

## Council Briefing Agenda

**Date:** Tuesday, 30 April, 2019

**Time:** 9:00 am

**Location:** Council Chamber  
Forum North, Rust Avenue  
Whangarei

**Elected Members:** Her Worship the Mayor Sheryl Mai  
(Chairperson)  
Cr Gavin Benney  
Cr Crichton Christie  
Cr Vince Cocurullo  
Cr Tricia Cutforth  
Cr Shelley Deeming  
Cr Sue Glen  
Cr Phil Halse  
Cr Cherry Hermon  
Cr Greg Innes  
Cr Greg Martin  
Cr Sharon Morgan  
Cr Anna Murphy

For any queries regarding this meeting please contact  
the Whangarei District Council on (09) 430-4200.

**1. Apologies**

**2. Reports**

2.1 Annual Plan 2019 - 2020 Community Feedback Report

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**3. Closure of Meeting**

## 2.1 Annual Plan 2019 – 2020 Community Feedback Report

**Meeting:** Council Briefing  
**Date of meeting:** 30 April 2019  
**Reporting officer:** Dominic Kula (General Manager Strategy and Democracy)

### 1 Purpose

To brief Council on the community feedback and initial staff responses to submissions on the draft Annual Plan 2019 -2020 (including fees and charges).

### 2 Discussion

Consultation on amendments to Year two of the 2018-2028 Long Term Plan (Annual Plan 2019-2020) was undertaken between 4<sup>th</sup> March and 4<sup>th</sup> April 2019. During consultation:

- 178 written submissions were received
- 61 registered for Council hearings
- 23 engagement events were held
- 111,504 unique views of Council videos were made available on social media.

While an early draft which is subject to refinement the attached report classifies the community feedback (from written submissions and consultation meetings) and provides staff analysis and initial responses to this feedback. The 10 most frequent topics raised were:

District wide feedback ranking		
Rank	Group	Activity
1.	Transportation	Seal extensions
2.	Parks and recreation	Parks and reserves
3.	Transportation	Footpaths
4.	Strategy	Spatial
5.	Transportation	Traffic calming
6.	Parks and recreation	Sports facilities
7.	Transportation	Shared paths
8.	Strategy	Environmental impacts
9.	Parks and recreation	Playgrounds and skateparks
9.	Transportation	Vegetation and kerbsides

Three adjustments to the draft Annual Plan 2019 – 2020 have been suggested by staff. Below is a summary of these suggestions:

<b>Suggested adjustments to the draft Annual Plan 2019 – 2020 as a result of consultation</b>		
<b>Detail</b>	<b>Impact</b>	
	<b>AP19/20</b>	<b>Ongoing</b>
Transportation shared paths A grant for the survey of the transit corridor between Parua Bay shopping centre and McLeod Bay, made by WHCWG.	\$20k	No
Parks and reserves weed management Contribution to volunteer weed management capacity (subject to NRC receiving additional Predator Free 2050 funds).	\$50k	Yes
Parks and reserves wetland To assist the Oakura community with consenting requirements for their wetland project.	\$20k	No
<b>Total value of recommendations:</b>	<b>\$90k</b>	<b>\$50k/annum (+LGCI)</b>

In addition to the structured feedback provided through meetings and submissions feedback has been received through social media which will be themed and summarised for councillors to consider alongside the attached report. Due to timeframes copies of this information will be distributed at the meeting.

The briefing will include:

- A review of the process to date
- A review of key assumptions (including a financial update)
- A review of matters pending future decisions which may impact the Annual Plan
- Summary of what we have heard from the community (including themes from social media)
- Summary of staff responses to community feedback.

### 3 Attachments

Community feedback on the draft Annual Plan 2019 – 2020 (including fees and charges)

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# Community Feedback Report

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Including fees and charges

APRIL 30, 2019  
WHANGAREI DISTRICT COUNCIL

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## Summary

Consultation on amendments to Year two of the 2018-2028 Long Term Plan (Annual Plan 2019-2020) was undertaken between 4<sup>th</sup> March and 4<sup>th</sup> April 2019. Submitters were given the opportunity to speak to their submission on the 16<sup>th</sup> April 2019.

Community outreach was achieved via:

- 23 engagement events (consultation meetings and community activities)
- Five news features in The Whangarei Leader newspaper
- Five social media postings generating:
  - 111,504 unique viewers on Facebook
  - 133 comments recorded on Facebook
  - 1387 views on YouTube

### Formal submissions:

This report focuses on the community feedback received by Council via formal submissions only. Feedback received via written submissions and recorded at formal consultation meetings is deemed to be formal submissions for the purposes of the Annual Plan 2019 – 2020 (the plan) consultation. Staff analysis and responses is therefore constrained to this scope.

Formal submission feedback included:

- 178 written submissions (61 registered for a verbal hearing) and
- 14 formal consultation meetings.

### Social media feedback:

The social media campaign associated with the plan, generated 133 online comments. Social media comments differ from those received through formal submissions and meetings as there is:

- no defined process for ensuring a social media user intended or consented to their comments being included as a formal response
- no defined process for ensuring a social media user intended to for their social media information to be included in the formal consultation process or database
- potential for duplicate feedback/submissions to be recorded.

Those who engaged via social media were requested to follow the link to the WDC website where they could find more information on the plan, including how to make a submission.

Informal feedback has been compiled and will be themed by staff and provided to councillors alongside this report.

### Feedback supported by staff

Three changes to the draft Annual Plan 2019 – 2020 have been identified by staff as a result of consultation feedback. Below is a summary of these changes:

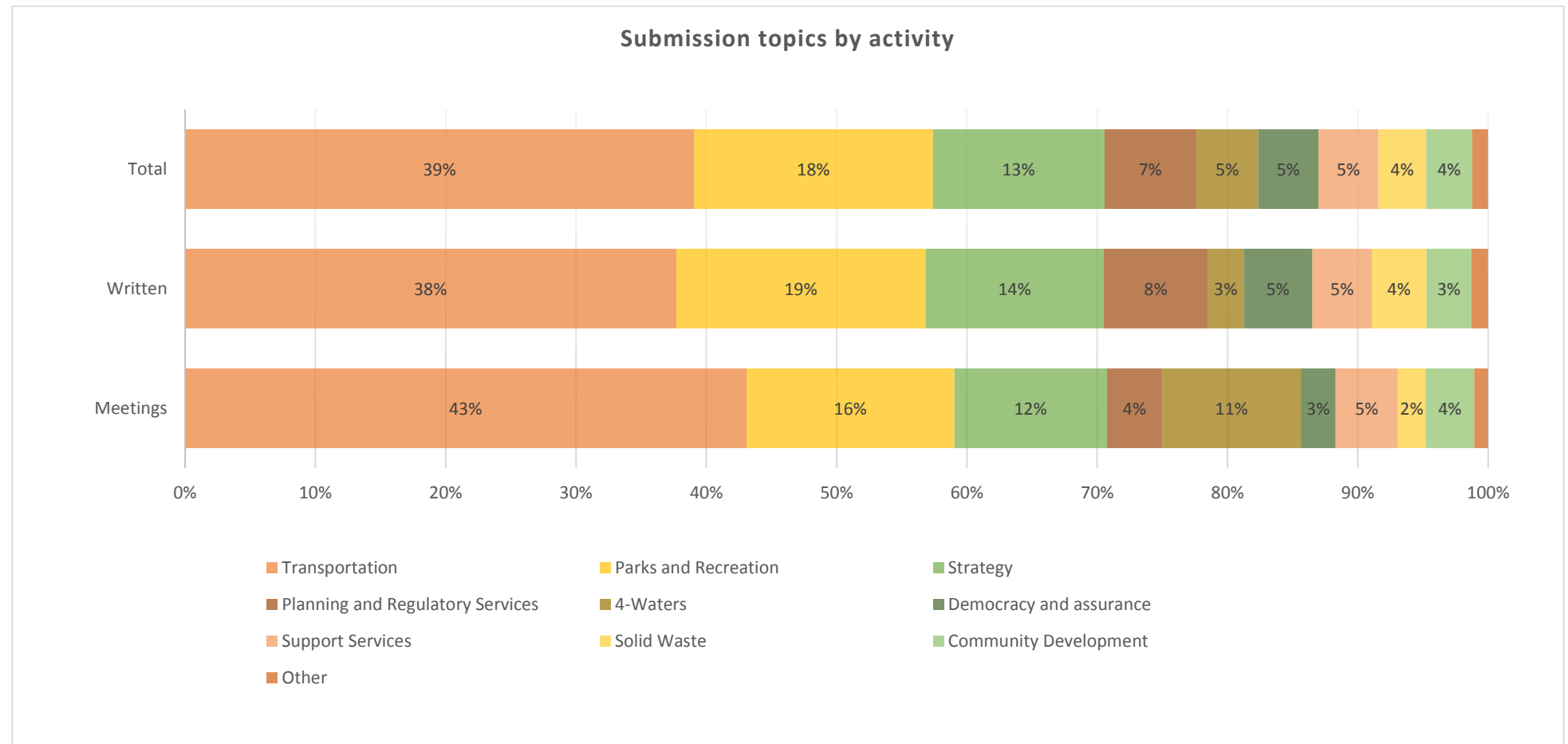
Suggested changes to the draft Annual Plan 2019 – 2020 as a result of consultation		
Detail	Impact	
	AP19/20	Ongoing
Transportation shared paths A grant for the survey of the transit corridor between Parua Bay shopping centre and McLeod Bay, made by WHCWG.	\$20k	No
Parks and reserves weed management Contribution to volunteer weed management capacity (subject to NRC receiving additional Predator Free 2050 funds).	\$50k	Yes
Parks and reserves wetland To assist the Oakura community with consenting requirements for their wetland project.	\$20k	No
<b>Total value of changes:</b>	<b>\$90k</b>	<b>\$50k/annum (+LGCI)</b>



## Feedback statistics

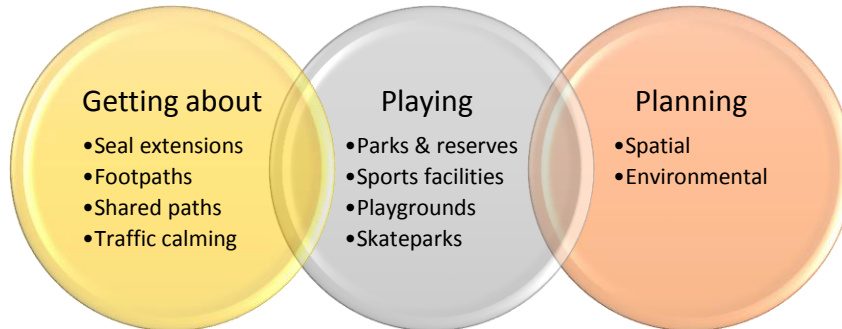
737 individual pieces of feedback – 549 written and 188 recorded at meetings, was collected during consultation, excluding question 1 (Q1).

On average, a submitter commented on three individual matters (excluding Q1). The Ruakaka Residents and Ratepayers Association Inc and Nga Uri O Honetana Te Ngahuru O Ngati Tu Hapu, raised 31 and 28 comments respectively. The Northland District Health Board's submission, was the only one received that did not raise an issue for Council to address. Good, A submitted a blank form.



## Hot topics

Transportation, parks and recreation and strategy activities represent the 10 most frequently raised topics from consultation. These represent 53% of submission comments.



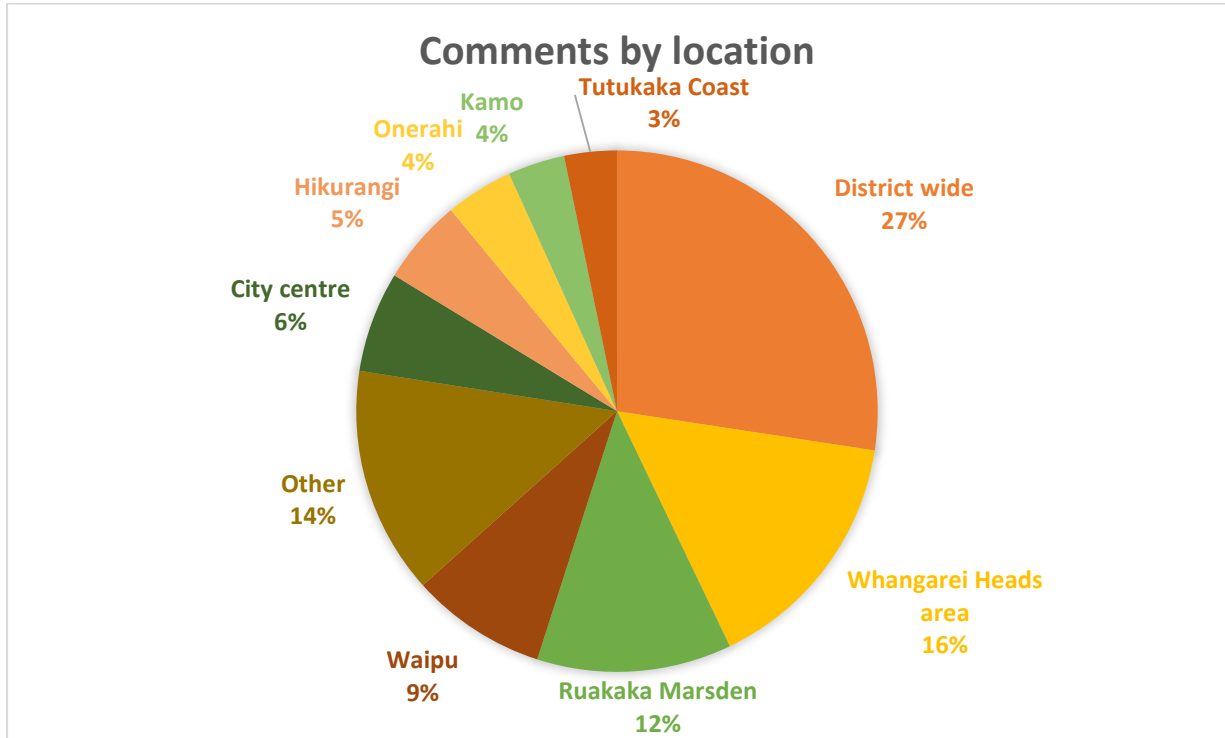
## Data set

District wide feedback ranking		
Rank	Group	Activity
1.	Transportation	Seal extensions
2.	Parks and recreation	Parks and reserves
3.	Transportation	Footpaths
4.	Strategy	Spatial
5.	Transportation	Traffic calming
6.	Parks and recreation	Sports facilities
7.	Transportation	Shared paths
8.	Strategy	Environmental impacts
9.	Parks and recreation	Playgrounds and skateparks
9.	Transportation	Vegetation and kerbsides

Activity ranking by feedback method		
Total	Written	Meetings
Seal extensions	Seal extensions	Parks and reserves
Parks and reserves	Parks and reserves	Spatial planning
Footpaths	Spatial planning	Vegetation kerbside
Spatial	Footpaths	Footpaths
Traffic calming	Traffic calming	Shared Paths
Sports facilities	Sports facilities	Traffic calming
Shared paths	Shared Paths	Playgrounds skateparks
Environmental impacts	Consultation	Seal extensions
Playgrounds and skateparks	Environmental impacts	Environmental impacts
Vegetation and kerbsides	Playgrounds and skateparks	Sports facilities

## Hot spots

Comments have been categorised by location specific to a comment and not the submitter.



## Data set

Commentary count by location		
Location	Count	%
District wide	202	27%
Whangarei Heads area	114	15%
Ruakaka Marsden	89	12%
Waipu	62	8%
City centre	46	6%
Hikurangi	39	5%
Onerahi	31	4%
Kamo	26	4%
Tutukaka Coast	24	3%
Raumanga	16	2%
Otangarei	15	2%
Ruatangata	14	2%
Whangaruru area	12	2%

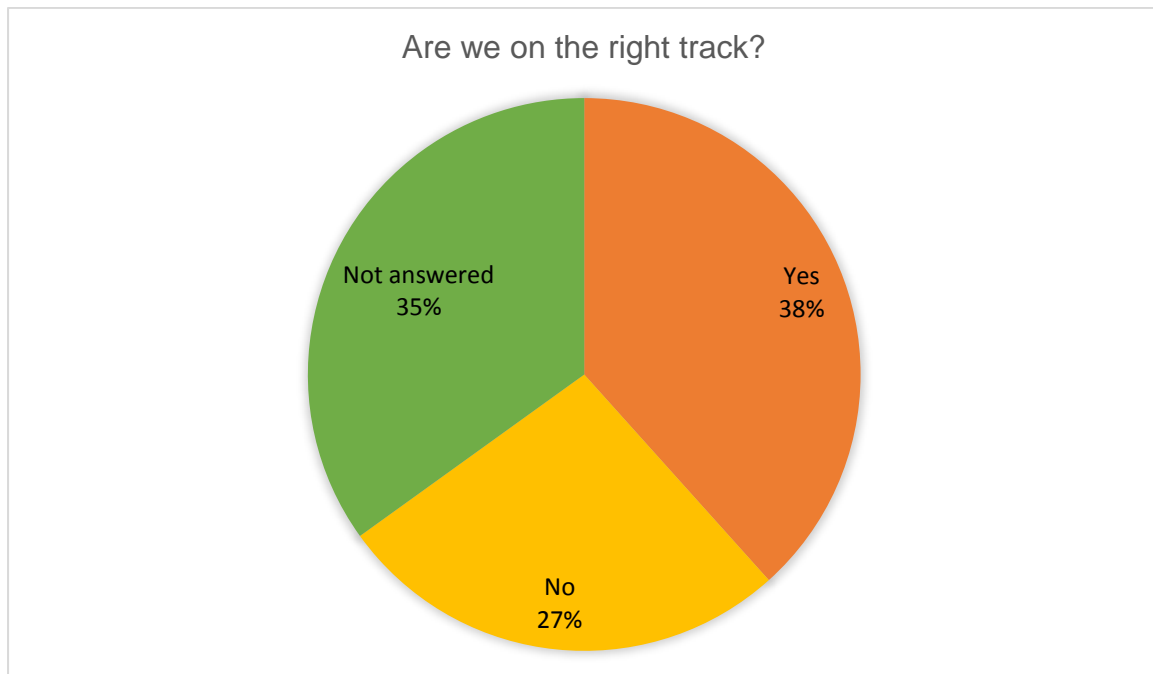
Commentary count by location		
Location	Count	%
Mangakahia	10	1%
Pipiwai	9	1%
Regent Kensington	7	1%
Tikipunga	5	1%
Maungakaramaea	5	1%
Maunu	3	0%
Maungatapere	2	0%
Otaika	2	0%
Pataua	1	0%
Morningside	1	0%
Ngati Hau Whenua	1	0%
Springs Flat	1	0%
Total	737	100%

### **The right track (written feedback only)**

Submitters were asked if they thought Council were on the right track for the Plan (the question):

1. 83 did not answer the question
2. 56 indicated to varying degrees, that Council was on the right track
3. 39 did not think Council were on the right track.

32 submitters (18%) who did not answer the question, did not complete Council's feedback form. They therefore may have been unaware of Council's request for feedback. These responses have been excluded from the below graph.

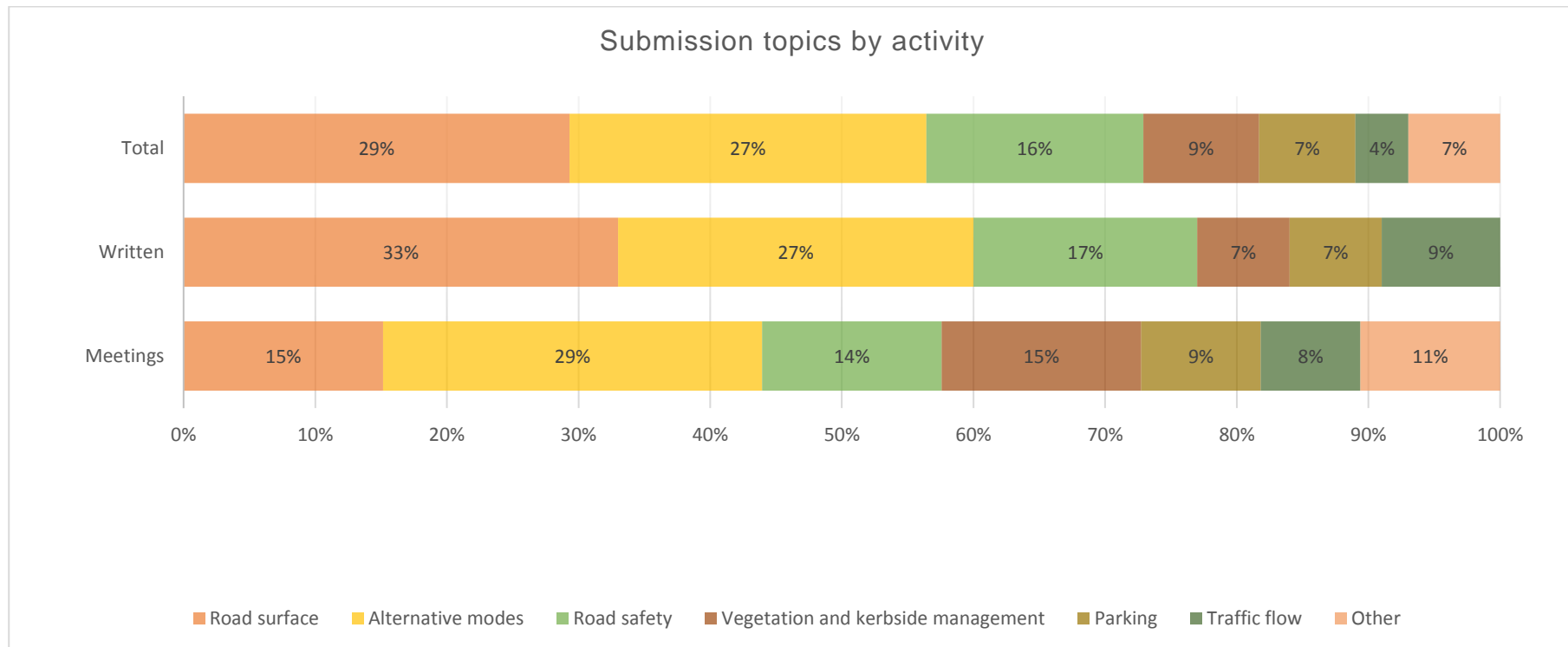


## Fees and charges

<b>Statement of proposal on the draft fees and charges 2019 – 2020</b>
<p><b>Issues raised via consultation:</b></p> <p>Three submissions were received that referenced fees and charges, during the concurrent consultations of the annual plan consultation document and the statement of proposal for the draft fees and charges 2019/20. They were:</p> <ol style="list-style-type: none"> <li>1. Cummins Family – sealing of Massey Road</li> <li>2. Alan Agnew:             <ol style="list-style-type: none"> <li>a. Too focused on new Council building project and branding</li> <li>b. Council concerned about the amount of:                 <ol style="list-style-type: none"> <li>i. ratepayer money being spent and wasted on patching roads and not fully sealing them</li> <li>ii. investment in the ex-Countdown Building and waste of ratepayer money</li> <li>iii. rates you have to pay for services provided</li> </ol> </li> </ol> </li> <li>3. Federated Farmers of New Zealand - submitted in their annual plan feedback that Council consider making greater use of user fees and charges.</li> </ol>
<p><b>Staff analysis:</b></p> <p>Staff responses to the above comments are as follows:</p> <ol style="list-style-type: none"> <li>1. The Cummins family submission was reclassified as an annual plan submission. Mr Cummins confirmed the incorrect form was completed and the intent of the submission was to submit to Council on the sealing of Massey Road.</li> <li>2. Neither submission from Alan Agnew or the Federated Farmers of New Zealand related to the fees and charges. Both submissions related to Council expenditure as opposed to the process or calculation of fees and charges included in the statement of proposal.</li> </ol> <p>The community have had the opportunity to present their views with an option to speak and elaborate on their submissions. Although no feedback was received, staff will continue to review processes for administering fees in charges in order to provide the community with affordable services that meet their needs.</p>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

## Transportation

Of the 178 submissions received, 112 (63%) raised 207 transportation related comments. 81 additional points were recorded at consultation meetings. Transportation generated the largest volume of feedback, with seal extensions being the most commented on activity.



## Data sets

Transportation comments by activity			
Activity	Meetings	Written	Total
Road surface	10	70	80
Alternative modes	23	55	78
Road safety	12	36	48
Vegetation and kerbsides	13	14	27
Parking	9	14	23
Traffic flow	5	8	13
Projects	6	6	12
Policy Strategy	3	4	7
Total	81	207	288

Transportation comments by area			
Area	Meetings	Written	Total
Whangarei Heads area	5	53	58
Waipu	3	41	44
District wide	12	30	42
Ruakaka Marsden	5	15	20
Hikurangi	8	12	20
Kamo	11	8	19
Onerahi	7	8	15
City centre	6	8	14
Raumanga	5	8	13
Tutukaka Coast	2	10	12
Otangarei	7	0	7
Pipiwai	-	7	7
Ruatangata	3	2	5
Maungakarama	-	4	4
Mangakahia	3	-	3
Whangaruru area	2	-	2
Otaika	2	-	2
Regent Kensington	-	1	1
Grand Total	81	207	288

## Road surfaces

Unsealed road (metalling)
<p><b>Issues raised via consultation:</b></p> <p>Four comments were received in relation to the quality of the Attwood Road, Ruatangata and Massey Road, Waipu metalling. Submitters noted that:</p> <ol style="list-style-type: none"> <li>1. road grading must be undertaken done with the involvement of a water truck</li> <li>2. poor contractor service</li> <li>3. corrugations are dangerous</li> <li>4. safety issues associated with dust and corrugations in and smoothing of road surface</li> <li>5. health issues created by dust.</li> </ol>
<p><b>Staff analysis:</b></p> <p>The Northland Region has experienced a very dry season this summer. Sections of unsealed roads often unravel over summer because there is not enough moisture in the fines to bind the larger stone together. This unravelling causes rutting and corrugations. Loose metal arising from this damage migrates to the sides of the road creates bare spots in the middle of the road. These bare areas will need to soften up with the first sign of showers and before the surface can be re-metalled. Applying metal to hard dry roads will cause even more problems. Grading in the dry only provides temporary relief for a few days and then the ripped-up surface is worse off than before. This is because the grading creates loose marbles on the hard surface and the loose aggregate does not compact if the surface is not soft and cohesive.</p> <p>Grading and metalling will be programmed once there is sufficient moisture is in the ground to make this activity effective. The grader will on each successive grade bring the loose metal from the sides for it to be pressed into the softer surface. Additional metal will be placed where necessary. Even if there has been some rain, often it is not sufficient for our contractor to initiate the full grading maintenance programme. However, when rutting, corrugations and potholes reach dangerous levels and the road become impassable, even when driving to the conditions, a minimal amount of grading will be carried out to the affected areas. This will only provide temporary relief.</p> <p>Grading is timed to take place after a good period of rain and there is a high moisture content in the upper 50mm of the road surface. As not all roads can be done in the short period available before they dry out again, they are prioritised according to their condition.</p> <p>Council currently has a 700km unsealed road network.</p>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>



<p style="text-align: center;"><b>Seal extensions</b></p> <p style="text-align: center;">(unsealed surface to chip seal)</p>
<p><b>Issues raised via consultation:</b></p> <p>65 comments were recorded in relation to seal extensions (specific and non-specific). Five submissions and four comments from meetings related expressed the need for more seal extensions, or a policy on what should be sealed and prioritised.</p> <p>Requests to seal specific roads included Albany Road (1), Attwood Road (1), Brooks Road (1), Campbell Road (1), Houto Road (1), Massey Road (33), Moore Road (1), Omauri Road (1), Opouteke Road (1), Patutahi Road (1), Pukenui Road (1), Rubey Way (1), Snooks Road (4), Takitu Road (1), Waiotoi Road (7), Wairimu Way (1), Wrights Road (1).</p> <p>Two submissions requested Council consider a subsidised or ratepayer contribution scheme, should they not be the next priority (Attwood and Massey Road).</p>
<p><b>Staff analysis:</b></p> <p>New Zealand Transport Authority (NZTA) normally fund 53% of Council's roading activities, however they no longer subsidise seal extensions. The cost of seal extensions is approximately \$500k per km.</p> <p>Due to the complexity of individual seal extension projects, the associated costs can vary drastically. The more complex and costly the project, the lower the number of kilometres of road that Council can fund. The community should be aware that, project identification and design must be completed the year prior to construction;</p> <p>Council is currently looking at the prioritisation of projects for seal extension for the 2019/20 year including the requests for sealing from community groups. There are however currently more than 120 roads in the District on the existing list of requests.</p> <p>Subsidised or ratepayer contribution scheme:</p> <p>The share % to be funded by ratepayers on the road under the ratepayer scheme and the payback period is being reviewed as part of the prioritisation process. Before any seal extension project starts, Council would need to consult with the ratepayers. Council policy requires agreement from at least 80% of the property owners involved for a targeted rate to be adopted. If agreement is reached, then the targeted rate would be added to these owner's rates bill within the area of benefit in the year following the sealing of the road.</p>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

<p style="text-align: center;"><b>Sealed road maintenance</b> (asphalt or chip seal)</p>
<p><b>Issues raised via consultation:</b></p> <p>Four comments were recorded in relation to sealed road resurfacing and rehabilitation at Marsden Point Road, Kowi lakes subdivision roads and CBD to Onerahi.</p> <p>Requests mentioned:</p> <ol style="list-style-type: none"> <li>1. surface rehabilitation works should ensure that there is a ramp from the maintained section of road up to existing road network surface. This is to reduce noise from vehicles for residents, particularly those on roads used by trucks and trailers</li> <li>2. new Kowi Lakes subdivision should have been resealed with asphalt not chip seal. Submitter would like a targeted rate if that is necessary to get quality road surfaces in the area</li> <li>3. roads must be maintained.</li> </ol>
<p><b>Staff analysis:</b></p> <p>Staff responses to the above comments are:</p> <ol style="list-style-type: none"> <li>1. seal joints on construction and rehabilitation works should be flush with existing surfaces, construction standards will be reviewed by staff for future works</li> <li>2. roads within the Kowi Lakes subdivision were resealed last year with chip seal matching the original construction. An AC surface is 5 times the cost of chip seal and not a level of service funded within the current budgets. A target rate for AC in the area can be investigated with the residents</li> <li>3. riverside Drive and Onerahi roads are currently being repaired and resealed this year, and an upgrade project for these roads has been programmed in the LTP for start in 2024.</li> </ol>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

## Alternative modes

<b>Footpaths</b>
<p><b>Issues raised via consultation:</b></p> <p>42 comments were recorded in relation to footpaths in Hikurangi, Onerahi, Kamo, Ruakaka Marsden, Waipu and Whangarei Heads/Parua Bay. They included the comments related to:</p> <ol style="list-style-type: none"> <li>1. new requests:             <ol style="list-style-type: none"> <li>a. footpaths in Kamo, Raumanga, Ruakaka Marsden area and the Whangarei Heads area</li> <li>b. pedestrian crossings in Hikurangi, Onerahi, Whangarei Heads area and the district in general</li> </ol> </li> <li>2. maintenance:             <ol style="list-style-type: none"> <li>a. general maintenance requests were received for Hikurangi, Onerahi, Raumanga and the Ruakaka Marsden area</li> <li>b. safety concerns we recorded for Hikurangi, Onerahi and Waipu</li> </ol> </li> <li>3. accessibility:             <p>Kamo, Raumanga and the district in general.</p> </li> </ol>
<p><b>Staff analysis:</b></p> <p>New footpaths</p> <ul style="list-style-type: none"> <li>• A new footpath programme budget of \$4.5M was included in the LTP 2018-2028. Council has allocated for the construction of new footpaths in the 10 years.</li> <li>• The requests for new footpaths (including safety and accessibility), will be considered by Council and prioritised using the footpath prioritisation model approved in 2017.</li> </ul> <p>Footpath maintenance, accessibility and safety</p> <ul style="list-style-type: none"> <li>• The submissions relating to footpath maintenance (including safety and accessibility) will be assessed by staff and repaired as needed from existing operational budgets. Urgent safety repairs are completed immediately, renewals and upgrades are programmed and prioritised to fit within existing budgets.</li> </ul>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

<b>Shared paths</b>
<p><b>Issues raised via consultation:</b></p> <p>23 comments were recorded in relation to shared paths in Hikurangi, Kamo, Otangarei, Waipu, Raumanga, Ruakaka Marsden area, Regent Kensington area and Otaika. Discussion at the Otangarei meeting revolved around the future use of shared paths and connectivity.</p> <p>One request was made to purchase the large area land at the base of Kamo hill for use as a shared path.</p> <p>One submission was received in support of the Whangarei Heads Cycle/walkway group for a grant to be approved for a survey of the transit corridor between Parua Bay shopping centre and McLeod Bay, in order to enable plans for an off-road cycle/walkway to be developed.</p>
<p><b>Staff analysis:</b></p> <p>Staff responses to the above comments are as follows:</p> <ol style="list-style-type: none"> <li>1. Shared paths programme:             <ol style="list-style-type: none"> <li>a. additional shared paths have been allocated funding of \$15.8M in the LTP. This funding assumes an NZTA subsidy of 53%. Council has also made applications to the Provincial Growth Fund on a regional basis for additional funding to construct shared paths connecting Paihia to Whangarei and One Tree Point to Mangawhai as part of the Regional Walking and Cycling Strategy. This includes the shared path from Langs Beach to Ruakaka.</li> </ol> </li> <li>2. Land purchase:             <ol style="list-style-type: none"> <li>a. the large grass area at the base of the Kamo Hill is closed road owned by NZTA. The land is subject to the offer back provisions of the Public Works Act and the Office of Treaty Settlements. At present, it is not available to Council for purchase. There is an existing Shared path connection from Kamo Rd to the Kamo Shared path route on the Bypass.</li> </ol> </li> <li>3. Community cycleway grant request             <ol style="list-style-type: none"> <li>a. the Whangarei Heads Cycle/Walkway Group (WHCWG) requests that \$20k be allocated to conduct a survey of the transit corridor between Parua Bay shopping centre and McLeod Bay to enable plans for an off-road cycle/walkway to be developed. This would be new funding as no provision has been made in the LTP for unsubsidised shared path funding.</li> </ol> </li> </ol>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes the submission and recommend a \$20k grant be included in the draft 2019-2020 Annual Plan for the survey of the transit corridor between Parua Bay shopping centre and McLeod Bay, made by WHCWG.</p>
<p><b>Impact of initial response:</b></p> <p>A one off operational expense of \$20k.</p>

Other alternative modes
<p><b>Issues raised via consultation:</b></p> <p>Nine comments, raised five issues in relation to other alternative modes of transport. Requests included:</p> <ol style="list-style-type: none"> <li>1. bus services location</li> <li>2. park n ride options for Ruakaka and Onerahi (or a weekly van service into Whangarei from Hikurangi)</li> <li>3. Ruakaka bus stop</li> <li>4. an electric vehicle charging station in Hikurangi</li> <li>5. separate cycle lane or area for cyclists</li> <li>6. ferry service from Parua Bay pub to Whangarei.</li> </ol>
<p><b>Staff analysis:</b></p> <p>Responses to the above comments are as follows:</p> <ol style="list-style-type: none"> <li>1. NRC have requested bus facilities be moved to Vine St. Budget is allocated in Year 3 of the LTP for this project, not the 19/20 Annual Plan. An item will be sent to Infrastructure Committee to make a decision on this matter outside of the Annual Plan process.</li> <li>2. NRC are currently investigating bus service trials for both Hikurangi and Ruakaka to Whangarei City. The trials are planned to start early in the new financial year and involve both bus and van services. Park n ride opportunities can be investigated to support these new services</li> <li>3. NRC and NZTA are continuing to investigate the establishment of an InterCity bus stop to service the Ruakaka area at the intersection of SH1 and SH15 beside the roundabout adjacent to the existing shopping area</li> <li>4. an application for funding to ECCA to establish additional EV charging stations around the District including Hikurangi was made jointly by Council, NRC and NorthPower last year but was unsuccessful. A funding further application to the new funding round will be made this year</li> <li>5. Council's plans for the shared path network are detailed in the Walking &amp; Cycling Strategy document adopted by Council in 2018</li> <li>6. the process for a fare based ferry service is similar to that of a bus service. Applications must be made to, and approved by, NRC.</li> </ol>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

Road safety
<p><b>Issues raised via consultation:</b></p> <p>46 comments were recorded in relation to road safety. 27 comments, related directly to road safety concerns in the Whangarei Heads/Parua Bay area. were the most notable topics.</p> <ol style="list-style-type: none"> <li>1. traffic calming (37) and flow (3):             <ol style="list-style-type: none"> <li>a. 27 comments related to speed limit reduction in Waipu, Onerahi, Raumanga, Ruatangata and Whangarei Heads/Parua Bay area</li> </ol> </li> <li>2. street lights (2).</li> </ol>
<p><b>Staff analysis:</b></p> <p>Staff responses to road safety comments are as follows:</p> <ol style="list-style-type: none"> <li>1. speed limit:             <ol style="list-style-type: none"> <li>a. The setting of speed limit is outside of the scope of the AP process. Council is currently undertaking a speed management review of the District's road network using the Speed Management Guidelines recently published by the Government. This requires the Council to review the suitability of all speed limits in the District and consider all requests from the community. Consultation with the community and stakeholders is required as part of the process. This will take at least 12 months</li> </ol> </li> <li>2. traffic calming funding and initiatives:             <ol style="list-style-type: none"> <li>a. Council currently funds traffic calming projects from the Minor Safety Improvements budget in a programme of works that requires NZTA approval each year. Council prioritises all the traffic calming requests based on several factors including road classification, pedestrian activity, crash history, road geometry, traffic volume etc. Based on an annual budget of approximately \$100,000 Council implements traffic calming on 1 or 2 streets each year, with NZTA approval</li> </ol> </li> <li>3. requests for calming will be assessed for setting the 2019/2020 programme</li> <li>4. minor safety improvements:             <ol style="list-style-type: none"> <li>a. Council funds minor safety Improvements form an NZTA subsidised programme that also requires NZTA approvals each year. Requests for new works are prioritised based on safety and community benefits and a programme of works developed for each year.</li> </ol> </li> </ol>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

Traffic flow
<p><b>Issues raised via consultation:</b></p> <p>12 comments were recorded in relation to traffic flow and congestion in Kamo, city centre, Ruakaka Marsden area, Raumanga, Whangarei Heads Parua Bay area, Onerahi and Ngunguru. Most notable were requests on how Council planned to manage congestion and community safety.</p>
<p><b>Staff analysis:</b></p> <p>Council plans for the management of congestion, traffic and community safety in the City urban and the CBD area are set out in the Whangarei City Transportation Network Strategy, adopted by Council in June 2018.</p> <p>Council is also working on implementation of the City Centre Plan.</p>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

Parking
<p><b>Issues raised via consultation:</b></p> <p>22 comments were recorded in relation to parking. Topics included:</p> <ol style="list-style-type: none"> <li>1. Time limits: <ul style="list-style-type: none"> <li>• requirements for time limits in Onerahi, city centre and the district in general</li> </ul> </li> <li>2. Cost: <ul style="list-style-type: none"> <li>• five comments were received on the cost of parking being too high</li> </ul> </li> <li>3. Vehicle type parking: <ul style="list-style-type: none"> <li>• two submitters requested additional parking for bicycles, scooters and motorbikes</li> </ul> </li> <li>4. Increase/lack: <ul style="list-style-type: none"> <li>• seven comments mentioned the need to increase parking in city centre, Ngunguru waterfront, Onerahi and the district in general.</li> </ul> </li> </ol>
<p><b>Staff analysis:</b></p> <ol style="list-style-type: none"> <li>1. Parking Strategy <ul style="list-style-type: none"> <li>• A number of submissions referred to the high cost and a lack of parking, particularly in the CBD. As detailed in Council's parking strategy it is Council's intention to manage the available parking resources in the CBD area with a combination of time limits and pricing to encourage turn-over, especially in the more desirable parking areas. There are no new carparking facilities budgeted for the CBD in the LTP. Better utilisation of the existing facilities is therefore required. Council's parking implementation plan is attempting to achieve this. The average occupancy of the metered carpark facilities in the CBD is only 75%. Some carparks have low occupancy.</li> </ul> </li> <li>2. Onerahi <ul style="list-style-type: none"> <li>• The Onerahi community have raised concerns regarding the availability and management of parking around the Onerahi shopping centre. Requests for more parking and time restrictions to manage all day parking have been received. Staff will consult with the Community and the shop owners regarding these requests.</li> </ul> </li> <li>3. Ngunguru <ul style="list-style-type: none"> <li>• The request for more parking along the Ngunguru waterfront will be considered as part of the Ngunguru seawall upgrade project.</li> </ul> </li> <li>4. Hikurangi <ul style="list-style-type: none"> <li>• The request for an upgrade of the main street in Hikurangi, including the provision of angled parking, will be investigated. No specific budgets have been allocated for such a project but we can consider these works form existing renewals and operational budgets.</li> </ul> </li> </ol>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>



<b>Vegetation and kerbsides</b>
<p><b>Issues raised via consultation:</b></p> <p>26 comments were recorded in relation to vegetation and kerbside maintenance. Topics included maintenance (18), pest control (3), plant selection (3) and entranceways (2). Eight submissions referred to the district in general.</p>
<p><b>Staff analysis:</b></p> <ol style="list-style-type: none"> <li>1. Weeds and noxious plants: <ul style="list-style-type: none"> <li>• Council undertakes noxious weeds control on the District's roadside in accordance with the noxious weeds strategy agreed with NRC. NRC requires Council to have a programme to work to eradicate nominated weed species on our roadsides. Council uses glyphosate products to manage general vegetation control on the District's roadsides. The NZ Environmental Protection Authority has stated there is no concern if the products are used as directed. Weeds and noxious plant control are maintenance issues dealt with by staff from existing Operational Budgets</li> </ul> </li> <li>2. Street sweeping and gutter cleaning: <ul style="list-style-type: none"> <li>• Council undertakes a cyclic programme of street sweeping and sump cleaning across the District's urban areas. The frequency for our roads varies based on the road hierarchy. The CBD core roads are swept weekly and an extra cycle of leaf sweeping is undertaken on some roads during autumn</li> </ul> </li> <li>3. Grass, Trees and general berm maintenance: <ul style="list-style-type: none"> <li>• in general berm maintenance in urban areas Council expects to be undertaken by the adjoining property owners. Berm maintenance for Council owned properties is managed by Parks maintenance contractors, as are street trees. These are maintenance issues dealt with by staff from existing operational budgets.</li> </ul> </li> </ol>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

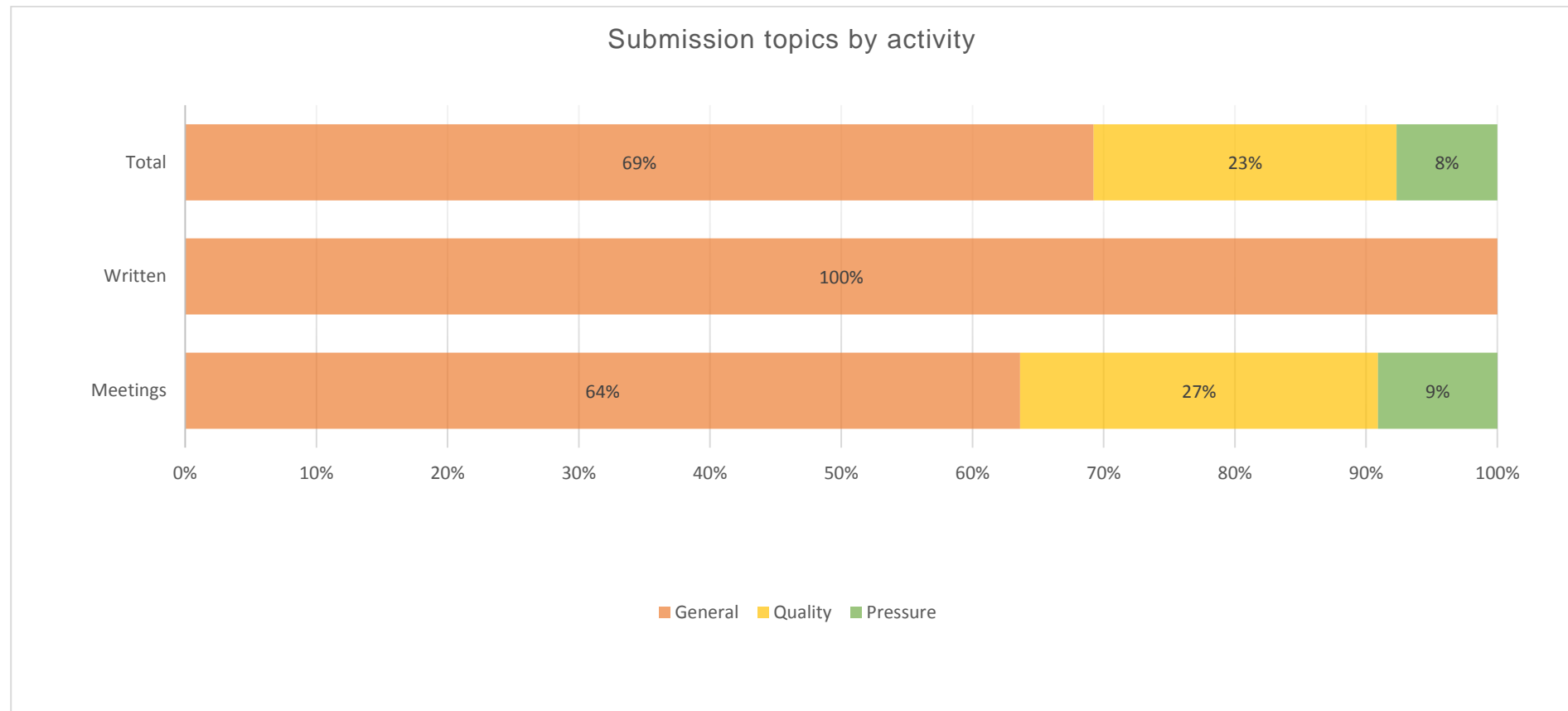
## Other

Transport projects
<p><b>Issues raised via consultation:</b></p> <p>13 comments were recorded in relation to transportation specific projects. These were:</p> <ol style="list-style-type: none"> <li>1. Onerahi and Whangarei Heads area (5):             <ol style="list-style-type: none"> <li>a. Need for the by-pass/Riverside four lane project to go ahead</li> <li>b. Potential need for another by-pass out to Whangarei Heads area</li> <li>c. Whangarei Heads area – is there planning for a by-pass?</li> </ol> </li> <li>2. Kamo (5):             <ol style="list-style-type: none"> <li>a. Roundabout</li> <li>b. Widening of the roads on Lake Ora and Gumtown Road</li> </ol> </li> <li>3. Ruakaka Marsden Area:             <ol style="list-style-type: none"> <li>a. The two-way bridge at Beach Road included in year 8 LTP, needs to be brought forward.</li> </ol> </li> </ol>
<p><b>Staff analysis:</b></p> <ol style="list-style-type: none"> <li>1. Onerahi and Whangarei Heads area             <ol style="list-style-type: none"> <li>a. The Riverside Dr and Onerahi Rd upgrade project is shown as starting in 2024 in the LTP, however the project is subject to NZTA funding approval before it can commence. As part of the NZTA approval process all options will need to be reviewed to establish the best value for money option</li> </ol> </li> <li>2. Kamo             <ol style="list-style-type: none"> <li>a. Council has shown the Springs flat roundabout project on SH1 as starting in 2019 in the current LTP, however the project is subject to NZTA funding approval before it can commence. As part of the NZTA approval process all options will need to be reviewed to establish the best value for money option. Staff are currently working with NZTA on gaining approval for this project</li> <li>b. No budget for the requested road widening projects is currently allocated in the 2019/20 plan. These requests can be considered and prioritised in the development of the next LTP programme</li> </ol> </li> <li>3. Ruakaka Marsden Area             <ol style="list-style-type: none"> <li>a. Council has shown the 2 laning of the existing one lane bridge on Beach Rd at Ruakaka in 2025 in the current LTP, however the project is subject to NZTA funding approval before it can commence.</li> </ol> </li> </ol>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

Policy and strategy
<p><b>Issues raised via consultation:</b></p> <p>Six comments were recorded in relation to policy and strategy. These were:</p> <ol style="list-style-type: none"> <li>1. Accessibility and connectivity, including during construction and maintenance (4)</li> <li>2. Youth services (1)</li> <li>3. Road user charges and allocation (1)</li> </ol>
<p><b>Staff analysis:</b></p> <ol style="list-style-type: none"> <li>1. Accessibility and connectivity:             <ol style="list-style-type: none"> <li>a. The submitter requests that Council considers accessibility for the elderly and the disabled, when developing maintenance and renewals programmes for the footpaths around the District, including during major construction works on the roads. Council acknowledges concerns raised. These matters will be reviewed from existing Operational Budgets</li> </ol> </li> <li>2. Youth Accessibility &amp; Safety             <ol style="list-style-type: none"> <li>a. The submitter requests Council to consider the provision of more shared paths for youth who may not have access to other forms of transport. Councils' Walking &amp; Cycling Strategy sets out Councils plans for the continuation of the shared path infrastructure, which should help to address these concerns</li> </ol> </li> <li>3. Road user charges and allocation             <ol style="list-style-type: none"> <li>a. The submitter requests that road user charges be returned to the area for the maintenance and upgrade of Mangakahia Rd. Road user charges and petrol tax is paid by all road users and is returned by NZTA in the form of subsidy for roading activities. The subsidy for local Council roads is 53%, the subsidy for Mangakahia Rd (SH15), is 100% as it is a State Highway.</li> </ol> </li> </ol>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

## Water

Of the 178 written submissions received, only two (1%) submission points related to Council's water activities. 11 comments were recorded at six consultation meetings.



**Data sets**

Waters comments by activity			
Activity	Meetings	Written	Total
General (water)	7	2	8
Quality	3	-	3
Pressure	1	-	1
Total	11	2	13

Water comments by area			
Area	Meetings	Written	Total
District wide	-	1	1
Mangakahia	2	-	2
Onerahi	1	-	1
Ruakaka Marsden	4	1	5
Ruatangata	1	-	1
Waipu	2	-	2
Whangarei Heads area	1	-	1
Grand Total	11	2	13

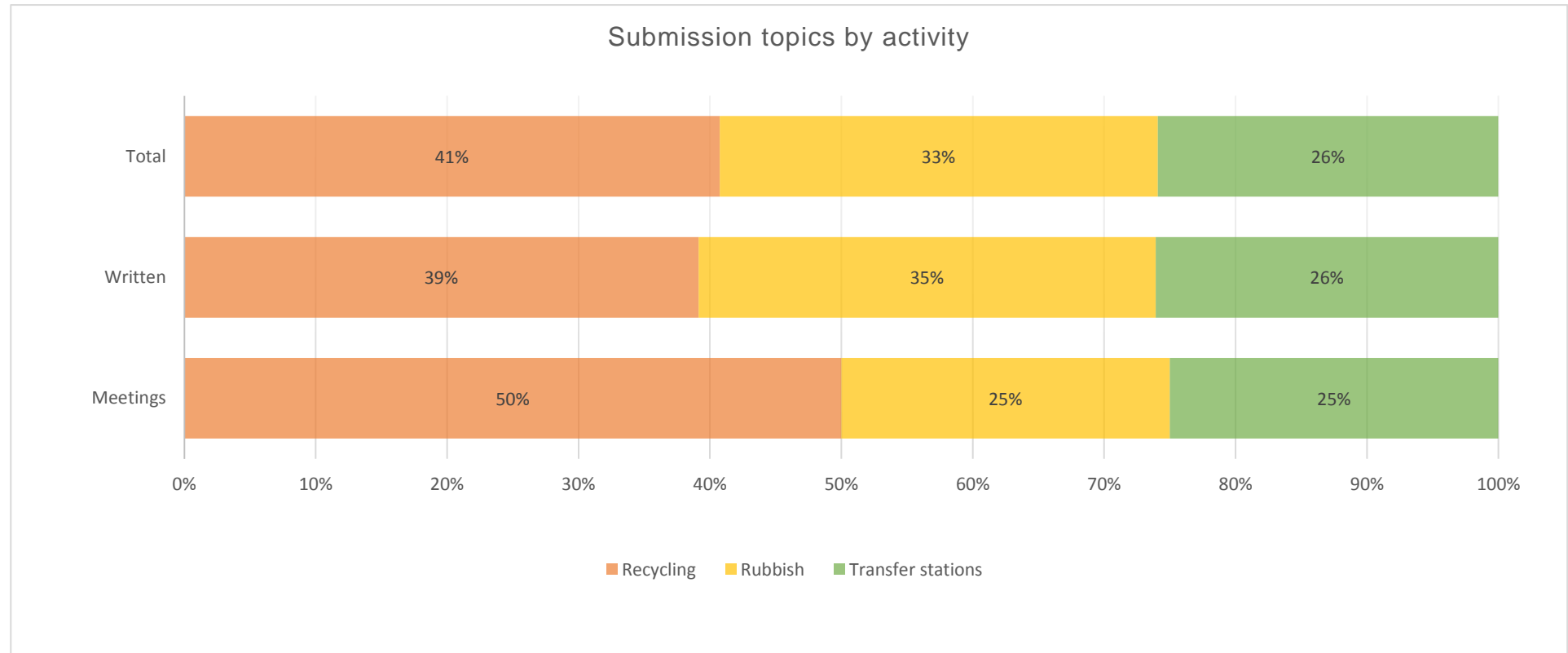
Quality
<p><b>Issues raised via consultation:</b></p> <p>Three comments were recorded in relation to water quality in Onerahi and Ruakaka/Marsden area. Comments included:</p> <ul style="list-style-type: none"> <li>• Drinking water quality is terrible, pipes need flushing</li> <li>• Water quality is better than it was, keep improving please.</li> </ul>
<p><b>Staff analysis:</b></p> <p>Water quality is a crucial element in the delivery of water services. In response to customer calls regarding water quality issues, via customer relationship management (CRM) process, the water pipes are flushed to ensure water quality is maintained to acceptable levels.</p> <p>Councils water testing laboratory in Kioreroa Road is accredited for a range of chemical and microbiological tests. The laboratory also offers testing services and provides information for private customers who have concerns about the quality and safety of their drinking water.</p> <p>Further information about our water supply network and our water testing laboratory can be found at <a href="http://www.wdc.govt.nz/WaterandWaste/Water/Pages/default.aspx">http://www.wdc.govt.nz/WaterandWaste/Water/Pages/default.aspx</a></p>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

Pressure
<p><b>Issues raised via consultation:</b></p> <p>One comment relating to low water pressure was made at the Ruakaka consultation meeting.</p>
<p><b>Staff analysis:</b></p> <p>The water pressure in Ruakaka is between 250 – 350kPa due to the flat nature of the area. Customer low water pressure complaints are investigated via Council's CRM process.</p>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

Other
<p><b>Issues raised via consultation:</b></p> <p>Nine comments were recorded in relation to water generally.</p> <p>Comments included:</p> <ol style="list-style-type: none"> <li>1. do not make any compromises that could adversely affect its quality</li> <li>2. can Council charge people who are on town supply a higher rate when they fill their tanks from town supply?</li> <li>3. Irrigation is frowned on, use water responsibly</li> <li>4. fix the source of the problem rather than temporary solutions</li> <li>5. hope that installation of a new water clarifier will help to overcome many of our water taste issues</li> <li>6. how much of the district are on water main connections?</li> <li>7. impact of new nursery development on Waihoihoi River</li> <li>8. pipes are getting past their use by date, need upgrading.</li> </ol>
<p><b>Staff analysis:</b></p> <p>Staff responses to the above points are as follows:</p> <ol style="list-style-type: none"> <li>1. there is sufficient budget to complete the project as planned</li> <li>2. the rate to fill a water tanker is the same as town supply \$2.26m<sup>3</sup> plus a filling charge of \$17</li> <li>3. there are no water restrictions in place. Customers pay for the water they use</li> <li>4. we have a comprehensive asset management plan based on asset's whole of life</li> <li>5. the taste issues in Ruakaka are being fully investigated and long term solutions have been funded</li> <li>6. we have approximately 25,000 households connected to the water supply</li> <li>7. NRC responded explaining Resource consent process</li> <li>8. pipe replacements are prioritised on condition, performance and age, via the asset management plan. They are then funded through the LTP process. Overall on average the pipes are only half way through expected lifespan and less 5% are past that.</li> </ol>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

## Solid waste

Of the 178 written submissions received, 19 (11%) submissions generated 23 solid waste related comments. Four additional point were raised at the consultation meeting.





**Data sets**

Solid waste comments by activity			
Area	Meetings	Written	Total
Recycling	2	9	11
Rubbish	1	8	9
Transfer stations	1	6	7
Total	4	23	27

Solid waste comments by area			
Area	Meetings	Submission	Total
District wide	1	13	14
Whangarei Heads area	1	4	5
Onerahi	-	2	2
Waipu	2	2	4
Ruakaka Marsden	-	1	1
Pataua	-	1	1
Total	4	23	27

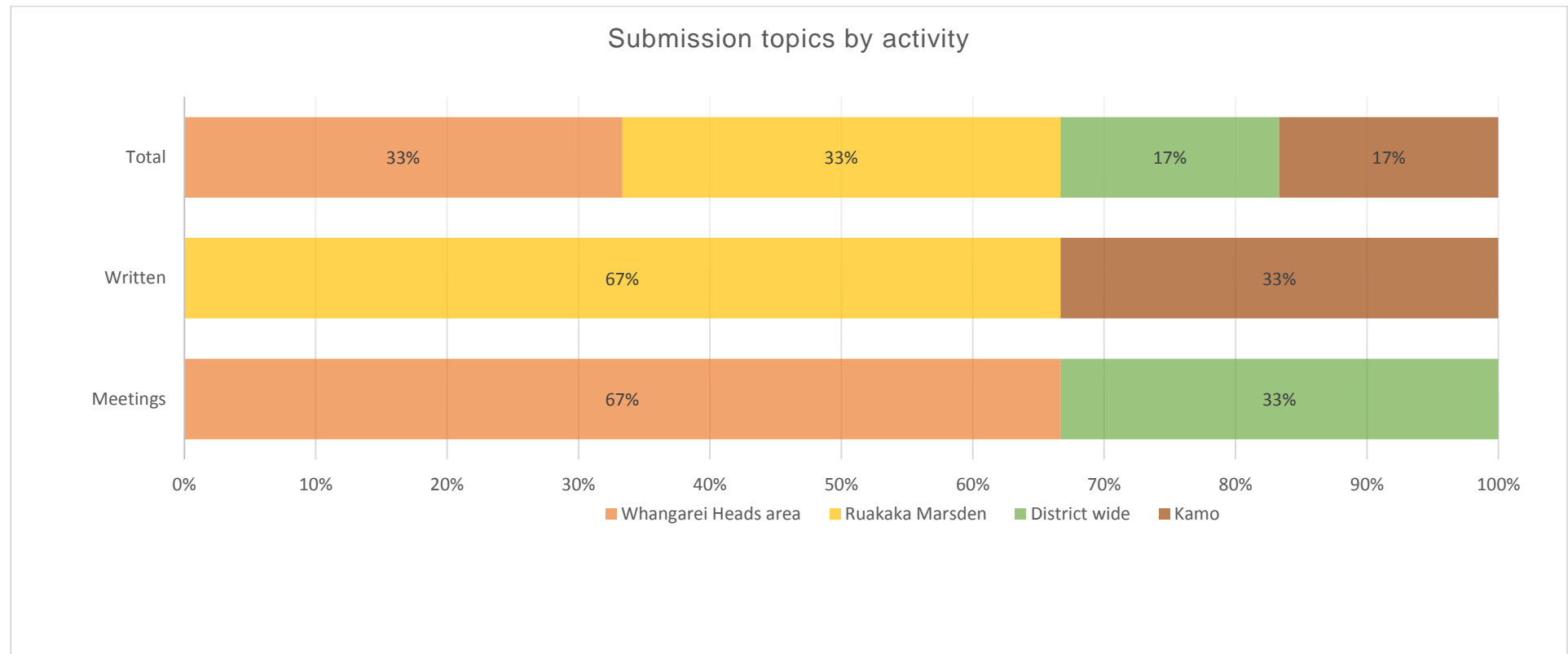
Recycling
<p><b>Issues raised via consultation:</b></p> <p>11 comments were recorded in relation to recycling in Pataua (1), Waipu (1), Whangarei Heads area (1) and district in general (8). Topics included:</p> <ol style="list-style-type: none"> <li>1. resource recovery centre</li> <li>2. innovation and initiatives</li> <li>3. other: <ul style="list-style-type: none"> <li>• litter ambassadors</li> <li>• wheelie bins</li> <li>• kerbside recycling</li> <li>• education and communication.</li> </ul> </li> </ol> <p>One request for financial assistance was received in relation to the community-led resource recovery centre at 35 Pataua South Road, to be funded via the waste levy fund.</p>
<p><b>Staff analysis:</b></p> <ol style="list-style-type: none"> <li>1. resource recovery centre: <ul style="list-style-type: none"> <li>• dialogue with the community of Whangarei Heads is ongoing, regarding the establishment of a resource recovery centre</li> </ul> </li> <li>2. innovation and initiatives: <ul style="list-style-type: none"> <li>• Council is continually looking for ways to increase the amount and type of solid waste that can be recycled, and how best to involve community groups</li> </ul> </li> <li>3. other comments: <ul style="list-style-type: none"> <li>• changes to the kerbside recycling service are planned for the second half of 2019.</li> </ul> </li> </ol>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

Rubbish
<p><b>Issues raised via consultation:</b></p> <p>Nine comments were recorded in relation to rubbish. District wide comments related to:</p> <ol style="list-style-type: none"> <li>1. annual collection of hard refuse (inorganic collections)</li> <li>2. level of service in relation to contractor services (kerbside pickup)</li> <li>3. disposal of vehicle coolant</li> <li>4. public rubbish bins, in particular the lack of bins and the frequency of rubbish removal from bins in CBD to Onerahi, Uretiti beach, Waipu and Parua Bay boat ramp.</li> </ol>
<p><b>Staff analysis:</b></p> <p>Experience from this and other districts indicates that inorganic collections are problematic. When the collections occur, there is often a lot of uncontrolled dumping of commercial or hazardous waste. Also, dumping continues to occur throughout the year, regardless of advertised times. A lot of litter is also created during the inorganic collection times. There are no practical restrictions on the amount of material that people dispose of and therefore the costs are difficult to manage.</p> <p>For these reasons WDC provide waste transfer stations throughout the district, so that people can drop-off their waste and separate out their recyclables whenever possible. Some litter bins have been removed at the request of local ratepayer groups. Generally, removing the bins has been regarded as a positive measure, as it encourages people to manage their own waste.</p> <p>The current level of service regarding road cleaning or rubbish collection during the holiday period are considered to be high relative to other districts. Further improvements will be sought under the current contracts.</p>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

Transfer stations
<p><b>Issues raised via consultation:</b></p> <p>Five comments were recorded in relation to transfer stations. Submissions requested:</p> <ol style="list-style-type: none"> <li>1. Free vouchers (annually) for disposal of hard refuse (in lieu of a kerbside collection);</li> <li>2. Extension of opening hours;</li> <li>3. Request to reduce the fees charged at transfer stations;</li> <li>4. Request for a new location for the Parua Bay transfer station to be found;</li> <li>5. Request to not close the Parua Bay transfer station.</li> </ol>
<p><b>Staff analysis:</b></p> <p>Staff continue to investigate how to enhance the delivery of solid waste services including, options for scheduled inorganic amnesty activities.</p> <p>Transfer stations are a convenient option for those members of the community who have rubbish to dispose of, in addition to the standard kerbside collection option. The request for an extension of the opening hours at rural transfer stations, is not believed to be justified at their current level of usage. However, the rate at which fees are charged have not increased, as there is a need to maintain a balance between user pays and ratepayer subsidies, for transfer station operations. The request for free vouchers presents the same issue as that of scheduling inorganic kerb side collection days.</p> <p>The decision to close the Parua Bay transfer station and seek an alternative location, has been made. As an interim measure, and subject to the support of effected parties, a new resource consent application will be lodged allowing the current site to remaining operational until 2021. Staff will continue to work with the community to identify a suitable alternative site.</p>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

## Waste water

Of the 178 written submissions received, three (<1%) submissions commented on waste water. Three additional comments were recorded at consultation meetings.



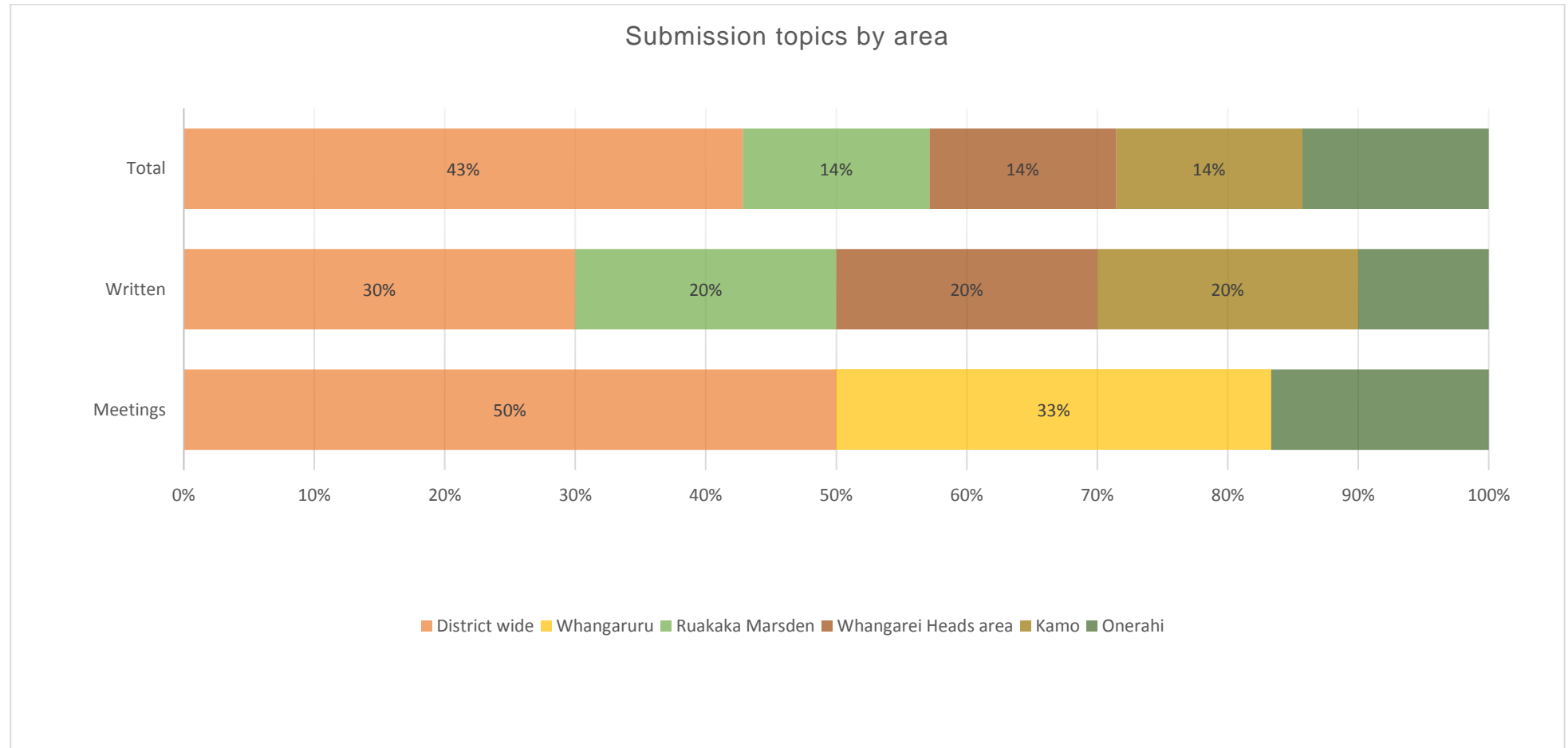
**Data set**

Wastewater comments by area			
Area	Meeting	Written	Total
Whangarei Heads area	2	-	2
Ruakaka Marsden	-	2	2
District wide	1	-	1
Kamo	-	1	1
Total	3	3	6

<b>Wastewater</b>
<p><b>Issues raised via consultation:</b></p> <p>Five comments were recorded in relation to wastewater. These related to:</p> <ol style="list-style-type: none"> <li>1. Upgrades and capacity issues in relation to growth and high intensity housing at Parua Bay, Ruakaka Marsden and Kamo</li> <li>2. Odour control on Ritchie Road</li> <li>3. Meter installation and charging facility at the Sime Road dump station</li> <li>4. Request for Council to publicise the bio-gas generator.</li> </ol>
<p><b>Staff analysis:</b></p> <ol style="list-style-type: none"> <li>1. The growth strategy and related growth model underpin the development of the wastewater asset management plan. Future pressure placed on wastewater assets because of growth and high intensity housing, will be considered when reviewing the wastewater asset management plan</li> <li>2. Council have investigated the odour control issue on Ritchie Road and have identified the cause of the issue. The pressurised manhole releasing the odour is scheduled for an upgrade to ensure the odour is controlled and not released</li> <li>3. Council have no current plans to install meters and commence user-pay-charging, at any Council dump station for discharge of wastewater or for access to potable water. However, staff are investigating the installation of new dump stations at priority areas.</li> </ol>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

## Stormwater

Of the 178 submissions received, 10 (5.6%) raised 10 stormwater and flood protection related comments. Six additional points were recorded at consultation meetings.





**Data sets**

Storm water comments by area			
Area	Meetings	Submission	Total
District wide	3	3	6
Whangaruru	2	-	2
Ruakaka Marsden	-		2
Whangarei Heads area	-	2	2
Kamo	-	2	2
Onerahi	1	1	2
Total	6	10	16

Stormwater
<p><b>Issues raised via consultation:</b></p> <p>16 comments were recorded in relation to stormwater. Issues raised included:</p> <ul style="list-style-type: none"> <li>• Improve, increase and invest in stormwater and flood protection in Kamo, Onerahi, Whangaruru, Ruakaka Marsden area as well as district wide;</li> <li>• Whangaruru wetlands project should fit in priorities – has a role in stormwater management;</li> <li>• The danger of the open stormwater drain on Ritchie Road</li> <li>• Water quality is very poor, plastic getting into storm water system, leaving toxic residue.</li> </ul> <p>Comments from the Rotary engagement evening queried:</p> <ul style="list-style-type: none"> <li>• Has anyone measured how much water would need to be stored to hold back stormwater until low tide</li> <li>• What is the storage capacity for stormwater?</li> </ul>
<p><b>Staff analysis:</b></p> <p>The stormwater network carries water from parks, roads, houses and yards, to streams and the ocean. This assists in the prevention of flooding to properties and roads in defined service areas. The stormwater system comprises over 31,000 pipes, channels, inlets and manholes throughout the district, with a total length of 579 km. The overall value of stormwater assets is \$271M, representing 14% of all Council assets.</p> <p>Council maintains a database of stormwater network assets requiring repairs, upgrades and renewals. Projects on this list may come about by people reporting flooding problems, expected deterioration, damage to assets, or improvements necessary to improve drainage.</p> <p>Data analysis prior to this 2019, shows that a significant proportion of our Stormwater asset base (potentially 19% of stormwater mains) is likely to be in poor condition, and requiring remedial work or renewal. This project provides budget to undertake these works.</p> <p>Projects will be prioritised using the analysis of data from condition assessments, and a program of works designed to be delivered.</p>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

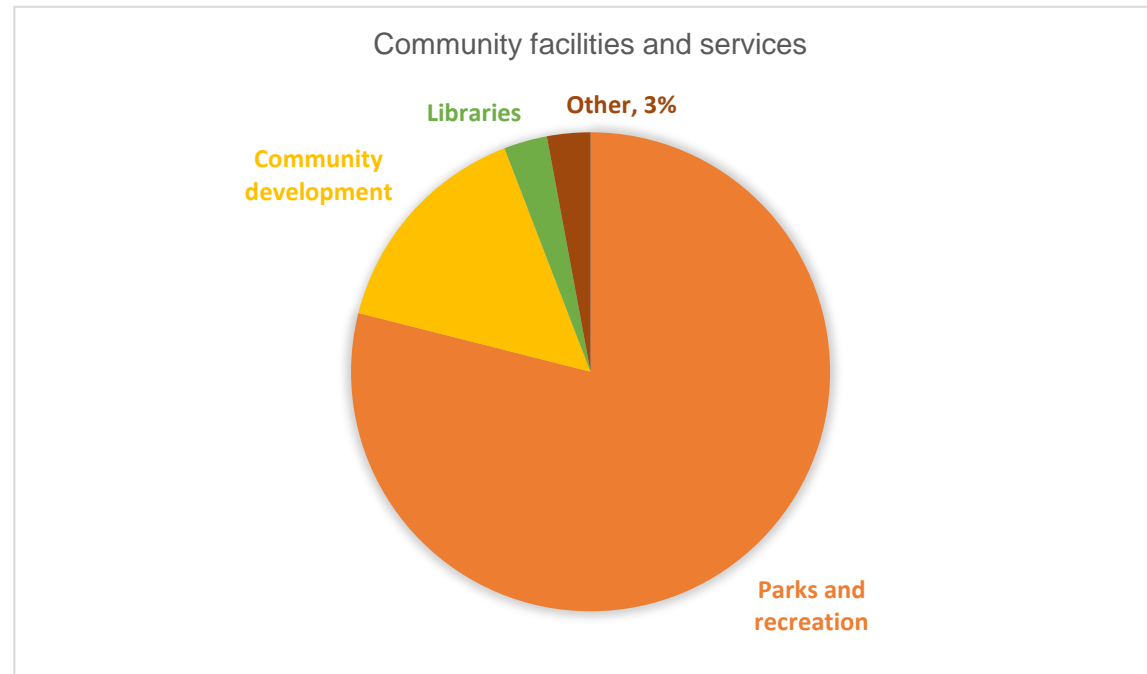
## **Flood protection**

The flood protection activity relates specifically to the Hikurangi Flood Protection Scheme. No submissions were received relating to the flood protection activity.

Issues related to flooding due to district development, coastal erosion or stormwater can be reviewed under the relevant Council activities in this document.

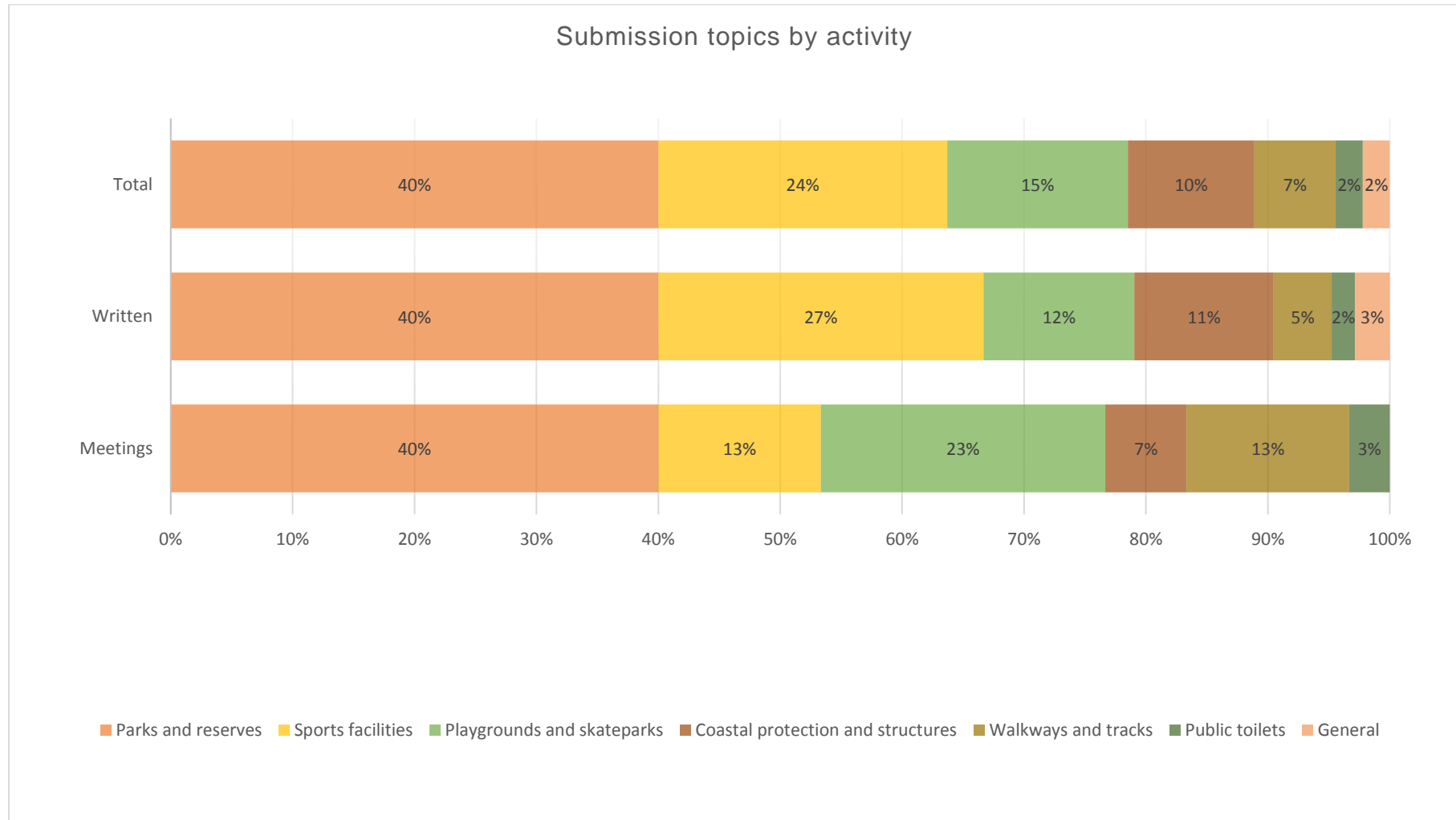
## Community services and facilities

Of the 178 written submissions received, 74 (35%) raised 130 community facilities and services related points. 39 additional comments were recorded at 12 consultation meetings. Community facilities and services generated the second largest volume of feedback.



## Parks and recreation

Of the 178 submissions received, 53 (30%) raised 105 written submission points. 30 additional comments were recorded at 11 of the consultation meetings.



**Data sets**

Submission points raised by activity			
Activity	Meeting	Written	Total
Parks and reserves	12	42	54
Sports facilities	4	28	32
Playgrounds and skateparks	7	13	20
Coastal protection and structures	2	12	14
Walkways and tracks	4	5	9
Public toilets	1	2	3
General	-	3	3
Total	30	105	135

Submission points raised by area			
Area	Meeting	Written	Total
Ruakaka Marsden	5	25	30
District wide	2	22	24
Whangarei Heads area	1	22	23
Tutukaka Coast	2	8	10
City centre	4	6	10
Onerahi	4	4	8
Tikipunga	1	4	5
Regent Kensington	-	4	4
Kamo	3	-	3
Waipu	1	2	3
Otangarei	3	-	3
Hikurangi	1	2	3
Raumanga	2	-	2
Whangaruru area	1	1	2
Pipiwai	-	2	2
Springs Flat	-	1	1
Morningside	-	1	1
Maungakaramaea	-	1	1
Total	30	105	135

Parks and reserves
<p><b>Issues raised via consultation:</b></p> <p>54 comments were recorded in relation to parks and reserves. Topics included:</p> <ul style="list-style-type: none"> <li>• new amenities</li> <li>• maintenance and upgrades</li> <li>• new reserves or preservation areas</li> <li>• tree preservation and plant selection</li> <li>• community gardens</li> <li>• accessibility</li> <li>• other</li> </ul> <p>Requests for Council to acquire or assist in securing new land, related to:</p> <ul style="list-style-type: none"> <li>• Manly reserve, Hatea Drive</li> <li>• Ngunguru sandspit</li> <li>• preservation of Plover Road, One Tree Point wetlands</li> <li>• Wetland Park Oakura Bay.</li> </ul>
<p><b>Staff analysis:</b></p> <p>Staff will continue to review tourism demands and apply to the Tourism Infrastructure Fund for improved facilities (e.g. showers, toilet/changing facilities) where they meet the criteria. Other requests will be considered as part of the next long term planning process.</p> <p>Several submitters raised concerns with noxious weeds in Council parks, reserves and esplanades. Northland Regional Council has made an application to Predator Free 2050 for additional resources for this type of work. The success of their application will be improved if we contribute funding.</p> <p>Installation of CCTV cameras at the Dog park has been estimated at \$50,000 and will be put forward for consideration as part of the next long term planning process.</p> <p>Council will continue to work with community groups that wish to use parks and reserves.</p> <ul style="list-style-type: none"> <li>• Staff are working with the Mountains to Sea Conservation Trust around what consents or permissions they need to build a shelter/changing room at the scenic reserve, Reotahi. No funding is provided in the draft 2019/2020 Annual Plan although they may apply for a community grant;</li> <li>• Improvements to the One Tree Point boat ramp are funded in Year 4 (for design) and Year 5 (for build) of the LTP.</li> </ul> <p>Responses to requests for new acquisition and/or assistance are as follows:</p> <ul style="list-style-type: none"> <li>• Plover Road wetland is a manmade lake on private property. Purchase of this land is not a priority;</li> <li>• The Manly property is privately owned and protected from development by a conservation covenant. Council already maintains the Hatea Drive entrance to this area;</li> <li>• Ngunguru is well served with natural/wilderness land since DOC purchased the spit proper. Purchasing additional land here is not a priority;</li> <li>• The Oakura community wish to develop a wetland and need assistance with the consenting process.</li> </ul>

<p><b>Parks and reserves staff analysis continued:</b></p> <p>Sealing of the car park area adjacent to the Ruakaka Recreation Centre is being undertaken by an adjacent land owner as an off set of his development contributions. The timing of construction by the developer is outside of Council's control.</p>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes the submissions and recommends the following be included in the draft Annual Plan 2019 – 2020:</p> <ol style="list-style-type: none"> <li>1. \$50k for weed management <ol style="list-style-type: none"> <li>a. Budget to assist build volunteer weed management capacity. This will be subject to NRC receiving additional Predator Free 2050 funds</li> </ol> </li> <li>2. \$20k for Oakura wetland project <ol style="list-style-type: none"> <li>a. Budget to assist the Oakura community with consenting requirements for the Oakura wetland project.</li> </ol> </li> </ol>
<p><b>Impact of initial response:</b></p> <p>One off \$20k</p> <p>On-going \$50k</p>

<b>Sports Facilities</b>
<p><b>Issues raised via consultation:</b></p> <p>32 comments were recorded in relation to sports facilities.</p> <ol style="list-style-type: none"> <li>1. Upgrades to the Fishbone park and football facilities (district wide) were received.</li> <li>2. New facilities requested included: <ol style="list-style-type: none"> <li>a. bike park</li> <li>b. futsal facilities</li> <li>c. multi-purpose recreation and sports facilities</li> <li>d. swimming facilities at Ruakaka</li> <li>e. cycle track</li> </ol> </li> <li>3. Northland Football and Hockey Northland requested confirmation that the projects they hold interest in, are included in the plan</li> <li>4. Requests for financial support were received for: <ol style="list-style-type: none"> <li>a. Waipu Caledonian Park</li> <li>b. Pipiwai sports complex</li> <li>c. Ruakaka recreation centre.</li> </ol> </li> </ol>
<p><b>Staff analysis:</b></p> <p>The draft Active Recreation and Sport strategy has several recommendations that need to be implemented prior to further decision making on a number of issues raised by submitters including:</p> <ul style="list-style-type: none"> <li>• Aquatic Facility Plan;</li> <li>• Sports field demand study;</li> <li>• Tikipunga Football independent needs analysis and feasibility study;</li> <li>• Ruakaka, Hikurangi, Parua Bay recreation hub development;</li> <li>• Courts plan for shared use for basketball, futsal.</li> </ul>



<p><b>Sports facilities staff analysis continued:</b></p> <p>While the Active Recreation and Sport Strategy recommends that a full-time district facility navigator role be established, and that Council consider undertaking the maintenance of Waipu Caledonian Park, the Strategy is currently in draft and is subject to public consultation. These matters, and the support for other clubs, can be reviewed after the sports field demand study is completed, and the final Strategy has been considered by Council.</p>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

<p><b>Coastal protection (and structures)</b></p>
<p><b>Issues raised via consultation:</b></p> <p>14 comments were recorded in relation to coastal protection and structures. These included:</p> <ol style="list-style-type: none"> <li>1. Onerahi beach re-sanding</li> <li>2. Ruakaka, Bream Bay, Marsden, One Tree Point seawalls and clifftop protection</li> <li>3. Ngunguru seawall upgrades.</li> </ol>
<p><b>Staff analysis:</b></p> <ol style="list-style-type: none"> <li>1. Onerahi foreshore area enhancements are not currently funded in the LTP;</li> <li>2. The draft 2019-2020 Annual Plan includes funding for the renewal of the Pyle Road West seawall, One Tree Point</li> <li>3. The existing foreshore protection on the Ngunguru foreshore is in the process of renewal. Amenity options are being scoped and are subject to funding.</li> </ol> <p>Council plans to develop a climate change adaptation strategy that will inform the coastal protection priority programme in the next LTP by:</p> <ol style="list-style-type: none"> <li>1. Addressing existing gaps in our understanding about what Council assets are at risk from the impacts of climate change;</li> <li>2. Providing guidance on planning and decision-making in respect of those assets;</li> <li>3. Including developing tools to help us make decisions about whether or not to provide new coastal protection structures based on long term planning at sites such as the cliff top areas at One Tree Point or Tamure Street.</li> </ol>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

<b>Playgrounds and skateparks</b>
<p><b>Issues raised via consultation:</b></p> <p>20 comments were recorded in relation to playgrounds and skateparks.</p> <p>11 comments were recorded for playgrounds. These included amenities, maintenance and new park requests. Areas mentioned included Kamo, Maungakaramaea, Onerahi, Pipiwai, Ruakaka Marsden area, Whangarei Heads area, city centre and the district in general.</p> <p>Request for new skateparks were received for Kamo, Ngunguru and Waipu.</p> <p>Maintenance requests were received for the Tarewa and Ruakaka skatepark/bowl.</p>
<p><b>Staff analysis:</b></p> <p>Ngunguru skatepark is designed and will be constructed October 2019. The draft 2019/2020 Annual Plan includes budget to support the identification of a suitable skatepark site in Waipu.</p> <p>The draft 2019/2020 Annual Plan includes budget for the development of a destination playground at Pohe Island and renewal of the Town Basin playground. These playground designs will consider universal design principles to ensure they are suitable for all ages, abilities and life stages including suitable shade and seating.</p> <p>Funding is available in Year 4 of the LTP for both a youth activity zone (skatepark) in Kamo and the renewal of Tarewa skatepark.</p> <p>Ruakaka and Tarewa skateparks included in our maintenance contract and will be inspected to ensure they are being suitably maintained.</p> <p>Staff will review the new playground programme and the provision of shade and seating for all existing playgrounds and skateparks e.g. Lake Waro and Onerahi as part of the next LTP development.</p>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

<b>Walkways and tracks</b>
<p><b>Issues raised via consultation:</b></p> <p>Nine comments were recorded in relation to walkways and tracks.</p> <p>Maintenance requests related to Parua Bay, Town basin boardwalk and Waimahanga track.</p> <p>One request received, related to publication of unformed and paper roads and increased accessibility for community.</p>
<p><b>Staff analysis:</b></p> <p>Some maintenance will be completed on the Waimahanga track early in the 2019/2020 financial year within existing budgets. The cost to upgrade to a 2.5m fit for purpose gravel track has been estimated at \$200k. This will be put forward for consideration as part of the next LTP.</p> <p>The product used on the Town Basin boardwalk was selected for its high slip resistance and is made of recycled crushed glass and resin.</p> <p>Public access for walking on Council reserves, unformed roads, Old Coach Roads, DOC estate and walkway easements can be found on the Walking Access Commission's website through the following link <a href="#">walking access maps</a>.</p>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

<b>Public Toilets</b>
<p><b>Issues raised via consultation:</b></p> <p>Three comments were recorded in relation to public toilets. New and upgraded toilet facilities were received relating to Abbey Caves and Ruakaka beach.</p>
<p><b>Staff analysis:</b></p> <p>There is no capital funding provided in the draft 2019-2020 Annual Plan.</p> <p>Staff will continue to review tourism demands and apply to the Tourism Infrastructure Fund for improved facilities e.g. showers, toilet/changing facilities at Ruakaka where it meets the criteria. This may require pulling forward capital funds from Year 3 of the LTP as the Council contribution.</p> <p>Other requests will be considered as part of the next LTP.</p>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

<b>Libraries</b>
<p><b>Issues raised via consultation:</b></p> <p>No comments were recorded in relation to Whangarei Libraries. There were however, five submissions requesting Council to support and fund an extension to the Ruakaka community library.</p>
<p><b>Staff analysis:</b></p> <p>The Ruakaka community library is not a branch of Whangarei Libraries, however it is supported by way of an annual grant to purchase books.</p> <p>As the library is located within a Council civic building, consideration will be given to any future extensions, when the scheduled review of this building is undertaken by Council's property team.</p>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

<b>Community property</b>
<p><b>Issues raised via consultation:</b></p> <p>One comment was recorded in relation to community property. Specifically, Council's role in relation to pensioner housing and consenting.</p>
<p><b>Staff analysis:</b></p> <p>This comment was a recommendation for Council to continue to work together with HNZ in providing solutions to problems. While outside of community property the new playground in Otangarei was a collaboration between HNZ, Sport Northland, WDC and the community. This is a good example of community stakeholders working well, to achieve great community outcomes. Council's Community Development Advisers and HNZ are working together in areas such as Otangarei and Raumanga.</p> <p>In regards to Councils General Residential Housing, tenancies are being offered to applicants from the HNZ Housing register.</p> <p>It is acknowledged that Council's pensioner housing portfolio has not increased since the 1980's and that demand is high for this type of accommodation. The community property strategy is scheduled for review this year and consideration will be given to pensioner housing.</p>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

## Community development

### Issues raised via consultation:

26 comments were recorded in relation to community development. Topics included:

- housing (interim housing and Council assistance to maintain Housing NZ properties)
- marae funding strategy and alignment to the community halls strategy
- city centre safety
- advisory groups
- village planning/community led projects
- youth services.

Requests for financial assistance were received for the following projects:

- Whangarei Boys High School Auditorium \$1.785M
- Camera Obscura \$545k (amended to \$89k in verbal submission)
- Hihiaua Cultural Centre (sum not stated)
- Packard Motor Museum – increase in operating grant from \$7k to \$10k.

Other requests for support were received for the following:

- Ruakaka recreation centre
- Ngunguru planting programme
- Whangarei community patrol
- Community facilities:
  - Upgrades for facilities at Ruakaka and Ruatangata;
  - New multi-use facility for Raumanga;
  - Community marae at Parua Bay;
  - Cultural and arts community centre.

### Staff analysis:

Response to specific requests:

- Staff will work with Whangarei Boys High School auditorium and Hihiaua Cultural Centre to better understand of their proposals/needs.
- Camera Obscura – Staff note the project has raised the project cost.
- Packard Museum – Staff note the submission requests an increase in their annual grant. The submitter can request this during the Annual Operating Fund round later this year.

Other requests were broader with submitters referring to Council's community funding processes for support. Responses to these are as follows:

- Marae funding strategy – Marae that meet the eligibility criteria can apply to Council's Community Fund and Partnership Fund. The Community Halls Strategy will be reviewed in 2020, and potential support for marae will be considered at that time
- Housing – Council currently supports emergency housing with an annual grant to the Te Tai Tokerau Emergency Housing Trust
- Village planning/Community Led Projects – The Community Led Projects programme (previously called village planning) is ongoing, and our Community Development Advisors are working with a number of communities to support community-led initiatives. It is noted that some clarification of the programme scope would be beneficial for communities

**Staff analysis continued:**

- Youth services – Staff note the feedback of the Youth Advisory Group, which crosses multiple areas of Council. It is noted that the feedback asks Council to actively advocate for youth issues, and to actively encourage youth-focused activities and spaces
- Ruakaka Recreation Centre – Staff note the submission is requesting broad support only, not a specific request. Ruakaka Recreation Centre is already supported by Council with an annual grant, and is eligible to apply to the Partnership Fund for up to \$150k for new works
- Ngunguru planting programme – Staff note the submission is requesting broad support for the Puke Kopipi Restoration Group, not a specific request. The group can apply to Council's Community Fund for support as they have done in previous funding rounds.
- Whangarei Community Patrol – Staff note that this group has already applied to the Community Fund.

**Initial staff response to community feedback:**

Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.

Impact of initial response: No impact.

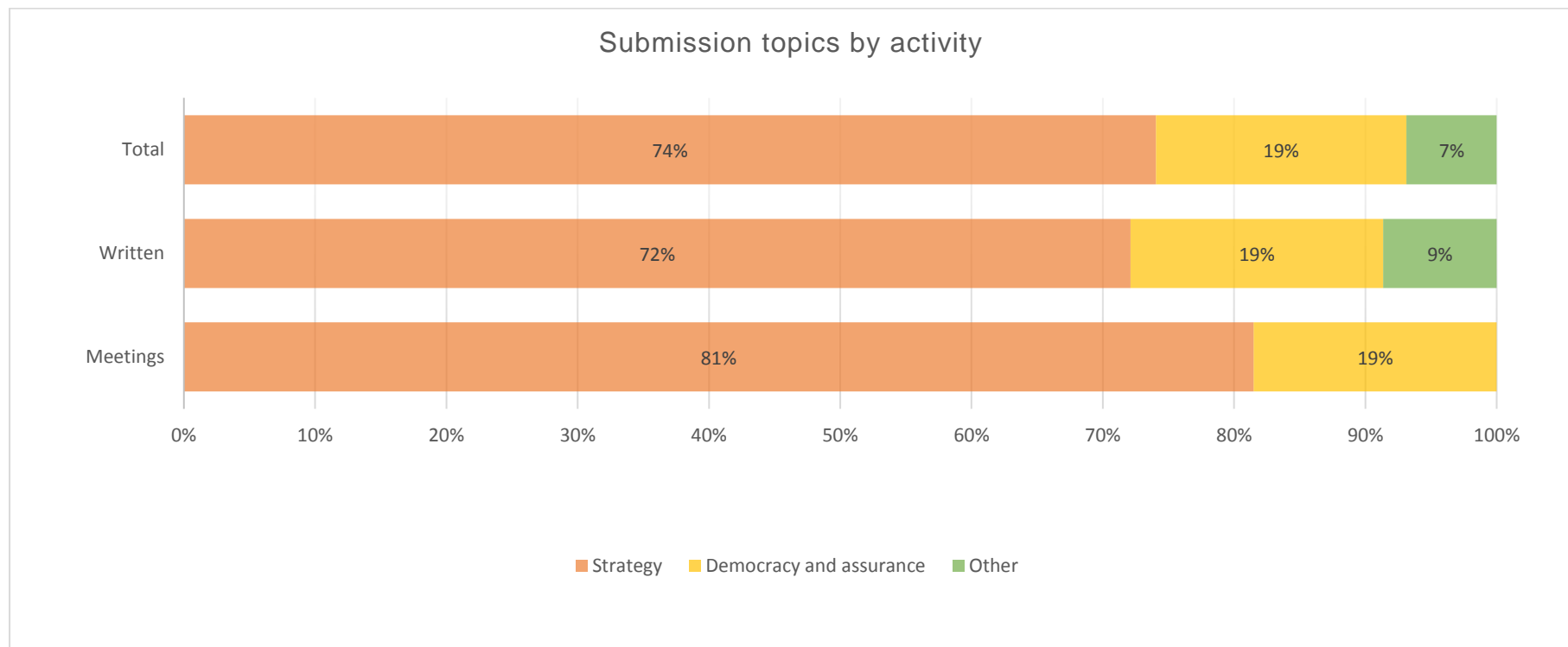
Venues and events
<p><b>Issues raised via consultation:</b></p> <p>Two comments were recorded in relation to venues and events. They were:</p> <ul style="list-style-type: none"> <li>• NECT needed better utilisation. It needs more events, sporting music, theatre etc;</li> <li>• WDC Youth advisory group would like to see Council venues and events team: <ul style="list-style-type: none"> <li>○ endorsing, supporting and providing more publicity for youth events;</li> <li>○ attracting more high profile youth-friendly events to Whangarei;</li> <li>○ subsidising events to increase equity so that all youth can participate in local events if they want to;</li> <li>○ facilitating voluntary youth involvement in local events;</li> <li>○ having an increased presence on Instagram and Snapchat.</li> </ul> </li> </ul>
<p><b>Staff analysis:</b></p> <p>Staff consider it vital to support a wide range of events and venues across the district. To enable this, our team will be completing an events strategy where these issues will be considered.</p>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>



Civil defence
<p><b>Issues raised via consultation:</b></p> <p>Two comments were recorded in relation to civil defence. These included:</p> <ol style="list-style-type: none"> <li>1. Request for Whangarei Head civil defence plan;</li> <li>2. Suggestion that civil defence could be part of the new requested multi-purpose facility (old countdown building).</li> </ol>
<p><b>Staff analysis:</b></p> <ol style="list-style-type: none"> <li>1. There is a Whangarei Heads Civil Defence Plan available online at <a href="https://www.nrc.govt.nz/civildefence/community-response-plans/">https://www.nrc.govt.nz/civildefence/community-response-plans/</a> there is also a Whangarei Heads Civil Defence Community Response Group of volunteers, if anyone would like more information or to join the group, please contact the Council for details.</li> <li>2. It is not being considered and is not feasible for Northland Civil Defence Emergency Management to be part of the current proposed multi-purpose facility at the old Countdown building. If the multi-purpose building is a community facility in the future, Northland CDEM would be happy to engage with public education.</li> </ol>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

## Governance and strategy

Of the 178 submissions received, 50 (28%) raised 104 governance and strategy related comments. 27 additional points were recorded at consultation meetings.



**Data sets**

Governance and strategy comments by area			
Activity	Meetings	Written	Total
District wide	8	56	64
Hikurangi	5	10	15
Ruakaka Marsden	-	12	12
City centre	3	9	12
Whangarei Heads area	1	10	11
Waipu	1	3	4
Whangaruru area	2	2	4
Ruatangata	3	-	3
Mangakahia	2	-	2
Onerahi	1	1	2
Kamo	1	-	1
Tutukaka Coast	-	1	1
Grand Total	27	104	131

## Democracy and assurance

<b>Consultation and engagement</b>
<p><b>Issues raised via consultation:</b></p> <p>34 comments were recorded in relation to democracy and assurance services. 22 of these comments related to the consultation process, in particular:</p> <ul style="list-style-type: none"> <li>• More consultation needed: <ul style="list-style-type: none"> <li>○ In advance of known public interest topics</li> <li>○ Allowing for community involvement in discussions and identifying options</li> <li>○ More face-to-face activities;</li> <li>○ More public consultation on infrastructure projects</li> </ul> </li> <li>• Inclusiveness: <ul style="list-style-type: none"> <li>○ Council videos need to be accessible with audio descriptions, captions and NZSL features added. Again, disabled people should be visible in these videos</li> <li>○ All consultation events need to be accessible</li> <li>○ Consultation documents should discuss inclusiveness and accessibility as a part of projects</li> <li>○ The disability images used in Council documents should include other icons not just a wheelchair</li> </ul> </li> <li>• Spatial representation: <ul style="list-style-type: none"> <li>○ Spatial information to be provided during the consultation process</li> <li>○ Heavily city centre focused</li> </ul> </li> <li>• Council to ensure they are appropriately resourced to undertake consultation exercises;</li> <li>• Online submission process to be made more user friendly</li> <li>• Engagement events are focused on what Council are doing and not what community want - wrong focus</li> <li>• Information on submitting to the long-term planning process.</li> </ul>
<p><b>Staff analysis:</b></p> <p>Staff are continuing to enhance the consultation and engagement processes of Council. Enhancements currently being investigated include:</p> <ul style="list-style-type: none"> <li>• Publicly available three-year rolling consultation and engagement calendar</li> <li>• Review of the communication channels currently being utilised by Council and their ability to provide effective messaging to all stakeholders in the community</li> <li>• Inclusion of material that recognises the diversity of our community, where possible</li> <li>• Review of Council's ability to tailor information for community groups</li> <li>• Equipping staff with best practice guidelines for community consultation and engagement</li> <li>• Reviewing Council's online submission process</li> <li>• Engagement with the disability, youth and positive ageing advisory groups during consultation.</li> </ul>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

<b>Whangarei Art Museum Trust</b>
<p><b>Issues raised via consultation:</b></p> <p>One submission requested an explanation be put in the local paper as to why a very expensive crane has been sitting idle at the Hundertwasser building costing huge sums and not working for several weeks.</p>
<p><b>Staff analysis:</b></p> <p>The Hundertwasser Wairau Maori Art Museum is a Whangarei Arts Museum Trust (WAMT) project. As such WDC have a governance only. Staff however are working with WAMT to ensure Council is comfortable with the project build.</p>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

<b>Other</b>
<p><b>Issues raised via consultation:</b></p> <p>Two comments were recorded in relation to democracy services. These were:</p> <ol style="list-style-type: none"> <li>1. All Council meetings to be live streamed;</li> <li>2. That the Citizens Ceremony should be held at Kaka Porowini.</li> </ol>
<p><b>Staff analysis:</b></p> <ol style="list-style-type: none"> <li>1. Live streaming of submissions can be accommodated through Council Standing Orders, and will be considered as a part of the new Civic building design and build.</li> <li>2. Support for a marae based citizenship ceremony has been discussed in the past. Further investigation will need to be had with regard to safe access and parking at Kaka Porowini. Other suitable marae would also need to be discussed, an initial korero with relevant hapū kaumatua will be a first step.</li> </ol>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

## Strategy

<b>Spatial planning</b>
<p><b>Issues raised via consultation:</b></p> <p>38 comments were recorded in relation to spatial planning (including budget allocation and project prioritisation). Requests for spatial plans were received for:</p> <ul style="list-style-type: none"> <li>• Hikurangi (direction for growth and central business area revitalisation)</li> <li>• City centre:             <ul style="list-style-type: none"> <li>○ plan to address the issue of empty buildings and general shabbiness</li> <li>○ city centre should become car-free</li> <li>○ need to balance the movement network</li> </ul> </li> </ul> <p>Comments in relation to Kamo, Onerahi, Ruakaka, Ruatangata, Ngunguru, Waipu, Parua Bay, Whangaruru, district wide were also noted.</p>
<p><b>Staff analysis:</b></p> <p>Council is currently developing a new Growth Strategy. A key part of this strategy will be a programme of spatial plans across the District.</p> <p>A spatial plan will create an integrated outlook for a defined location which will include:</p> <ul style="list-style-type: none"> <li>• a vision and plan for how that location will grow and develop over a 20-30 horizon;</li> <li>• include future land uses and built form for new growth area, identify indicative road, footpath, public transport and cycleway, stormwater, wastewater and potable water networks</li> <li>• include existing and future open space areas</li> <li>• be design-led and include best practice urban design principles</li> <li>• work with landowners who hold larger blocks of developable land</li> <li>• include collaboration with the local community and stakeholders</li> <li>• have a strategic cross-organisational focus.</li> </ul> <p>Spatial plans will be used to inform future district plan reviews/changes, capital investment identified via the LTP process and on-going operational requirements to support the maintenance of Council's assets and services. It will also be an important visionary document for those communities to own.</p> <p>Consultation on the Growth Strategy, subject to Council approval, will occur prior to July 2019, with an expectation that spatial planning will commence in the latter half of this year. The order in which we complete these plans will be determined by Council following public consultation.</p> <p>Council continues to develop the spatial plans for the City Centre: City Centre Plan (adopted in 2017), draft City Core Precinct Plan, draft Streetscape Master Plan, draft Urban Design Guidance. Combined, these plans will look to address public space improvements, traffic and pedestrian movements, economic vibrancy and urban design.</p>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

<b>Environmental Issues</b>
<p><b>Issues raised via consultation:</b></p> <p>20 comments were recorded in relation to environmental Issues, climate change and sustainability. Topics included:</p> <ol style="list-style-type: none"> <li>1. Climate change</li> <li>2. Hapu environmental management plans</li> <li>3. Impact of land and commercial development on the environment</li> <li>4. Reducing Council's carbon footprint and making Council more sustainable</li> <li>5. Impact of Council projects on the environment.</li> </ol>
<p><b>Staff analysis:</b></p> <p>WDC is currently working on a two-part Climate Change Strategy:</p> <p>Part 1 is a corporate climate change policy which looks at how our organization operates and policies to make it more resource efficient. This was completed and adopted by Council in 2018. Its goal is that WDC will be a carbon neutral organisation that operates in a sustainable way. The strategy contains a number of actions to increase our knowledge of our own resource uses as well as identifying ways that we can become more sustainable.</p> <p>Here is a link to the document:  <a href="http://www.wdc.govt.nz/PlansPoliciesandBylaws/Plans/Sustainability-Strategy/Documents/Sustainability-Strategy.pdf">http://www.wdc.govt.nz/PlansPoliciesandBylaws/Plans/Sustainability-Strategy/Documents/Sustainability-Strategy.pdf</a></p> <p>Part 2 is a climate change adaptation strategy, which we have started working on. Our adaptation strategy will consider issues raised in submissions, including flood risk. This may result in recommended actions for continued investment in flood protection. The strategy will also align with the proposed Climate Change Adaptation Strategy to be developed by Northland Regional Council and any further Government Policy Statement on Climate Change and the Zero Carbon Act (being developed by central government).</p> <p>Our climate change strategy will also further support the implementation of the Blue Green Network Strategy, particularly in relation to city centre flood protection.</p> <p>Hapu will be key stakeholders for our climate change strategy and will therefore be appropriately consulted through the project.</p> <p>We will also continue to develop the WDC Climate Change Adaptation Strategy taking into consideration points raised through submissions.</p> <p>Also of note is that through public meetings Council has canvassed the possibility of becoming the most sustainable Council in New Zealand. Given feedback received, and the notice of motion on this matter, a separate report will be tabled at the deliberations meeting.</p>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

<b>Smoke free policy</b>
<p><b>Issues raised via consultation:</b></p> <p>One submission was received from Cancer Society of Auckland and Northland. Request includes:</p> <ul style="list-style-type: none"> <li>• Policy be inclusive of suburban areas and include in the soon to be established Implementation Plan for the WDC Smokefree policy</li> <li>• Installation smokefree/vape free signage on Council owned footpaths/pathways within the suburban shopping centres be included as part of stage two of the smokefree policy</li> <li>• Establish an education plan to promote a smokefree outdoor dining project as part of the Fresh Air Project designed to include the suburban areas that have cafes or eateries as part of stage three of the smokefree policy.</li> </ul>
<p><b>Staff analysis:</b></p> <p>Council adopted a District Wide Smoke Free policy in 2018. WDC is working with Northland District Health Board to implement this strategy. This includes a programme of signs and educational material.</p>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>



## Other

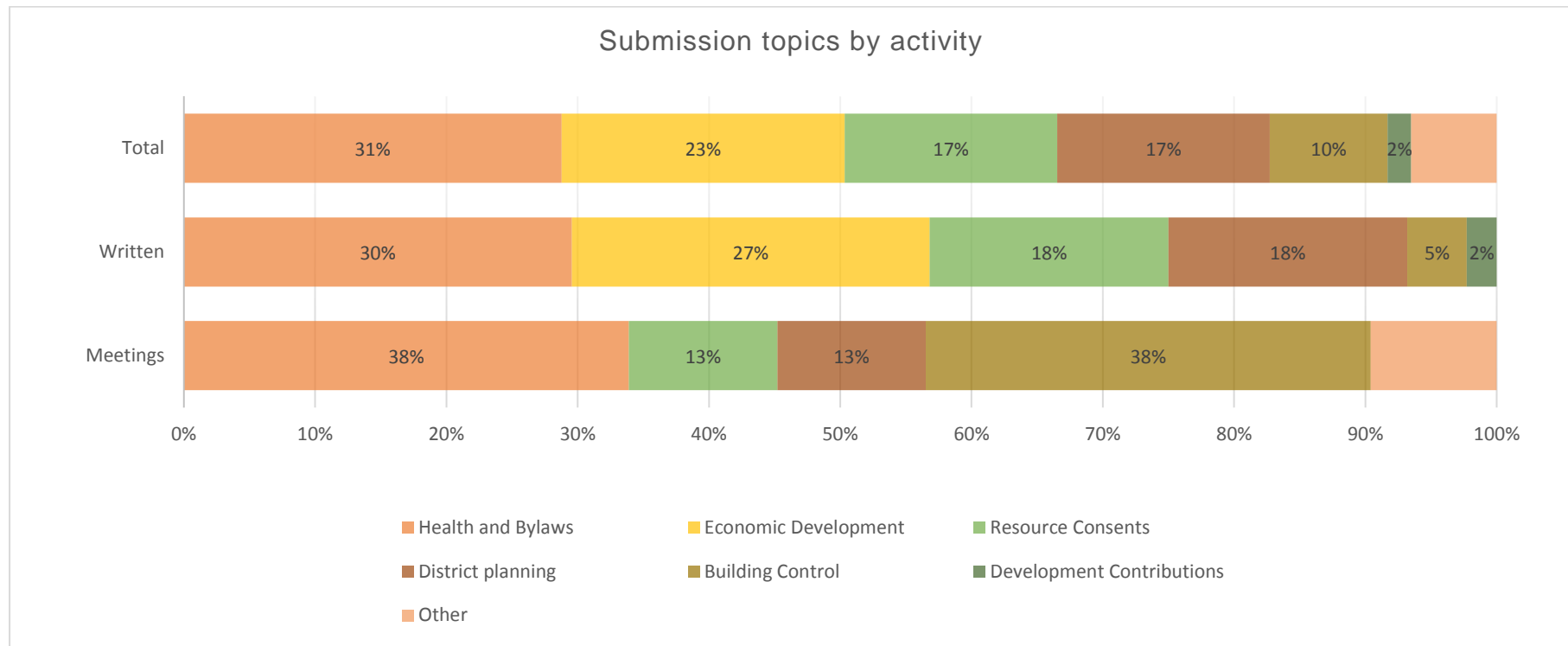
Planning infrastructure projects
<p><b>Issues raised via consultation:</b></p> <p>28 comments were recorded in relation to infrastructure projects and planning. These included submissions on:</p> <ol style="list-style-type: none"> <li>1. prioritisation, delay and communication of projects</li> <li>2. support in completing funding applications</li> <li>3. accessibility and connectivity:             <ul style="list-style-type: none"> <li>○ Council to include a wider inclusiveness approach to planning and designing of Community Parks and playgrounds;</li> <li>○ Council to consult with DPA Northland on new buildings and design and outdoor recreation;</li> <li>○ Support the continued development of barrier-free areas, including ensuring all new buildings comply with all Barrier-free requirements, public parks including Dog play areas more accessible and availability of securely fenced playgrounds for children;</li> <li>○ Council to adopt a universal design approach to planning</li> </ul> </li> <li>4. airport:             <ul style="list-style-type: none"> <li>○ New site for a larger airport may no longer be desirable. With the need to reduce emissions and the advent of smaller, electrified, short-distance aircraft, like air taxis, Onerahi Airport should be used as a pilot site for these emerging technologies, rather than bringing the big jets in</li> </ul> </li> <li>5. waterways: How are we cleaning waterways?</li> </ol>
<p><b>Staff analysis:</b></p> <ol style="list-style-type: none"> <li>1. Prioritisation, delay and communication on projects – budgets allocated in the LTP are an indication of the likely year the project would be implemented based on the best information available at the time. As projects are investigated and designed more is known about the consent requirements, costs, and timeframe for construction. This means budgets need to be flexible across multiple years which is achieved through ‘carry forwards’ or ‘brought backs’ to allow for slower or faster progress.</li> <li>2. Funding application support – Funding options can be considered during implementation of individual projects. Council is applying for government funding as and when projects meet the criteria.</li> <li>3. Accessibility and universal design – New public spaces are designed to meet engineering standards and incorporate universal design and CPTED principles. New buildings are designed to meet the criteria in the Building Code relating to accessibility.</li> <li>4. Airport – the future potential for smaller, electrified, or alternative aircraft has been considered as part of the analysis of the New Airport project.</li> <li>5. Waterways – a large programme of work to upgrade the wastewater network significantly reduces wastewater overflows to the environment, catchment planning work is underway to identify areas where stormwater upgrades are required, and new infrastructure projects such as carparks include water quality treatment devices.</li> </ol>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

Other
<p><b>Issues raised via consultation:</b></p> <p>Nine comments were recorded in relation to other strategic points. These included:</p> <ul style="list-style-type: none"> <li>• What is Council doing about major disasters</li> <li>• Disappointment about the acceptance of a very low number of necessary projects we put forward for inclusion in the LTP</li> <li>• Not meeting the needs of the stakeholders adequately</li> <li>• Issue with the Ruakaka being designated a “Satellite Town”</li> <li>• Provide ratepayers with decent basic services and infrastructure</li> <li>• Spending is skewed towards sports and outdoor activities.</li> </ul>
<p><b>Staff analysis:</b></p> <p>New projects can be considered through an annual or long term planning process. They are assessed by Council Staff with Elected Members making a decision on whether they should be included or not.</p> <p>Ruakaka is experiencing a high level of growth which is putting a strain on existing services and infrastructure. Our LTP looks to ensuring levels of service of met to an appropriate standard and reports on these service levels each year.</p> <p>Our Arts, Culture and Heritage Strategy sets out how we are supporting arts and culture in our community.</p>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

Tangata whenua
<p><b>Issues raised via consultation:</b></p> <p>Several submissions were received from tangata whenua. Comments that have not been addressed elsewhere in this report are listed below:</p> <ol style="list-style-type: none"> <li>1. Te Huinga and Te Karearea relationship               <ol style="list-style-type: none"> <li>a. lack of consultation and communication</li> <li>b. Council to continue supporting Te Huinga and Te Karearea</li> </ol> </li> <li>2. MACCA Claim Ngati Tu</li> <li>3. Opposition to the Northland Mayoral Forum &amp; Iwi Chairs Governance Agreement               <ol style="list-style-type: none"> <li>a. WDC should have nothing to do with it</li> <li>b. Fishing Companies should not have rights over Iwi/Hapu and general public on issues</li> </ol> </li> <li>4. There should be no main road entry onto Solomon Point</li> <li>5. Land Returned - Holy Ground to Ngati Tu.</li> </ol>
<p><b>Staff analysis:</b></p> <ol style="list-style-type: none"> <li>1. Hapū are encouraged to liaise and korero with Te Huinga to part of a collective that has its own autonomy and direct links to Council via Te Kārearea Strategic Partnership Forum. These forums promote Māori issues throughout Whangarei for Council and hapū to discuss</li> <li>2. WDC chose to abstain from the signing of the MOU Iwi Chairs &amp; Northland Mayoral Forum</li> <li>3. MACA claims in Tai Tokerau have been submitted for Crown engagement, of which many are still being processed.</li> <li>4. Waahi tapu are considered through our Sites of Significance proposed plan change.</li> </ol>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

## Planning and regulatory services

Of the 178 submissions received, 34 (19%) raised 44 transportation related comments. 8 additional points were recorded at consultation meetings.



## Data sets

Planning and regulatory comments by activity			
Activity	Meetings	Written	Total
Health and Bylaws	3	13	16
Economic Development	-	12	12
Resource Consents	1	8	9
District planning	1	8	9
Building Control	3	2	5
Development Contributions	-	1	1
Total	8	44	52

Planning and regulatory comments by area			
Area	Meetings	Written	Total
District wide	1	22	23
Ruakaka Marsden	1	7	8
Whangarei Heads area	-	7	7
Waipu	3	1	4
Maunu	0	3	3
Otangarei	2	-	2
Mangakahia	1	-	1
Ngati Hau Whenua	-	1	1
Maungatapere	-	1	1
City centre	-	1	1
Hikurangi	-	1	1
Grand Total	8	44	52

District planning
<p><b>Issues raised via consultation:</b></p> <p>Nine comments were recorded in relation to district planning. These included submissions on:</p> <ol style="list-style-type: none"> <li>1. Opposition to mining at Puhipuhi, Whakapara and Kauri Mountain;</li> <li>2. Designation of the Ruakaka Dune Lake and estuary as a wildlife refuge;</li> <li>3. Interest in all sites of significances for Ngati Hau Whanau, Marae &amp; Hapu;</li> <li>4. Zoning submissions: <ol style="list-style-type: none"> <li>a. Ruakaka (inconsistent across the area);</li> <li>b. Parua Bay (high density housing and impact on infrastructure);</li> <li>c. Rural land (zoned for affordable housing communities).</li> </ol> </li> </ol>
<p><b>Staff analysis:</b></p> <p>Council is undertaking a rolling review of the District Plan in accordance with the statutory process of the Resource Management Act 1991. Some topics have been reviewed while others are yet to be completed:</p> <ol style="list-style-type: none"> <li>1. mining: <ol style="list-style-type: none"> <li>a. The recently operative Minerals Chapter of the District Plan manages mining throughout the district, any mining proposal in Puhipuhi, Whakapara and Kauri Mountain must be assessed against the relevant provisions;</li> </ol> </li> <li>2. Ruakaka Dune Lake <ol style="list-style-type: none"> <li>a. Inclusion of Significant Natural Areas such as the Ruakaka Due Lake and estuary into the District Plan must follow the plan change process under Schedule 1 of the Resource Management Act. The recently operative Coastal Area provisions will afford greater protection to the due lake and estuary;</li> </ol> </li> <li>3. significant sites <ol style="list-style-type: none"> <li>a. Council has a plan change (PC100) being prepared to identify and protect Sites of Significance to Maori, Ngati Hau Trust Board interest is welcomed. Council will work with Ngati Hau Trust Board on this project;</li> </ol> </li> <li>4. zoning: <ol style="list-style-type: none"> <li>a. The zoning of Ruakaka is being reviewed as part of the draft Urban and Services plan changes to ensure consistency;</li> <li>b. Rural land has been rezoned via the recently operative Rural Plan Changes. All rezoning of Rural Villages (Parua Bay) was assessed and confirmed to have sufficient water, storm water and sewerage capacity and allocated funding for necessary upgrades;</li> <li>c. Rural land has been rezoned via the recently operative Rural Plan Changes. Including large areas for residential growth and potential for affordable housing development on the outskirts of Whangarei City, in Rural Villages and Rural Living Areas.</li> </ol> </li> </ol>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

## District development

<b>Economic development</b>
<p><b>Issues raised via consultation:</b></p> <p>Five comments were recorded in relation to economic development:</p> <ol style="list-style-type: none"> <li>1. lack of economic development promotion in relation to our coastline, beaches and forest;</li> <li>2. Council to identify staff who can engage with Marsden Maritime Holdings to discuss developments in the Greater Marsden Point Area. Population and business growth in the area will soon require greater Council investment, and we think it's important to engage early to identify and evaluate priorities. As a key landowner in the area, and one particularly focussed on business development, we have a keen interest in working with the Council;</li> <li>3. we need to attract prosperous residents from Auckland. Commercial and industrial developments are being hindered and not encouraged - need to free up and speed up consenting processes and land for quality business parks;</li> <li>4. Whangarei is ideally suited for IT and tech businesses, with its extensive UFB network. A narrow focus won't attract investors, talent and skilled labour;</li> <li>5. great to have a high-quality mini golf somewhere near the Whangarei city water front.</li> </ol>
<p><b>Staff analysis:</b></p> <ol style="list-style-type: none"> <li>1. Our natural resources, in particular our beaches and coast are promoted through a variety of communication channels. Council continue to invest in infrastructure throughout the District including our coastal communities that enables private sector to take advantages of what these locations have to offer from a commercial perspective. The district forestry sector is set to benefit from Central Government focus within the provincial growth fund.</li> <li>2. This is an operational matter and District Development has already commenced actions to strengthen relationship with North Port who are a key enabler for economic growth at both a district and national level.</li> <li>3. Council regularly assist inward investment opportunities from both Auckland and further afield.</li> <li>4. As with 3. Council staff are engaged at an operational level assisting business attraction through work with Northland Inc (specifically "the Landing Pad") and private sector to provide support for businesses wishing to relocate. In relation to information and technology, Council continue to promote the benefits of UFB and the Rural Broadband Initiative as future business opportunities and through working at a regional level to champion digital engagement. This includes contributing to events such as Tech Week and Northland's Digital Enablement Group.</li> <li>5. Council regularly engage with private sector to provide support for commercial ventures that would stimulate economic activity and create jobs. Existing projects within the long-term plan will over time make a venture such as the one suggested here more viable and therefore more attractive to private sector investment.</li> </ol>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

<b>Tourism development</b>
<p><b>Issues raised via consultation:</b></p> <p>Five comments were recorded in relation to tourism. The included:</p> <ol style="list-style-type: none"> <li>1. Preparedness for cruise ships:             <ol style="list-style-type: none"> <li>a. Preparation for the anticipated cruise ship visits needs to be undertaken NOW - landing facilities, transport, visitor activities etc</li> <li>b. Reassurance that facilities in place to cope with cruise ships coming into Whangarei harbour are adequate especially with regard to sewage disposal from ships in or within 500km of the harbour</li> </ol> </li> <li>2. Infrastructural facilities for tourists are inadequate</li> <li>3. Council support required for community museums in support district development</li> <li>4. A heritage building to become an Information centre for tourism at Parua Bay.</li> </ol>
<p><b>Staff analysis:</b></p> <p>As well as undertaking the infrastructure projects scheduled for Year 2 of the LTP 2018-2028, Council are working a range of ideas to address issues related to tourism development. A major obstacle for community and private sector groups undertaking their tourism venture, is the limited access they have to funds to develop their projects. Staff are therefore, assisting these groups with their applications to secure third party funding.</p> <p>Two major contestable funding sources available to community and private sector groups, are the Provincial Growth and Tourism Infrastructure Funds, managed by central government. Council staff are assisting with the completion of applications to these funds where we believe the project/s:</p> <ul style="list-style-type: none"> <li>• are essential to providing well-balanced visitor services;</li> <li>• will distribute the benefits of tourism across the district – in particular, those created by the cruise ship industry;</li> <li>• will mitigate the pressures tourism can place on infrastructure and the natural environment; or</li> <li>• will mitigate the risks to economic stability by reducing the industries reliance on a limited number of attractions.</li> </ul> <p>Staff have also spoken with North Port in relation to cruise ship pollution concerns. Council have been assured that visiting cruise liners need to comply with the highest standards. Council will continue to engage with Northport to clarify our understanding of any risks to our natural environment, and how best to manage or be informed of these.</p> <p>Council staff have been working closely with the Visitor Experience Working Group to facilitate activities that will support business growth anticipated through the pending cruise ship visits. The Hundertwasser Art Centre and the upcoming 2021 Women's Rugby World Cup are two major tourist attractions that we anticipate will generate increased business activity for our district.</p> <p><i>Note: Local communities can promote opportunities their local area has to offer. This is integral for the development of a diverse visitor experience.</i></p>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>



<b>Employment and education</b>
<p><b>Issues raised via consultation:</b></p> <p>Two comments were recorded in relation to employment opportunities. They were:</p> <ul style="list-style-type: none"> <li>• youth: <ul style="list-style-type: none"> <li>○ supporting initiatives that provide practical support to young people to gain employment (including those who are still at school);</li> <li>○ funding free sessions for teenagers about life skills, i.e. how to vote, live sustainably, pay taxes, budgeting;</li> <li>○ attracting more training and tertiary providers to the area so that young people who choose to stay in Whangarei have more options, including young people that leave school before they are 16;</li> <li>○ supporting events and opportunities that enable cross-school connections;</li> </ul> </li> <li>• employment opportunities for the disability community;</li> <li>• request for Council to play a role in supporting initiatives to provide employment opportunities for the disability community.</li> </ul>
<p><b>Staff analysis:</b></p> <p>Council staff have been engaged with private sector business and the tertiary sector to gain an understanding of the disconnect and barriers between education and employment in particular, they have been providing support and feedback to the organisation Work Ready and their development of an education to employment website that is being developed to help Whangarei youth by providing a clear pathway into employment.</p> <p>As unemployment numbers continue to decline, finding work ready employees will create challenges for businesses wishing to grow. Recognising the values of a diverse workforce, is one way that employers can overcome the challenge as well as enjoy the many other benefits that a diverse workforce provides.</p>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

Resource consents
<p><b>Issues raised via consultation:</b></p> <p>Nine comments were recorded in relation to resource consents. Topics included:</p> <ol style="list-style-type: none"> <li>1. planning assessment:             <ul style="list-style-type: none"> <li>○ new subdivisions need inspection for wildlife before building goes ahead;</li> </ul> </li> <li>2. consultation:             <ul style="list-style-type: none"> <li>○ The Ngati Hau Trust Board request that they be be informed of resource consents and consulted with, in relation to issues that affect Ngati Hau whenua;</li> </ul> </li> <li>3. resource consents:             <ul style="list-style-type: none"> <li>○ Puriri Park;</li> <li>○ Parua Bay oyster farm resource consent;</li> </ul> </li> <li>4. compliance and costs:             <ul style="list-style-type: none"> <li>○ for the papakainga is challenging, raises costs</li> <li>○ Cost for subdividing is too high – streamline compliance.</li> </ul> </li> </ol>
<p><b>Staff analysis:</b></p> <p>Staff responses to the above items are as follows:</p> <ol style="list-style-type: none"> <li>1. depending on the location of proposed subdivisions, an assessment of effects on wildlife from the intensification of human activity (including domestic animals) in the location will be required</li> <li>2. staff work plans for the year include will look at how to better involve iwi and hapu in the resource consent process</li> <li>3. resource consents:             <ol style="list-style-type: none"> <li>a. the proposed HNZ housing development will be assessed and decided under the provisions of the district plan and the Resource Management Act 1991. HNZ has asked Council to publicly notify a proposal for its social housing development in Maunu. Council are encouraged by HNZ's willingness to engage with the community on this matter</li> <li>b. the resource consent for the Parua Bay oyster farm falls under the jurisdiction of the Northland Regional Council and not that of Council</li> </ol> </li> <li>4. council has a policy of applicant's meeting the majority of the costs of resource consent applications (instead of the community as a whole). This is reflected in resource consent fees and Development Contributions charges</li> <li>5. papakainga – papakainga are considered under the provisions of the District Plan. Community members wanting more information on the process should contact Council for a pre-lodgement meeting to see how the provisions may work for them.</li> </ol>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

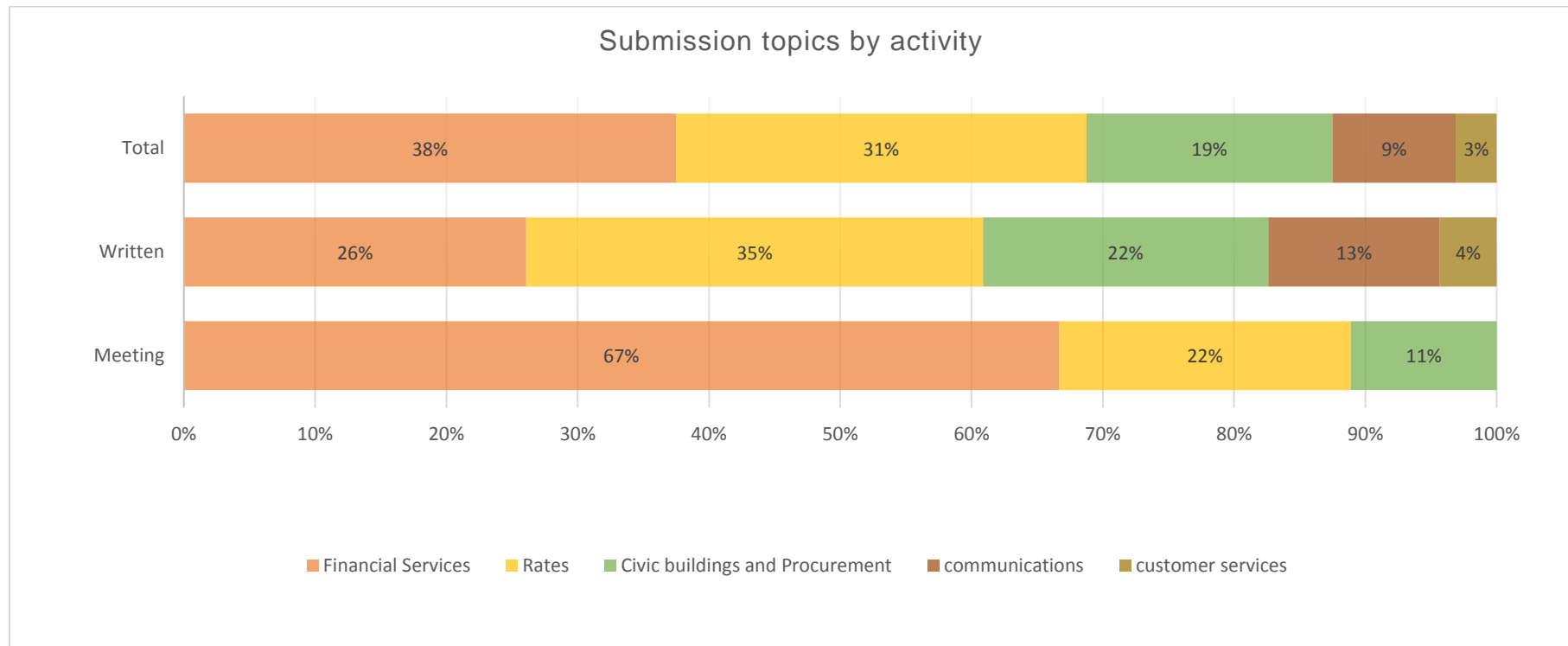
<b>Building Control</b>
<p><b>Issues raised via consultation:</b></p> <p>Five comments were recorded in relation to resource consents. Requests included:</p> <ol style="list-style-type: none"> <li>1. Council to encourage water tanks in town to assist storm water management and availability</li> <li>2. Council to encourage new builds to catch and store water</li> <li>3. Council to ensure building inspectors fully understand accessibility compliance, and enforce it strictly</li> <li>4. Council to advise of their powers to act on the safety issues with buildings in Otangarei;</li> <li>5. classification of new build marae as commercial buildings.</li> </ol>
<p><b>Staff analysis:</b></p> <p>Staff responses to the above items are as follows:</p> <ol style="list-style-type: none"> <li>1. Council has policy under the District Plan to deal with water attenuation on sites of a certain size. This forms part of the building consent process for new buildings and development</li> <li>2. The building code deals with water catchment and storage though the performance requirements, however where outfalls are supplied there is no additional requirement for ancillary storage</li> <li>3. All commercial buildings officers are subject to the national competency assessment system that deals with access and facilities for people with disabilities. Please note the code only recognises accessibility for public use buildings</li> <li>4. Council can access a building status in relation to being dangerous and insanitary. Council deals with these on a complaint basis and will often seek advice for other agencies like Fire and Emergency New Zealand and Engineering New Zealand. Once this is completed a formal notice can be served with a need for occupancy to cease usually a 10-20 day requirement pending on the status</li> <li>5. The building code classifies Marae as public use buildings with active life safety systems. These systems result in new Marae and community halls being classified as commercial buildings.</li> </ol>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

Health and bylaws
<p><b>Issues raised via consultation:</b></p> <p>16 comments were recorded in relation to health and bylaws. They included commentary in relation to:</p> <ol style="list-style-type: none"> <li>1. Beaches and freedom camping: <ul style="list-style-type: none"> <li>○ objection to freedom camping where campground facilities are closely located</li> <li>○ request for campervan companies to pay for infrastructure</li> <li>○ inadequate infrastructure to support freedom camping</li> <li>○ district cannot mitigate the pollution and environmental impact created by freedom campers. Infrastructure does not support freedom campers</li> <li>○ greater protection needed for Bream Bay from misuse of vehicles</li> <li>○ review of signs at Ruakaka Beach allowing dogs on beach area for Waipu Refuge Wildlife</li> </ul> </li> <li>2. Domestic animals: <ul style="list-style-type: none"> <li>○ even submissions related to the need for better control of cats within the district. De-sexing, microchipping, registering and limiting the number of cats allowed were mentioned in the submissions</li> </ul> </li> <li>3. Fire ban: <ul style="list-style-type: none"> <li>○ fire permits are taking too long to issue.</li> </ul> </li> </ol>
<p><b>Staff analysis:</b></p> <p>Staff responses to the above items are as follows:</p> <ol style="list-style-type: none"> <li>1. Beaches and freedom camping: <ul style="list-style-type: none"> <li>○ issues raised in relation to freedom camping and beaches are operational matters to be considered during operational reviews of relevant processes, policies and bylaws. The relevant submissions are have provided to staff for consideration during any future review</li> </ul> </li> <li>2. Domestic animals: <ul style="list-style-type: none"> <li>○ staff note that there is no central government legislation currently related to the management of domestic type felines. Council have no current plans to implement and enforce the management of felines. However, the issues raised in these submissions have been referred to the relevant staff for reference and consideration for any potential future review</li> </ul> </li> <li>3. Fire bank <ul style="list-style-type: none"> <li>○ As a result of recent legislative changes Fire permits are no longer governed by local authorities, but by Fire and Emergency New Zealand.</li> </ul> </li> </ol>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

Development contributions
<p><b>Issues raised via consultation:</b></p> <p>One comments were recorded in relation to the development contributions made by a submitter requesting seal extension for Massey Road.</p>
<p><b>Staff analysis:</b></p> <p>Development contributions were legislated in 2005 via the Local Government Act 2002. Massey Road has had little development that has required contributions. Development contributions past and future help fund projects or programmes of works that are identified in the LTP. If this is identified as a roading project, that is in part required for growth, then development contributions will in part fund the project.</p> <p>For further information on seal extensions, please refer to the transport section of this report.</p>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

## Support services

Of the 178 submissions received, 13 (7%) raised 23 support services related comments. 9 additional points were recorded at consultation meetings.



## Data sets

Support services comments by activity			
Activity	Meetings	Written	Total
Financial Services	6	6	12
Rates	2	8	10
Civic buildings and Procurement	1	5	6
communications	-	3	3
customer services	-	1	1
Grand Total	9	23	32

Support services comments by area			
Area	Meetings	Written	Total
District wide	3	17	20
City centre	-	4	4
Ruatangata	3	-	3
Mangakahia	2	-	2
Whangarei Heads area	0	1	1
Whangaruru area	1	-	1
Ruakaka Marsden	-	1	1
Grand Total	9	23	32

Financial services
<p><b>Issues raised via consultation:</b></p> <p>12 comments were recorded in relation to financial services. Topics included:</p> <ol style="list-style-type: none"> <li>1. Financial prudence, debt and affordability (6): <ul style="list-style-type: none"> <li>• monitor overall debt, ensure debt is kept at a prudent level</li> <li>• exercise greater financial prudence and accountability</li> <li>• Council commended, to the extent that the closing net debt for the year is planned to be \$148.6m, well below the Yr 2 LTP, \$172.2m</li> <li>• why don't Council wait until they can afford things?</li> <li>• what does debt cost Council?</li> <li>• is debt level similar to other Councils?</li> <li>• is Council comfortable with this debt level and what is internal debt?</li> </ul> </li> <li>2. Expenditure (3): <ul style="list-style-type: none"> <li>• rates should be spent locally</li> <li>• operating costs excessive</li> <li>• maintenance expense, particularly, not enough thought going into the cost of ongoing maintenance. Annual maintenance budgets are not sufficient</li> </ul> </li> <li>3. Reviews (3): <ul style="list-style-type: none"> <li>• how does Council determine how surplus is used?</li> <li>• there needs to be a review of the cost structure and operations across the board. Council operating costs are too high.</li> </ul> </li> </ol>
<p><b>Staff analysis:</b></p> <ol style="list-style-type: none"> <li>1. Financial prudence: <ul style="list-style-type: none"> <li>• Council practices financial prudence. This is supported by: <ul style="list-style-type: none"> <li>▪ Council achieving an AA positive outlook credit rating from Standard and Poor's Financial Services</li> <li>▪ Council achieving all financial prudence benchmarks</li> </ul> </li> </ul> </li> <li>2. Debt funding: <ul style="list-style-type: none"> <li>• Council utilise the LGFA for most of its borrowings which provides extremely good interest rates at level well below trading banks' corporate rates</li> <li>• conventional financial institutions are engaged for derivatives, to manage our treasury borrowing risk and fluctuations in interest rates</li> <li>• Council procures external treasury advisors to ensure our treasury management is optimal</li> <li>• Council satisfies all LGFAs debt covenants and financial ratios with significant headroom</li> </ul> </li> <li>3. Expenditure and reviews: <ul style="list-style-type: none"> <li>• Council regularly reviews operating expenditure to ensure spend is appropriate and delivering value for money</li> <li>• Council determines how funds are spent through the development of our short and long term planning processes.</li> </ul> </li> </ol>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>



Rates
<p><b>Issues raised via consultation:</b></p> <p>Ten comments were recorded in relation to rates. Topics included:</p> <ol style="list-style-type: none"> <li>1. Rates review requests (4): <ul style="list-style-type: none"> <li>• The share of rates for the central business district ratepayers is too high (2)</li> <li>• Rating for separately used and/or inhabited parts of a rating unit (SUIP) is a burden on small retailers (1)</li> <li>• Continuing the move to a mixed capital and land value rating system, with land values being used only for targeted rates that fund activities that are directly related to the area of land in the rating unit; raising the UAGC to the maximum level allowable under the law; making greater use of targeted rates and user fees and charges; asking central Government to provide for more equitable rating policies for local government</li> <li>• Rates are too high (4)</li> </ul> </li> <li>2. Other: <ul style="list-style-type: none"> <li>• Targeted rate for subdivision residents who have vandalised vegetation and public amenities (1)</li> <li>• Increase rates rebates for low income families (1).</li> </ul> </li> </ol>
<p><b>Staff analysis:</b></p> <ol style="list-style-type: none"> <li>1. Rates Review: <ul style="list-style-type: none"> <li>• The rates review prior to the 2018-28 LTP, considered capital value rating for general rates, but this option was not pursued</li> <li>• Rating based on rating units rather than SUIPs was also considered but rejected due to the adverse impact on some ratepayers. The revised definition adopted of SUIP's in June 2018 aims to address some of the perceived inequity of SUIP's</li> <li>• The current level of the UAGC and number of targeted rates are considered to meet the district's requirements</li> <li>• The proposed rates increase is to ensure Council has a balanced budget that provides adequate funding for our infrastructure and other spending, enables growth and preserves our current level of service</li> </ul> </li> <li>2. Other: <ul style="list-style-type: none"> <li>• Vandalism repairs of this nature are funded through infringement notices, not rating</li> <li>• The rates rebate system supports low income households and we should help our ratepayers to benefit from this facility which is funded by central government.</li> </ul> </li> </ol>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

## Other

<b>New civic building</b>
<p><b>Issues raised via consultation:</b></p> <p>Six comments were recorded in relation to the new civic building. These included:</p> <ol style="list-style-type: none"> <li>1. delaying, the development of a new Civic Centre</li> <li>2. suggested location options including: <ul style="list-style-type: none"> <li>• Hihiaua cultural centre</li> <li>• ex-countdown building</li> <li>• existing vacant office space</li> </ul> </li> <li>3. public servants working more remotely</li> <li>4. disappointment that the contract has not been awarded to a local firm</li> <li>5. alternative uses for the new civic centre budget.</li> </ol>
<p><b>Staff analysis:</b></p> <ol style="list-style-type: none"> <li>1. Further delays in the development of the new Civic Centre will lead to cost escalations and staff being housed in unsuitable premises</li> <li>2. Options for location have been consulted on (in the 2018-28 LTP) and then debated by Council before selecting RSA/Forum North</li> <li>3. A robust procurement process that complied with Council's policies and relevant legislation led to the selection of the contractors. Being a local firm was not part of the selection criteria. However, a significant amount of local input is expected during the construction phase.</li> </ol>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

<b>Other</b>
<p><b>Issues raised via consultation:</b></p> <p>Four comments were recorded in relation to other support services. These included:</p> <ol style="list-style-type: none"> <li>1. procurement: <ol style="list-style-type: none"> <li>a. clarification of the criteria in RFPs and ROIs</li> <li>b. access to procurement processes</li> </ol> </li> <li>2. communication: <ol style="list-style-type: none"> <li>a. communicating with youth</li> <li>b. creating more recreational and inclusive spaces for youth: The group would like to see Council: <ul style="list-style-type: none"> <li>• providing free wi-fi and more access to electronic devices</li> <li>• endorsing, supporting and providing publicity of existing youth spaces and services</li> <li>• providing more publicity for youth events</li> <li>• increased presence on Instagram and Snapchat</li> <li>• feedback on rebranding campaign</li> </ul> </li> </ol> </li> <li>a. customer services: <ul style="list-style-type: none"> <li>o process review requested.</li> </ul> </li> </ol>
<p><b>Staff analysis:</b></p> <p>Staff responses to the above comments are as follows:</p> <ol style="list-style-type: none"> <li>1. procurement <ol style="list-style-type: none"> <li>a. the criteria in an ROI/RFP will vary depending on the goods/services being requested. Council's procurement policy is available on request. It ensures that there is appropriate competition and value for money. Contractors are audited regularly to monitor performance and compliance. Review of the procurement policy was undertaken in 2018</li> </ol> </li> <li>2. communication <ol style="list-style-type: none"> <li>a. social media channels are being used more frequently with the aim of connecting with a wider demographic than traditional print media. Feedback from the Youth Advisory Group will be reviewed to ensure messaging is relevant</li> </ol> </li> <li>3. customer Service <ol style="list-style-type: none"> <li>a. Staff welcome feedback on the services provided. Feedback received via this consultation will be considered when telephony processes and procedures are next reviewed.</li> </ol> </li> </ol>
<p><b>Initial staff response to community feedback:</b></p> <p>Council notes these submissions and suggest that no changes be made to the draft Annual Plan 2019 – 2020.</p>
<p>Impact of initial response: No impact.</p>

## Appendix 1 Social media

### Digital Platform

The Communications Department is highly active in supporting digital activities across the business. Key staff are assigned to Council's digital platform project as either project team members or key business users.

The entire communications team have been involved in delivering the annual plan communications plan which involved:

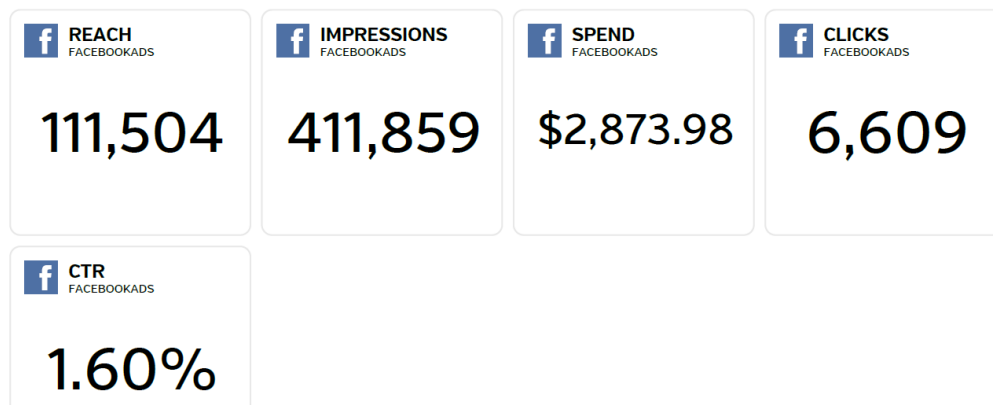
- writing content and designing the consultation document
- infographic of key projects
- shipping container wrap
- community meeting collateral
- council news articles
- website content
- facebook posts
- writing the script and coordinating production of the annual plan videos.

Our shift to a digital campaign based on four videos telling the visual story of what is planned for 2019-2020 has been very successful in reaching our community. After one week, the video posts had already been viewed by 47,796 people and the videos had been played to the end 12,735 times.

The campaign was paused for two weeks as part of a general boycott of Facebook advertising in response to the Christchurch shootings. The campaign was restarted for the final week of consultation with some impressive final stats:

### Facebook Ads - Overview

03/04/2019 - 04/04/2019



Some main points from the above stats:

- We reached 111,504 unique viewers. That means 111,504 members of our District viewed at least one of the videos. A view is classed as a 3 second video view, so not to the very end but it means they do have to pause and watch some of it and not just scroll straight past.
- We served the ads 411,859 times. That means that of the 111,504 viewers, some saw the ads around 3 times. This could mean that they saw different videos too, i.e. the full video, water focus and roading focus for example.
- We received 6,609 clicks with a click through rate of 1.6% - this is huge! 6,609 people cared enough about the message to not only view the video and read the text but also spend the time to click through to the website to read more or make a submission. The click through rate (CTR) is really good, it isn't unusual for a campaign like this that we would see a CTR under 0.5%.
- The full video and the community facilities focus video were the most popular, roading and water didn't reach as many people but the target audiences on these were tighter.

On the performance graph below a big jump can be seen between 21st March and 1st April, this is when we paused the campaign.

