concerns Kāinga Atawhai (Opal Drive) neighbours recently brought to the attention of Councillors. These include:

- An onsite resource centre opened on 15 July 2019 and is staffed seven days a week, between 9am and 4pm, which satisfies the requirement of the resource consent;
- Additional CCTV cameras and the required infrastructure has been installed and is fully operational;
- TCHT has started the necessary dialogue regarding the double-paling of the Summerland fence, as consent from the neighbours is required in order to action this change;
- The first communication to neighbours went out on 23 July 2019;
- Random security patrols (4-5 patrols per weeknight and up to 10 on weekend nights) have been put in place.

Historic Village

Okorore, better known as Faulkner House, is situated at the Historic Village but is owned and managed by the Heritage Collection. An agreement has recently been entered into between the Heritage Collection and The Incubator to create a “Nga Toi Maori” gallery and artist studio in Faulkner House. The first artist in residence will be s 7(2)(a) - Privacy s 7(2)(a) - Privacy who is a direct descendant of the Faulkner family. Information about the house and Faulkner family will be retained in the building, which will still be open to the public.

The total number of visitors to the Village (foot count through the main gate) for FY18/19 was 250,479, up from 241,793 entries for the previous year.

The following capital projects from last financial year are currently being finished off at the Village.

- (i) Village Wide Fire Evacuation System. Conduit networks have now been thrust to all 57 buildings. An extra conduit has been thrust next to the fire one at the same time to future proof for fibre and security systems. The project will give the Village a type 4 fire system, and the ability to implement Village-wide lock down procedures if required.
- (ii) Multiple Building Exterior Upgrades. Seven building upgrades into one project to get better buying power and more efficient health and safety management. The buildings include Colonel Greer’s Cottage, Durham Barracks, The Boat Shed, two buildings tenanted by Turning Point Trust, the Village office and Complex 2 Arcade and Jazz Festival/Grey Power roofs.

	<p>An upgrade of the internal facilities of Building 70 which sits behind the Kollektive is underway. The upgrade focuses on making the building age and disability friendly, reconfiguring the ablution block and kitchenette facilities, exterior decks and paths and the addition of 15 new carparks. Once completed, we will be able to move Senior Net, Envirohub and possibly Grey Power out of the retail zones of The Historic Village into this newly refurbished building, which will make room for new retailers in the main street of the Village.</p> <p>Approximately \$1.6M in capex spend is planned this financial year as part of the ongoing revitalisation of the Village. Approximately \$250K of this has been carried forward from FY18/19, as a result of projects not being completed. FY19/20 projects include:</p> <ul style="list-style-type: none"> • Village hall interior upgrade • Purchase additional function equipment • Rebuild Site A service entrance • Village-wide security system upgrade • CCTV extension • TMN network extension • Nissan huts 35 A & B re-cladding <p>A parking policy is being developed for onsite parking at the Village. As part of this, onsite parking for tenants is being reorganised and reallocated. The project will be rolled-out in three stages and aims to:</p> <ul style="list-style-type: none"> • move cars out of the inner streets of the Village, for health and safety reasons; • give better access to tenants who have limited mobility; • provide parking in lit areas for tenants who regularly work onsite after dark; • educate tenants on their overall parking footprint and reorganise parking to reduce this; • improve signage at entry points and in parking zones; and • develop and enforcement the parking policy.
<p>Emergency Management and Civil Defence</p>	<p>Tsunami Update Report Substantive preliminary review has been undertaken of TCC actions undertaken in relation to managing tsunami hazards, within the emergency management framework. The tsunami update report recently presented to Council is a working document and reflects the current and proposed focus for TCC emergency management. Actions are</p>

	<p>predominantly geared towards community education, evacuation planning, risk review, ongoing TCC capability and capacity, and alerting.</p> <p>With regards to alerting, Council approved the installation of tsunami voice capable sirens for approximately 15km of coastline, the review of major emergency management capital works, and the need for further review of tsunami risk planning. This is to ensure that TCC continues to found its actions and investments on a suitable risk framework that is acceptable to the community.</p>
STRATEGY AND GROWTH	
Urban Form and Transport Initiative	<p>Partners TCC, WBOPDC, BOPRC and NZTA signed the Urban Form and Transport Initiative (UFTI) Terms of Reference in late-2018. UFTI is our opportunity to further consider the future urban form and transport needs of the sub-region over the next 50 years, set within a wider SmartGrowth context. We have an existing SmartGrowth Strategy, but we need to reaffirm our settlement pattern and think carefully about our growing sub-region's transport needs into the future. UFTI is necessary to identify how we can support our current and future land use patterns with a multi-modal, multi-agency transport investment programme that has short, medium, and long-term horizons. The delivery programme will help our communities, environment, and economy to prosper; and will help the sub-region unlock the long-term potential of intensification and mode shift. The Foundation Report was developed over the first six months of the calendar year and presented to the August meeting of the SmartGrowth Committee. The report outlines the reasons for change and is a key milestone in the UFTI Programme.</p>
Resilience and Natural Hazards	<p>The aim of the resilience project is to provide for robust infrastructure and informed land use planning, so we can improve the city's resilience to natural hazards. Understanding the risks and their consequences is a critical element in this process. The way we respond with design, adaptation or retreat will then bring us closer to the goal of a resilient city. The resilience project will use updated data on natural hazards and quantify their impact on the city's infrastructure assets, then evaluate their vulnerability to those hazards and determine how to mitigate the risks involved.</p> <p>In May 2018, TCC released information to properties subject to erosion and instability hazards, and those potentially subject to long term erosion from sea level rise. In August 2019, the Council released new harbour inundation information, which has modelled sea level rise based on a range of scenarios; and also on storm events.</p> <p>TCC is now progressing work on:</p> <ul style="list-style-type: none"> • Plan Change 27 – Flooding from Intense Rainfall Events • City-wide Risk Assessment;

	<ul style="list-style-type: none"> • City-wide Liquefaction Assessment; • Open Coast Erosion.
Te Tumu	<p>Council has completed various technical assessments to inform the structure plan for Te Tumu. The inputs to the technical reports have been based on three population scenarios, to ensure that appropriate infrastructure can be delivered. These scenarios range from a base population of 15,500 people, up to 25,000 people. Workstreams still underway include stormwater strategy; wastewater strategy; provision of open space; transport modelling, including walking, cycling and public transport; and a master plan. All of these workstreams will inform the structure plan and plan change.</p> <p>Work has commenced on the preparation of RMA planning provisions and the appropriate zoning of land for the Te Tumu Plan Change. Discussions are also underway with landowners in the preparation of funding agreements for the delivery of infrastructure and services within this urban growth area, along with the potential staging of these assets. This includes consideration of potential new funding models being developed by Government agencies.</p> <p>The plan change is subject to the outcomes of Maori Land Court process and engagement with landowners via Trusts. It is likely that urban development within this growth area will not be enabled until 2023, at best.</p>
Tauriko West	<p>The Tauriko West Urban Growth Area is a collaborative project driven by four key partners - Western Bay of Plenty District Council (WBOPDC), Bay of Plenty Regional Council (BOPRC), New Zealand Transport Agency (NZTA) and Tauranga City Council. Tauriko West is located partially within WBOPDC and TCC jurisdictional areas. A reorganisation proposal has been lodged with the Local Government Commission, which was accepted and was notified, calling for alternative proposals. LGC is now considering the proposals received. A final decision can be expected in early-2020.</p> <p>The NZTA SH29 business case approach is now on hold. To progress the required work programmes, TCC is funding the development of a new business case that considers early works opportunities to provide access into Tauriko West (and the continued development of the Tauriko Business Estate). This work is being undertaken by WSP Opus, and includes NZTA.</p> <p>Tauranga City Council continues to progress work on the development of the future structure plan, with key pieces of work underway including the early works package assessments, wastewater assessment and progression of work for a future comprehensive stormwater consent. Work has commenced on the preparation of the RMA planning provisions and appropriate zoning of land for the Tauriko West plan change. Because the Special Housing Area</p>

	<p>legislation is being repealed, there is no expedient way to enable development to commence in Tauriko West. At best, we now estimate development will be underway in 2023, which is well beyond the previous 2021 target.</p>
<p>Te Papa spatial plan</p>	<p>The Te Papa spatial plan will deliver a 30-year blueprint for change, intensification and redevelopment of the Te Papa peninsular focused on the transport, waters, parks and community infrastructure and amenity needed to support the changes to land use that will be provided for through the Council's intensification plan changes.</p> <p>In March 2019, the Urban Form and Transport Development Committee resolved to approve the Te Papa Spatial Planning Framework proceeding, including community engagement. Since then, staff have continued to project plan and prepare for community values engagement. As part of the first round of engagement, staff have prepared newsletters and launched a survey on the project website https://www.tauranga.govt.nz/our-future/projects/te-papa-peninsula. The community has also been invited to learn more about the project and provide feedback at community events / public information sessions. The focus of this engagement is to:</p> <ul style="list-style-type: none"> • Inform the community about the project and associated plan changes proposed to the City Plan • Understand the important values and attributes associated with Te Papa, from a community and stakeholder perspective • Ask how the community wishes to be engaged on this project.
<p>Intensification Plan Changes</p>	<p>Plan Changes (numbered 26 and 28 at this stage) are being advanced to enable more infill and intensification opportunities in the existing urban area, specifically the Suburban Residential, Commercial and City Living zones. The Intensification Plan Changes aim to:</p> <ul style="list-style-type: none"> • Amend existing objectives and policies to provide for appropriate infill and intensification outcomes • Increase residential densities where supported by appropriate levels of existing or proposed infrastructure and in locations where natural hazard risks can be appropriately avoided or managed • Enable greater housing choice through a variety of housing typologies and site sizes • Provide further policy guidance and controls for higher density residential development • Provide for comprehensively planned residential development in appropriate locations (e.g. in close proximity to public transport, green space, schools and commercial centres) • Enable quality intensification and infill through a focus on design outcomes. <p>In a general sense, the plan change will be looking to enable duplex and low-rise, medium-density development across the city (subject to hazards and infrastructure capacity) and medium-rise (i.e. apartment development) in specified locations along the Te Papa peninsular and in commercial zones.</p>

	<p>A significant evidence base and testing is required prior to progressing the plan changes to notification. This includes architectural and financial feasibility testing, understanding infrastructure capacity and meeting the natural hazard requirements of the RPS. The outcomes of this work will influence the activity status for each housing typology within the Plan Changes. Potential planning provisions to mitigate hazard issues may also be required as part of this plan change, to aid in future risk reduction or ring-fencing certain areas subject to natural hazard risks where the plan changes may not be able to apply.</p> <p>We are aiming for notification of these plan changes, alongside a flooding from intense rainfall events plan change, in March/April 2020 using the streamlined plan change process in the RMA.</p>
<p>Transport System Plan</p>	<p>The Transport System Plan (TSP) will form part of the suite of strategies, plans and programmes that identify how to manage, maintain and improve the performance of Tauranga’s land transport system. The TSP is currently in its establishment phase. At this stage, its purpose is to identify the preferred strategic form of the City’s key transport network, to deliver appropriate levels of service for all transport modes. Though achieving this the TSP will:</p> <ul style="list-style-type: none"> • Supplement the western Bay of Plenty sub-region’s Urban Form and Transport Initiative (UFTI) by providing analysis of how the function of the strategic transport network could be achieved in a place, corridor, or part of the network • Identify the Council’s potential transport investment programme for the next Long Term Plan and Regional Land Transport Plan (RLTP) 2021-24 • Inform the potential investment direction of future RLTPs • Identify activities that may need to be planned and delivered by others, for example the NZ Transport Agency or the Regional Council. <p>To achieve this, the TSP will include a focus on:</p> <ul style="list-style-type: none"> • The 0 – 3 year, 3 – 10 year, and 10 – 30 year periods • Key places (e.g. Te Papa peninsula), corridors (e.g. Hewletts Rd) and parts of the network (e.g. 15th Avenue) that need addressing • The interaction of system wide (e.g. policy and regulation (bylaws); behaviour change, and other operational policies) initiatives and network form to deliver the desired strategic function • The pressures on the transport system that derive from within and outside of Tauranga City, including the wider western Bay of Plenty sub-region. <p>The current programme is to report the draft TSP Project Brief to Council on September 10.</p>

Bylaw Reviews	<p>Since 1 July 2018, a significant body of work has been completed to refresh a number of Council's bylaws. This has seen the adoption of nine updated bylaws:</p> <ul style="list-style-type: none"> • Alcohol Control Bylaw (adopted September 2018) • Beaches Bylaw (September 2018) • Street Use & Public Places Bylaw (November 2018) • Dog Management Bylaw (December 2018) • Keeping of Animals Bylaw (December 2018) • Water Supply Bylaw (April 2019) • Trade Waste Bylaw (June 2019) • Freedom Camping Bylaw (June 2019) • Prostitution Bylaw (June 2019). <p>In addition, there has been considerable work undertaken in advising Council on its response to the legal challenge to elements of the Street Use & Public Places Bylaw.</p>
Reserves Management Plan	<p>In March 2019, Council adopted the Tauranga Reserves Management Plan, a single plan to guide decision-making on all of Council's parks and reserves in the city. This consolidated plan replaces 14 separate plans for different parks or types of reserve, and provides a much more efficient and flexible framework for managing these valuable assets.</p>
Policies	<p>While the bylaw reviews occupied much attention during the period, work has also been undertaken on a range of policies. Completed policy reviews include the Psychoactive Substances Policy (September 2018), the Dog Management Policy (December 2018), the Gambling Venues Policy (March 2019), and the Water Meter Policy and Large Water Users Policy (April 2019). Work has also been substantially progressed on the draft Acquisitions & Disposals Policy (left to lie on the table until post-election), the draft Coastal Structures Policy (adopted for consultation in July 2019), the draft Dangerous & Insanitary Buildings Policy (July 2019) and the draft Naming of Streets, Reserves & community Facilities Policy.</p>
Annual Plan and Development Contributions Policy	<p>The 2019/20 Annual Plan and 2019/20 Development Contributions Policy were adopted in June 2019.</p>

<p>Marine Park, Sulphur Point – Proposed Reserve Revocation for University Facility</p>	<p>Community consultation was undertaken in November and December 2018 on a proposal to revoke the reserve status of part (6952m²) of Marine Park. Revocation would enable a lease of this area to the University of Waikato for the purpose of a new marine research and educational facility.</p> <p>494 submissions were received – 43% in support, 57% opposed to the proposed revocation. A hearing was held on 15 May 2019, and deliberations occurred at a Council meeting on 7 August 2019. Council resolved to proceed with the revocation. The matter will now be put to the Minister of Conservation for a decision, under the Reserves Act.</p>
<p>Te Tomokanga – Visitor Information Centre</p>	<p>A new visitor information centre and cruise welcome hub is to be built at Coronation Park, Mount Maunganui. Council's budget for this project is \$4 million, plus a grant of \$980,000 from the Provincial Growth Fund (announced in August 2019). With this budget and concept design in mind, we are working with TBOP to ascertain key requirements ahead of determining a preferred procurement approach. The current intention is that, once built, Te Tomokanga will be owned by Council and leased to/operated by TBOP.</p>
<p>Dive Crescent</p>	<p>Legalisation of seaward land – Council is seeking to obtain title to the seaward land at Dive Crescent. Council and LINZ's respective valuers have continued discussions to try to close the gap on valuation assessments. The difference has been reduced following discussion and the valuers are due to update their respective reports. Meanwhile, Council and Otamataha Trust have instructed Rice Speir, who have proposed a strategy for next steps with LINZ.</p> <p>Dive Crescent Governance Group – draft documents – a Joint Management Agreement for the seaward land, and a Development Options Framework Brief – have been provided to the Governance Group for review.</p>
<p>Welcome Bay Supermarket Investigations</p>	<p>Previous site options work and community consultation considered various Council-owned sites in Welcome Bay, with a preliminary preference for Waitaha Reserve. This matter was previously aligned with the Welcome Bay and Ohauti Planning Study. On 12 March 2019, the Urban Form and Transport Development Committee resolved to progress the Welcome Bay and Ohauti Planning Study and supermarket investigations independently of each other. Other options to consider include the site owned by the church, adjacent to the existing shopping centre, and redevelopment of/master-planning with the adjacent shopping centre. It has been agreed, following discussions with Councillors, that staff work will be paused pending the outcome of privately-led investigations on private land.</p>
<p>Elder Housing Portfolio Review</p>	<p>Council resolved, through the LTP 2018-28, to dispose of the Elder Housing Portfolio to a registered community housing provider, with tenant wellbeing to be the foremost principle guiding the divestment. Work is underway to consider divestment options, with the aim of achieving the best possible outcomes. Non-negotiables are security of tenure and affordability for existing tenants. Desirables are achieving an increase in the quality and quantity of stock over time.</p>

	Next steps are the completion of divestment options modelling work and a report to Council on options, prior to taking the portfolio out to market.
Bella Vista – Sale of remediated Lakes Boulevard sites & Aneta Way properties	A geotech report and recommended retaining wall design has been provided by Aecom. Wall design and location has been agreed in principle by Council staff, subject to CE approval. Meanwhile, Veros is working with staff to complete work to inform a sales strategy – proposed framework for site, design guidelines etc.
Civic Administration Building	A workshop was held in August 2019 to consider key requirements that would inform a feasibility assessment to be led by Willis Bond, covering two options for the Durham Street site. A report will be provided to Council in September 2019 regarding the proposed scope of a brief to Willis Bond.
Significant land acquisitions for growth-related infrastructure	Significant acquisitions have been agreed/completed to enable projects such as the Waiari Intake/Treatment/Pipeline project; Papamoa East roading, Papamoa East Interchange and associated stormwater infrastructure; and the Western Corridor Tauriko SH29-SH36 road connection.
60 Chapel Street	A conditional agreement for sale and purchase was signed in December 2018, for the sale of 60 Chapel Street to Ngai Tamarawaho. This is consistent with the Council decision in August 2017. Negotiations have substantively progressed with Mobil for the surrender and re-grant of their current lease, to enable the construction of an esplanade walkway along the waterfront, together with the sale of the balance land to Ngai Tamarawaho. Planning and design is underway for proposed rock revetment and esplanade work, and acquisition and construction of an esplanade walkway along the coastal edge.
REGULATORY AND COMPLIANCE	
Restructure of building and compliance teams	<p>It was recognised when establishing a new group structure for the organisation that there would be the need to undertake some further reshaping of the organisation below the Group General Manager level, to achieve the full potential of the review.</p> <p>A consultation document setting out a proposed review for the Regulatory and Compliance group was released to employees on 24 July 2019. Employees were invited to give feedback on the proposed change by 5pm 31 July 2019. There were 32 submissions, representing 36 people, received on the change proposal. Overall there was a high level of support for the proposal, with almost half supporting the proposal without modification. The remainder proposed changes that ranged from minor through to issues of more complexity or significance.</p>

	<p>The decision on the proposal was announced on Wednesday, 21 August to the group, with the review proposal being confirmed with some minor changes. These changes included the Team Leader: Quality and Systems not being established, and instead establishing another Team Leader: Environmental Planning; and also a few minor title changes.</p> <p>The new structure becomes effective on 9 September 2019 (aside from those positions which have a deferred effective date of 30 Sept 2019, due to the MBIE and IANZ audits).</p>
IANZ	The IANZ audit for the Tauranga Building Control Authority (BCA) is scheduled for 9 – 20 September 2019. In preparation for this, Building Services commissioned external consultants to undertake a mock audit and present an analysis of their findings. The mock audits has been completed and the actions identified are being addressed.
Building Consent Authority Management	The year has been very productive and the BCA is in a strong position to meet the challenges of a growing city. The morale and culture of the division has greatly improved, with a strong management focus on taking care of staff, providing opportunities for them and giving encouragement, as appropriate. The BCA has a strong management team who are committed to providing excellent service to the community, engaging with stakeholders and communicating in an open and transparent manner.
Recruitment	A significant challenge for both the Building Services team and Environmental Planning team is the ability to recruit suitably qualified people. It can also be difficult to find consultants who have capacity to assist with the workload. More innovative methods of staff recruitment will be a future focus.
Bella Vista	<p>Buy out Settlement with the 21 home-owners was completed, following mediation on 31 October 2018. The various sale and purchase agreements were worked through with the home-owners and Council took possession of the properties on 6 December 2018. There has been very little correspondence with home-owners since that time.</p> <p>Insurance following protracted disagreement with its insurers, Council attended mediation with AIG (as lead insurer) and settled the matter on 26 November 2018.</p> <p>Remediation/Demolition In December 2018, Councillors endorsed the approach whereby Council retained ownership of the sites, to best ensure these were properly remediated. The remediation is in three stages, starting with the remediation of the Aneta</p>

Way houses, which continues. Further new (and hidden) defects were discovered whilst doing this and Council will re-clad these buildings to ensure they are safe and dry for future owners. The second stage involved the salvage and demolition of the Lakes Boulevard properties. This work continues and most houses have been removed. Third was the preparation of the wider site for re-sale, including construction of retaining walls between Aneta Way and Lakes Blvd. This work necessarily follows the first two aspects of the project, but work is progressing on all these aspects.

MBIE enquiry

The investigation by MBIE was completed on 26 March 2019. It included a number of required matters for Council to consider. The scheduled IANZ audit of the BCA will take place from 9 September. MBIE will also be on site during this audit to follow-up on matters identified in the Bella Vista investigation.

Colgan enquiry

The investigation by s 7(2)(a) - Privacy was very comprehensive, with more than 50 Council staff interviewed. While taking more time than hoped, it was important to understand the roles, performance and accountability of staff. As this is an employment investigation, care is needed to follow the correct legal processes around the report. These matters are ongoing.

Prosecution

Council made a decision in mid-2018 that there was sufficient evidence and public interest to warrant bringing charges against a number of parties involved in the development. There are a large number of charges relating to various issues around the building work. All defendants have entered not-guilty pleas and a trial is set for 2020. Further charges have been laid in relation to the hidden cladding defects at the Aneta Way properties.

INFRASTRUCTURE

Overview

Tauranga City Council aims to provide reliable and affordable infrastructure and services that support growth and are sustainably managed.

For our city to thrive we need:

- To build, improve and maintain safe, reliable and efficient core infrastructure that meets current and future demand
- A resilient multi-modal transport system that supports growth, enables a liveable city and leads to people making safe, healthy travel choices
- To reduce, recover, recycle and reuse more waste
- To gather data and intelligence to make wise management decisions.

	<p>The Infrastructure Group was created on 18 February 2019, as a result of the organisation restructure, which saw the separation of operational and delivery activities from the strategic planning and growth functions. It comprises the following teams:</p> <p style="text-align: center;"> Asset Planning and Information City Waters Infrastructure Delivery Sustainability & Waste Transportation </p> <p>The § 7(2)(f)(ii) took up the role on 22 July 2019. As the Group works towards delivering organisational objectives, it faces a number of challenges and constraints, including:</p> <ul style="list-style-type: none"> • Topographical challenges for the provision of water supply, wastewater, stormwater and transport networks • Implications of the Government enquiry into Havelock North drinking water and the resulting 3 water review • Increased travel and reliance on few key routes, which threatens the future viability and productivity of the port and other commercial areas • Land use and transport investment responses to growth that reinforce the preference for travel by private vehicle, adding pressure to the transport network • Tauranga has a high proportion of deaths and serious injuries as a result of crashes involving intersections and vulnerable road users, which leads to a high social cost to the community • A changing landscape for attracting centralised funding. <p>An overview of each of the five teams, and their highlights over the past year is outlined below:</p>
<p>Asset Management Planning and Information</p>	<p>This team supports other Council activities in collecting and improving asset data. They analyse asset information on maintenance, condition and consumption of assets, to inform valuations and renewal requirements. Every three years, Asset Management Plans (AMPs) are updated to inform the Long Term Plan. These plans outline the lifecycle activities (operation, maintenance, renewal and new works) that are required to achieve our desired level of service. The Infrastructure Development Code (IDC) provides technical information for the development of our infrastructure.</p> <p>The IDC is kept up-to-date to make sure infrastructure is constructed and renewed to the desired quality, using materials that are cost-effective to maintain.</p> <p>Activity:</p> <ul style="list-style-type: none"> • The team added more than 80,000 assets (including 50,600 blue crates for glass recycling) and more than 20,000 condition assessments to Accela (TCC’s asset information system).

	<ul style="list-style-type: none"> • Information from the Accela asset information system is now available in the Data Warehouse, improving reporting capabilities. • The team improved the configuration of the decision support software (Powerplan) to include asbestos cement pipe failure predictions, as well as valuation areas and budget numbers, to prevent double-counting or missing assets in renewal budgets and valuations. • Powerplan was used for the first time to extract data for the Waters, Transportation and Marine Valuations, with increased data confidence and accuracy. • The team published Asset Management Plans for Water Supply, Wastewater, Stormwater, Transportation, Sustainability and Waste, Parks and Property. • A combined asset management improvement projects list was established for all activities. Progress on projects is tracked and reported at Asset Management Steering Group meetings, which are held every 8 weeks. • The team engaged external consultants to peer review the 2018-28 AMPs, to inform the next round of AMP updates. The recommendations from these reviews will be incorporated and prioritised on the asset management improvement projects list. • Water Supply Inspection and Testing Requirements were updated in the Infrastructure Development Code (IDC); a template was created for the Development Works Approval application; and a 'departure from the IDC' application process was established to achieve more consistent, timely and transparent decisions on projects that don't comply with the IDC. • The team launched a comprehensive review of the IDC on 1 July, inviting the industry participants to share their thoughts about what is and isn't working well.
<p>City Waters</p>	<p>The City Waters team is responsible for providing water, wastewater and stormwater services to Tauranga, which includes planning, building, operating and maintaining the infrastructure. The team consistently meets national health standards and requirements and is committed to delivering the highest-quality water supply possible to our community. There are two water processing plants (Oropi and Joyce Road), two wastewater treatment plants (Chapel Street and Te Maunga), more than 170 pump stations and in excess of 2,000 kilometres of pipes that form the water, wastewater and stormwater networks.</p> <p>There is also an educational component to City Waters, which provides free advice to the community about all three water services. By helping people improve the way they do things (for example, better water use and correct stormwater disposal), the entire city benefits.</p>

	<p>The team has a strong focus on the environment and sustainable business practices. The Chapel Street plant generates a large amount its own electricity supply, and we are continuously refining our processes and looking into cleaner modes of production to reduce our carbon footprint. Following are highlights from the past 14 months.</p>
<p>Water Supply</p>	<ul style="list-style-type: none"> • The bulk water supplied to the City increased to a new record high of 15,057,015 cubic metres (m³) for the year ending 30 June 2019. This is about 930,000 m³ higher than last year and is largely attributable to ongoing population growth and extreme summer weather. • A City-wide sprinkler ban was put in place between 30 January and 25 March 2019, to manage the peak water demands resulting from the hottest and driest summer in Tauranga for 40 years. • A Membrane Container Plant was procured and commissioned to increase operational resilience at Joyce Road WTP, to assist in sustaining peak summer production requirements until the Waiāri Scheme comes on-line in late-2021, and to ensure sustained operations of Joyce WTP can continue until it is upgraded in 2025-26. • The Eastern Reservoir, situated along Welcome Bay Road, was brought online on 17 May and is now supplying Papamoa East. The Eastern Reservoir provides additional supply storage to the coastal strip of Papamoa and Mount Maunganui. • Two new applications were developed to enhance asset management processes associated with meter replacement and backflow testing projects; and GPS coordinates have been captured for all water meters in the City. • Open Days (the first in 20 years) were held at Oropi WTP to showcase microfiltration technology and the care that is taken in delivering AA grade water to the community. • City Waters and the WBOPDC Utilities teams established a formal collaborative arrangement and commenced the scoping and engagement for the procurement of a joint 3 Waters maintenance services contract by 2021. • The Water treatment teams have been restructured to incorporate the future commissioning, operation and management of Waiāri WTP, and to align the workforce capability with anticipated requirements that the future Water Regulator will impose. • Physical works on the Waiāri Project commenced in 2018/19. The target for completion of the third water supply scheme for the City is the end of 2021. Initial stream works have successfully commenced, as has one of the three trunk main contracts. The membrane supply contract for the processing plant has also been awarded. • The Water Treatment Plants ISO9001 Quality Management Systems and Processes underwent successful annual TELARC Audit in April 2019. • The Water Supply Bylaw was updated and came into force in April 2019, together with the associated “Large Water User” and “Water Meter” policies.

<p>Wastewater</p>	<ul style="list-style-type: none"> • A comprehensive Wet Wipes Campaign was successfully launched to raise awareness amongst our community. This campaign has been recognised as a finalist for the Sustainable Business Network Awards category “Communicating for change”, which will take place later this year. Staff have also been supporting WaterNZ with regard to the development of a national standard for flushable products. • Open Days (the first in 20 years) were held at Chapel St WWTP to showcase the biological processes that treat/convert raw sewage to a high standard effluent that gets returned to the environment. • A new centralised system was developed and implemented to manage all BOPRC resource consents requirements; City Waters manages the system for other consent holders in TCC. • The Te Maunga Sludge Thickening & Dewatering Plant was completed and commissioned in April 2019, and sludge is no longer directed to pond 1. • Various projects were completed at the Chapel Street WWTP - these included: <ul style="list-style-type: none"> ○ the site’s process water reticulation network being replaced ○ the procurement of a second Cogen unit for future use and plant resilience ○ and the refurbishment of Primary Clarifier #3. • The Southern Pipeline project was successfully completed and commissioned during the year. • The Wastewater Treatment Plants ISO14001 Quality Management Systems and Processes underwent successful annual TELARC Audit in December 2018.
<p>Stormwater</p>	<ul style="list-style-type: none"> • The roll-out of 2D Flood Hazard Maps, which commenced in 2010, was finally concluded on 21 March 2019. This marked the last in the series of the open meetings, which have been held for all 21 catchment areas. The modelled data is used for building consents, subdivisions, and infrastructure planning. • The eradication of a noxious weed (Salvinia Molesta), which has the potential to choke waterways and kill natural biota, was successfully completed in the last 12 months. The Ministry for Primary Industries (MPI) was the lead biosecurity agency for the eradication project, with high level of collaboration with TCC operations staff and Nga Potiki cultural monitors. It will be monitored for the next three years, to ensure the weed does not reappear. • The Integrated Stormwater Project continued to deliver several stormwater improvements to remove the risk to human life where the modelled depth and velocity of flow has exceeded the safe threshold. Other Stormwater improvements completed include the Roxanne Place stormwater protection works (bund and pump), the Seventeenth Ave bund to protect the Historic Village, and rain cell installations to manage localised flooding.

Laboratory	<ul style="list-style-type: none"> • The Laboratory team has been engaged by WBOPDC to undertake all laboratory service requirements. This has been successfully implemented and is delivering more efficient service to WBOPDC, while improving the resource base and resilience of the TCC Laboratory. • The lab accreditation: NZS/ISE/ISO 17025 – General requirements for the competence of testing and calibration laboratories - was successfully renewed.
Infrastructure Delivery	<p>Infrastructure Delivery is undertaken in two quite different ways. The Project Management Office (PMO) section delivers approximately half of TCC's total capex project load. In contrast, the Development Engineering (DE) section achieves delivery of vested infrastructure that accompanies sub-divisions.</p> <p>Attached to the DE section is a sub-section of staff who deal with the engineering aspects of building consent applications.</p> <p>Activity:</p> <ul style="list-style-type: none"> • Moving from a paper-based contracts system to a more environmentally-friendly digital system. • Final approval for the very last lot in the Lakes subdivision, marking the end of a 15-year endeavour. • The Development Engineering section has run a number of very well-received industry workshops, sharing the requirements of meeting the Building Code with a focus on: <ul style="list-style-type: none"> ○ Building Code requirements ○ Act matters such as Section 72, liquefaction analyses etc. ○ Common requests for information ○ Acceptable solutions. • The PMO has delivered a number of large-scale projects over the last 14 months. Some of these have also been mentioned in the relevant activity area of this report. Highlights include: <ul style="list-style-type: none"> ○ Tauranga's largest ever project, in terms of value – the Southern Pipeline. A \$107m trunk wastewater collector that represents about 12 years of effort is now completed and operating above performance targets. ○ Te Okuroa Drive. This is a new spine road access into and out of Papamoa East. This assists by activating the Papamoa east urban growth cell, as well as acting as the future gateway to Te Tumu. ○ Kopurererua Valley walking and cycling linkages and bridges. Two important bridge linkages have been completed – Whakapaewaka and Matarawa Pā Bridges spanning State Highways 29 & 36. Paved cycleways were also opened to the public on 14 July 2019. ○ The Te Maunga wastewater thickening and dewatering facility was completed and opened during the year ○ Other general wastewater projects included the Coach Drive upgrade and the Marshall Avenue biofilter.

	<ul style="list-style-type: none"> ○ Comprehensive consultation was carried out with tangata whenua in relation to the Papamoa East Interchange project, resulting in tangata whenua support for the project.
<p>Sustainability & Waste</p>	<p>Sustainability and Waste is responsible for waste collection, disposal, recovery, processing, education and behaviour change for waste minimisation in Tauranga.</p> <p>Waste collection keeps the city clean and tidy. This is done this by managing street and footpath cleaning contracts, a rubbish collection contract, and regulating waste operators. It also includes providing, maintaining and emptying public rubbish bins, undertaking loose litter collection from reserves and street berms, and collecting abandoned cars.</p> <p>Waste disposal, recovery and processing involves overseeing the contracts for the management of the Resource Recovery Park at Te Maunga and the Transfer Station at Maleme Street. This also includes the disposal of residential amounts of hazardous waste. The closed landfills at Te Maunga and Cambridge Road are managed and monitored with an aftercare programme that runs to 2025 and 2030 respectively.</p> <p>Activity:</p> <ul style="list-style-type: none"> ● The team is currently gearing up for the kerbside rubbish collection, which is due to begin in July 2021. They have commenced the procurement process and continued community engagement for the kerbside collection and waste processing facilities project (jointly with Western Bay District Council staff). ● The Glass collection service is providing excellent results and Tauranga’s recycled glass tonnage is on track to meet the collection target of 6,000 tonnes for the 2019/20 year. All of the collected glass is reprocessed into glass products. ● The team presented to the Glass Packaging Forum’s AGM on the glass collection service in August and has also been asked to present to the WasteMINZ conference on its highly successful behaviour change programme, Resource Wise. There is strong interest from other Councils to use this material and branding, which has been copyrighted for restricted use. ● The team that co-ordinates the Resource Wise programme provides 140 educational and behavioural change sessions to the public each year. There has been an increase in the uptake of Resource Wise Business Programme from 10 to 18 businesses in the last year. The Resource Wise Business programme is a key focus area, because the waste generated by commercial businesses represents 65% of waste to landfill from TCC’s two Transfer Stations. ● Following the high level of public interest in landfill management, the team is reviewing the current arrangements and levels of service for consent compliance at the closed landfills (Te Maunga and Cambridge Road), to provide more surety for the future management of these sites. Health & Safety arrangements at the two Transfer Stations

	<p>have been reviewed with Health & Safety team colleagues, to ensure the levels of service are appropriate to mitigate risks at these sites.</p> <ul style="list-style-type: none"> • The team is completing due diligence on a vermicomposting supplier for TCC’s biosolids (a process which mixes biosolids and waste fibre, with the assistance of worms to produce vermicompost) in Kawerau, in conjunction with colleagues in the wastewater activity. If successful, this will divert approximately 12,000 tonnes p/a from landfill. • The team has reinvigorated the corporate sustainability programme within Council and is looking forward to better outcomes by moving towards a circular economy – either Make, Consume and Enrich; or Return all materials. • In addition, the team has produced an energy management plan and policy for ELT; is considering the organisational approach to carbon and greenhouse management; and is participating in the compilation of an Environment Strategy which will encompass an outcomes delivery plan for a Future Tauranga.
<p>Transportation</p>	<p>Transportation is responsible for making it easier and safer to move around the city, by providing an integrated, sustainable and efficient transport network that enhances the attractiveness and livability of our urban environment and provides people with transport choices. Resilience of the transport network is supported by identifying the impacts of land use, growth and development on the network and parking resource, and identification of where future upgrades or control are required. The activity invests in walking and cycling projects and education to encourage greater use of more sustainable transport modes.</p> <p>The city’s transport network has come under increasing pressure from significant residential and commercial growth in recent years. There are no quick fix solutions to the current traffic challenges facing the city. We realise the importance of the private motor car to the transport system, and over the last 25 years, significant investment in a car-based transport network has occurred in Tauranga. However, investment in other modes has lagged behind. The current Government has given clear direction that transport projects with a mainly car-based focus will not be looked upon favourably for central government funding. The focus for the Government and councils across New Zealand, including Tauranga City, is investing more in public transport, encouraging more walking and cycling, improving safety and reducing the impacts of transport on the environment. These priorities are reflected in the type of projects we are currently planning. Where appropriate, we will still invest in new roads, but this investment will aim to deliver a balanced multi-modal transport network, providing people with a range of transport choices to help them move as easily as possible around the city.</p>

Activity:

LED Streetlights Upgrade

In March 2019, we commenced a programme to convert all 7,000 streetlights in the city's residential streets to LED. The first areas focused on were Matua, Bellevue, Brookfield, Judea, Otumoetai and Bethlehem. On 17 June 2019, the 1000th LED light was installed in Bethlehem. Other Tauranga residential areas will follow in the coming months, with the programme expected to be complete by early-2020. Streetlights on main roads will be converted to LED in due course. We anticipate this programme commencing in 2020. Energy savings from the project are already tangible.

Cycle Plan

Delivering a comprehensive, well-connected cycle network is an important contribution to improving congestion on our network. Key strategic cycling corridors have been identified, to provide connectivity between key locations. Investment in cycle routes and projects that are likely to get the most people riding their bikes to work, school and tertiary education will be the priority.

Cycling facilities

Work is underway on delivering cycling infrastructure at various locations across the city, including; maintenance stations, cycle stands, widening of existing paths, installing safety measures and building connections between existing facilities. In partnership with our Parks and Reserves team, numerous reserve walkways have been upgraded to shared facilities.

Takitimu Drive overbridges and Kopurererua Valley improvements

Two new bridges (Wharepaewaka bridge and Matarawa Pa bridge) and have been installed across Takitimu Drive, along with 6.5 kilometres of upgraded walking and cycling tracks. The facilities link communities and encouraging more people to walk and bike through the Kopurererua Valley area, and between The Lakes and Tauranga Crossing.

Roundabout upgrades

Roundabouts have been improved at various locations, as a speed calming feature. Improving safety and connectivity for vulnerable users, including cyclists, pedestrians and users of public transport is a key objective of these upgrades.

City centre parking changes/occupancy rates/free parking

We acknowledged the pressures on parking in the city centre and implemented a number of initiatives including; time-restricted parking in the core retail areas of Grey Street and Devonport Road, the introduction of free on-street parking

on Saturdays, additional car parking spaces at Dive Crescent and parking fee changes to encourage less all-day car parking. The purpose of the changes was to ensure a regular turnover of parking, to support local businesses.

Night inspections/Faults identification

Inspections of the roading network were undertaken to identify faults that affect night-time driving (e.g. faded signs, missing reflectors and faded road markings). Improvements in the approach to inspections mean that faults identified are automatically entered into the maintenance contractors' job management system.

Footpaths Condition Survey

The biennial footpath condition and inventory survey of 760km of footpath was undertaken in 2019, using a more efficient methodology to record and grade individual faults. The approach achieved a 50% reduction in survey duration and by using enhanced computer and camera technology, the quality of the information obtained was more accurate.

Asset Management

High-speed laser surveys were undertaken to determine the condition of our roading network. This information will contribute to future road maintenance and renewal programmes.

CCTV enhancements

We have undertaken a major upgrade of our video management system. New features available include; license plate recognition and thermal recognition. To allow for better management of traffic and public safety, a number of existing CCTV cameras were renewed and approximately 20 new cameras installed. Network performance was enhanced with the installation of new wireless connectivity between the Tauranga Metro network fibre and key transmission locations. Additional recording equipment was also installed to accommodate the increased usage of CCTV cameras across the city, particularly by NZ Police.

Maunganui Road

We have commenced work with the aim of creating a calmer, safer environment for everyone who travels through this area. Traffic lanes and roundabouts have been designed to encourage drivers to naturally reduce their speed. For people who are walking and cycling in the area, wide shared paths have been constructed and new pedestrian crossing points installed at various locations.

Links Avenue safety improvements

A new pedestrian crossing was installed in front of Mount Maunganui Intermediate School, providing a safer crossing

point for local residents, school students and parents. In addition, a new 2.5-metre wide shared pedestrian/cycle path was built between Ascot Road and Mount Intermediate. Further safety improvements are planned, including an upgrade at the Links Avenue/Concord Avenue/Farm Street intersection. This will improve connectivity and safety for pedestrians, cyclists and vulnerable users.

Links Avenue bus lane

Tauranga is growing rapidly and we have to be smarter about our use of road space. This will only be successful if we have dedicated bus lanes to make public transport an attractive alternative to vehicles. Bus lanes have been introduced and are being trialled along Hairini Street and along Links Avenue. Early indications are that buses are running more reliably.

Domain Road

More than 10,000 vehicles travel along Domain Road each day, and it is a key link for residential areas, schools, retail shopping and the state highway. The structure of the road is beyond its useful life and sections have fallen into disrepair. The aims of this project are to upgrade the road, and introduce facilities to make it easier and safer for people who wish to walk and bike in the area. Work is anticipated to be complete towards the end of 2020.

Te Okuroa Drive

We are continuing to deliver stages of Te Okuroa Drive, to support the Wairakei development area. This provides an alternative link to Papamoa Beach Road. Future stages of work will cover Te Okuroa Drive beyond Stevenson Drive towards Te Tumu, with an interchange to be built that will connect to the Tauranga Eastern Link road.

Greerton village safety improvements

Council completed safety improvement works at Greerton Village in December 2018. The desired project outcomes were to improve safety for all users, with a focus on pedestrian and cyclist safety, while maintaining the 'village feel'. As a result of feedback from concerned citizens, options to improve traffic flows through the village were explored. Council members directed staff to further engage with the community regarding the wider transport network impacts affecting this area. Engagement activities will be undertaken in early-2020.

Welcome Bay Lane

In September 2018, Welcome Bay Lane was closed at its intersection with Welcome Bay Road. This decision was taken by Council staff and the NZ Transport Agency (NZTA), due significant risks posed to cyclists. The intersection has remained closed whilst detailed traffic modelling on the wider transport system was undertaken, focusing on the complexity of the network and the competing demands of various road user groups. A solution was approved by

Council in May 2019 and detailed designed work commenced. Welcome Bay Lane is likely to be reopened towards the end of 2019.

Ramp metering

In an effort to improve the safety and efficiency of traffic travelling through the Barkes Corner and SH2/Elizabeth Street roundabouts, we have supported NZTA in the introduction of roundabout metering. The lights only operate when traffic queues reach a certain level. The metering trial is for an 18-month period and is being monitored by NZTA and Council staff.

Travel Safe campaigns

In partnership with the NZ Police, over 200 Pillans Point School students signed-up online to the Travel Safe 'Feet First' programme. In addition, the launch of a 'Park & Stride' campaign resulted in a noticeable reduction in the number of vehicles in the vicinity of the school gates. Children now meet their parents at an agreed vehicle parking location, which is a minimum of 500m away from the school gates.

Awards

Tauranga City Council was the recipient of two TRAFINZ leadership awards. For the first time ever, the Sustainable Transport Leadership and the Transportation Safety Leadership awards were awarded to one Authority. The Sustainable Transport Leadership award was for exceptional leadership with our Smarter Transport Choices initiative. The Safety Leadership award was for exceptional leadership for Travel Safe initiatives. The guiding principles developed are how we will work with communities in road safety, wellbeing, sustainability and active transport.