

Whangarei District Council Meeting

Agenda

Date: Thursday, 31 August, 2017

Time: 10:30 am

Location: Council Chamber
Forum North, Rust Avenue
Whangarei

Elected Members: Her Worship the Mayor Sheryl Mai
(Chairperson)
Cr Stu Bell
Cr Crichton Christie
Cr Vince Cocurullo
Cr Tricia Cutforth
Cr Shelley Deeming
Cr Sue Glen
Cr Jayne Golightly
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.

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8.3 Abatement Notice

9. Closure of Meeting

4 Public Forum

Meeting: Council
Date of meeting: 31 August 2017
Reporting officer: Carolyn Brindle

1 Purpose

To afford members of the Community an opportunity to speak to Council and to report on matters raised at previous public forums when appropriate.

2. Summary

Public Forum

Standing Orders allow for a period of up to 30 minutes to be set aside for a public forum at the commencement of each monthly council meeting.

The time allowed for each speaker is 5 minutes.

Members of the public who wish to participate should send a written application setting out the subject matter and the names of the speakers to the Chief Executive at least 2 working days before the day of the meeting.

Speakers:

At the time of the agenda closure no applications to speak at public forum had been received.

Report on actions taken or comment on matters raised

Where practicable actions taken on matters raised by previous speakers are reported back to public forum.

Speaker	Subject
Tony Gill	Whangarei Public Dog Park improvements at William Fraser Park at Pohe Island and many other public dog parks in Whangarei.
Report On the 5 th of July Simon Weston and Spencer Jellyman met with Tony Gill and Gary Jeeves to discuss issues at the dog park. The main issues were the possibility of moving the dog park, need for improved drainage at current site, better shelter in summer and signage. Mr Weston discussed the need for LTP funding for bigger projects, but was going to try and find some funding for some smaller improvements. On 10 August, council staff, Fiona Pratt, council's drainage engineer and Spencer Jellyman, Park's Technical Officer attended a site meeting with Tony Gill and other dog	

park users. The meeting was primarily to assess and discuss drainage improvements, shelter improvements were also discussed.

As a result of this meeting, staff are working on a drainage plan and plans to alter the existing shelter.

The dog reserve funds will be absorbed by the 2017/2018 operating deficit budgeted for dog control costs. It is intended that funding for the proposed improvements will be re-appropriated from other projects that do not proceed.

Speaker	Subject
Brian May	Roading issues to resolve.

Report

The status of the section of O'Carroll Rd is "unformed legal road", often referred to as "paper road".

Council's maintenance obligations for O'Carroll Rd stops at the junction of the two paper roads where there are gates and where Council has erected a "Council Maintenance ends here" sign.

Council does not provide maintenance for "paper roads".

In accordance with the Local Government Act;

A territorial local authority is not bound to keep in repair roads which have never been formed and remain in a state of nature, and is not liable for injuries caused by defects in such roads to people who may use them.

For Council to take on the maintenance responsibilities for a "paper road" the road is required to be brought up to the standard of public road, as defined by the Council, suitable for public road use. Normally this is undertaken by the landowner as part of a subdivision.

5 Minutes: Extra ordinary Whangarei District Council Thursday 13 July 2107

Minutes of the Extra ordinary Whangarei District Council meeting held in the Council Chamber, Forum North on Thursday 13 July 2017 at 8.00am

Present:

Her Worship the Mayor Sheryl Mai (Chairperson)

Crs Stu Bell, Crichton Christie, Vince Cocurullo, Tricia Cutforth, Shelley Deeming, Jayne Golightly, Phil Halse, Cherry Hermon, Greg Innes, Greg Martin and Sharon Morgan

Apologies:

Crs Sue Glen and Anna Murphy

Moved: Cr Innes

Seconded: Cr Cocurullo

"That the apologies be sustained."

CARRIED

In Attendance:

Chief Executive (Rob Forlong), General Manager Corporate (Alan Adcock), Governance Manager (Jason Marris), Commercial Portfolio Manager (Mike Hibbert), Roding Manager (Jeff Devine), Team Leader Communications (Rachel Pascoe), Executive Assistant (Judi Crocombe) and Senior Meeting Co-ordinator (C Brindle)

Exclusion of the public

Moved: Her Worship the Mayor

Seconded: Cr Innes

"That the public be excluded from the following parts of proceedings of this meeting.

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

General subject of each matter to be considered		Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for passing this resolution
C.1	Parking Charges	Good reason to withhold information exists under Section 7 Local Government Official Information and Meetings Act 1987	Section 48(1)(a)

This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public, are as follows:

Item	Grounds	Section
C.1	To enable the council to carry on without prejudice or disadvantage negotiations."	Section 7(2)(i)."

CARRIED

1 Town Basin Carpark – Parking Charges

Moved: Her Worship the Mayor

Seconded: Cr Martin

"That Council approves;

- a) the installation of Parking Charges in the Town Basin and Environs Carpark.
- b) the carpark shall be a metered zone as set out in Plan No. 4020 attached to the report.
- c) the fee payable shall be at the rate of \$2.00 per hour or part thereof.
- d) the maximum parking time shall be 180 minutes.
- e) parking of vehicles for a greater period than 60 minutes shall be prohibited at all times on the northern side of Reyburn House Lane, from the western boundary of Lot 1 DP 109637, for a distance of 62m; and that there be no charge for these carparks.
- f) that a report is brought back to council three months after commencement of charges."

Procedural motion

Moved: Cr Innes

Seconded: Cr Cutforth

"That the motion now be put."

On the procedural motion being put Cr Martin called for a division:

For the motion:

Crs Deeming, Hermon, Halse, Martin, Cutforth, Innes, Morgan and Her Worship the Mayor (8)

Against the motion:

Crs Bell, Christie, Cocurullo and Golightly (4)

Absent:

Crs Glen and Murphy (2)

The procedural motion was CARRIED

On the motion being put Cr Bell called for a division:

For the motion:

Crs Deeming, Hermon, Halse, Martin, Cutforth, Innes, Morgan and Her Worship the Mayor (8)

Against the motion:

Crs Bell, Christie, Cocurullo and Golightly (4)

Absent:

Crs Glen and Murphy (2)

The motion was CARRIED

Exclusion of the public

Moved: Cr Deeming

Seconded: Cr Innes

"That the public be excluded from the following parts of proceedings of this meeting.

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

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Item	Grounds	Section
C.1	To enable the council to carry on without prejudice or disadvantage negotiations."	Section 7(2)(i)."

CARRIED

Item C.1 was adjourned until 9.02am to allow the Community Development Committee to convene at 9.00am. The meeting then resolved to adjourn the meeting for a short interval.

Procedural motion

Moved: Cr Martin
Seconded: Cr Deeming

"That the meeting be adjourned and reconvene at 9.02am."

CARRIED

The meeting reconvened at 9.02am.

Exclusion of the public

Moved: Cr Deeming
Seconded: Cr Martin

"That the public be excluded from the following parts of proceedings of this meeting.

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

General subject of each matter to be considered		Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for passing this resolution
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This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public, are as follows:

Item	Grounds	Section
C.1	To enable the council to carry on without prejudice or disadvantage negotiations."	Section 7(2)(i)."

CARRIED

The meeting closed at 9.10am

Confirmed this 31st day of August 2017

Sheryl Mai (Chairperson)

Item 5.1**Whangarei District Council Meeting Minutes**

Date: Thursday, 27 July, 2017
Time: 10:30 a.m.
Location: Council Chamber
Forum North, Rust Avenue
Whangarei

In Attendance

Her Worship the Mayor Sheryl Mai
(Chairperson)
Cr Stu Bell
Cr Crichton Christie
Cr Vince Cocurullo
Cr Tricia Cutforth
Cr Shelley Deeming
Cr Sue Glen
Cr Jayne Golightly
Cr Phil Halse
Cr Cherry Hermon
Cr Greg Innes
Cr Greg Martin
Cr Sharon Morgan
Cr Anna Murphy

Also present:

Chief Executive (Rob Forlong), General Manager Finance and Corporate (Alan Adcock), General Manager Community (Sandra Boardman), General Manager Infrastructure (Simon Weston), General Manager Planning and Development (Alison Geddes), General Manager Strategy and Democracy (Jill McPherson), Legal Counsel (Kathryn Candy), Governance Manager (Jason Marris), Manager Health and Bylaws (Grant Couchman), Democracy Adviser (Jennie Thomas) and Executive Assistant (Judi Crocombe)

- 1. Karakia/Prayer**
- 2. Declarations of Interest**
- 3. Apologies**
There were no apologies

4. **Public Forum**

Speakers:

Tony Gill - Whangarei Public Dog Park improvements at William Fraser Park at Pohe Island and many other public dog parks in Whangarei.

Brian May - Paper Road, O'Carroll Road.

5. **Confirmation of Minutes of Previous Meetings of the Whangarei District Council**

5.1 **Confirmation of Minutes of the Whangarei District Council meeting held 29 June 2017**

Moved By Cr Greg Innes

Seconded By Cr Sharon Morgan

That the minutes of the Whangarei District Council meeting held on 29 June 2017, including the confidential section, having been circulated, be taken as read and now confirmed and adopted as a true and correct record of proceedings of that meeting.

Carried

5.2 **Confirmation of Minutes of the Extra ordinary Whangarei District Council meeting held 11 July 2017**

Moved By Cr Greg Martin

Seconded By Cr Cherry Hermon

That the minutes of the Extra ordinary Whangarei District Council meeting held on 11 July 2017 , including the confidential section, having been circulated, be taken as read and now confirmed and adopted as a true and correct record of proceedings of that meeting.

Carried

6. **Decision Reports**

6.1 **Elected Member Code of Conduct**

Moved By Her Worship the Mayor Sheryl Mai (Chairperson)

Seconded By Cr Anna Murphy

That Council:

1. Agrees that the gift value in the Elected Member Code of Conduct be set at \$100.

2. Adopts the Elected Member Code of Conduct located at Attachment 1, incorporating decision a) above.
3. Delegates to the Chief Executive and the Mayor the ability to make any editorial changes to the Elected Member Code of Conduct.
4. Notes the next steps for establishing a pool of investigators.

On the motion being put Cr Glen called for a division:

For the motion: Her Worship the Mayor, Crs Hermon, Cutforth and Murphy (5)

Against the motion: Crs Bell, Christie, Cocurullo, Deeming, Golightly, Halse, Martin and Glen (8)

Absent: Cr Morgan

The motion was Lost

Cr Morgan left the meeting at 11.05am

8. Public Excluded Business

Moved By Cr Greg Martin

Seconded By Cr Vince Cocurullo

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

General subject of each matter to be considered		Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for passing this resolution
C.1	Confidential Minutes Whangarei District Council meeting 29 June 2017	Good reason to withhold information exists under Section 7 Local Government Official Information and Meetings Act 1987	Section 48(1)(a)
C.2	Confidential Minutes Extra ordinary Whangarei District Council meeting 11 July 2017		

C.3	Procurement of Commissioner		
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This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public, are as follows:

Item	Grounds	Section
C.1	For the reasons as stated in the open minutes	
C.2	For the reasons as stated in the open minutes	
C.3	To protect the privacy of natural persons	Section 7(2)(a)

Carried

9. Closure of Meeting

The meeting concluded at 11.29am.

Item 5.2**Whangarei District Council Meeting Minutes**

Date: Wednesday, 2 August, 2017
Time: 9:00 a.m.
Location: Council Chamber
Forum North, Rust Avenue
Whangarei

In Attendance	Her Worship the Mayor Sheryl Mai (Chairperson) Cr Stu Bell Cr Crichton Christie Cr Vince Cocurullo Cr Tricia Cutforth Cr Sue Glen Cr Jayne Golightly Cr Phil Halse Cr Cherry Hermon Cr Greg Innes Cr Greg Martin Cr Sharon Morgan Cr Anna Murphy
Not in Attendance	Cr Shelley Deeming

Also present:

Chief Executive (Rob Forlong), General Manager Community (Sandra Boardman), Governance Manager (Jason Marris), Manager Strategy (Tony Horton), Strategic Planners (Shireen Munday and Joanna Wilson) and Senior Democracy Adviser (C Brindle)

- 1. Karakia/Prayer**
- 2. Declarations of Interest**
- 3. Apology**
Cr Deeming
Moved By Cr Greg Martin
Seconded By Cr Tricia Cutforth
That the apology be sustained.

Carried

4. Information Reports

4.1 Hearing - Proposed Camping in Public Places Bylaw Consultation

The submitters heard were:

1. James Imlach (New Zealand Motor Caravan Association)
2. Jimi Hart
3. Alan Alcock - Ruakaka Parish Residents & Ratepayers Association
4. Louise Esse
5. Wayne Johnstone
6. Jennifer Lawrence
7. Melissa Arseneault
8. Nick Blake
9. Louise Orford.

Moved By Cr Greg Martin

Seconded By Cr Greg Innes

That council acknowledges the verbal submissions.

Carried

5. Public excluded business

There was no business conducted in public excluded.

6. Closure of Meeting

The meeting concluded at 10.31am.

Confirmed this 31st day of August 2017

Her Worship the Mayor (Sheryl Mai)

6.1 Election 2019 – Choice of Electoral System

Meeting: Whangarei District Council

Date of meeting: 31 August 2017

Reporting officer: Jason Marris

1 Purpose

To decide on which electoral system to use for the 2019 triennial election.

2 Recommendations

That Council:

- a) retains the First Past the Post electoral system for the 2019 triennial election; or
- b) changes to the Single Transferable Voting electoral system for the 2019 and 2022 triennial election; or
- c) undertakes a poll of electors on the electoral system to be used for the 2019 and 2022 triennial elections.

3 Background

Council is required under section 27 of the Local Electoral Act 2001 (LEA) to consider every three years what electoral system it will use for the next election. The choices are either First Past the Post (FPP) or Single Transferable Vote (STV).

The process that Council can follow to determine its electoral system is:

- (i) Council can resolve which electoral system is to be used, with the required public notification to follow;
- (ii) five per cent of electors can demand a poll on the matter;
- (iii) Council can choose to hold a poll on the matter, irrespective of whether or not a poll is demanded by electors.

Council has adopted the First Past the Post (FPP) electoral system since the choice was made available to local authorities in 2001. A poll on the electoral system was last held in 2002 when 65% voted for FPP and 35% voted for STV. The outcome was binding for the triennial elections held in 2004 and 2007.

Council shares its voting documents with the Northland District Health Board (DHB) and the Northland Regional Council (NRC). The DHB is required by law to use the STV electoral system. The NRC has resolved to use FPP for the 2019 election. The Far North District Council use FPP and the Kaipara District Council uses STV.

4 Options

(a) Council resolution

Council can resolve to retain the current electoral system (FPP) or resolve to change the electoral system to STV. Such a resolution must be made no later than 12 September 2017 (two years prior to the next triennial election), unless it decides to hold a poll of electors.

Any such resolution changing the electoral system would take effect for the 2019 and 2022 elections, and continue in effect until either Council resolves otherwise, or a poll of electors is held.

A description of each voting system is in the explanation and comparison table attached.

(b) Elector's right to demand a poll

Under the LEA, Council **must** give public notice, by 19 September 2017, of the right of electors to demand a poll on the electoral system to be used for the 2019 elections. If Council passes a resolution to change the electoral system from FPP to STV the public notice must include:

- I. notice of that resolution; and
- II. a statement that a poll is required to countermand that resolution.

Section 29 of the LEA allows 5% of the electors enrolled at the previous triennial election to demand a binding poll be held on which electoral system is to be used for the next two triennial elections. The poll demand must be made in writing to the Chief Executive by a number of electors equal to or greater than 5% of the electors (2,892 electors) and can be made anytime, but to be effective for the 2019 elections, must be made by 21 February 2018.

(c) Council may decide to hold a poll of electors

Council can decide to hold a poll of electors at any time (section 31 of the LEA), but to be effective for the 2019 elections, must decide no later than 21 February 2018, irrespective of whether a valid demand has been received, or the time has expired for electors to demand a poll.

Public notice of the poll must be given as soon as practicable after the resolution and the poll itself must be completed by 21 May 2018 (to be effective for the 2019 elections).

The results of the poll are binding and will determine whether FPP or STV is to be used for at least the next two triennial elections (2019, 2022), and for all subsequent elections until either a further resolution takes effect or a further poll is held.

The cost of a poll is approximately \$90,000 plus GST.

Significance and engagement

The decisions or matters of this report do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via agenda publication on the website.

Attachment

1. Table explaining and comparing FPP and STV voting systems.

EXPLANATION AND COMPARISON OF FPP AND STV VOTING SYSTEMS

FPP	STV
Has been used widely in New Zealand, is familiar and easy to understand.	Is used by all DHBs and by 7 Councils in the 2013 election. STV is also used by companies like Fonterra to select board members. A more complex system to understand.
Each voter is able to cast one vote for each vacancy to be filled. Voters place a tick beside the name of the candidate or candidates they wish to vote for.	Each voter gets one vote, no matter how many vacancies. Voters rank candidates in order of preference – “1” beside their most preferred candidate, “2” beside the second-most preferred candidate, and so on. Voters do not have to rank all candidates but must use consecutive numbers.
The candidate who receives the most votes is elected. Where there is more than one vacancy, the candidates (equal to the number of vacancies) who receive the most votes are elected.	A candidate must reach the quota to be elected. Where there is more than one vacancy, the candidates (equal to the number of vacancies) who reach the quota are elected.
FPP is not a form of proportional representation. Each tick is counted as a vote for that candidate and the candidate or candidates with the most votes are elected. A candidate may be elected by a small margin.	STV is a proportional electoral system. Proportional systems are intended to provide more effective representation for all significant points of view, although it cannot be guaranteed that STV will provide increased diversity of representation. This will also depend on the diversity of candidates.
A candidate may receive more votes than they need to get elected.	A candidate would not receive more votes than they would need to get elected, as surplus votes are transferred to the next preference – so no wasted votes.
Some voters may not have supported any of the candidates who get elected.	If voters rank every candidate, they are likely to have supported at least one successful candidate.
Where political parties or organised political groupings contest the elections, and there are say 3 vacancies, voters can vote for the 3 candidates representing a political party or organised political group (“block” voting). This can result in all candidates from a political party or organised political group being elected.	STV can moderate “block” voting as voters can rank every candidate therefore making it more difficult for all candidates from a political party or organised political group to be elected.
Less invalid votes (those that are not completed correctly) received.	More invalid votes received.
Suits smaller wards.	Suits large wards of more than 5 members.
Election results are processed more quickly and the result is known quickly.	Election results take more time to process and the outcome of the election will take more time to be known.

6.2 Policy on Elected Members Allowances and Recovery of Expenses

Meeting: Council
Date of meeting: 31 August 2017
Reporting officer: Jason Marris (Manager Democracy and Assurance)

1 Purpose

To approve the updated Elected Member Allowances and Recovery of Expenses Policy.

2 Recommendation/s

That Council;

- a) Notes that the Remuneration Authority has issued a new determination effective from 1 July 2017.
- b) Approves the payment of hearing fees be set at \$100 per hour for the chairperson role, and \$80 per hour for the member role.
- c) Adopts the updated Elected Member Allowances and Recovery of Expenses Policy as attached to this report.
- d) Delegates to the Mayor and Chief Executive the ability to make minor editorial changes to the policy if required.

3 Discussion

Under the Local Government Act 2002, the Remuneration Authority (RA) sets the base remuneration, allowances and expenses payable for elected members. The RA undertakes an in-depth review of remuneration each election year with a less involved re-assessment in interim years.

As part of this rolling review of elected member remuneration, the RA issued a new determination on 27 July 2017, applicable for the period 1 July 2017 – 30 June 2018. This is available on their website at <http://remauthority.govt.nz/clients-remuneration/local-government-elected-officials/>.

Key changes are as follows:

Remuneration

An increase of 1.7% has been applied to all our elected member positions, summarised overleaf. This reflects changes in the New Zealand labour market statistics used by the RA.

The RA has previously approved the remuneration for additional positions such as Deputy Mayor and Standing Committee Chairperson, so there is no discretion with this increase.

Role	2016/17	2017/18
Mayor	\$137,543	\$139,881
Deputy Mayor	\$ 59,670	\$ 60,684
Committee of the whole Chairperson	\$ 59,670	\$ 60,684
Councillor	\$ 47,736	\$ 48,548

Mileage allowance

The threshold distance of 30km travel to and from meetings held at our offices has been removed. The reimbursement rate has also changed to 81 cents per kilometre for electric vehicles, and 73 cents per kilometre for all other vehicles (from 74 cents previously). The RA uses the mileage rates determined by the Inland Revenue Department. A maximum of 10,000km has been set for these rates (previously 5,000km), with 37 cents per kilometre for all travel over that.

Travel time allowance

The hourly rate of \$37.50 remains unchanged for this allowance, but can now be claimed by the Mayor. This allowance will be revisited in the coming year. No current elected member at Whangarei District Council travels more than one hour to our council offices, however, this is included for completeness.

Communications Allowance

The following table reflects the changes to this allowance.

Allowance per annum	2016/17	2017/18
Use of personal computer, or tablet	\$150	\$200
Use of personal printer	\$ 40	\$ 40
Personal use of a mobile phone	\$ 60	\$150
For use of a personal internet connection	\$250	\$400
For local authority phone calls	\$400 allowance	1. \$400 allowance, or 2. Reimbursement of actual costs (with telephone records and receipts provided)

Hearing Fees

Hearing fees for district and regional plans, and regional policy statements are now payable to elected members.

The RA is recommending that fees for these hearings (including resource consent hearings) are payable at **up to** \$100 per hour for the Chairperson role, and **up to** \$80 per hour for the Member role. This is in place of the previous fixed fees of \$100 and \$80 per hour respectively for resource consent hearings only.

For clarity, we are recommending that Council resolves to pay \$100 per hour for the chairperson role and \$80 per hour for the member role, for all resource consent, district and regional plan and regional policy statement hearings.

The position of Mayor remains ineligible for these fees.

Acting Mayor

If a member is acting in the role of Mayor during a period when the Mayor's salary and allowances are not being paid, the member must be paid the remuneration and allowances of the Mayor, instead of the member's usual remuneration.

4 Discussion

The Policy on Elected Members Allowances and Recovery of Expenses, located at Attachment One, has been updated to reflect the changes. The changes to the policy have been highlighted for you. Some minor edits such as position titles to reflect the new organisation structure have also been made.

There is no discretion for council in the amended policy as the Remuneration Authority has sole authority on this matter, and our policy must reflect the requirements of the new determination.

Estimated increases in annual remuneration has been budgeted through our normal budgeting processes. We have also budgeted for elected member expenses. Any increase in allowances paid will be absorbed within current budgets.

5 Significance and engagement

The decisions or matters of this report do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via agenda publication on the website.

6 Attachment

1. Updated Policy on Elected Members Allowances and Recovery of Expenses

Whangarei District Council Policy

***Policy on Elected Members
Allowances and Recovery of
Expenses***

Policy 0054

Policy On Elected Members Allowances And Recovery Of Expenses			
Audience (Primary)	Internal	Business Owner (Dept)	Democracy
Policy Author		Review date	August 2017

1. INTRODUCTION

This policy sets out rules on the claiming of expenses by elected members and the resources that will be available to them during their term of office.

Contact person for queries: Jason Marris
 Email: jason.marris@wdc.govt.nz
 Phone: 09 470 3117

2. TERM AND REVIEW OF POLICY

This policy was adopted by Whangarei District Council at its meeting of XXXXXX.

Limits set in the policy and processes for approval are the same as that approved for the 2016-2019 term, and approved by the Remuneration Authority. These limits are included in the Determination of the Authority which came into effect 1 July 2017, and remain in place for the term of the next Council unless altered by determination (i.e. until October 2019).

Limits are subject to periodic amendment as a result of any subsequent Determination of the Authority. As Council is required to comply with any Determination of the Authority amendments to the policy resulting from a Determination will not be brought to Council for a decision, unless required. To ensure visibility of any changes these amendments will be captured in the table below.

Prepared/reviewed/updated by			
Date	Name	Designation	Status/Update

This policy has a three year term from July 2016 - July 2019. The policy will be updated by staff to comply with any Determination of the Remuneration Authority during this term.

3. DOCUMENTATION OF RELATED POLICIES

In addition to this document, the following documents set out the policies, rules and procedures relating to the expenses and allowances payable to elected members, or are relevant supporting documents:

- Travel Policy (12/29009) Approved April 2012
- Fleet Management Policy Manual (10/21359) Approved September 2012
- Sensitive Expenditure Policy (13/32037) Approved 2016

4. CONDITIONS FOR EXPENSE REIMBURSEMENTS AND ALLOWANCES

From time to time elected members incur expenses on the Council's behalf which need to be reimbursed. This reimbursement and the use of council supplied resources apply only to elected members personally, and only while they are acting in their official capacity as elected members.

Policy On Elected Members Allowances And Recovery Of Expenses			
Audience (Primary)	Internal	Business Owner (Dept)	Democracy
Policy Author		Review date	August 2017

Costs for expenses must have a justifiable business purpose, be moderate and conservative having regard to the circumstances, and be appropriate in all respects. Transparency is achieved through publication on the Council's website of all expenses for elected members, and/or via the committee agenda responsible.

The process for reimbursement of claims includes the following principles:

- being in accordance with Council's Travel Policy
- any expenses to be reimbursed must be on an actual and reasonable basis and in line with Council policy
- expense claims must be provided and full original receipts and GST invoices are required
- cost reimbursements will be made via the payroll system.

In the case of one-off expenditure such as travel to conferences, the process and prior approvals required are detailed in this policy.

In the case of vehicle mileage, travel time and communications, all limits set in this document are as recommended by the Remuneration Authority and will be included in a Determination of the Authority. Council has no ability to change these limits.

All expenditure that falls under this policy will be approved on the condition that it can be met within relevant budget provisions.

5. DEFINITIONS

"Actual" means as evidenced by the original receipt attached to the claim form.

"Reasonable" means that it is within the amount specified by this policy or as deemed reasonable by the Mayor, Deputy Mayor and/or Chief Executive.

"Council business" includes: formal council, committee meetings, workshops, seminars, statutory hearings, training courses, site visits, meetings with staff, meetings with community groups, meetings with members of the public. It does not include events where the primary focus is on social activity.

"Remuneration Authority" is an independent body established by the Remuneration Authority Act 1977, with responsibilities under the Local Government Act 2002 to determine remuneration and expense/allowance rules for local authority members.

6. ALLOWANCES AND EXPENSES BY GROUP OF MEMBERS

Position	Expense/ Allowance	Description/process	Approval
All Elected Members	Taxis	<p>Taxis may be used for Council business, instead of private vehicles or public transport, for safety/security reasons, and when travelling outside Whangarei if a taxi is the most appropriate form of transport.</p> <p>Taxis may not be used if significant travel distances mean that use of a taxi is not the most cost effective option. Rental cars booked by either the PA to the Mayor and Deputy Mayor (for the Mayor and Deputy) or elected member support should be considered as an option in such circumstances.</p> <p>Taxi charge vouchers should be used for planned travel within New Zealand. Costs paid for directly by the individual for unanticipated travel within New Zealand or for international travel will be reimbursed on presentation of actual receipts.</p>	Manager Democracy and Assurance
	Rental Cars	Rental cars may be utilised when attending meetings	Manager

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Policy Author		Review date	August 2017

Position	Expense/ Allowance	Description/process	Approval
		or conferences in other centres, where this is the most cost-effective travel option.	Democracy and Assurance
	Travel and attendance at conferences/ seminars /training programmes	<p>All elected members are entitled to payment of actual and reasonable registration, travel, accommodation, meal and related incidental expenses (including travel insurance) incurred in attendance at these events, held both within New Zealand and overseas, subject to:</p> <ul style="list-style-type: none"> being in accordance with Council's Travel Policy, and related expenditure being accommodated within existing budgets, and the appropriate approvals as outlined in this policy <p>and excluding reimbursement for purchases from hotel mini-bars and charges for in-room video or cable movies.</p> <p>All travel and accommodation arrangements for elected members are to be made with the Council's preferred travel agents, at the most economic cost available (when possible) at the time of booking, unless all travel costs are being met privately or by an outside party. In the case of councillors, a request can be made by providing the completed form in Appendix A to elected member support. In the case of the Mayor this can be provided to the PA to the Mayor and Deputy Mayor.</p>	Council, Mayor, Deputy or CE depending on position and circumstances (refer below for detail)
	Exceptional circumstances for Council related meetings	Elected member support may arrange overnight accommodation in accordance with Council's Travel Policy when travel or business requirements do not allow for return on the same day, e.g. if it is unreasonable for an elected member to travel to their home after a late meeting.	CE
	Domestic air travel	All elected members are entitled to utilise domestic air travel for Council related travel, generally where travel by air is the most cost effective travel option. Travel must be in accordance with Council's Travel Policy using the form attached as Appendix A.	CE
	International air travel	As a general policy all elected member international air travel is by way of economy class, where all or part of the costs of the fares are to be met by Council. Travel must be in accordance with Council's Travel Policy using the form attached as Appendix A. The approval of the Council is also required for exceptions, e.g. where Premium Economy (or any equivalent seating class) is desirable for health or other compelling reasons.	Council
	Private accommodation provided by friends/ relatives	Payment of \$50 per night when staying in private accommodation, to cover accommodation, breakfast and dinner. It is intended that at least a portion of this allowance is paid to the accommodation provider.	Manager Democracy and Assurance
	Car parking	Car parks at Forum North are provided for elected members for use for Council business only	N/A

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Position	Expense/ Allowance	Description/process	Approval
	Stationery and consumables	Elected member support will supply reasonable amounts of 'standard' paper and printer consumables for Council business.	N/A
	Communication equipment	<p>Option of either:</p> <p>Provision of a mobile phone, PC or laptop, iPad or Tablet and printer. Full technical support is provided for Council business, or</p> <p>Where demonstrated that these assets are held by the elected member and that the use of personal assets would better meet their needs, provision of an annual allowance for any or all equipment provided by the elected member, as follows:</p> <ul style="list-style-type: none"> • \$200 for the use of one personal computer, or tablet, or laptop, including any related docking station • \$40 for a printer • \$150 for a telephone (mobile). <p>The provision of hardware will be co-ordinated by elected member support and allowances can be sought by lodging the claim form attached as Appendix B.</p>	Manager Democracy and Assurance
	Travel Time	<p>Travel time allowance of \$37.50 for each hour of eligible travel time of the member after the first hour travelled in a day.</p> <p>Eligible travel is travel that is;</p> <ul style="list-style-type: none"> • on local authority business, and • by the quickest form of transport that is reasonable in the circumstances, and • by the most direct route in the circumstances <p>Reimbursement can be sought by lodging the claim form attached as Appendix B.</p>	Manager Democracy and Assurance
Mayor	Car	If sought the Mayor will be provided with a vehicle that will also be available for their private use in accordance with any declaration to the Remuneration Authority. A deduction will be made from their salary as determined by the Remuneration Authority. The Mayor will then not be able to claim for vehicle mileage.	N/A
	Travel and conferences, courses and seminars	<p>The prior approval of the Chief Executive is required for travel within New Zealand for:</p> <ul style="list-style-type: none"> • Council business • attendance at conferences/courses/training events/ seminars • other purposes associated with the position of Mayor. <p>The prior approval of the Council is required for all</p>	Council or CE depending on the circumstances

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Position	Expense/ Allowance	Description/process	Approval
		<p>international travel, where costs or partial costs are paid for by Council funds.</p> <p>Where the Mayor or the Mayor's authorised representative is accompanied by their partner on international travel, the Council will meet the cost of their travel, accommodation and incidental costs.</p> <p>The Council will authorise such expenditure only where the partner's involvement directly contributes to a clear business purpose.</p>	
	Telephone costs	<p>Full payment by the council of:</p> <ul style="list-style-type: none"> home telephone line rental, and mobile phone based rental and all associated call charges. <p>Reimbursement can be sought by lodging the claim form attached as Appendix B.</p>	Manager Democracy and Assurance
	Entertainment and hospitality	<p>The Mayor may hold a purchasing card or credit card to pay directly for any entertainment or hospitality expenses incurred while carrying out council business. Full receipts and details of the names of parties entertained and reasons for the entertainment are to be provided.</p> <p>All expenditure on this card is approved by the Chief Executive.</p> <p>Particular regard must be given to Council's Sensitive Expenditure policy so that the risks associated with transactions of this nature are managed effectively.</p>	CE
Council-ors	Conferences, courses, seminars and training	<p>The conference, course, seminar or training event must contribute to the councillor's ability to carry out Council business.</p> <p>Attendance at these events when held in New Zealand must be approved by both the Mayor (or the Deputy Mayor) and the Chief Executive.</p> <p>Attendance at these events when held overseas must be approved by the Council.</p>	Council, Mayor, Deputy and/or CE depending the circumstances
	Entertainment and hospitality	<p>Reimbursement of costs incurred while hosting official visitors to the Council, or while travelling on Council business. These costs can cover a range of items including, but not limited to, tea/coffee, and catering including alcohol with meals. Reimbursement can be sought by lodging the claim form (attached as Appendix B) with relevant documentation.</p>	Manager Democracy and Assurance
	General community related expenses	<p>From time to time councillors may have unforeseen costs arise for items relating to community events, e.g. payment of koha, or purchasing a wreath for attendance at a commemorative event.</p> <p>Reimbursement of such expenditure should be previously approved by the Chief Executive if known. The items should be appropriate to the occasion and expenditure should be moderate and conservative.</p>	CE

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Position	Expense/ Allowance	Description/process	Approval
		Reimbursement can be sought by lodging the claim form attached as Appendix B.	
	Vehicle mileage	<p>Vehicle mileage will be paid if you:</p> <ul style="list-style-type: none"> • use a private vehicle • are on local authority business • travel by the most direct route that is reasonable in the circumstances <p>Mileage will be paid up to the maximum rate per kilometre as set out in the current Remuneration Authority Determination.</p> <p>Reimbursement can be sought by lodging a mileage claim on the form attached as Appendix C.</p>	Manager Democracy and Assurance
	Mobile phone expenses	<p>There are two options:</p> <ol style="list-style-type: none"> 1. An allowance towards Council generated calls, texts and data through mobile phones of up to \$400 for councillors. This allowance can be sought by lodging the claim form attached as Appendix B 2. Reimbursement of actual costs of phone calls made on local authority business upon production of the relevant telephone records and receipts 	Manager Democracy and Assurance
	Internet connection	For an Internet connection (with or without a telephone connection), \$400. Reimbursement can be sought by lodging the claim form attached as Appendix B.	Manager Democracy and Assurance

7. INSURANCE

Council's insurance portfolio includes a Trustees Liability Policy covering elected members for appointments to trusts where such representation is at the request of Council in connection with Council business. The limit of indemnity of this policy is \$5,000,000.

8. SOFTWARE AND SUPPORT FOR COMMUNICATIONS EQUIPMENT

All elected members requiring Information Technology devices will be eligible for either allowances or the provision of devices as outlined in any Determination and guidance from the Remuneration Authority.

Relevant communications equipment will be loaded with the following software:

- 1 Latest suitable Microsoft PC Operating System
- 2 The version of Microsoft Office currently in use at WDC
- 3 Software necessary for connection to WDC Network.

Any other software required by individual elected members will be installed subject to the following rules:

- 1 The software must be compatible with software already loaded
- 2 Installation must be done by WDC IT staff
- 3 Software to be provided at elected member's expense.

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Connection to the WDC Network will not be provided unless an exception is approved by the Chief Executive. Access will be subject to completion of the Application for Remote Access and compliance with all WDC internal ICT policies.

Any elected member issued with a device must comply with all the following support requirements:

From time to time WDC will request the return of equipment in order to update core operating software, anti-virus protection and for other maintenance purposes, elected members must ensure that upon request and within the time frame requested that the equipment is brought back to WDC for the appropriate support and maintenance.

WDC will not provide support for any other peripheral device or Internet connection that is connected to the device that has not been expressly provided by WDC.

WDC will not provide support for any non-WDC owned and operated software loaded onto the device.

At the completion of a term in office, WDC will request the return of all issued equipment including any device and associated equipment and/or software. Elected members must ensure that these are returned within the requested timeframe. Elected members may be held liable for the replacement cost of any equipment not returned at the completion of their term in office.

9. APPROVAL PROCESS

Where pre-approval is required under section 6 of this policy this must be attended to prior to incurring expenses.

Claims for expenses, accompanied by the relevant receipts or GST invoices should be forwarded on the prescribed form (included as Appendix B) to elected member support.

The claim will then be checked for compliance with this policy before being forwarded to either the Mayor, Deputy, Chief Executive or Manager Democracy and Assurance for review and approval as determined by section 6 of this policy.

Where a travel booking is required via Council's preferred supplier the booking request and approval form in Appendix A must be completed and provided to elected member support.

Mileage claims should be forwarded to elected member support on the form included as Appendix C.

10. APPROVAL OF EXCEPTIONS

There may be times when expenses may be incurred that do not fall within the scope of this policy.

On these occasions, reimbursement may be approved by the Mayor or Deputy Mayor and the Chief Executive jointly. If they feel the reimbursement is particularly sensitive, they can elect to pass it to Council for approval.

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Appendix A: booking request and approval form

To: HelloWorld Travel

Email: shannell.christmas@helloworld.co.nz

(Note: all questions must be completed)

Elected member name

(full Christian and surname)

_____ Phone _____ Ext _____

Email address

Reason for travel

Conference / Training / Technical Meeting / Government Dept meeting (please delete or add details)

Approval of Travel (refer

to policy for approval details)

Cost Code

_____ Natural Account

2021 – conference travel or
2391 – general business

Flight Destination

_____ **Date** _____

Preferred time of travel

_____ Please provide cheaper alternative if available ☐ yes ☐ no

Start time of event

_____ (to allow time for travel from airport to venue)

Return Flight to

Whangarei (or state if different) **Date** _____

Preferred time of travel

_____ Please provide cheaper alternative if available ☐ yes ☐ no

Air Points Number

_____ (if applicable)

Accommodation (nights)

_____ Style/location preference _____

Flight Type (domestic Only) - Highlight one option =>

Seat only

Seat and Bag

Flexitime

These descriptions mean that the package for each incurs no extra cost but note the more parts to the package the dearer it is.

Seat only

Seat plus
23 kg luggage

Seat, luggage & change
time

Shuttle required to / from airport

☐ yes ☐ no

Rental car required (NZ Rentals)

☐ yes ☐ no

If yes ☐ Manual ☐ Auto

Car hire dates required

Car type required e.g., Standard car , Mini van (please specify)

Do you wish to store your vehicle at Whangarei Airport?

Yes ☐

Vehicle Reg

No

No ☐

_____ **Type** _____

Notes and/or special needs or instructions:

Approval (refer to section 6 of this policy for required approval)

Name (print)

Signature

Date

at (city) **on (dates)**

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Appendix C: Elected Members Mileage Claim

Elected Member Name:

Date	Event	Kms Claimed

TOTAL KMs CLAIMED _____

Note: The rate is 73 cents per kilometre (81 cents for a fully electric vehicle) for the first 10,000kms. Once the 10,000 km threshold for any financial year has been met the rate payable for kms claimed reduces to 37c per km. Elected members will be advised when the threshold is met with the amount due being adjusted by staff if necessary.

I certify that the above claim is correct	Signed _____ (Claimant)	Date _____
I certify that this claim appears reasonable and complies with the Policy for Allowances and Reimbursement of Expenses to Elected Members Please arrange reimbursement. <u>Cost Centre 15001</u> <u>Natural Acct 2042</u>		
	Signed _____ (Manager Democracy and Assurance)	Date _____
I approve this claim for expenses.		
	Signed _____ (Chief Executive)	Date _____

6.3 Final Capital Projects Report 2016-2017 and Adoption of Carry Forwards to 2017-2018

Meeting: Whangarei District Council
Date of meeting: 31 August 2017
Reporting officer: Alan Adcock GM Corporate / CFO

1 Purpose

To provide the final report of the 2016-2017 capital projects expenditure compared to budget and to seek approval of carry forwards to 2017-2018 to revise the annual plan budget.

2 Recommendation/s

That the Council:

- a) Notes the Capital Projects Report for the year ending 30 June 2017;
- b) Approves the proposed carry forwards of \$12.1m from 2016/17 to 2017/18;
- c) Approves the amended 2017/18 Capital Projects Budget of \$70.3m

3 Background

The capital projects budgeted in Council's 2017/18 Annual Plan were based on commitments made in the 2015-25 Long Term Plan (LTP).

Ideally, projects would all be completed in the year that they are budgeted. However, various factors can delay the start of a project, including the granting of resource consents, weather conditions, and availability of contractors.

When the 2017/18 Annual Plan was adopted in June 2017 it included an estimated amount of \$7.7m of the 2016/17 projects budget to be carried forward to the 2017/18 year.

Now that the process for accruing end of year capital expenditure has been completed and the final Capital Projects Report 2016/17 has been finalised, the actual amount of carry forwards (\$12.1m) can be revised and approved for the 2017/18 financial year.

In assessing what to carry forward from the 2016/17 year, budget managers considered their 2017/18 budgets and the work program they could realistically complete in 2017/18.

This means that approximately \$5.0m of the \$17.1m unspent 2016/17 Capital Project budget has not been carried forward into 2017/18, as it would almost certainly then be carried forward into the LTP anyway. Funding for these projects will form part of the overall LTP process.

4 Discussion

4.1 Final Capital Projects Report 2016/17 (Attachment 1)

The end of year capital expenditure accruals for 2016/17 have now been completed. The Capital Projects Report 2016/17 has been updated to reflect these accruals (Attachment 1).

The report confirms:

- Final expenditure of \$39.7m against the revised budget for the 2016/17 year of \$56.8m, giving an under spend of \$17.1m.
- Carry forwards of \$12.1m.
- This is a decrease of \$5.9m on last year's total expenditure and a decrease of \$3.6m from last year's carry forwards (see table below).

Analysis of Capital Expenditure and Carry Forwards 2016/17 trends

	2016/17		2015/16		2014/15	
	\$m	%	\$m	%	\$m	%
Total Projects Budget	56.8		63.6		48.8	
Total Projects Expenditure	39.7	70%	45.6	72%	32.2	66%
Total Variance	17.1	30%	18.1	28%	16.6	34%
Total Carry Forwards	12.1	21%	15.7	25%	16.7	34%
Carry forwards made up of:						
Infrastructure Carry Forwards	8.8	73%	12.7	81%	15.2	91%
Non Infrastructure Carry Forwards	3.3	27%	3	19%	1.5	9%

Over the past two years council has put considerable effort into reducing infrastructure carry forwards. This has resulted in a drop from \$15.2m in 2014/2015 to \$8.8m in 2016/2017.

Significant variances to budget include

Transport:

- Sealed Road Pavement Rehabilitations \$2.5m less than budget which has been used to optimise subsidy available in other areas.

Water:

- Whau Valley Water Treatment Plant of \$2.3m less than budget, of which \$1.5m is required to be carried forward to 17/18. This is due to adoption of a better location and testing of alternative designs.

Wastewater:

- Wastewater City Service Level improvements \$2.5m less than budget, which is predominately for the Tarewa Park Storage Tank which had major works put on hold due to weather and contract novation. \$2.1m of this is being carried forward for this along with a small portion for the Stage 2 of Tarewa Park Sewer and other minor projects.

Community Facilities and Services:

- Sports and Recreation Level of Service \$1.5m less than budget was partly due to the \$450k OBRFC grant which has now been reserved. \$800k is due to Pohe Island Carparks and Paths Project being delayed until Bike Northland has completed designs for their facility. This has also been carried forward to 2017/18.
- Sports and Recreation Renewals \$0.8m less than budget is largely due to delays from stakeholder consultation of Otaika Fields and is required to be carried forward to 17/18.

Support Services:

- Council Premises \$3.0m less than budget as it is still in the preliminary phase. This is not required to be carried forward as the current 2017/18 budget is more than sufficient for expected expenditure. The remainder would be picked up as part of the total project funding in the LTP.
- Parihaka Transmission Mast \$0.7m less than budget, has been delayed due to consultation with Iwi on whether it is moved or upgraded and will be carried forward.
- Digitisation \$1.2m less than budget due to resourcing challenges. \$850k of this is required to be carried forward for 2017/18 and the project should still finish as planned in 2019.
- One Council (OC) Project \$1.3m less than budget due to delays in the availability of Technology One's CiA Property and Rating Module. \$0.3m is required to be carried forward for 2017/18 and the remainder will be picked up in the LTP.
- IB Project and InCompass \$1.2m more than budget spent because of the two major delays above, however both still within the total budget allocated in the LTP.

4.2 Capital Projects Carry Forwards Detail (Attachment 2)

Brief comments explaining the current status of projects and reasons for carrying forward budgets are included in this attachment.

4.3 2017/18 Annual Plan Capital Projects – Revised Carry Forwards (Attachment 3)

The total carry forward figure estimated in the 2017/18 Annual Plan has been restated as per the attached; with the difference summarised in the table below:

	2017/18 Annual Plan Carry Forward (Estimate) \$m	Revised Carry Forwards \$m	Variance \$m
Total	7.7	12.1	4.4

The monthly Capital Projects Reports for the year will have the 2017/18 Annual Plan capital expenditure budget revised for the finalised carry forward figures as per the table below.

	2017/18 Annual Plan Total Budget \$m	Revised Budget adjusted for Carry Forwards \$m	Variance \$m
Total	65.8	70.3	4.5

5 Significance and engagement

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via agenda publication on the website.

6 Attachments

1. Final Capital Projects Report 2016-17
2. Capital Projects Carry Forwards Detail
3. 2017-18 Annual Plan Capital Projects - Revised Carry Forwards

CAPITAL PROJECTS REPORT

AS AT 30 June 2017

(Figures include both Operating and Capital Expenditure)

	Full Year Actual \$000	Full Year Revised Budget \$000	Variance (Underspent)/ Overspent \$000	Forecast Carry Forwards \$000	Total (Underspent)/ Overspent \$000
Transportation					
Coastal Protection Structures - Roading	77	78	(2)	0	(2)
Cycleways - Additional government funding	291	679	(388)	388	(0)
Cycleways - Programmed Work	1,508	1,373	136	0	136
Cycleways - Unsubsidised Programmed Work	0	91	(91)	91	0
Drainage Renewals	1,208	436	772	0	772
Footpaths Renewals	185	334	(149)	0	(149)
Land for Roads	(154)	400	(554)	500	(54)
LED Streetlight Upgrades	75	0	75	0	75
Mill Rd/Nixon St/Kamo Rd - Roading	2,321	1,373	948	0	948
Minor Improvements to Network	2,102	1,945	157	0	157
New Footpaths	320	440	(120)	120	(0)
Parking Renewals	43	122	(79)	0	(79)
Replacement of Bridges & Other Structures	(2)	465	(467)	0	(467)
Seal Extensions - House Frontage Sealing	56	207	(151)	151	(0)
Sealed Road Pavement Rehabilitation	4,641	7,109	(2,468)	0	(2,468)
Sealed Road Resurfacing	4,328	3,670	658	0	658
Southern Entrance Intersection Improvement	0	0	0	0	0
Structures Component Replacement	828	564	264	0	264
Subdivision Works Contribution	2	0	2	0	2
Traffic Sign & Signal Renewals	685	520	165	0	165
Transport Planning Studies & Strategies	156	0	156	0	156
Unsealed Road Metalling	1,161	1,083	78	0	78
Transportation Total	19,831	20,890	(1,058)	1,250	192
Water					
Minor Projects - Emergency Works	194	306	(112)	0	(112)
Reticulation - Programmed Work	690	602	88	0	88
Water Meter Renewals	320	357	(37)	0	(37)
Water Treatment Plant & Equipment Replacement	353	306	47	0	47
Whau Valley New Water Treatment Plant	237	2,522	(2,285)	1,500	(785)
Water Total	1,794	4,093	(2,299)	1,500	(799)
Solid Waste					
Pohe Island - Gas Management	0	276	(276)	0	(276)
Rural Transfer Station Upgrades	31	240	(209)	200	(9)
Solid Waste Total	31	516	(485)	200	(285)
Wastewater					
Hikurangi Sewer Network Upgrade	1,402	1,910	(508)	150	(358)
Laboratory Equipment Renewals & Upgrades	0	15	(15)	15	(0)
Motor Starter Assessment & Upgrades	23	30	(7)	0	(7)
Public Toilets	336	315	21	0	21
Pump Station Upgrades	387	357	30	0	30
Purchase New Portable Generator	0	41	(41)	0	(41)
Ruakaka Waste Water Treatment Plant Upgrade	174	0	174	0	174
Telemetry System Upgrade	44	57	(13)	0	(13)
Treatment Plant Upgrades	742	833	(91)	50	(41)
Waipu Trunk Main Upgrades	44	100	(56)	56	(0)
Wastewater Assessment	10	41	(31)	0	(31)
Wastewater City Service Level Improvements	2,251	4,757	(2,507)	2,059	(448)
Wastewater Strategy - Programmed Work	61	100	(39)	0	(39)
Wastewater Structures Earthquake checks	14	57	(43)	0	(43)
Wastewater Total	5,488	8,614	(3,126)	2,330	(796)
Stormwater					
Stormwater Catchment Management Plans & Assessments	24	279	(255)	0	(255)
Stormwater Projects - Programmed Work	1,674	1,557	117	0	117
Stormwater Quality Programmed Work	0	31	(31)	0	(31)
Stormwater Total	1,698	1,867	(170)	0	(170)

	Full Year Actual \$000	Full Year Revised Budget \$000	Variance (Underspent)/ Overspent \$000	Forecast Carry Forwards \$000	Total (Underspent)/ Overspent \$000
Community Facilities & Services					
<i>Community Development</i>					
CCTV Upgrades & Improvements	135	151	(16)	16	(0)
Community Buildings Renewals & Improvements	95	206	(111)	111	(0)
Pensioner Housing Renewals & Improvements	786	676	110	0	110
Community Development Total	1,017	1,032	(16)	126	110
<i>Libraries</i>					
Book Purchases	550	631	(80)	20	(60)
Furniture Renewals	5	5	(0)	0	(0)
IT Equipment Replacement	182	259	(78)	59	(19)
Mobile Bus Replacement	218	225	(7)	7	0
Radio Frequency ID System	223	204	19	0	19
Libraries Total	1,178	1,324	(146)	86	(61)
<i>Parks & Recreation</i>					
Bank Street Revitalisation	30	30	(0)	0	(0)
Camera Obscura	0	0	0	0	0
CBD Development Stage 2/Laneway completion	94	15	79	0	79
Cemeteries Level of Service	224	157	67	0	67
Cemeteries Renewals	19	36	(17)	17	(0)
Coastal Structures Renewal	396	471	(75)	0	(75)
Emerald Necklace - Sense of Place	329	304	25	0	25
Hatea Activity Loop	577	556	21	226	247
Neighbourhood & Public Gardens Level of Service	6	157	(151)	151	(0)
Neighbourhood & Public Gardens Renewals	462	497	(35)	0	(35)
New Mower for Cemetery	17	20	(3)	0	(3)
Parks Interpretation Information	35	113	(78)	0	(78)
Playgrounds & Skateparks Renewals	191	253	(62)	62	0
Public Art	5	34	(30)	0	(30)
Ruakaka Beach New Accessway	68	65	3	0	3
Seawalls Renewal	202	784	(582)	582	(0)
Sport & Recreation Level of Service	319	1,859	(1,540)	949	(591)
Sport & Recreation Renewals	543	1,295	(753)	753	(0)
Town Basin - Conversion of Carpark to Park	3	235	(232)	232	0
Urban Design - Themed Communities & Settlements	106	184	(78)	44	(34)
Walkway & Track Renewals	389	391	(2)	0	(2)
Parks & Recreation Total	4,014	7,456	(3,442)	3,014	(427)
<i>Venue and Events Whangarei</i>					
Flags & Decorations	24	25	(2)	0	(2)
FN Venue - Catering Kitchen Upgrades	0	46	(46)	46	0
FN Venue - Conference Centre Upgrades	10	132	(122)	122	(0)
FN Venue - Electrical Distribution Upgrades	0	51	(51)	51	0
FN Venue - Entrance/ Lighting Enhancements	0	31	(31)	31	0
FN Venue - Furniture Upgrades	6	23	(17)	17	(0)
FN Venue - Health & Safety Upgrades	1	31	(30)	30	0
FN Venue - Theatre Technical Equipment Upgrades	35	94	(59)	59	(0)
NEC - Exterior General Renewals	43	34	9	26	36
NEC - Floor Covering Renewals	0	80	(80)	80	0
NEC - Interior General Renewals	5	38	(33)	33	(0)
Venue and Events Whangarei Total	124	584	(461)	495	34
Community Facilities & Services Total	6,332	10,397	(4,065)	3,721	(344)
Economic Growth					
Claphams Clocks Upgrades	30	19	10	0	10
Twin Coast Signage	0	25	(25)	25	0
Whangarei City Entrance Signage & Beautification	12	80	(68)	68	(0)
Economic Growth Total	42	125	(83)	93	10

	Full Year Actual \$000	Full Year Revised Budget \$000	Variance (Underspent)/ Overspent \$000	Forecast Carry Forwards \$000	Total (Underspent)/ Overspent \$000
Support Services					
<i>Business Support</i>					
Central City Carpark Upgrades & Improvements	0	204	(204)	204	0
Commercial Property Renewals & Improvements	236	180	56	0	56
Council Premises	0	3,010	(3,010)	0	(3,010)
Council Vehicle Replacements	244	204	40	0	40
Information Centre Upgrade	2	150	(148)	148	(0)
Parihaka Transmission Mast Upgrade	4	692	(688)	688	0
Property Purchases	540	0	540	0	540
Town Basin Property Renewals & Improvements	22	0	22	0	22
Water Services Building Renewals	0	20	(20)	20	0
Business Support Total	1,048	4,459	(3,411)	1,060	(2,352)
<i>Civil Defence</i>					
Civil Defence Emergency Management Equipment Renewals	14	20	(6)	0	(6)
Civil Defence Emergency Management Radios New	20	10	10	0	10
Emergency Operations Centre - New Equipment	0	3	(3)	0	(3)
Tsunami Signage	4	10	(6)	0	(6)
Tsunami Sirens New	20	13	7	0	7
Tsunami Sirens Renewals	0	16	(16)	9	(7)
Volunteer Fire Forces Computers Renewals	0	3	(3)	0	(3)
Civil Defence Total	58	75	(17)	9	(8)
<i>Community Development</i>					
Residential Property Renewals & Improvements	50	0	50	0	50
Community Development Total	50	0	50	0	50
<i>Democracy & Assurance</i>					
Council Chambers Upgrades	2	0	2	0	2
Councillor Mobile Devices	36	0	36	0	36
Democracy & Assurance Total	39	0	39	0	39
<i>ICT</i>					
Asset Management Software Upgrade	67	161	(94)	94	(0)
Computer Tech for Building, Animal Control & Parking	5	129	(124)	84	(40)
Customer Access - Online Services	0	213	(213)	0	(213)
Decision Support System Development	0	215	(215)	80	(135)
Digitisation of Records	349	1,545	(1,195)	850	(345)
Electronic Agenda Management System	88	60	28	0	28
IB Project	1,080	451	630	0	630
InCompass	1,090	540	550	0	550
LIDAR	125	0	125	0	125
OC Project	323	1,581	(1,258)	332	(926)
Performance Management System Development	0	0	0	0	0
Software Application Integration	0	150	(150)	0	(150)
ICT Total	3,128	5,045	(1,916)	1,440	(476)
<i>Infrastructure Planning & Capital Works</i>					
New Airport Evaluation	169	699	(530)	530	(0)
Infrastructure Planning & Capital Works Total	169	699	(530)	530	(0)
<i>People & Capability</i>					
Office Furniture	18	0	18	0	18
People & Capability Total	18	0	18	0	18
Support Services Total	4,509	10,278	(5,769)	3,039	(2,729)
Total	39,726	56,781	(17,055)	12,133	(4,922)

CAPITAL PROJECTS CARRY FORWARD DETAIL

For Year ending 30 June 2017

<i>LTP Indicator</i>	<i>Project ID Description</i>	<i>Carry Forwards</i> <i>\$000</i>	<i>Comments</i>
Transportation			
Cycleways - Additional government fundin	Cycleways Programmed Work	388	Unused NZTA allocation, the project is delayed awaiting NZ Rail approval for access.
Seal Extensions - House Frontage Sealing	House Front - Seal Extensions	151	Wright Rd dust seal extension physical works deferred to 2017/18 to match NZTA funding and summer construction season.
Land for Roads	Land for Roads - Budgeting only	500	Road legalisations ongoing.
New Footpaths	New Footpaths - Construction	120	New footpath construction programme delayed due to late approval, construction works not fully completed at year end.
Cycleways - Unsubsidised Programmed Work	Ngunguru/Waipu Cycleways	91	Ngunguru Cycleway grant & Waipu Cycleway grant not taken up by Community Group yet.
Transportation Total		<u>1,250</u>	
Water			
Whau Valley New Water Treatment Plant	New Whau Valley Water TP Pilot Trials	50	Delays in this project are due to sourcing a better location and testing of alternative designs.
Whau Valley New Water Treatment Plant	New Whau Valley Water Treatment Plant	1,450	Delays in this project are due to sourcing a better location and testing of alternative designs.
Water Total		<u>1,500</u>	
Solid Waste			
Rural Transfer Station Upgrades	Rural Transfer Station Upgrades	200	Need to apply for consent to keep transfer station there.
Solid Waste Total		<u>200</u>	
Waste Water			
Laboratory Equipment Renewals & Upgrades	Laboratory Equipment - Renewals and Upgrades	15	Delays on obtaining prices. Tender has now closed and budget is required for 17/18.
Treatment Plant Upgrades	Whangarei Wastewater Treatment Plant Upgrades	50	There was savings in 16/17, Carrying forward these savings to fund growth projects at Waipu and Ruakaka.
Hikurangi Sewer Network Upgrade	Hikurangi Sewer Network Renewal	150	Minor timing delay to finish stage 1 including easements.
Waipu Trunk Main Upgrades	Waipu Wastewater Rising Mains Replacement	56	Delayed due to negotiations on easements.
Wastewater City Service Level Improvements	Kioreroa Road Co-Generation	(20)	Final grant payment to be received in 17/18.
Wastewater City Service Level Improvements	Maunu Rd Sewer Upgrade Stage 2	30	Working on agreement with developer at Te Hape Road.
Wastewater City Service Level Improvements	Tarewa Park Storage Tank	1,659	Major works put on hold due to weather and contract novation (Downer purchased company who was awarded contract).
Wastewater City Service Level Improvements	Tarewa Park Trunk Sewer Stage 2 (SH1 Crossing)	250	Delayed due to delay in NZTA works on SH 1.
Wastewater City Service Level Improvements	Tarewa Rd -Jubilee Park Sewer Diversion	140	Project on hold due to access issues.
Waste Water Total		<u>2,330</u>	
Community Facilities & Services			
Community Services			
CCTV Upgrades & Improvements	CCTV Network Renewals	16	Carrying forward to add to 17/18 continued works.
		<u>16</u>	

LTP Indicator	Project ID Description	Carry Forwards \$000	Comments
Community Property			
Community Buildings Renewals & Improvements	Community Buildings Projects	111	Capex budget has been held back to cover for any unexpected expenses at OMB during repair work. If not required will be re-prioritised in 2017/18 year.
		111	
Library			
Book Purchases	Adult Fiction Collection	10	Some overseas orders were received late.
Book Purchases	Adult Non Fiction Collection	10	Some overseas orders were received late.
IT Equipment Replacement	Library IT Equipment Replacement	59	Continuation of IT equipment purchases following completion of current projects.
Mobile Bus Replacement	Library Mobile Bus Replacement	7	Minor adjustments to vehicle following go live.
		86	
Parks & Recreation			
Cemeteries Renewals	Cemetery Renewals	17	Carrying forward to add to 17/18 budget for further renewals required.
Hatea Activity Loop	Hatea Lighting and CCTV	223	Lighting projects to finish the loop are now out to tender. Delayed due to consenting, easements over private land, and required additional budget in 17/18.
Hatea Activity Loop	Hatea River Jetty Refurbishment	3	Final asbuilts and CCC required to finish Project.
Neighbourhood & Public Gardens Level of Service	Whangarei Falls Carpark	151	Further amenity upgrades required around the park. Carried forward due to lack of in-house project management resources in 16/17.
Playgrounds & Skateparks Renewals	Activity Design for 17/18	62	Budget originally marked for Tarewa, however this has been deferred so the budget will be added to 17/18 to renew next on the list.
Seawalls Renewal	Matapouri Seawall	267	Delayed due to lack of in house project management.
Seawalls Renewal	Sandy Bay Seawall	315	Following public consultation, redesign and consenting delayed this project.
Sport & Recreation Renewals	Hora Hora Sportspark Field Renewals	38	Completing establishment for second field.
Sport & Recreation Renewals	Otaika Field Renewals	715	Delayed due to stakeholder consultation of Otaika Fields.
Sport & Recreation Level of Service	Hikurangi Hard Courts	149	Delayed due to only receiving one tender which was well over estimate. Carrying forward to re tender for more competitive price.
Sport & Recreation Level of Service	Pohe Island Carparks and Paths	800	Concept taken to Council. Was to be used on car park adjacent to Bike Northland facility. This will be held until Bike Northland has designed and commenced their facility.
Town Basin - Conversion of Carpark to Park	Town Basin Conversion of Car Park to Park	232	Delayed until confirmation of Hundertwasser project.
Urban Design - Themed Communities & Settlements	Urban Design - Themed Communities - Kamo	22	Budget has been committed to Projects and is required to continue the programmed works.
Urban Design - Themed Communities & Settlements	Urban Design - Themed Communities - Otangarei	22	Budget has been committed to Projects and is required to continue the programmed works.
		3,014	

<i>LTP Indicator</i>	<i>Project ID Description</i>	<i>Carry Forwards</i> <i>\$000</i>	<i>Comments</i>
Venues & Events			
FN Venue - Catering Kitchen Upgrades	FN Venue - Catering Kitchen Upgrades	46	V&E were unable to complete major capital works during changes in management in 16/17 therefore, carrying forward to complete in 17/18.
FN Venue - Conference Centre Upgrades	FN Venue - Conference Centre Upgrades	122	
FN Venue - Electrical Distribution Upgrades	FN Venue - Electrical Distribution Upgrades	51	
FN Venue - Entrance/ Lighting Enhancements	FN Venue - Entrance/ Lighting Enhancements	31	
FN Venue - Furniture Upgrades	FN Venue - Furniture Upgrades	17	
FN Venue - Health & Safety Upgrades	FN Venue - Health & Safety Upgrades	30	
FN Venue - Theatre Technical Equipment Upgrades	FN Venue - Theatre Technical Equipment Upgrades	59	
NEC - Exterior General Renewals	NEC - Exterior General Renewals	26	
NEC - Floor Covering Renewals	NEC - Floor Covering Renewals	80	
NEC - Interior General Renewals	NEC - Interior General Renewals	33	
		495	
	Community Facilities & Services Total	3,721	
Economic Growth			
Twin Coast Signage	Twin Coast Signage	25	"Whangarei Journeys" wasn't finalised and launched until March 2017. Interpretation and signage development is still in progress and it is expected that material will begin being produced and installed in the 2017/18 year.
Whangarei City Entrance Signage & Beautification	Whangarei City Entrance Signage	68	Project delayed following consultation. Mander park is currently out for tender.
	Economic Growth Total	93	
Support Services			
ICT			
Asset Management Software Upgrade	Asset Management Software Upgrade	94	Delayed due to limited resources which were being focused on the Trilogy Project. Asset Management Software requirements will be reassessed in 17/18 with further funding required in the LTP.
OC Project	CiA - One Council	332	Carry forward amount required for 17/18, delayed due to in availability of CiA for P & R, this will be executed in 2018. The remainder will be picked up in the LTP.
Computer Tech for Building, Animal Control & Parking	Computer Tech for Building, Animal Control & Parking	84	This carryforward will enable the licensing of mobility for regulatory, however further funding will likely be required in the LTP in order to complete implementation which is scheduled for mid 2019.
Decision Support System Development	Data Warehouse Development	80	This project is currently being scoped and will be delivered in 17/18. We are expecting to spend on licences this financial year which will mean that it is unlikely we will spend up to the full amount allocated.
Digitisation of Records	Digitisation	850	Digitisation was delayed due to resourcing challenges, it is now progressing to schedule and expected to complete on time in 2019, and under budget.
		1,440	

LTP Indicator	Project ID Description	Carry Forwards \$000	Comments
Commercial Property			
Central City Carpark Upgrades & Improvements	Central City Car Park Projects	204	This budget is still required for seismic strengthening of building and barrier-arm technology. Delays are due to consulting with body corporate and installation of traffic counters by the Roothing department.
Information Centre Upgrade	Information Centre Upgrade	148	Re-sealing of the car park was delayed until sewer main renewals had been completed by the Waste Department.
Parihaka Transmission Mast Upgrade	Parihaka Transmission Mast Projects	688	WDC are awaiting response from Iwi regarding whether or not the existing mast is to be moved elsewhere on Parihaka or whether the existing site will remain and the mast upgraded.
Water Services Building Renewals	Water Services Building Renewals	20	Budget is still required for either upgrades or demolition.
		<u>1,060</u>	
Civil Defence			
Tsunami Sirens Renewals	Tsunami Sirens Renewals	9	The last invoice for sirens came in after year end therefore carrying forward budget to fund this.
		<u>9</u>	
Infrastructure Planning & Capital Works			
New Airport Evaluation	New Airport Evaluation Project	530	Work completed to date cheaper than initial estimate. It is expected that the following stage will require all funding available.
		<u>530</u>	
	Support Services Total	<u><u>3,039</u></u>	
	Total	<u><u>12,133</u></u>	

Capital Projects planned for 2017-18

Note: This is a Capital Projects Schedule which includes a small portion of operating expenditure. This has been reflected in the Statement of Comprehensive Revenue and Expense.

Programme	Project	Revised Carry Forward 2016-17 \$000	Project 2017-18 \$000	Total Annual Plan 2017-18 \$000
Transportation				
Coastal Protection	Coastal Protection Structures - Roading	-	80	80
Cycleways - Unsubsidised	Cycleways - Unsubsidised Programmed Work	91	-	91
Cycleways - Subsidised	Cycleways - Programmed Work	388	3,827	4,215
Footpaths	Footpaths Renewals	-	340	340
	New Footpaths	120	104	224
Land for Roads	Land for Roads	500	-	500
Minor Improvements to Roading Network	Minor Improvements to Network	-	2,608	2,608
Parking	Parking Renewals	-	124	124
	Parking Upgrades	-	100	100
Roading Drainage	Drainage Renewals	-	444	444
Seal Extensions	Seal Extensions - House Frontage Sealing	151	-	151
	Seal Extensions - Wright/McCardle	-	1,250	1,250
Sealed Road Pavement Rehabilitation	Sealed Road Pavement Rehabilitation	-	6,840	6,840
Sealed Road Resurfacing	Sealed Road Resurfacing	-	3,736	3,736
Sense of Place	Lower James Street Upgrade	-	518	518
Southern Entrance Intersection Improvement	Southern Entrance Intersection Improvement	-	645	645
Streetlights	LED Streetlight Upgrades	-	2,175	2,175
Structures Component Replacement	Structures Component Replacement	-	429	429
Traffic Signs & Signals	Traffic Sign & Signal Renewals	-	529	529
Unsealed Road Metalling	Unsealed Road Metalling	-	1,102	1,102
Urban Intersection Upgrades	Urban Intersection Upgrades	-	1,088	1,088
Total Capital Expenditure Transportation		1,250	25,939	27,189
Water				
Water Meters	Water Meter Renewals	-	368	368
Water Reservoirs	Reservoir Rehabilitation - Programmed Work	-	315	315
Water Reticulation	Minor Projects - Emergency Works	-	315	315
	Pipeline Bridges - Programmed Work	-	21	21
	Reticulation - Programmed Work	-	654	654
	Ruddells Raw Water Line Renewal	-	1,052	1,052
Water Treatment Plants	Water Treatment Plant & Equipment Replacement	-	315	315
Whau Valley Water Treatment Plant	Whau Valley New Water Treatment Plant	1,500	-	1,500
Total Capital Expenditure Water		1,500	3,040	4,540
Solid Waste				
Transfer Station Upgrades	Rural Transfer Station Upgrades	200	-	200
Total Capital Expenditure Solid Waste		200	-	200
Wastewater				
Laboratory	Laboratory Equipment Renewals & Upgrades	15	19	34
Wastewater Asset Management	Wastewater Assessment	-	42	42
	Wastewater Strategy - Programmed Work	-	100	100
Wastewater City Service Level Improvements	Wastewater City Service Level Improvements	2,059	3,933	5,992
Wastewater Earthquake Assessments	Wastewater Structures Earthquake checks	-	32	32
Wastewater Network	Hikurangi Sewer Network Upgrade	150	810	960
	Waipu Trunk Main Upgrades	56	-	56
	Wastewater Projects	-	200	200
Wastewater Pump Stations	Motor Starter Assessment & Upgrades	-	16	16
	Pump Station Upgrades	-	368	368
Wastewater Treatment Plants	Ruakaka Waste Water Treatment Plant Upgrade	-	50	50
	Treatment Plant Remote Monitoring	-	52	52
	Treatment Plant Upgrades	50	622	672
	Tutukaka Wastewater WWTP Renewals	-	52	52
Total Capital Expenditure Wastewater		2,330	6,296	8,626
Storm Water				
Stormwater Asset Management	Stormwater Catchment Management Plans & Assessments	-	126	126
Stormwater Improvements	Stormwater Projects - Programmed Work	-	934	934
Total Capital Expenditure Storm Water		-	1,060	1,060

Programme	Project	Revised Carry Forward 2016-17 \$000	Project 2017-18 \$000	Total Annual Plan 2017-18 \$000
Community Facilities & Services				
Parks & Recreation				
Cemeteries	Cemeteries Level of Service	-	85	85
	Cemeteries Renewals	17	144	161
Coastal Structures	Coastal Structures Renewal	-	389	389
	Seawalls Renewal	582	705	1,287
Neighbourhood & Public Gardens	Neighbourhood & Public Gardens Level of Service	151	-	151
	Neighbourhood & Public Gardens Renewals	-	896	896
Playgrounds & Skateparks	Playgrounds & Skateparks Level of Service	-	105	105
	Playgrounds & Skateparks Renewals	62	105	167
Sense of Place	Emerald Necklace - Sense of Place	-	215	215
	Hatea Activity Loop	226	65	291
	Parks Interpretation Information	-	42	42
	Public Art	-	42	42
	Town Basin - Conversion of Carpark to Park	232	1,271	1,503
	Urban Design - Themed Communities & Settlements	44	146	190
Sportsfields & Facilities	Sport & Recreation Level of Service	949	1,901	2,850
	Sport & Recreation Renewals	753	564	1,317
Walkways and Tracks	Walkway & Track Level of Service	-	21	21
	Walkway & Track Renewals	-	427	427
Total Capital Expenditure Parks & Recreation		3,014	7,123	10,137
Libraries				
Library IT Programme	IT Equipment Replacement	59	97	156
Library Asset Renewals	Furniture Renewals	-	5	5
	Mobile Bus Replacement	7	-	7
Library Books	Book Purchases	20	627	647
Library Improvements	Library Improvements	-	50	50
Total Capital Expenditure Libraries		86	779	865
Community Property				
Council-Owned Community Buildings	Community Buildings Renewals & Improvements	111	24	135
Pensioner Housing	Pensioner Housing Renewals & Improvements	-	486	486
Total Capital Expenditure Community Property		111	510	621
Community Services				
CCTV Network	CCTV Upgrades & Improvements	16	53	69
Total Capital Expenditure Community Services		16	53	69
Venues & Events				
Forum North Venue	FN Venue - Catering Kitchen Upgrades	46	-	46
	FN Venue - Conference Centre Upgrades	122	79	201
	FN Venue - Electrical Distribution Upgrades	51	52	103
	FN Venue - Entrance/ Lighting Enhancements	31	21	52
	FN Venue - Furniture Upgrades	17	21	38
	FN Venue - Health & Safety Upgrades	30	-	30
	FN Venue - Theatre Technical Equipment Upgrades	59	84	143
Northland Events Centre	NEC - Exterior General Renewals	26	21	47
	NEC - Floor Covering Renewals	80	-	80
	NEC - Interior General Renewals	33	21	54
Total Capital Expenditure Venues & Events		495	299	794
Total Capital Expenditure Community Facilities & Services		3,721	8,764	12,485
Economic Growth				
Twin Coast Signage	Twin Coast Signage	25	5	30
Whangarei City Entrance Signage	Whangarei City Entrance Signage & Beautification	68	21	89
Total Capital Expenditure Economic Growth		93	26	119
Planning & Regulatory Services				
Dog Pound	Dog Pound Renewals	-	20	20
Total Capital Expenditure Planning & Regulatory Services		-	20	20
Support Services				
Civil Defence & Emergency Management	Civil Defence Emergency Management Equipment Renewals	-	21	21
	Emergency Operations Centre - New Equipment	-	3	3
	Tsunami Signage	-	11	11
	Tsunami Sirens Renewals	9	17	26
Commercial Property	Central City Carpark Upgrades & Improvements	204	-	204
	Information Centre Upgrade	148	-	148
	Parihaka Transmission Mast Upgrade	688	315	1,003
	Water Services Building Renewals	20	-	20
	Port Road Site Remediation	-	1,500	1,500
Council Premises	Council Premises	-	7,274	7,274
Council Vehicle Replacements	Council Vehicle Replacements	-	210	210

<i>Programme</i>	<i>Project</i>	<i>Revised Carry Forward 2016-17 \$000</i>	<i>Project 2017-18 \$000</i>	<i>Total Annual Plan 2017-18 \$000</i>
Human Resources	Office Furniture	-	10	10
IT Programme	Accounts Payable Automation	-	60	60
	Asset Management Software Upgrade	94	-	94
	Computer Tech for Building, Animal Control & Parking	84	40	124
	Decision Support System Development	80	-	80
	Digitisation of Records	850	-	850
	IB Project	-	53	53
	IT Network Upgrades	-	60	60
	OC Project	332	318	650
	Performance Management System Development	-	174	174
	Web & Intranet Development	-	337	337
	Workflow Systems Development	-	158	158
New Airport Evaluation	New Airport Evaluation	530	990	1,520
Old Harbour Board Building	Old Harbour Board Building Development	-	1,469	1,469
Total Capital Expenditure Support Services		3,039	13,020	16,059
Grand Total		12,133	58,165	70,298

6.4 Removal of Marginal Strip Requirements – Consultation with Iwi/Hapu

Meeting: Whangarei District Council
Date of meeting: 24 August 2017
Reporting officer: Mike Hibbert (Commercial Property Portfolio Manager)

1 Purpose

To record that consultation to obtain the views of tangata whenua, regarding the removal of marginal strip requirements from highly modified commercial/industrial sites is complete in accordance with Section 3 of the Harbour Boards Dry Land Endowment Revesting Act 1991.

2 Recommendation/s

That the Council

- a) confirms its intent to remove marginal strip requirements from highly modified commercial/industrial sites as described in Attachment 1 - appendix 1 Draft Gazette Notice.
- b) acknowledges the schedule of properties (for the removal of marginal strip purposes) and modifications descriptions as to the nature of the areas in each title and locality as detailed in Attachment 1 – appendix 2.
- c) acknowledges the obligation of Section 3 of the Harbour Boards Dry Land Endowment Revesting Act 1991 to ascertain the views of tangata whenua in relation to the removal of marginal strip requires of the properties in question.
- d) records the views of Te Parawhau and Ngati Kahu identified as affected tangata whenua in relation to the removal of marginal strip purposes to complete the consultation process and complete the obligations under Section 3 of the Harbour Boards Dry Land Endowment Revesting Act 1991.
- e) delegates the Chief Executive to formalise the necessary documentation in response to the Ministers request to provide evidence of consultation with tangata whenua.

3 Background

In March 2014 Council advised the Department of Conservation of its resolution to reserve various coastal areas for the purpose of removing the need for marginal strips; and requested the removal of marginal strips from other properties modified by commercial/industrial sites considered unsuitable for the purposes of marginal strips.

The removal of the marginal strips is a “tidy up” of land ownership in order to facilitate the use of the land.

On 4 December 2014 Council exercised its powers delegated under the Reserves Act 1977 and declared the various coastal properties as reserve. The modified properties remaining require consultation with Iwi/Hapu in order to complete the process and provide evidence and allow the minister make an informed decision.

History

Under the Whangarei Harbour Act 1907, large areas of the Whangarei Harbour were vested in the Harbour Board, as endowment land. Over the years, a significant portion has been reclaimed, generally subdivided into commercial blocks, and largely disposed of through perpetual leases.

Under the Local Government Re-organisation Order (Northland Region) 1989 these Harbour Board lands were vested in the Whangarei District Council. Subsequently, under the Harbour Boards Dry Land Endowment Revesting Act 1991, the Minister of Conservation, by Gazette notice, gave approval for the Council to sell, lease, or otherwise dispose of the land except for a marginal strip along the foreshore of the harbour. The notice did not in itself create the marginal strips, but only noted their existence.

A memorial noting the existence of the above Gazette notice by the Minister of Conservation is recorded on all of the titles to the above land. Therefore, prior to the Council being able to dispose or modify (subdivide etc) it would have to survey off a 20m wide strip and transfer the land to DOC for the purpose of a marginal strip under the Conservation Act. Likewise, the strips along the river margins would have to be surveyed and vested in DOC as marginal strips, the result being that while these areas are currently seen as being managed by WDC, DOC approval would always be required for any administrative or management issues associated with these.

4 Discussion

The Senior Statutory Land Management Advisor for the Department of Conservation has reviewed the status and acknowledges (Attachment 1) the location of the various sites and confirms most of the properties would be of no value for marginal strip purposes.

The recommendation is to note the marginal strips however Section 3 of the Harbour Boards Dry Land Endowment Revesting Act 1991 provides that;

“all persons exercising functions and powers under this Act shall have regard to the principles of the Treaty of Waitangi”.

To proceed in finalising this matter, consultation with the appropriate iwi/hapu is required to enable the Minister of Conservation to make an informed decision.

4.1 Consultation with iwi/Hapu

Councils Maori Relationships team identified Te Parawhau and Ngati Kahu as affected tangata whenua. Members from each hapu were identified and invited to Council to raise their views. Copies of the original agenda item and the DOC correspondence (Attachment 1) were circulated to members prior to the meeting.

Te Parawhau raised major concerns as to how lands now controlled by Whangarei District Council and its various predecessor iterations and other instrumentalities were removed from the ownership and control of Te Parawhau.

In the current climate, they are seeking redress for the wrongs of the past within the settlements processes under Te Tiriti o Waitangi; they believe and expect that there be some good faith discussions about progressing this matter in a manner accepting of truth, historical fact and justice, (attachment 2).

The Ngati Kahu representative agreed with the comments made by Te Parawhau and was hopeful that there will be ongoing discussion along the lines of their recommendations.

4.2 Summary

- Council has declared a number of coastal properties reserve under its delegated authority for the purpose of removing the need for marginal strips.
- The Department of Conservation acknowledges apart from those recently reserved the properties have no value for marginal strip purposes as they are highly modified commercial/industrial sites or no longer have river or coastal frontage.
- Iwi/Hapu have been consulted and the views of tangata whenua recorded re the removal of these marginal strips as required under Section 3 of the Harbour Boards Dry Land Endowment Revesting Act 1991.
- Council needs to formalise the consultation so the Minister of Conservation can make an informed decision.

5 Significance and engagement

The decisions or matters of this report do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via report publication on the website.

6 Attachments

1. Correspondence Department of Conservation – Proposed Action
2. Te Parawhau Consultation Marginal Strip Removal



Department of Conservation
Te Papa Atawhai

In reply please quote: LCV 01 19

20 May 2015

Crown Property Services Ltd
PO Box 377
WHANGAREI

Attention: Stuart Graham

Harbour Boards Dry Land Endowment Revesting Act 1991 - Approval to the Disposition of Former Harbour Board Land by the Whangarei District Council

I refer to your email of 30 March 2015 advising of the WDC reservation of fifteen coastal areas affected by the marginal strip requirements of NZ Gazette 1992 page 213, and requesting Gazette action to cancel the effect of the 1992 Gazette; being registered as memorial D085534.1 against the reserved land, and other land titles.

The request relates to your letter of 5 March 2014, advising of Council's resolution to reserve various coastal areas for the purpose of removing the need for marginal strips; and requesting action be taken to remove the marginal strip requirements on several other properties, being highly modified commercial/industrial sites considered unsuitable for the purposes of marginal strips.

As Council has completed the reservation of the coastal areas, and having reviewed the status and location of the various areas, I am able to confirm that, apart from the recently reserved areas, most of the properties would be of no value for marginal strip purposes as they are either highly modified commercial/industrial sites or no longer have river or coastal frontage.

Proposed Action On Current Land Titles

My intention is to make a submission to the Minister of Conservation recommending the removal of the marginal strip requirements over the land in Computer Freehold Registers 688980, 688981, 688982, 688983, 688998, 591821, 591822, NA28B/851, NA1868/75, NA82C/554, NA14C/72, NA26D/220, NA16A/1199 and NA62B/1090 - by signature of the draft Gazette notice attached as Appendix 1.

No action is proposed in respect of the areas of reserved land in CFR NA43B/945, and Computer Interest Registers 689000, 688979 and 688999, as any sale or disposal would require approvals and processes under the provisions of the Reserves Act 1977.

Treaty of Waitangi – Iwi Consultation

Section 3 of the Harbour Boards Dry Land Endowment Revesting Act 1991 provides that ***“all persons exercising functions and powers under this Act shall have regard to the principles of the Treaty of Waitangi”***.

This clearly imposes an obligation to ascertain the views of tangata whenua in relation to the proposed consent, so as to enable the Minister to make an informed decision.

As the Department has no record of any previous consultation which may have occurred, this will need to take place before I can proceed any further on the matter.

Attached for your information and assistance with consultation, as Appendix 2, is a brief description as to the nature of the areas in each title, together with land locality plans.

Please contact me if you wish to discuss the matter or require further information.

Yours faithfully



Barry Ashbridge
Senior Statutory Land Management Advisor
Hamilton Office

DDI (07) 8581051

Email: bashbridge@doc.govt.nz

APPENDIX 1
DRAFT GAZETTE NOTICE

Harbour Boards Dry Land Endowment Revesting Act 1991

Notice of Approval for the Land to be Sold, Otherwise Disposed of, or Modified, pursuant to Section 5 of the Harbour Boards Dry Land Endowment Revesting Act 1991

Under section 5 of the Harbour Boards Dry Land Endowment Revesting Act 1991 I hereby approve the sale, or other disposition by the Whangarei District Council of the land described in the below Schedule.

This notice has the effect of approving the sale or other disposition of the land in the Schedule, including the land previously excluded for the purposes of a marginal strip by virtue of Gazette Notice dated 24 January 1992, published in the NZ Gazette dated 30 January 1992 page 213.

In terms of section 5(2) of the Harbour Boards Dry Land Endowment Revesting Act 1991, this approval shall take effect on the date of this notice.

North Auckland Land District – Whangarei District

Schedule

Area ha	Description
0.1480	Lot 26 DP 43791 All Computer Freehold Register 591821
0.1383	Part Lot 23 DP 43791 and Part Lot 25 DP 43791 All Computer Freehold Register 591822
0.2545	Lot 1 DP 72013 All Computer Freehold Register NA28B/851
0.2850	Section 1 SO Plan 62510 All Computer Freehold Register 688980
0.3559	Lots 1-7 DP 47845 All Computer Freehold Register NA1868/75
0.1571	Part Lot 27 DP 37927 All Computer Freehold Register NA82C/554
0.4502	Part Lots 1-4 DP 32954 All Computer Freehold Register NA26D/220

- 0.6019 Part Lot 1 DP 59229
All Computer Freehold Register NA14C/72
- 1.8944 Lot 1 DP 32339
All Computer Freehold Register NA16A/1199
- 0.7780 Lot 1 DP 110824
All Computer Freehold Register NA62B/1090
- 36.5313 Sections 7, 8 and 12 SO Plan 450009
All Computer Freehold Register 688982
- 16.6500 Section 9 SO Plan 450009
All Computer Freehold Register 688983
- 4.4435 Section 1 SO Plan 453342
All Computer Freehold Register 688998
- 28.8150 Sections 32-34 and part Section 25 Block IX Whangarei SD
All Computer Freehold Register 688981

All being parts of the land described in Part A of the Schedule to the Harbour Boards Dry Land Endowment Revesting Act 1991, under the description "Whangarei Harbour Lands".

Dated at Wellington this day of 2015

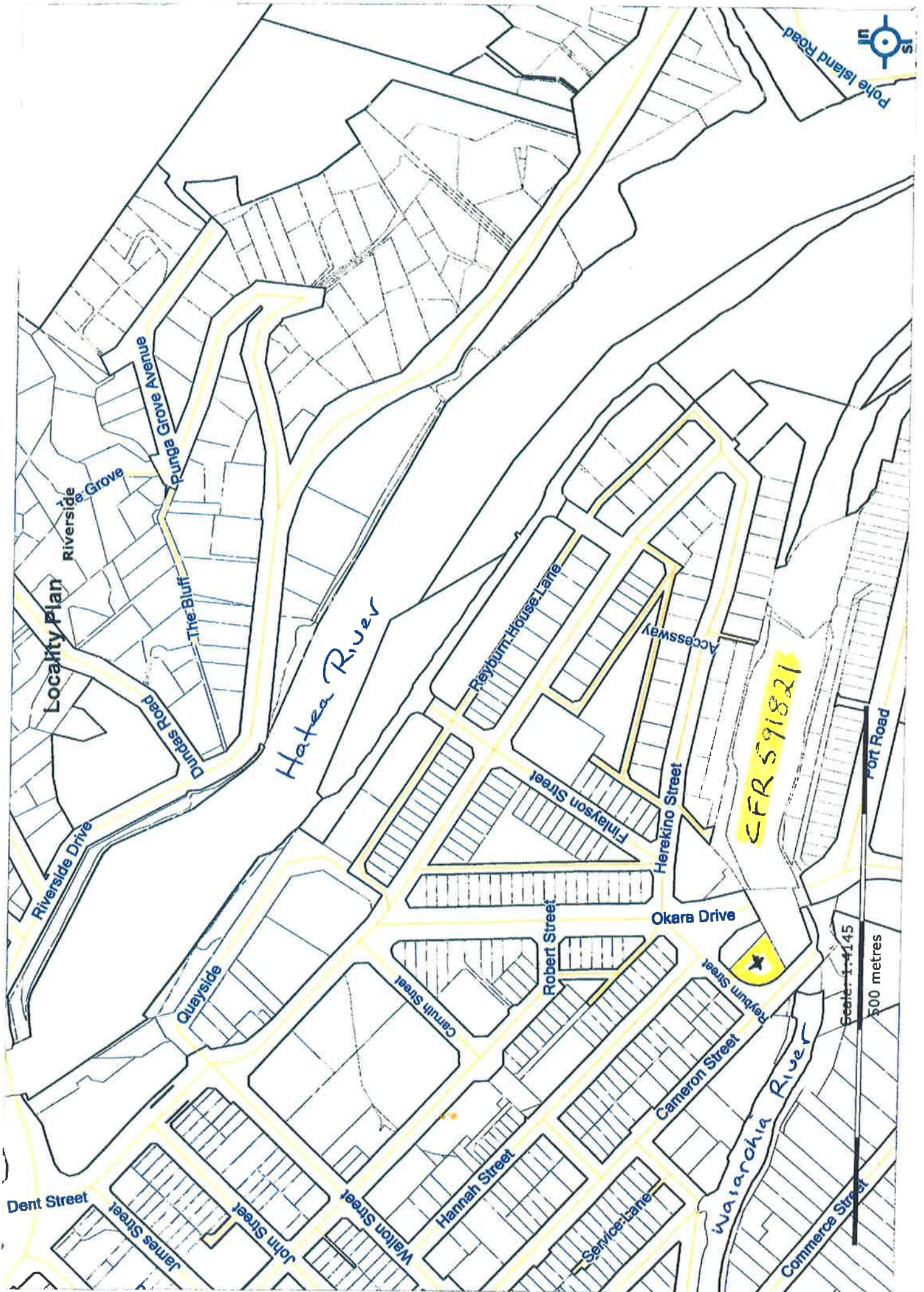
Hon MAGGIE BARRY ONZM
Minister of Conservation

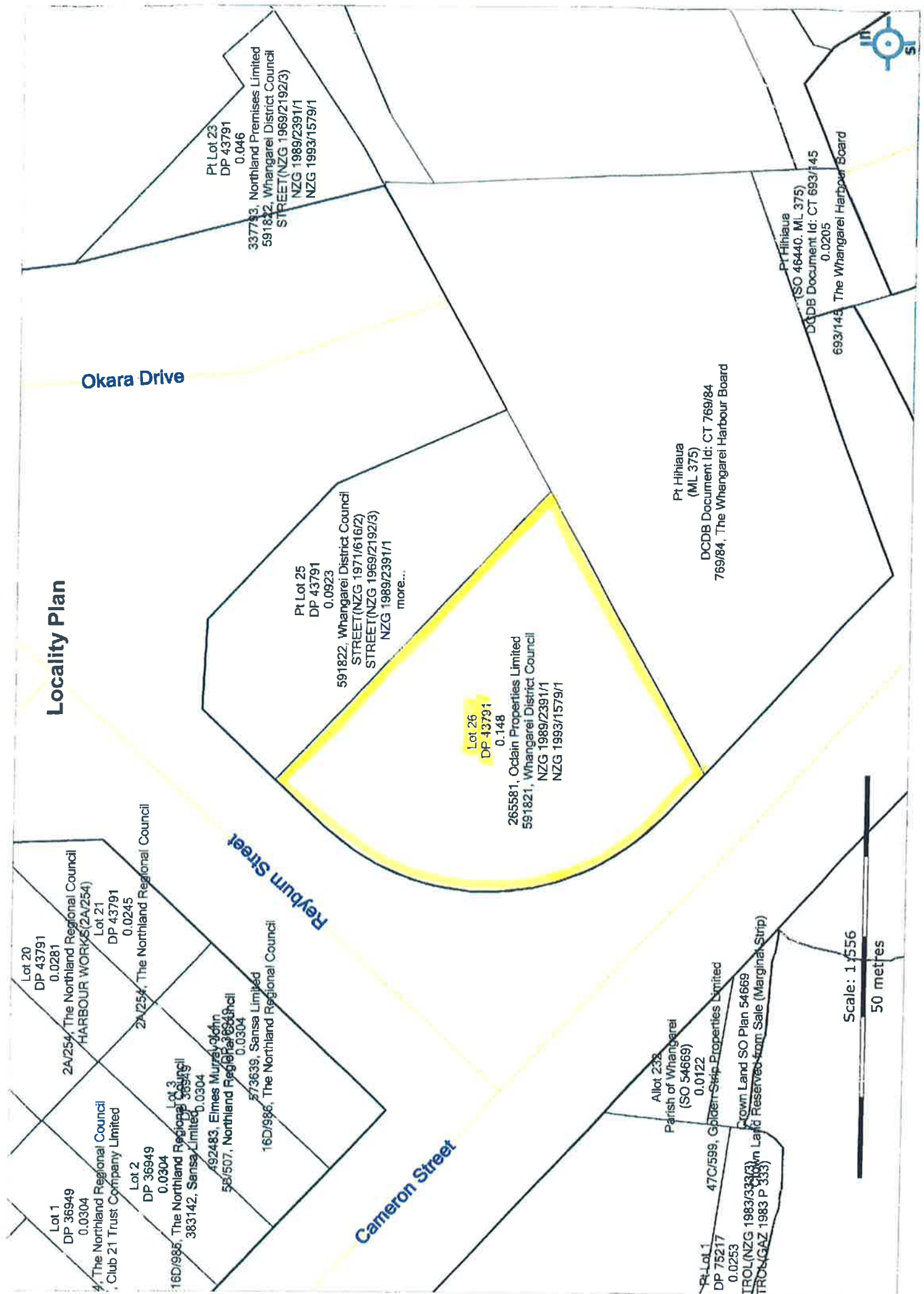
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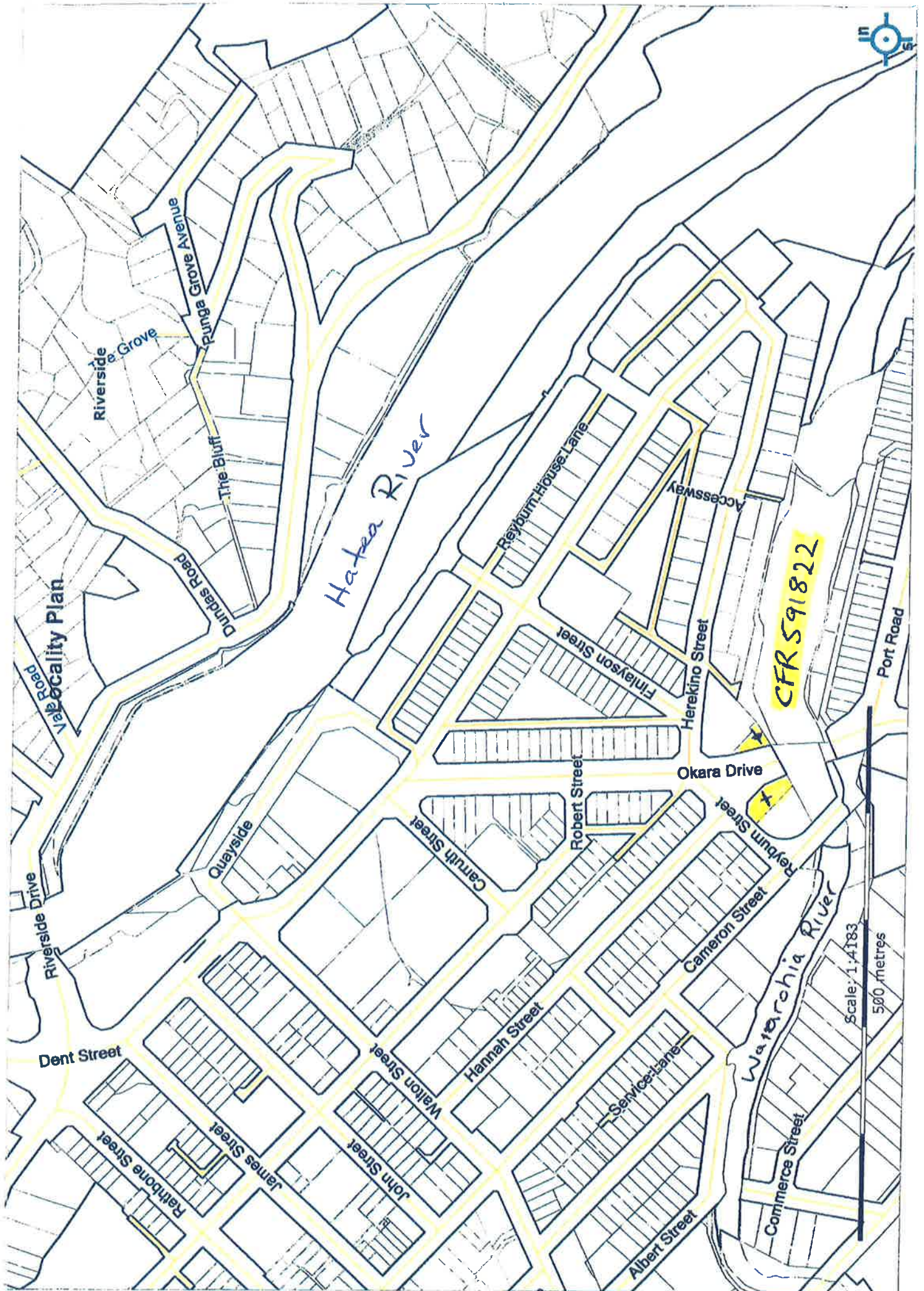
APPENDIX 2

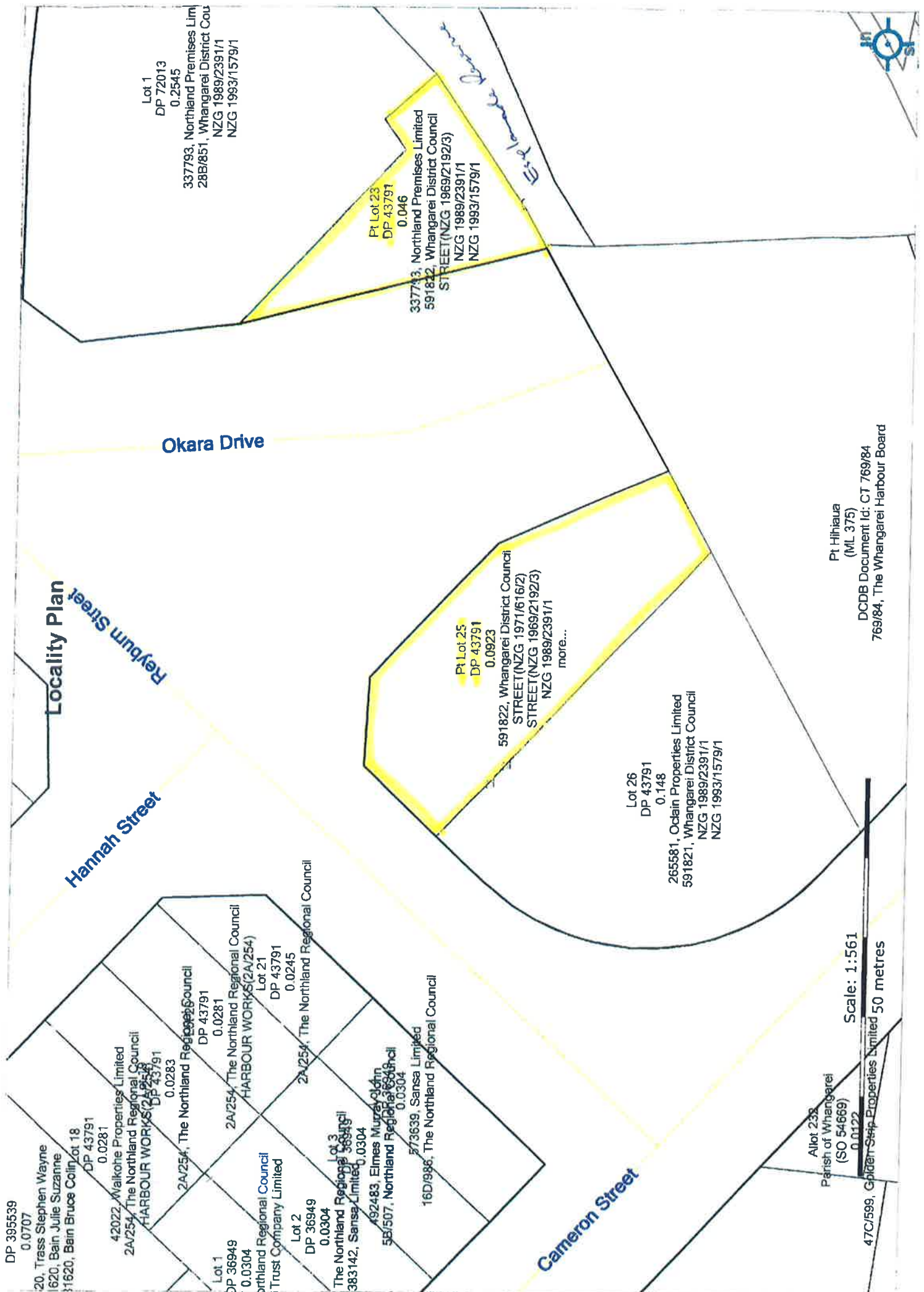
Schedule	
Area ha	Description
0.1480	Lot 26 DP 43791 All CFR 591821 <i>Highly modified commercial/industrial site</i>
0.1383	Part Lot 23 DP 43791 and Part Lot 25 DP 43791 All CFR 591822 <i>Highly modified commercial/industrial sites</i> <i>Pt Lot 23 not adjoining river or sea</i>
0.2545	Lot 1 DP 72013 All CFR NA28B/851 <i>Not adjoining river or sea</i>
0.2850	Section 1 SO Plan 62510 All CFR 688980 <i>Not adjoining river or sea</i>
0.3559	Lots 1-7 DP 47845 All CFR NA1868/75 <i>Not adjoining river or sea</i>
0.1571	Part Lot 27 DP 37927 All CFR NA82C/554 <i>Not adjoining river or sea</i>
0.4502	Part Lots 1-4 DP 32954 All CFR NA26D/220 <i>Not adjoining river or sea</i>
0.6019	Part Lot 1 DP 59229 All CFR NA14C/72 <i>Highly modified commercial/industrial site</i>

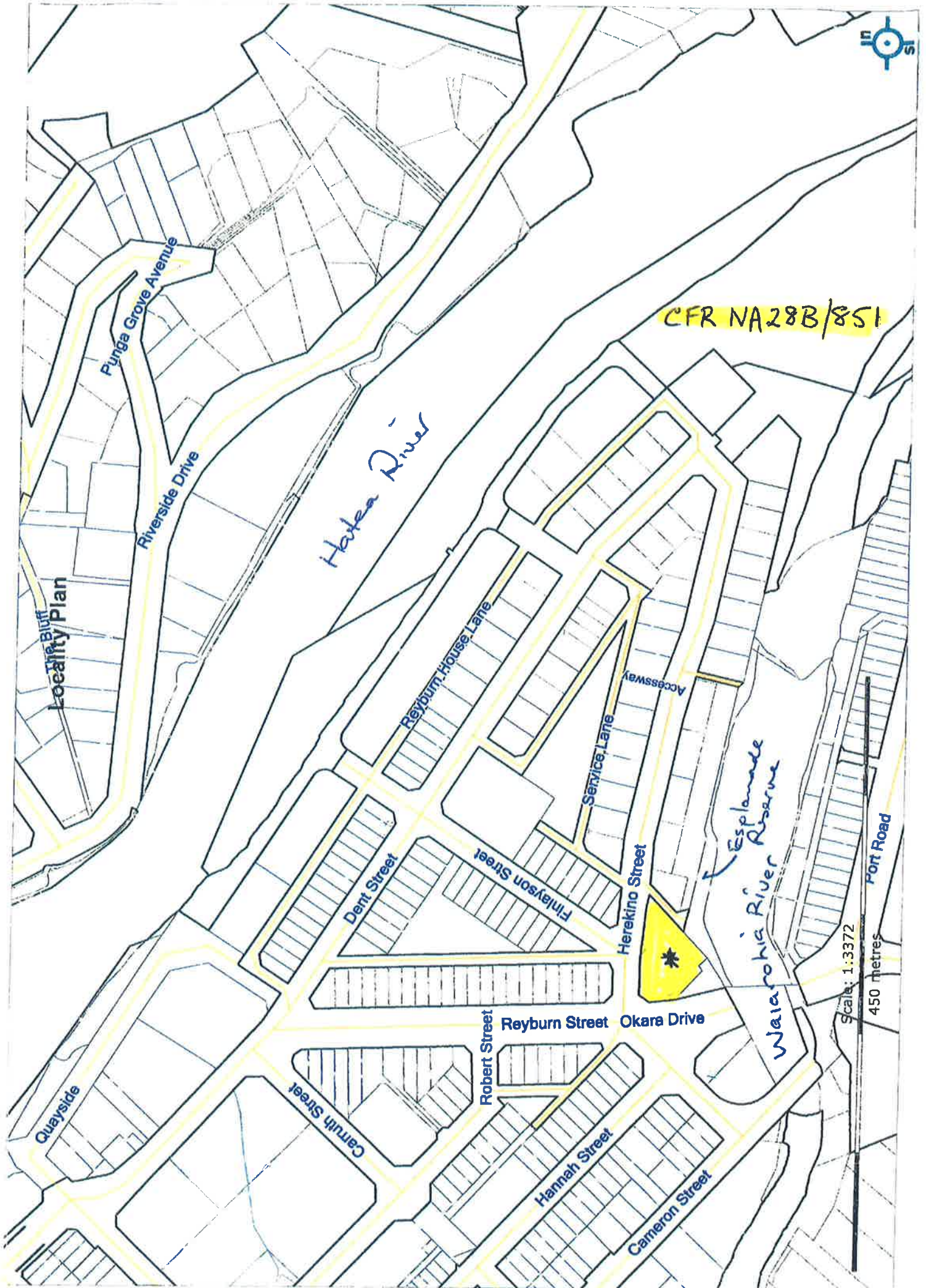
1.8944	Lot 1 DP 32339 All CFR NA16A/1199 <i>Highly modified commercial/industrial site</i>
0.7780	Lot 1 DP 110824 All CFR NA62B/1090 <i>Highly modified commercial/industrial site</i>
36.5313	Sections 7, 8 and 12 SO Plan 450009 All CFR 688982 <i>Not adjoining river or sea</i>
16.6500	Section 9 SO Plan 450009 All CFR 688983 <i>Not adjoining river or sea</i>
4.4435	Section 1 SO Plan 453342 All CFR 688998 <i>Not adjoining river or sea</i>
28.8150	Sections 32-34 and part Section 25 Block IX Whangarei SD All CFR 688981 <i>Foreshore and Seabed – tidal mangrove areas</i>



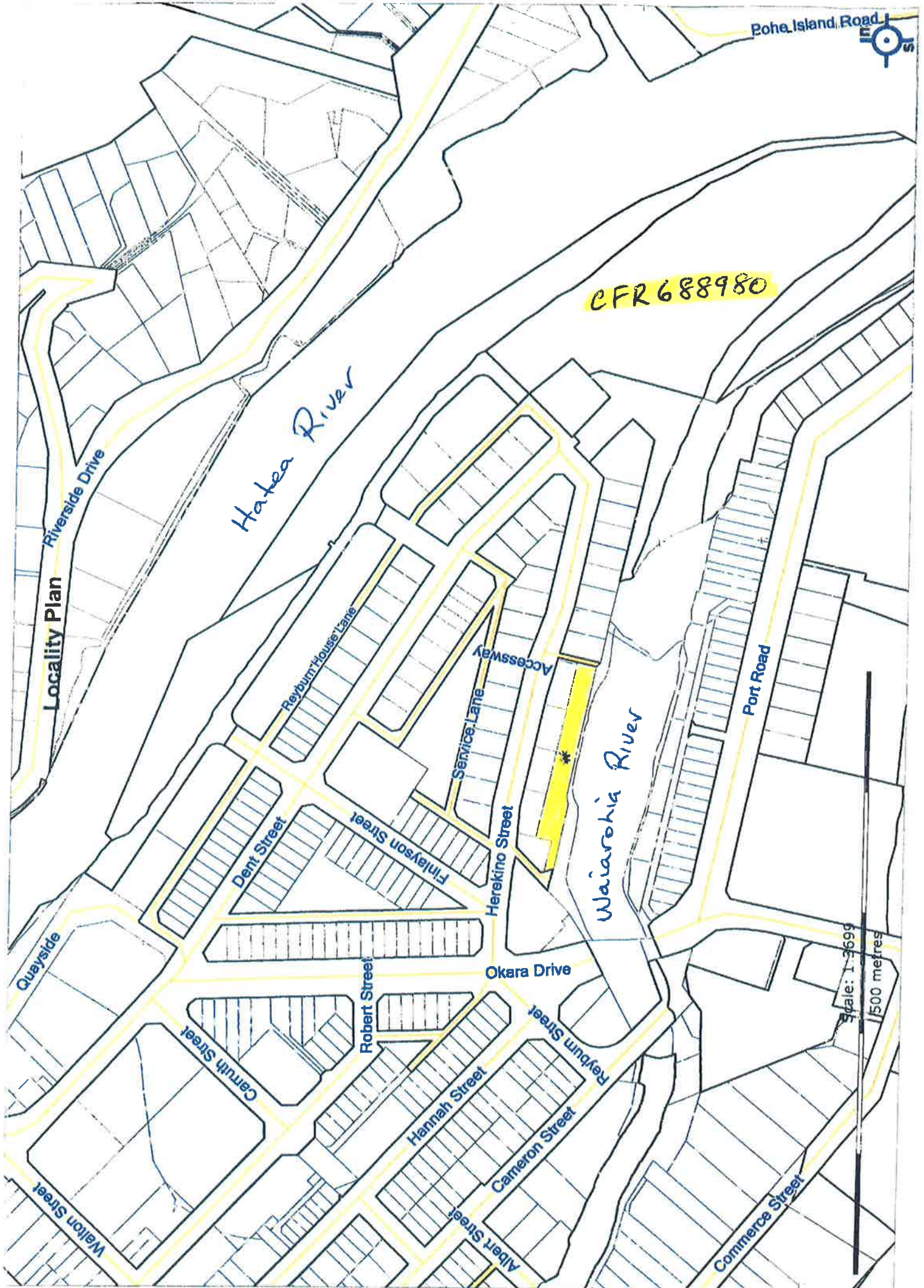


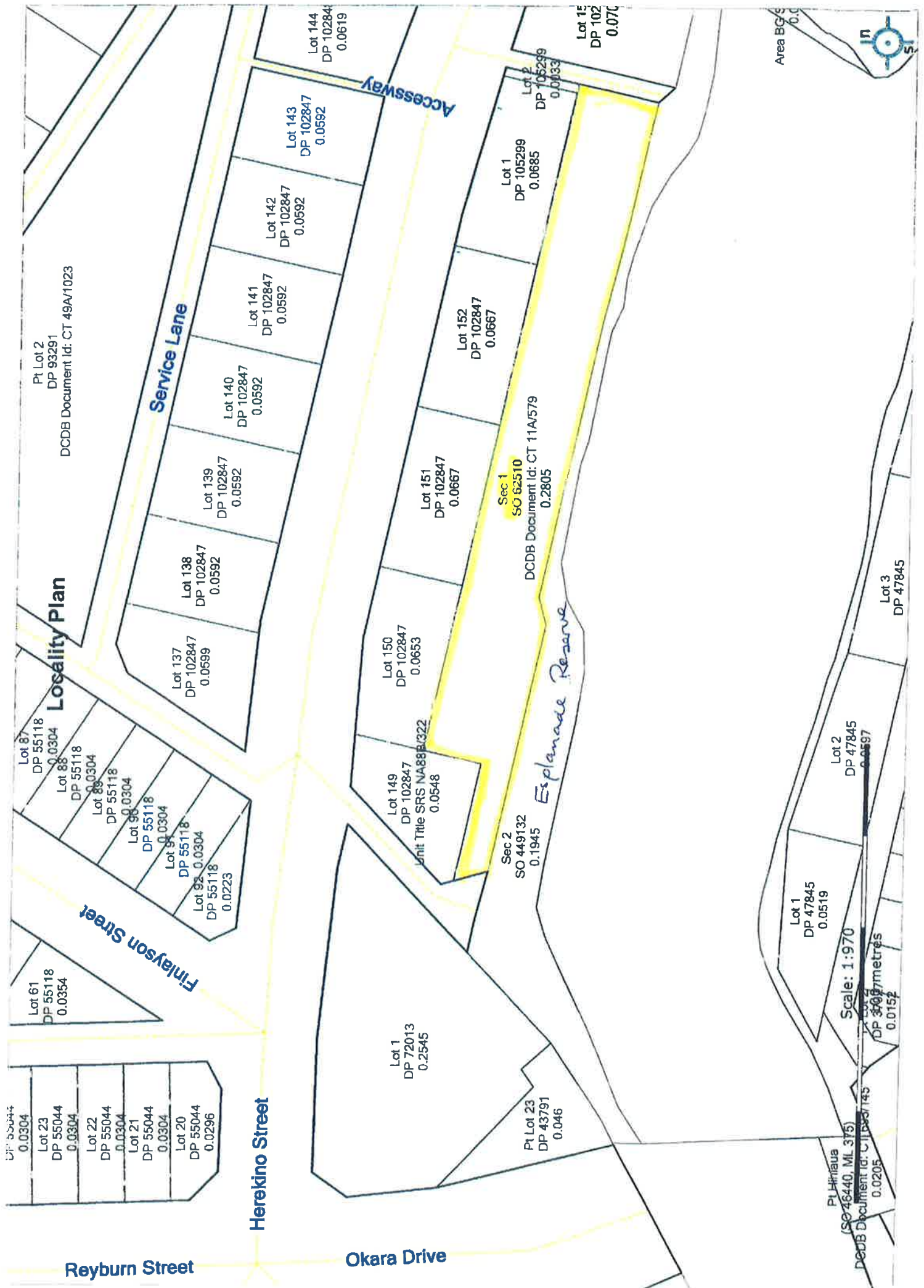


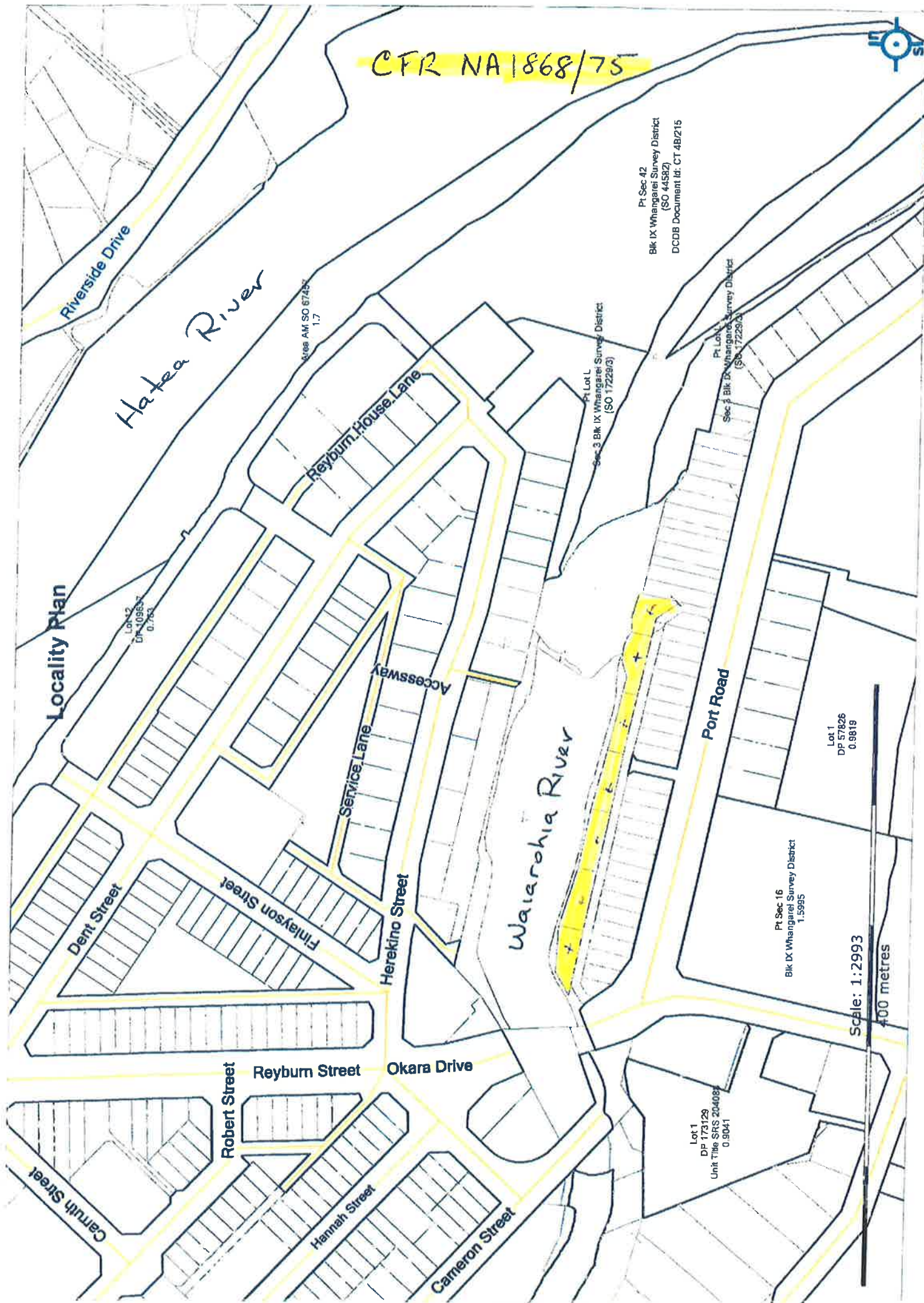


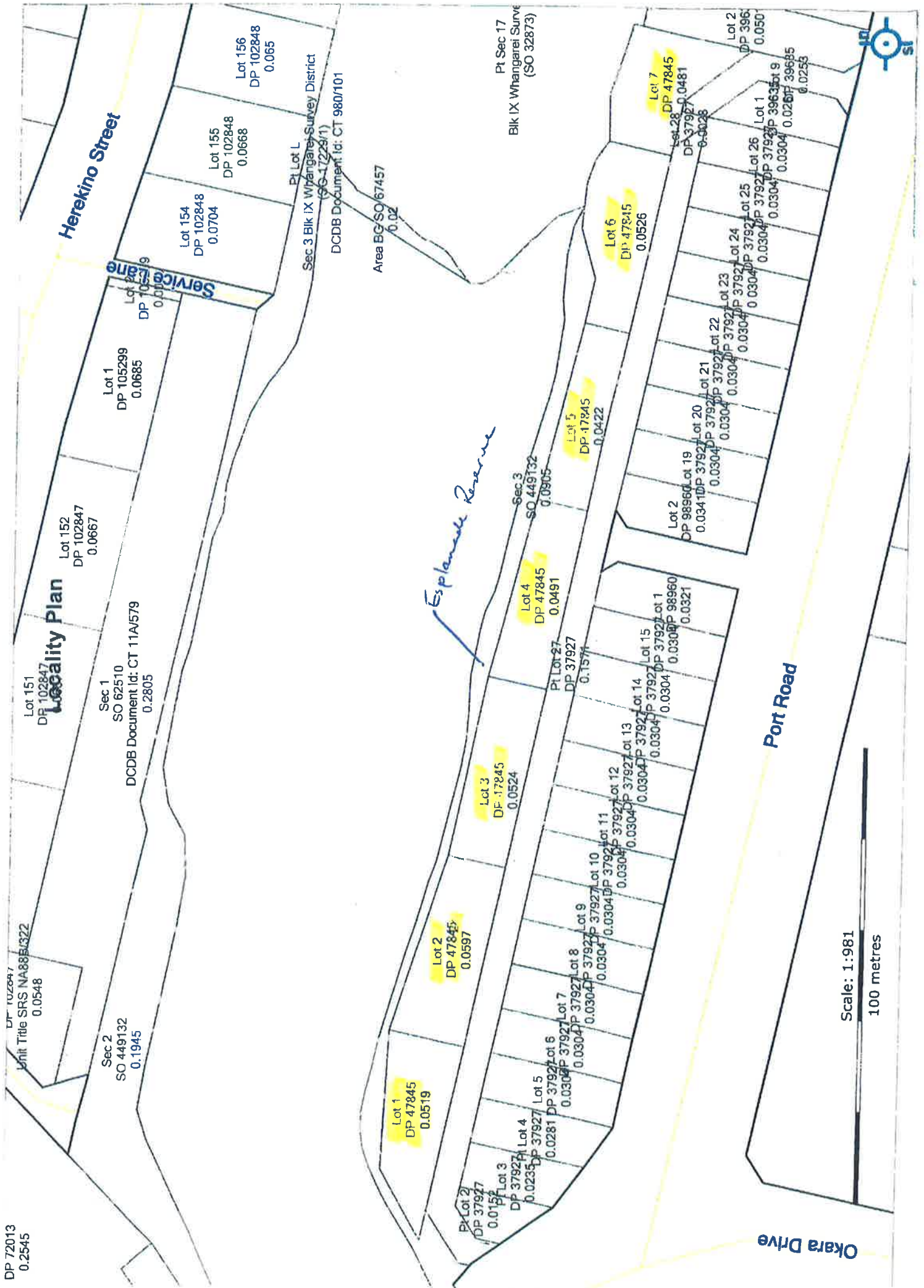


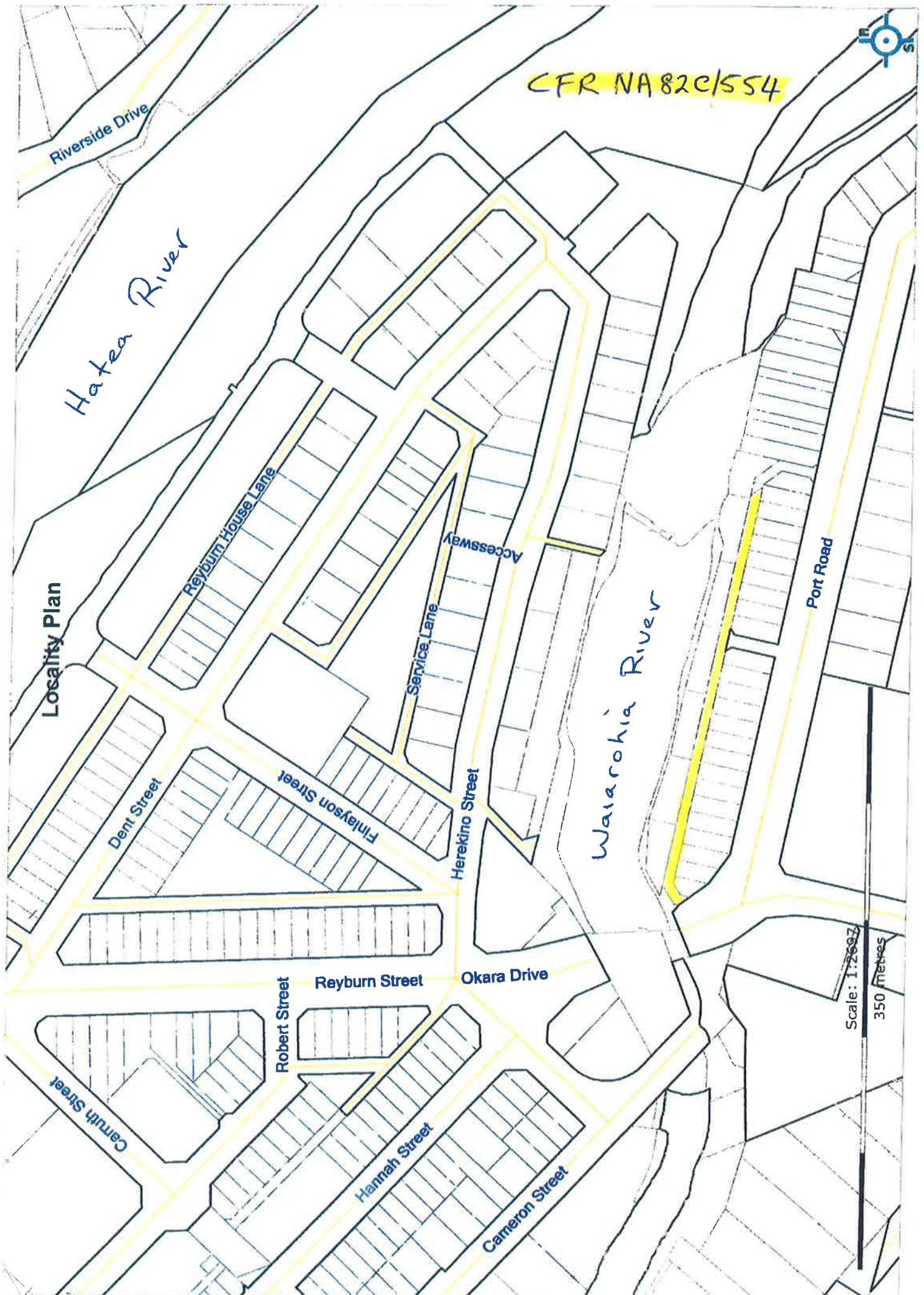




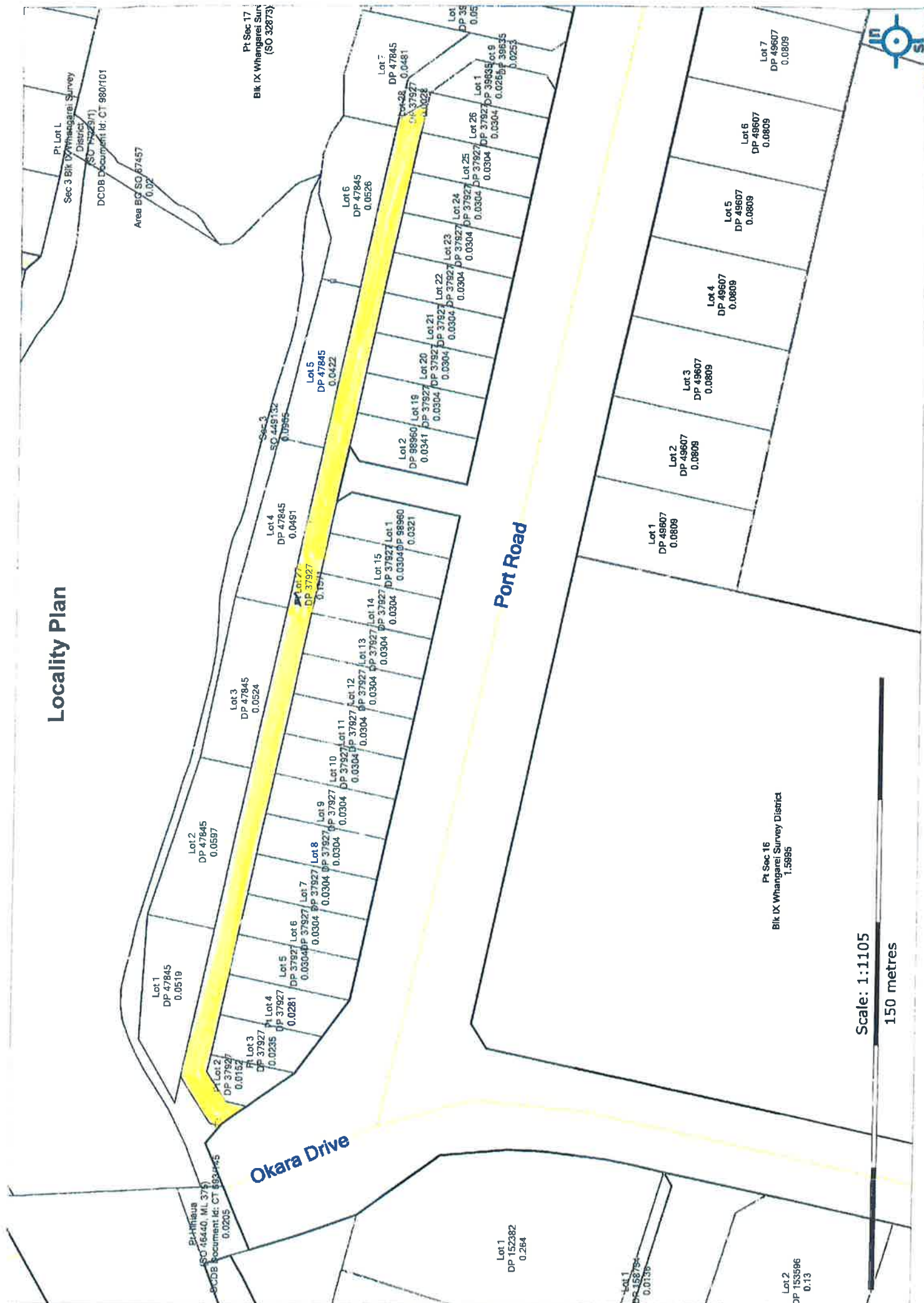


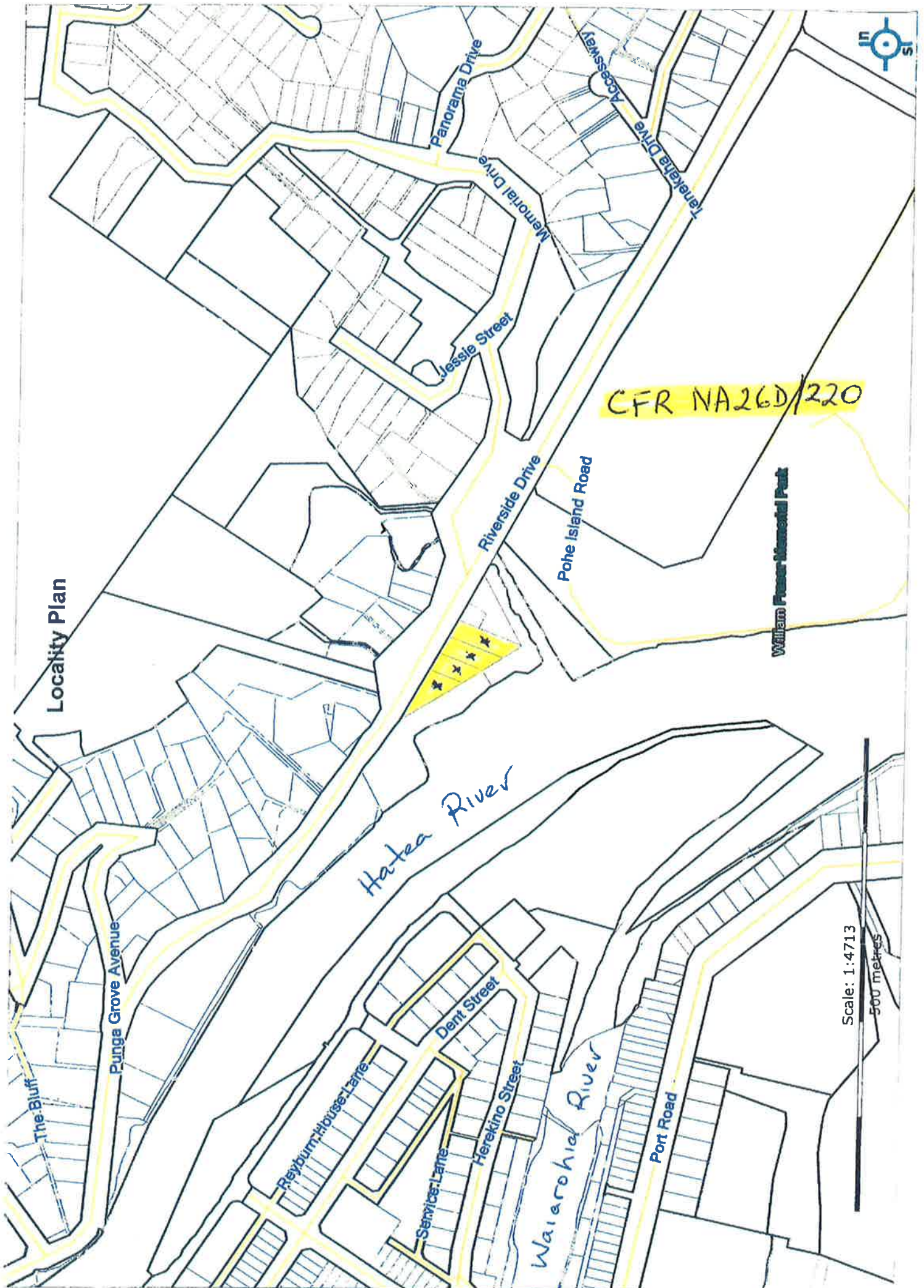


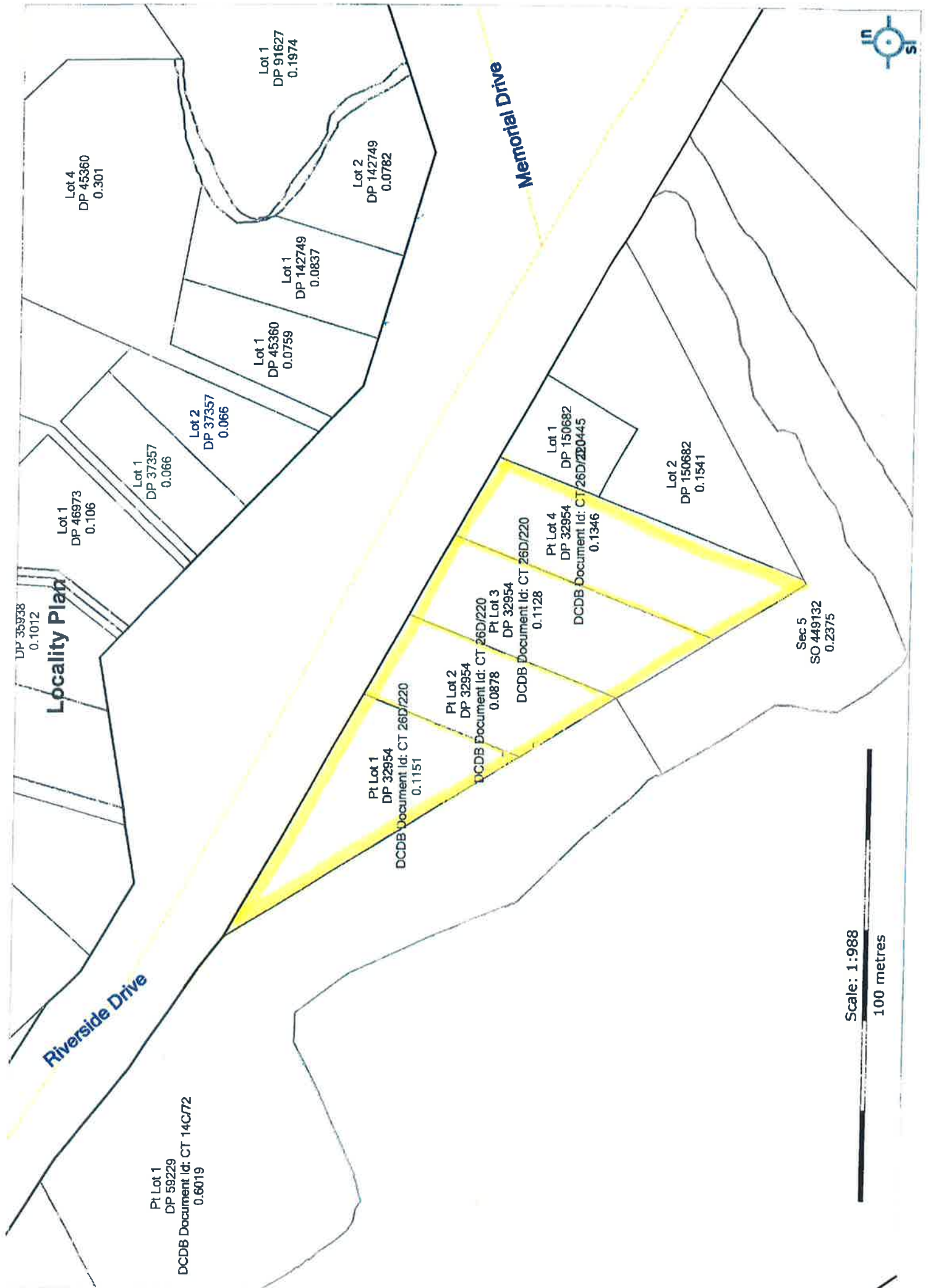


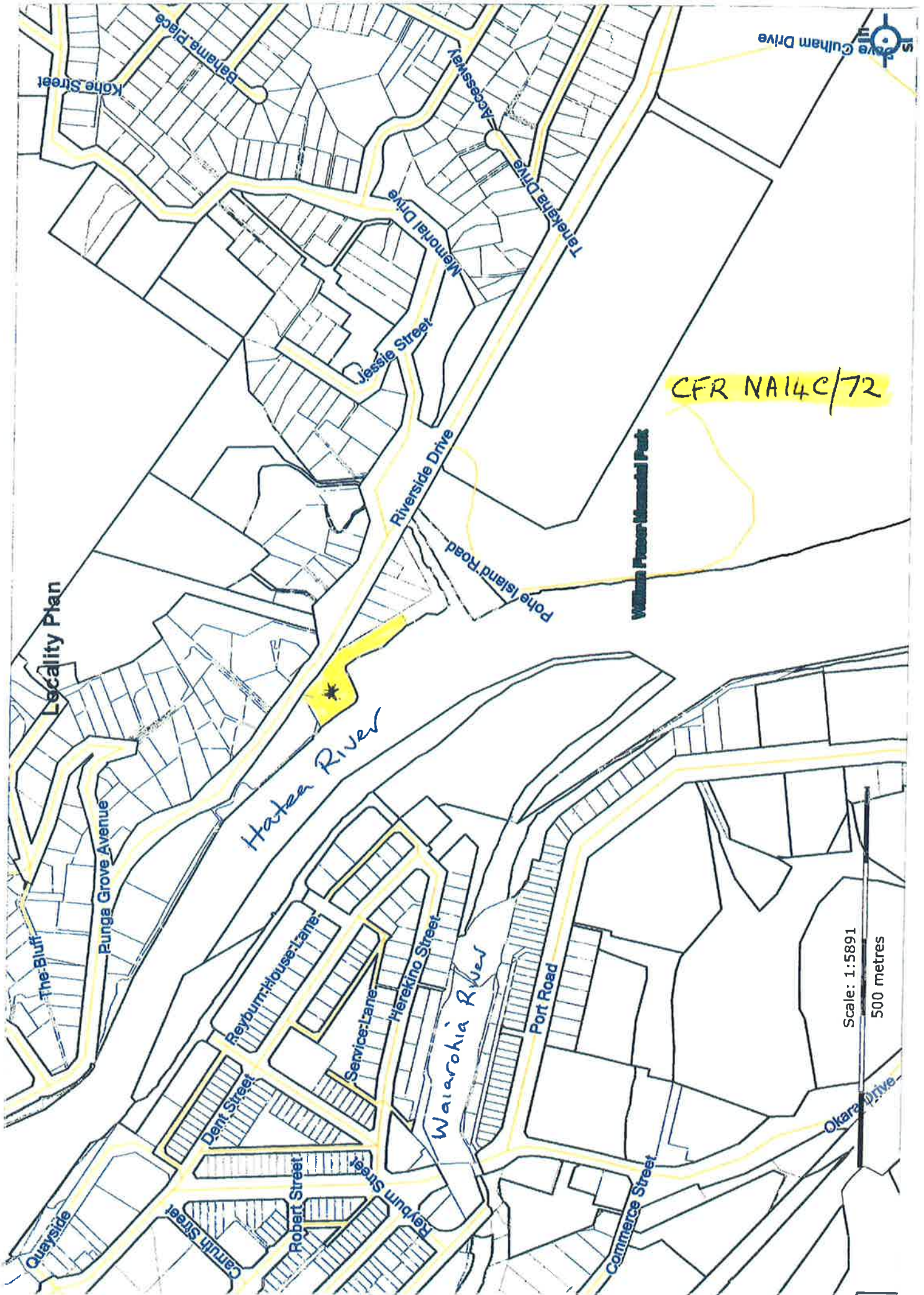


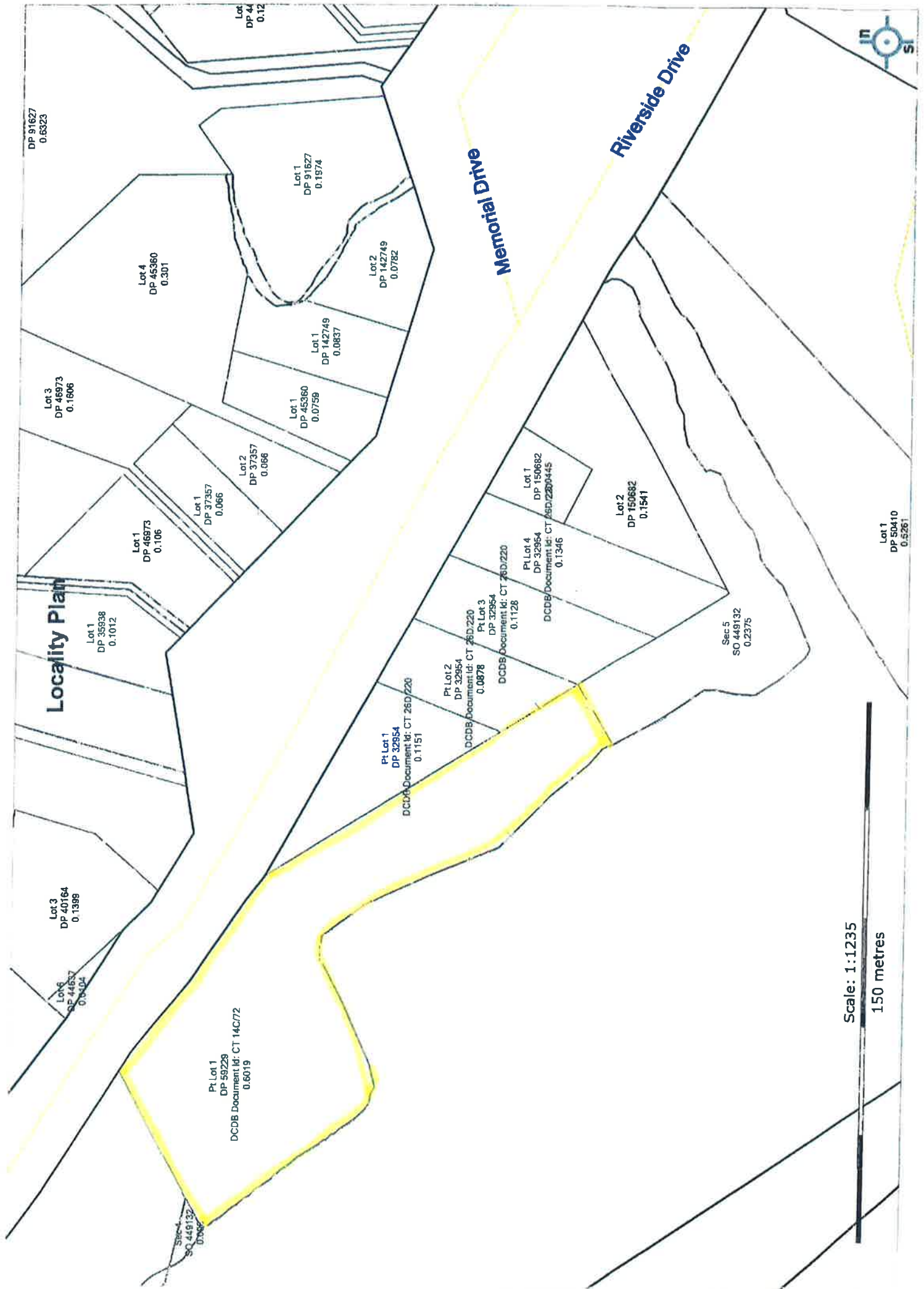
Locality Plan

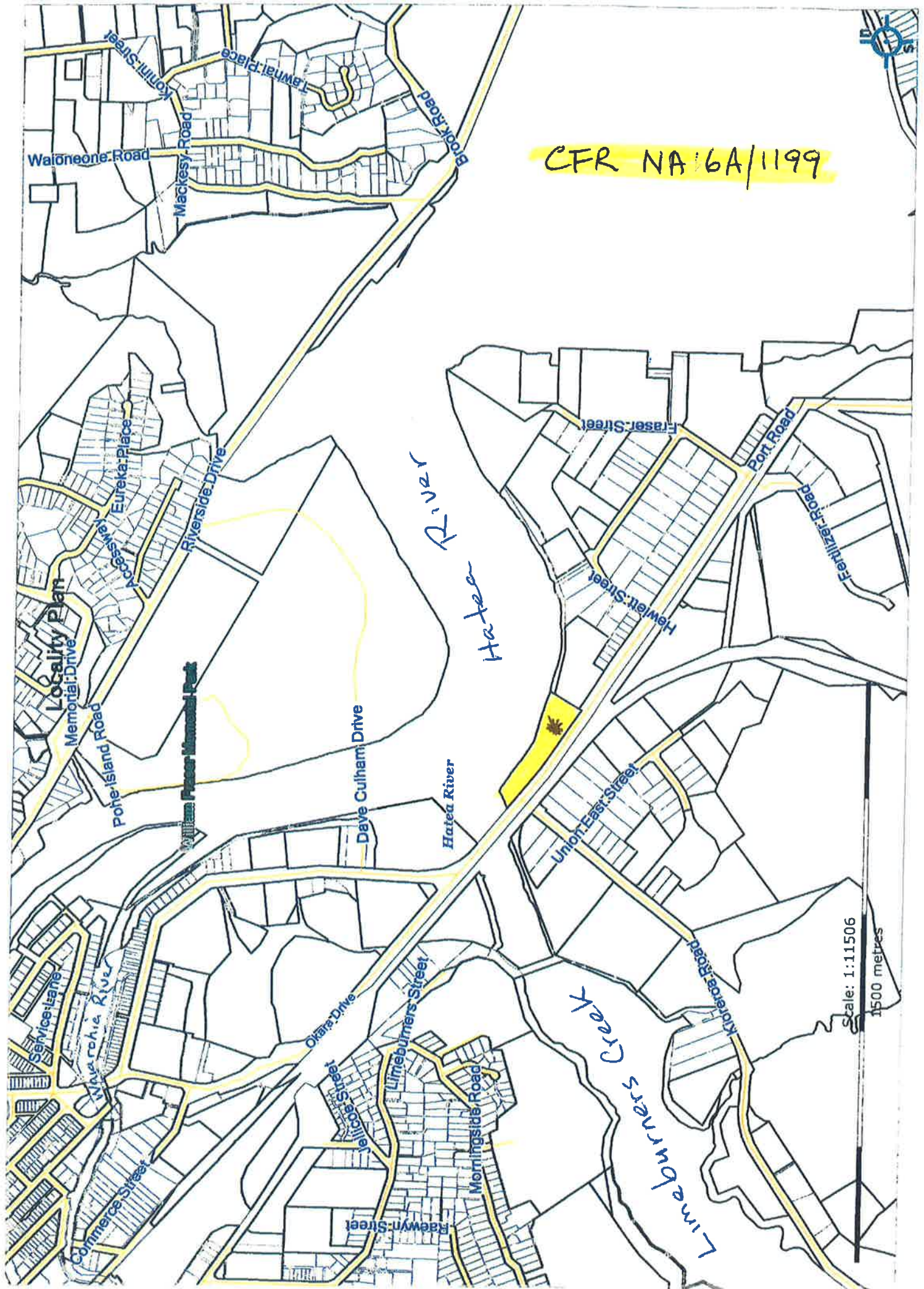




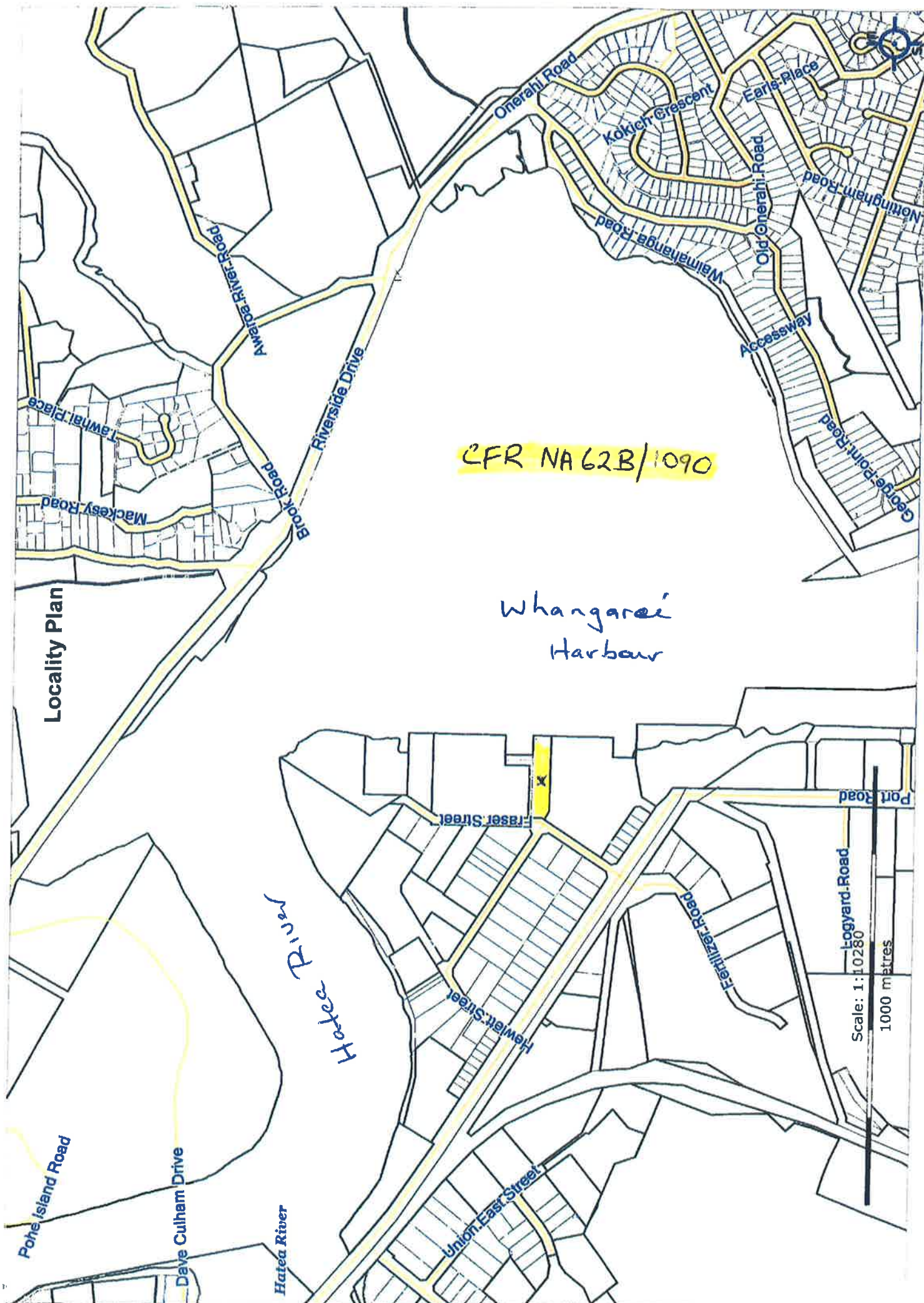






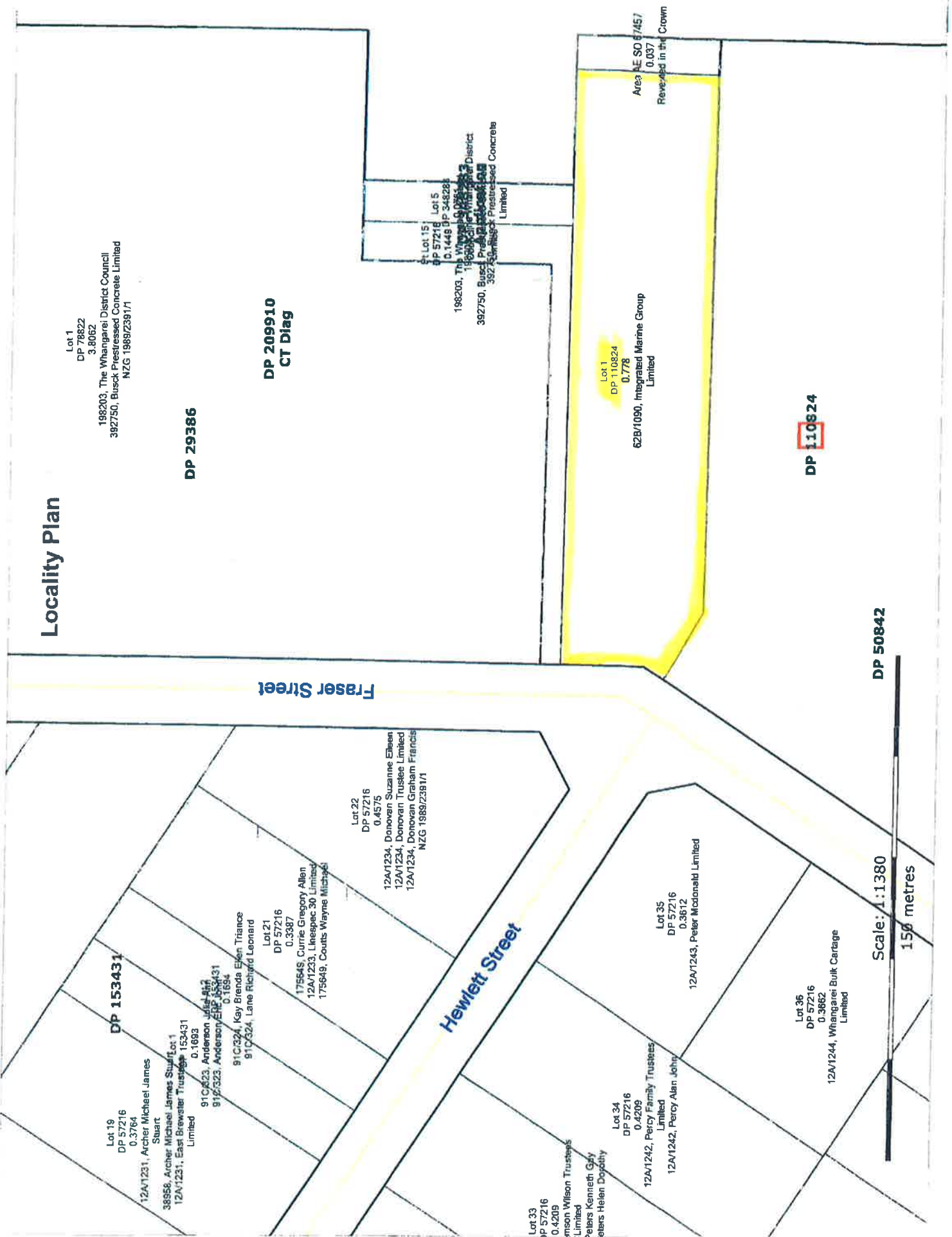








Locality Plan



Whangarei Harbour

KARU ISLAND

Knight Point

Rabbit Island Locality Plan

Onemana Point

Portland

CFR 688982

Mangapui River

Mangawhati Point

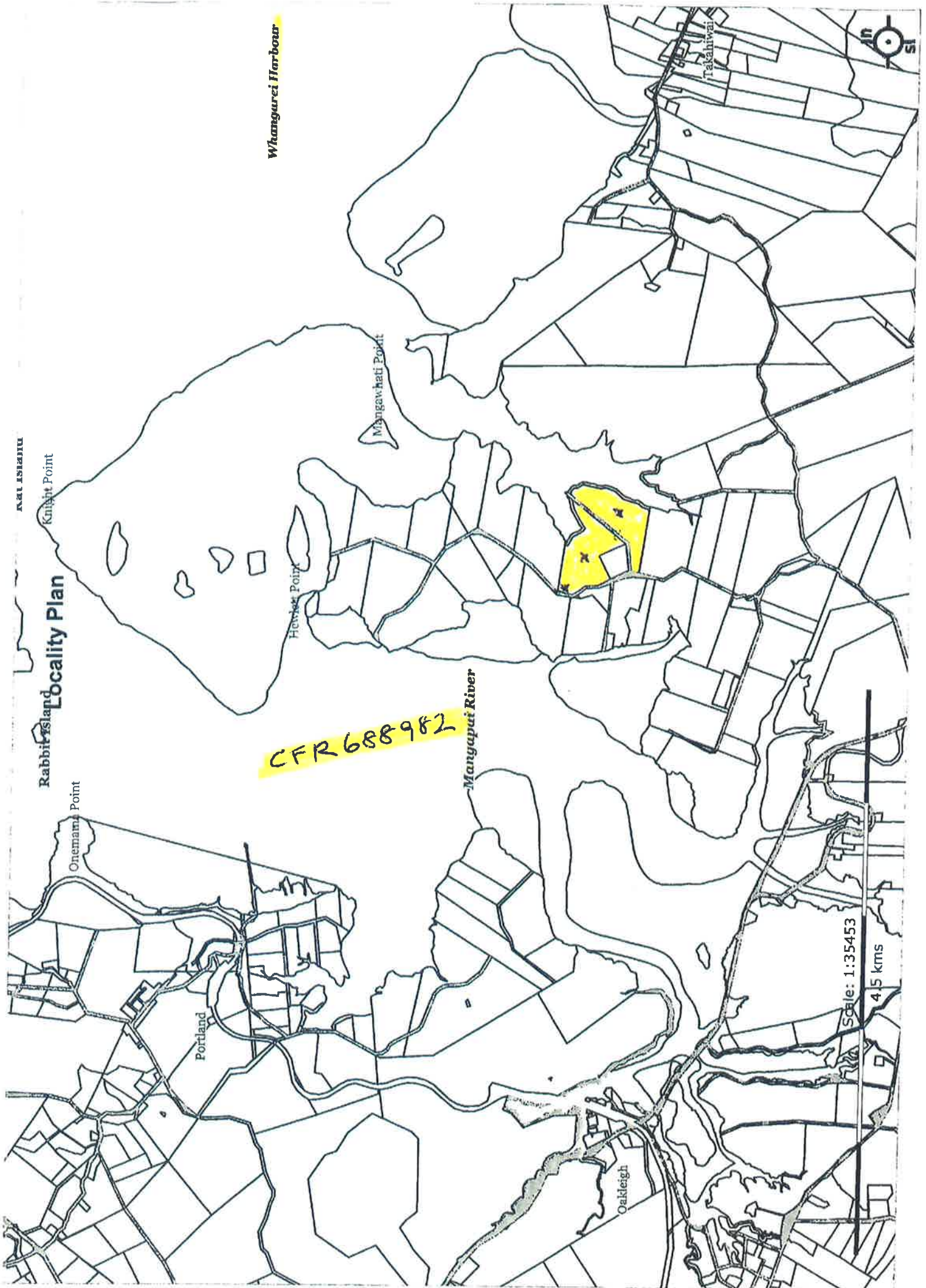
Hevet Point

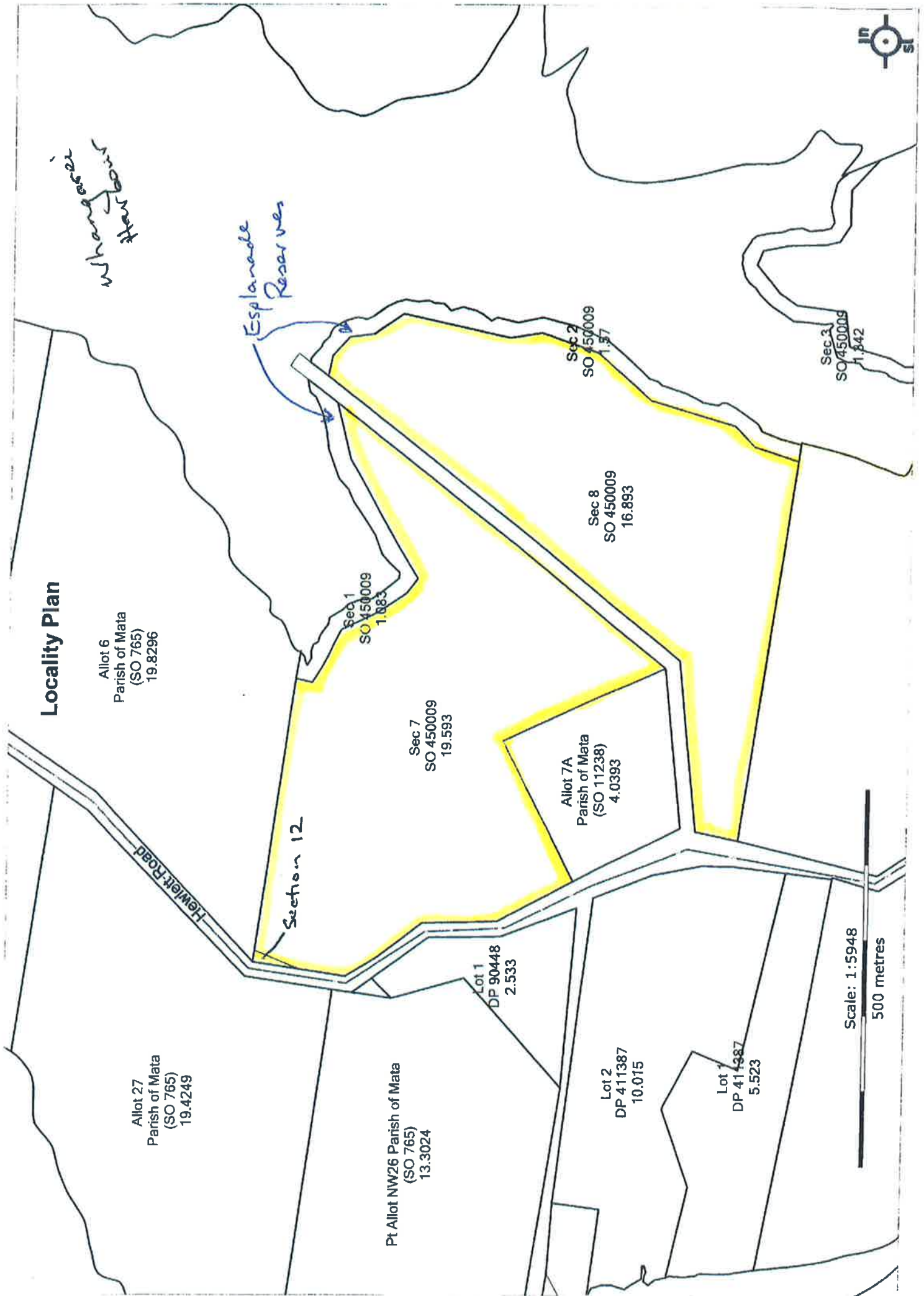
Takahiwa

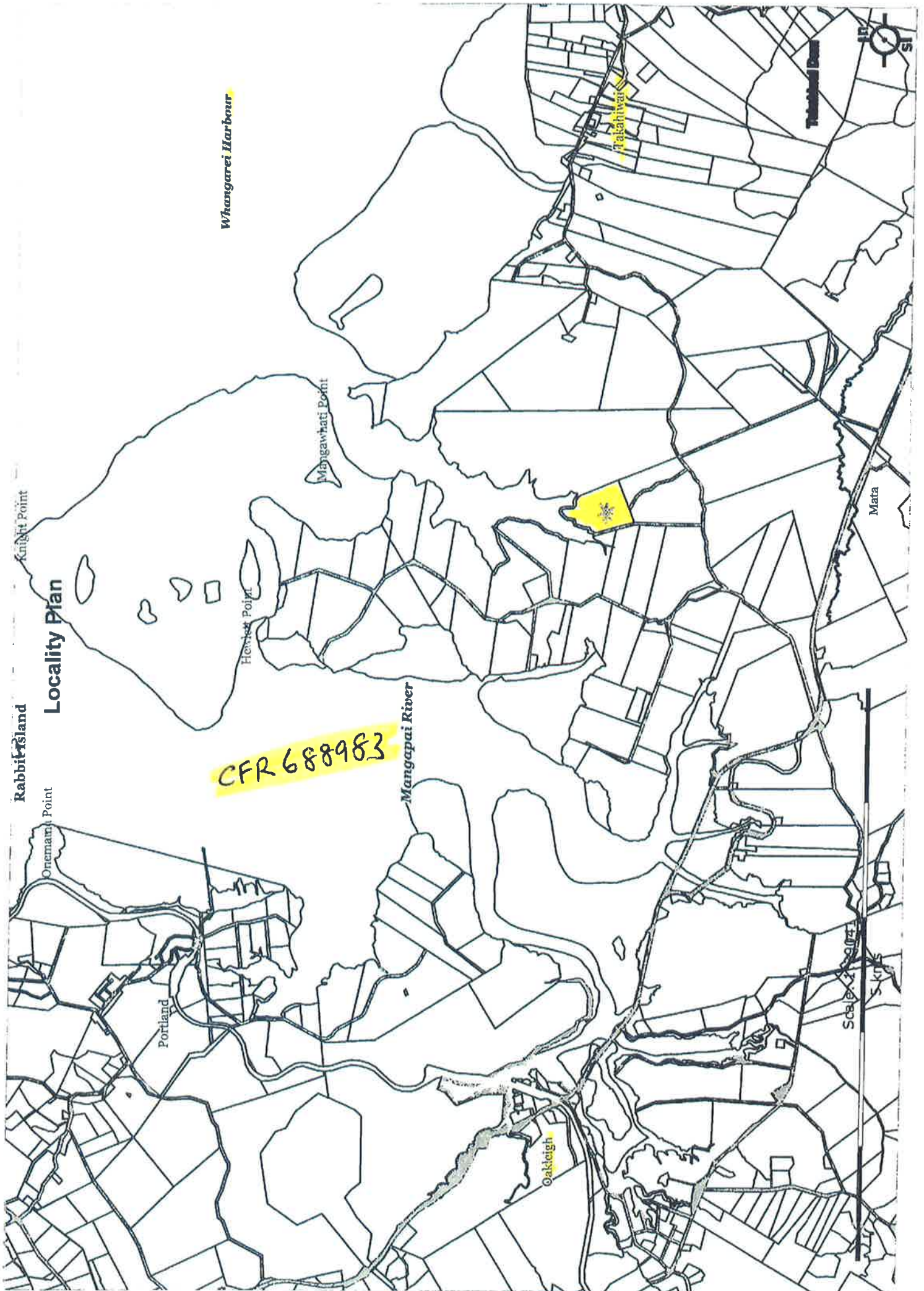
Oakleigh

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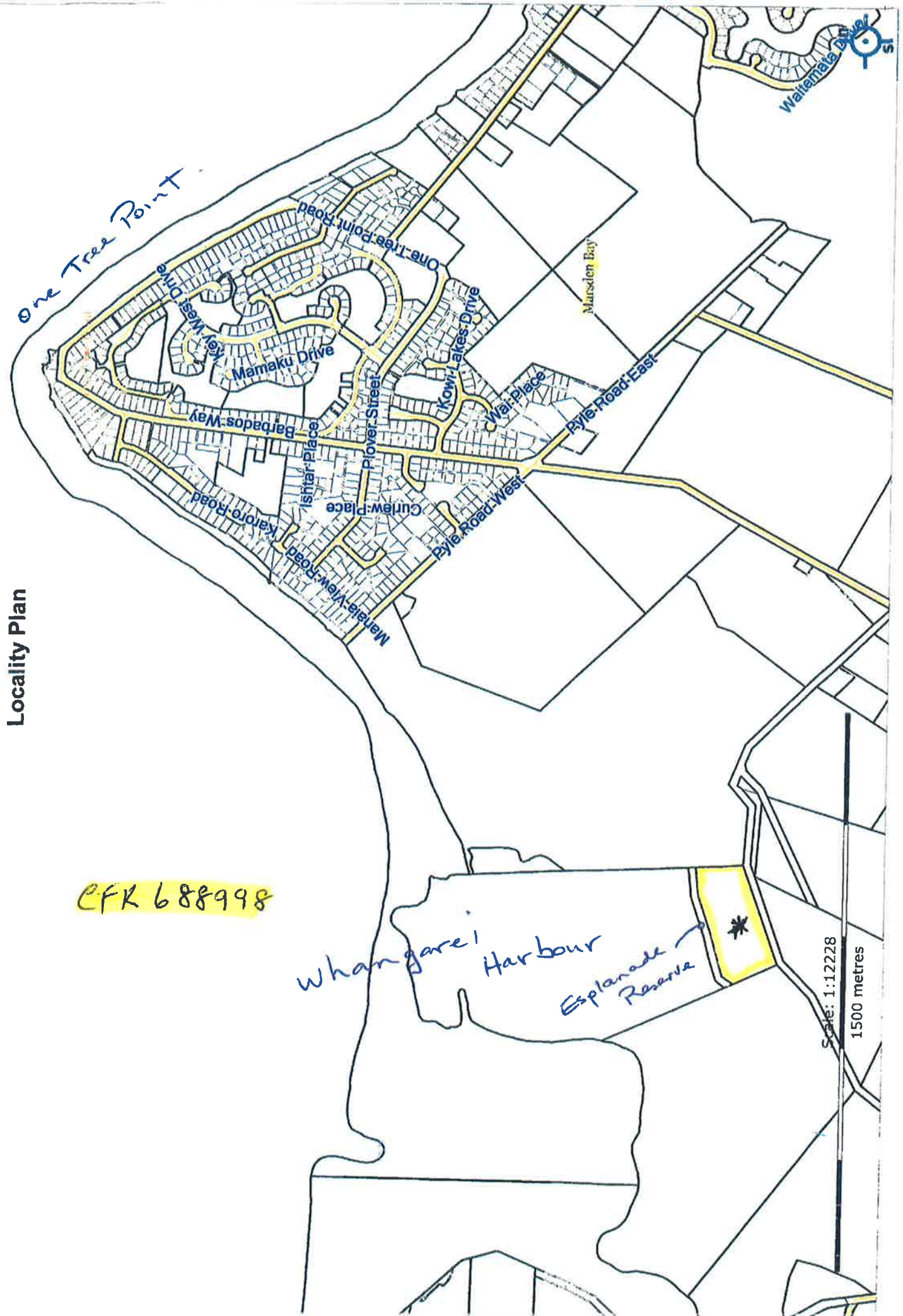
4.5 kms







Locality Plan



Locality Plan

Wai Pūpū Esplanade Reserve

Sec 2
SO 453342
0.695
690846, Whangarei District Council
Land Decided Reserve (NZGZ
2014/7434)

Sec 1
SO 453342
4.445

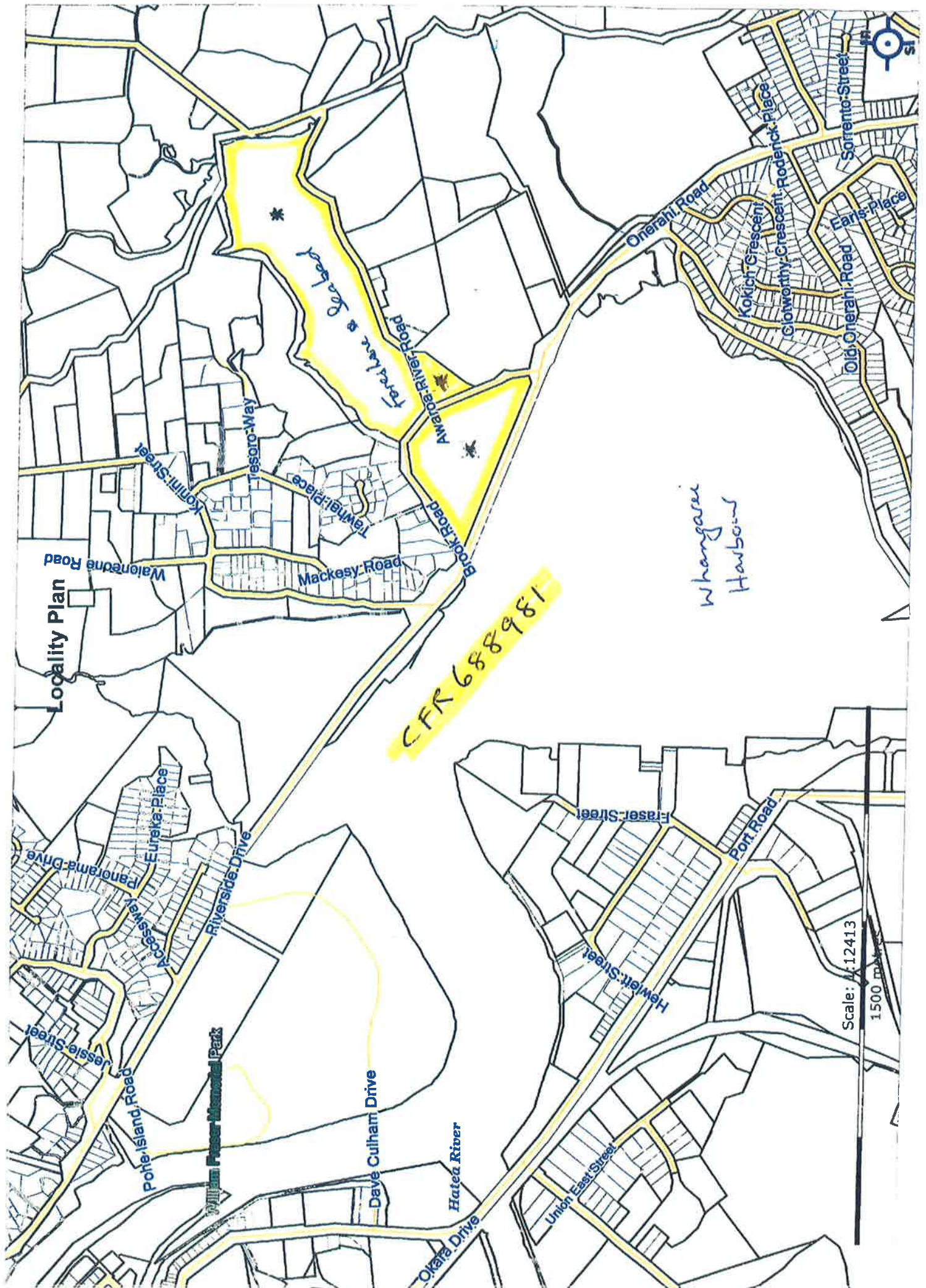
688998, Whangarei District Council
Revested in the Crown. (NZGZ 2014/7434)

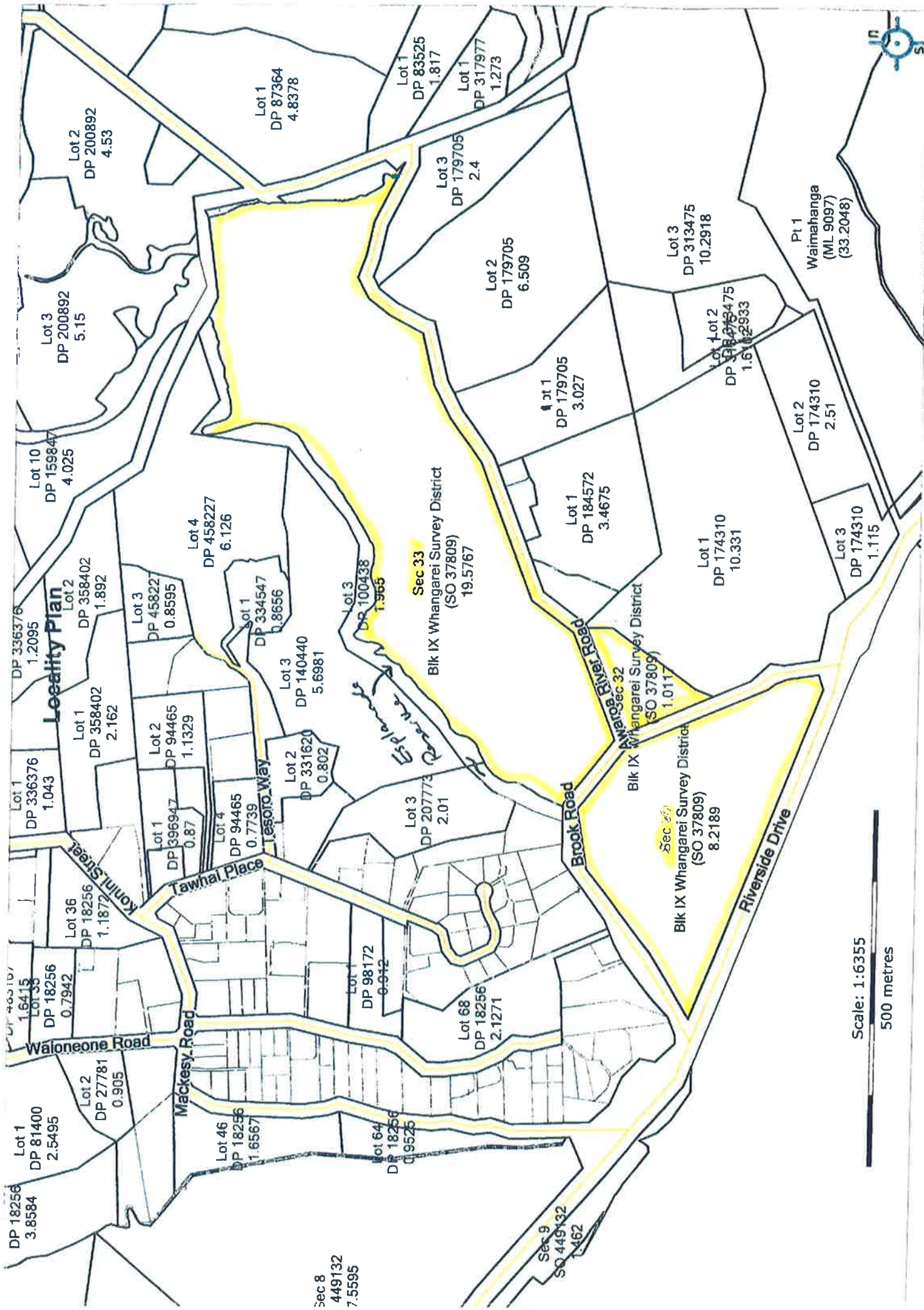


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150 metres











Friday, 31 March, 2017

Mr Mike Hibbert
Properties Manager
Whangarei District Council;
via email: Mike.Hibbert@wdc.govt.nz

Tēnā koe e Mike:

Re: Status of Council Lands Bordering Whangarei Harbour to be Revoked

Further to our meeting with Whangarei District Council on Tuesday, 14 March in relation to this matter, we agreed to write to you formally and set out the position of Te Parawhau. This important matter was considered in detail at our monthly meeting on Sunday, 19 March 2017 and this letter constitutes our formal response. It has also been referred to our legal advisors, the Minister for Treaty Settlements and the Waitangi Tribunal.

Firstly, we recall vividly the manner in which these and other allied ancestral lands ultimately ended up in the hands of Whangarei District Council and, others in the hands of Northland Regional Council. The process of the removal of these lands from Te Parawhau constitutes a long and sad history, dating from 1847. As Te Parawhau we certainly remember the long litany of loss; the fraud, theft and other insulting misdemeanors of various iterations of local, regional and national authorities, and also, individuals with influence, linkages, access and connections, over the years. This stands, regardless of the poor collective memory of present day Councilors and the Council machine and forerunners throughout history.

It is disappointing that Whangarei District Council by-laws and policies skirt around the issue of active protection of Te Parawhau lands. I now advise that all Council and Crown lands in Whangarei are subject to the Te Parawhau claim WAI 1248.

Council's actions leave us no option but to tender our expression of interest in the purchase of these lands for the total sum of \$20. This sum takes into account the long years Council has had the use of our lands and the substantial rentals received therefrom.

Heoi ano,

A handwritten signature in dark ink, appearing to be 'Dr Benjamin Pittman', with a long, sweeping horizontal line extending to the right.

Dr Benjamin Pittman

CHAIRMAN

Te Parawhau ki Tai - Te Pouwhenua o Tiakiriri Kukupa Trust
(RMU: Mira Norris; Opania George; Pari Walker; Marina Fletcher; Margaret Kay,
Benjamin Pittman)

pp Marina Fletcher, Team Leader, Legal, and Te Tiriti o Waitangi Claims

cc. Hon Christopher Finlayson
cc. Waitangi Tribunal
cc. Barry Ashbridge
cc. Solomon Tipene

6.5 Recommendation to Award CON16080 – Wastewater and Stormwater Operations and Maintenance Contract

Meeting: Whangarei District Council

Date of meeting: 31 August 2017

Reporting officer: Andrew Carvell

1 Purpose

To award Contract 16080 for Wastewater and Stormwater Operations and Maintenance.

2 Recommendations

That the Council:

- a) approves an increase in funding for CON12047 from \$6,495,152.99 to \$6,817,152.99.
- b) approves award of Contract 16080 for Wastewater and Stormwater Operation and Maintenance to Hydrotech Limited.
- c) approves award of Separable Portion One of Contract 16080 to Hydrotech Limited for the sum of two million, nine hundred and three thousand, seven hundred dollars and ninety-three cents (\$2,903,700.93 excluding GST).

3 Background

This Contract is for the maintenance and operation of Whangarei District Council's wastewater and stormwater assets. This includes reticulation systems, pump stations, drain cleaning, pipe inspections and capital works associated with sewerage and stormwater renewals. The contract also includes maintenance and operation of the Hikurangi Flood Management Scheme.

The existing contract, CON12047, is held by Hydrotech Drainage & Plumbing Limited and started on 1 December 2012. This Contract had a five-year period and expires on 30 November 2017.

The new Contract includes three separable portions comprising:

- Separable Portion 1 – 12 months (1 year)
- Separable Portion 2 – 48 months (4 years)
- Separable Portion 3 – 24 months (2 years)

Award of separable portions 2 and 3 will depend on satisfactory performance.

4 Discussion

Tender Evaluation

The tender process involved two stages, a Registration of Interest and Pricing. The Registration of Interest was advertised on Tenderlink and closed on 23 May 2017.

Three Registrations were received as follows:

- Hydrotech Limited (Hydrotech)
- Downer New Zealand Ltd (Downer)
- InterGroup Ltd

Based on assessment of attributes undertaken by a tender evaluation team that included an external engineer, Hydrotech and Downer were invited to complete the second stage of the tender. These tenders, which included a Price Schedule and Form of Tender, were publicly opened on 14 July 2017 and are summarised in Table 1.

Table 1: Tender Price (GST Excl)

Tenderer Names	Submitted Price	Adjustments for Tags and arithmetic errors	Adjusted Price
Hydrotech Ltd	\$2,845,700.93	\$58,000.00	\$2,903,700.93
Downer	\$4,620,645.76	\$20,000.00	\$4,640,645.76

The price quality assessment (PQM) summary is provided in Table 2:

Table 2: PQM Assessment

	Hydrotech	Downer
Final Price	\$2,903,700.93	\$4,640,645.76
Final SQP	\$678,930.48	0
Adjusted Price	\$2,224,770.45	\$4,640,645.76

InterGroup were omitted from the second stage as the attributes described in their Registration of Interest did not adequately demonstrate that they could meet all aspects of the Contract at the level expected. This decision was externally reviewed.

As Hydrotech Ltd had the lowest Adjusted Price and met the tender requirement it is recommended that they be awarded Contract 16080. The Contract start date is 1 December 2017.

Financial/budget considerations

The Engineer's Estimate for Separable Portion 1 of this Contract was \$3,217,680.00. Hydrotech's adjusted tender price at \$2,903,700.93 was 90% of the engineer's estimate and is considered competitive and appropriate.

A review of budgets indicates the contract is affordable

A review of the contract sum against the 2017/18 budget is provided in Tables 3 (Opex) and 4 (Capex).

Table 3: Contract Sums Compared to Budget – Operational Component

Budget	Contract Sum			
17/18 AP	Scheduled Items	Provisional Items	Overhead Share	Total
\$ 1,484,379	\$ 571,004	\$ 822,264	\$ 112,932	\$1,506,200

As set out in Table 3 the Contract has an operational component of \$1.506m versus an operational budget of \$1.484m. The difference of \$21,821.00 can be managed through control of the provisional items.

Table 4: Contract Sums Compared to Budget – Capital Works Component

LTP Indicator	Budget	Contract			
	17/18 AP	Scheduled Items	Provisional allowance	Overhead Share	Total
Pump Station Upgrades	\$ 368,000	Nil	\$250,000	NA	\$250,000
Stormwater Improvements	\$ 934,000	Nil	\$150,000	NA	\$150,000
Whangarei City Service Level Improvements	\$ 3,933,000	Nil	\$600,000	NA	\$600,000
<i>Trenchless Technology</i>	Incl		\$397,500		\$397,500
Total	\$5,235,000		1,397,500		\$1,397,500

The Item *Trenchless Technology* was included in the contract schedule for pricing purposes. Should this work be needed it would be funded under the approved capital budgets.

The budgets in Table 4 have adequate provision to fund capital works under CON16080. Note that the budgets shown do not include carry forwards that are yet to be approved.

Award of separable portions 2 and 3 will be performance based

Contractor appraisals will be undertaken annually and the outcome of these appraisals will determine the award of separable portions 2 and 3. Award of each portion will be done in accordance with council's financial delegation's policy.

The Contract amount for separable portion 2 (4 years) is estimated at \$11,614,803 plus cost fluctuation adjustments. The Contract cost for separable portion 3 (2 years) is estimated at \$5,807,401 plus cost fluctuation adjustments.

The total Contract cost for seven years is estimated at \$20,325,906 plus cost fluctuation adjustments.

Budgeting for successive portions will be considered as part of the LTP process.

Increase in purchase order of \$322k needed to complete current contract

The existing Contract 12047 has approved funding of \$6,495,152.99. Expenditure to date is \$6,213,438.43, leaving \$281,714.56 to fund works to the end of the contract period in November. This is considered insufficient to cover the cost of the works over the remaining four months and it is recommended that the purchase order be increased by \$322,000 to \$6,817,152.99. There is sufficient budget allocated in the 2017/18 annual plan to fund this work.

Risks

The risks in awarding this Contract includes the ability of the Contractor to deliver to the required standard and, given it is intended to last 7 years, being able to deliver the contract for this extent of time

Hydrotech are currently the incumbents, having been awarded CON12047 Wastewater & Stormwater Operations & Maintenance in 2012. Their performance under CON12017 has generally met or exceeded our expectations in that:

- They have achieved Council's Level of Service for response times;
- They have been awarded 100% of the performance based payment under the existing contract 47 out of 54 months to date;
- There has been an increase in customer satisfaction with the wastewater and stormwater services since 2012;
- Service delivery has been within budget.

Based on the above we consider the risk of the contractor not performing to the required standard is low.

Hydrotech Group, based in Auckland, provide operational services throughout New Zealand and have grown into a Company of 200 staff with an annual revenue in excess of \$38M. The Whangarei Branch employs 26 staff all of whom have commitments to the Whangarei District.

Hydrotech have invested in technology to support this contract that includes pipe cleaning and CCTV equipment. They have also set up complimentary divisions that are able to provide services under this contract, such as pipe relining, through Reline NZ and mechanical engineering, through AME's Engineering.

Based on the financial profile of Hydrotech the risk of them being unable to deliver for the full term of this contract is considered low.

5 Conclusion

Hydrotech Ltd have provided a competitive price to undertake CON16080. The Contract works can be procured within the 2017/18 budget.

6 Significance and engagement

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via Agenda publication on the website and Council News.

6.6 Transportation Procurement Strategy

Meeting: Whangarei District Council
Date of meeting: 31 August 2017
Reporting officer: Peter Thomson (Northland Transportation Alliance Manager)

1 Purpose

The purpose of this item is to present the Transportation Procurement Strategy 2017-2021 to the Council for approval.

Recommendations

That the Council

- a) Approves the Transportation Procurement Strategy, 2017-2021.
- b) Approves the option for **either one or two** local roading maintenance, operations and renewals contracts for the Whangarei District.
- c) Approves a restriction in the Transportation Procurement Strategy to ensure that a single supplier cannot be awarded all of the new maintenance, operations and renewal contracts to be established across the three Northland council districts.
- d) Delegates authority to the Chief Executive to make any changes, if required, to the Transportation Procurement Strategy 2017 to 2021 to be consistent with any amendments approved by the other three Northland councils that do not materially affect the Whangarei District Council and the integrated approach to local government transportation procurement across Northland.
- e) Requests that the New Zealand Transport Agency:
 - Endorses the Transportation Procurement Strategy 2017-2021;
 - Approves the term of the maintenance, operations and renewal contracts at 4+2+1+1 years (8 years maximum);
 - Approves the use of the Northland Transportation Alliance, established as a Shared Services Business Unit, providing in house professional services to the four Northland Councils.
 - Approves a restriction in the Transportation Procurement Strategy to ensure that a single supplier cannot be awarded all of the new maintenance, operations and renewal contracts to be established across the three Northland council districts.

2 Background

The Whangarei District Council (WDC), as an “approved organisation”, receives funding assistance, (subsidy), for expenditure on land transport investments from the New Zealand Transport Agency (NZTA) under section 20 of the Land Transport Management Act 2003 (LTMA).

The WDC is required by NZTA to carry out any purchasing in accordance with this Act using approved procurement procedures.

Under Section 25 of the LTMA, Council is required to have a NZTA approved procurement strategy to access subsidy funding for roading projects and maintenance works.

NZTA first approved Council’s procurement strategy in October 2010 for a period of 3 years. This has been extended over the years and the current version expires in October 2017.

3 Discussion

4.1 Regional Procurement

All four Northland Councils are required to establish an NZTA endorsed procurement strategy that sets out their procurement plan for subsidised works by 1 October 2017.

The establishment of the Northland Transportation Alliance (NTA) provides the opportunity for an integrated approach to local government transportation procurement across Northland. A single strategy covering three Local Authorities and the Regional Council creates the potential to deliver local benefits through wider opportunities and regional coordination.

The NTA Collaborative Opportunities Business Case was formally adopted in May 2016 leading to the setup of the Shared Services Business Unit serving Kaipara District Council (KDC), Far North District Council (FNDC), Northland Regional Council (NRC) and Whangarei District Council (WDC).

The purpose of the NTA is to create positive change in the planning, management and delivery of transportation services in the region to achieve the following objectives of the Business Case.

1. More engaged and capable workforce delivering superior asset management
2. Improved transport/customer outcomes, enabling investment and social opportunities.
3. Improved Regional strategy, planning and procurement.
4. Transport infrastructure is more affordable.

This strategy covers all the aspects of procurement for all transport activities within the four Council’s and covers the period until 2021. The update of the strategy then will align with the 2021/24 three year programme and the 2021/31 ten year Councils’ Long Term Plans. Any major changes which substantially affect procurement during its term will lead to its review.

4.2 Consultation

The development of this procurement strategy has involved discussion with a number of professional services and contracting companies and the involvement of their Industry Representatives (ACENZ and CCNZ) as recorded in the strategy document.

4.3 Next Steps

- Presentation of the Strategy to each of the four Councils for approval in August 2017
- Strategy reviewed and endorsed by NZTA before Oct 2017
- Tendering of new Maintenance Contracts through several stages from September 2017 to February 2018.
- Evaluation & Award of tenders Feb to April 2018
- New Maintenance Contracts in FNDC, KDC and WDC commence on 1 July 2018.

4 Consideration of Issues

A series of workshops have also been held with elected representatives of the four Northland Councils and NZTA during the preparation of this procurement strategy document. These workshops have focussed on the new maintenance contracts regime proposed in the new Transportation Procurement Strategy. The maintenance, operations and renewals expenditure is the single largest area of procurement and has warranted specific consideration.

The discussion of the new maintenance contract options is set out as follows.

5.1 Network Maintenance Contracts - the Status Quo

The Agency has approved the extension of all district council local road contracts to end simultaneously on 30 June 2018, to allow aligned joint procurement and implementation of the Strategy across FNDC, KDC, and WDC.

5.2 Current Supplier Markets – and the Case for Change

The current situation is outlined as follows.

WDC has three area maintenance contracts and a reseal contract. The maintenance contracts are held by two tier 1 contractors (Fulton Hogan and Broad Spectrum) and the reseal contract by a third tier 1 contractor (Downer).

FNDC has two tier 1 contractors operating (Fulton Hogan and Broad Spectrum) across four contracts.

KDC has a single maintenance contract with a tier 1 contractor (Broad Spectrum), and a relatively small resealing contract (with Fulton Hogan).

The strategic view is that the foundation of a healthy supplier market is three tier 1 contractors operating and engaged in Northland road maintenance contracts, and a range of small to medium contractors supporting them with consistent and reliable workflow.

The small to medium contractors do get sub-contract work but there are no guarantees and there is no certainty of continuity of work. They operate in a traditional market where they are reliant on the larger contractors.

The Alliance was established because the Councils recognised the need for a step-change in how transportation networks are managed. If we continue to deliver the status quo, little if any benefits or improvements will be delivered.

A healthy supplier market with a minimum of three tier 1 contractors could possibly be achieved by having a multitude of new contracts however it is more likely this would just consolidate the dominant position of the two-incumbent tier 1 contractors. Other tier 1 contractors may only be able to compete for contracts if the term, scale and value of contracts make it commercially viable for them to compete to enter and then remain in the Northland market.

The result is that significant consolidation from the current eight maintenance contracts is necessary to deliver additional benefits.

5.3 Development of Options for New Maintenance Contracts

In developing the options, it is important to reiterate the problem statements we are trying to address. They are:

- A lack of competition
- A need for better asset and project management
- A need to grow the capability and capacity of the industry as a whole
- A need to meet the NTA key client procurement drivers:
 - The smart buyer capability of the client
 - Acceptable management of risk
 - Achieving value for money
 - Customer focus
 - Flexibility
 - Asset management ensuring council control
 - Measurable benefits from NTA
 - Ability to cluster
 - Local suppliers
 - Sustainable market
 - Innovation
 - Better Relationships with suppliers

5.4 Status Quo Contracts Regime

There are eight network maintenance contracts currently held by two contractors, Fulton Hogan and Broad Spectrum.

The Agency's State Highways contract is held by Fulton Hogan. Therefore, two tier 1 contractors dominate with another tier 1 (Downer) with no maintenance contract at present.

The existing contracts ranged from \$1m to \$8m at the time of tender. This scale is not sufficient to draw new tier 1 contractor competition into Northland. If the status quo is retained it is likely the market will continue to be dominated by two incumbent contractors.

The status quo does not optimise the required benefits to Northland and was therefore discarded as an option going forward.

5.5 Dis-Aggregated or Unbundled Contracts

This has been considered in comparison to the status quo. The Councils' strategic objectives of the Collaborative Opportunities Business Case are to build capacity, superior asset management, improve procurement and investment, and deliver more cost-effective services. These objectives will be more difficult to deliver using many smaller contracts and contractors. It would create less interest and competitive bidding from tier 1 contractors who can bring greater management and technical capacity. It would place a much greater contract administration workload on NTA staff and reduce our ability to focus on better strategy, planning and work delivery outcomes.

This option is often promoted with a view to creating more work for tier 2 or 3 contractors, regionally and locally based small to medium businesses. Certainly, a healthy supplier market must have a steady work value being channelled to these contractors. The Councils need to be very careful not to feed work to this market sector at the expense of achieving the strategic outcomes and benefits for Northland.

An alternative approach is a win-win for all tier contractors and the NTA by consolidating work into larger contracts to ensure adequate management capacity, performance, depth of resources, responsiveness to significant emergency events, and requiring a reasonable proportion of integrated maintenance work to be carried out by competent tier 2 and 3 sub-contractors. A proposed portion for guaranteed sub-contract work is 20-30% of the total contract value. This would result in about \$15m per year across Northland of steady assured maintenance work for tier 2 and 3 suppliers. This would be a significant improvement on the current situation where there are great uncertainties for small to medium contractors deriving income from routine maintenance activity. This in turn can restrict the tier 2 and 3 contractors from submitting competitive bids for other infrastructure capital work. In other words, the whole of the supplier market suffers from uncertain and inconsistent "bread and butter" work that helps to underpin sustainable businesses.

In summary dis-aggregating or unbundling contracts was not further developed as a feasible option.

5.6 Consolidated (very large) Contracts

Creating larger contracts from the current eight has been assessed. The focus of assessment has been on a range between one to five contracts across Northland.

A single contract would have an annual value of over \$50m, while two contracts would have values of between \$25-30m.

Maintenance contracts of this size are not common in the NZ transport sector, and most likely would result in contractors creating joint-ventures to submit tender bids. Competitiveness and the number of bids received at the tender box would most likely be reduced.

The basic shortcoming of having only one or two contracts is not achieving a healthy sustainable market – which is interpreted as having at least three stable tier 1 contractors in the region. One or two very large contracts would likely eliminate some competition based on the need of a large upfront investment (than would be required for 3 to 5 contracts) for plant, facilities etc. by the successful contractor.

Possible benefits from a single large contract for the whole region:

- Possibly the most efficient/cost reduction at first tender. Impacts for future tender rounds and other works in the region may be negative.
- Likely to satisfy the Alliance business case objectives.

- May be able to develop a wider supplier alliance framework that deals with the risks, and emergency situations. This could be like alliances formed in response to the Canterbury and Kaikoura earthquake events. It would take time to develop this approach, to get agreement with three Councils and NZTA, engage industry, develop skills and capability, agree procurement process, etc.

Possible dis-benefits from a single large contract:

- Likely long term reduction of competition in the market. Both for tender renewal and other infrastructure works.
- Joint principals contract with the three District Councils. Need to be agreed with NZTA, well documented and actioned over life of contract (a risk). More complex governance of a contract with three client partners.
- The NTA at present has insufficient capability to manage such large contracts that would span across Council boundaries.
- A single contract is a winner take all situation and could create a “win at all costs” tender approach and raises the risk of getting an unsustainable tender price, that is difficult to manage in terms of both work outcomes and relationships.
- Getting all three councils’ acceptance.
- All eggs are in one basket (if contract relationships are not positive, contract management is a problem). Limited risk mitigation.
- Significant extra time required for all involved to work through to create the right procurement framework, and agreement involving Councils, NZTA, and industry. We do not have the time required.
- Three Councils would be locked into the contractual relationship for whole period of contract. Very limited flexibility to alter approach.

In summary, a single contract or two contracts is not seen as a desirable or even achievable option under current circumstances, and is considered “a step too far” in the next contract term, and for both the NTA and suppliers in terms of a healthy market.

Very large contracts should be considered and reviewed when renewing the Strategy in four years’ time. That will allow enough time to fully develop and consider the option, in conjunction with NZTA and the supplier market. A whole of network alliance contract model of some sort should be one of the considerations.

To get there may be the right solution in the long term but it needs to be well thought through, as to how it is how structured, what in-house skills are required and need to be developed, how to develop with the industry suppliers.

The other critical aspect is that the NTA at present has insufficient capability to manage such a large contract. Over the next contract term the NTA will develop and improve capability that would be needed for a large alliance contract. The next contract term will also have a key NTA focus to deliver benefits, and improvements by better work programming and asset management under a traditional style of measure and value, schedule of rates contract.

Therefore, this is an option to consider for the future, as the NTA does not have sufficient time within the next 12 months to invest and develop its internal capability to give certainty that this option would produce beneficial outcomes.

Therefore, one or two regional contracts were not considered feasible options for 2018.

5.7 Consideration of Cross-Boundary Options for a Three to Five Contract Model

The NTA was very clear that a “one-network” approach should be taken in developing the best option for delivery; i.e. existing Council boundaries should not artificially constrain the best value for money option coming to the fore. This was tested continuously throughout the development of the options.

The key issues of scale and value can be addressed within a Council area. At this time, there would be limited benefit in having cross-boundary contract areas. NTA staff and contractors felt that the customers in each Council area were distinct communities of interest who related to their specific Council. Any perceived benefit was likely to be insufficient to overcome administrative and other dis-benefits such as cross council subsidies, customer request management, integration of different management and reporting systems and compromising future exit strategies.

The qualification to this is that where it makes sense for operational effectiveness for one Contractor to maintain a specific section of road this could be worthwhile – but these would be at the margins and would not necessarily even need any Council input – i.e. this could be a commercial arrangement between two contractors seeking operational efficiency.

There is nothing to suggest that a cross-boundary contract would produce significant benefits now; but this could well be considered in future contracts/tendering rounds.

5.8 Five Maintenance Contracts Option (Consolidated Status Quo)

This option consolidates the current eight contracts into five contracts across Northland as shown below.

Contract	Approximate Value	Description
Far North DC - Northern	\$9 million	Traditional measure and value contracts. “Fence to fence” including resealing and non-complex pavement renewals. Contract boundaries follow current lines.
Far North DC – Southern	\$10 million	
Kaipara DC	\$12 million	Traditional measure and value contracts. “Fence to fence” including resealing and non-complex pavement renewals.
Whangarei DC – Northern	\$8 million	Urban contract combined with parts of the existing rural contracts, and an adjustment of the rural network contract to suit. Traditional measure and value contracts. “Fence to fence” including resealing and non-complex pavement renewals.
Whangarei DC - Southern	\$10 million	

Pros

- a. Creates some opportunity for contract efficiency and limited potential gains for each of the Councils.
- b. New contracts range in value from \$8 to \$12m, compared to the status quo range of \$1m to \$8m.
- c. Simultaneous tenders and tender evaluation to ensure best market result, and to appropriately weight proposed resources particularly with multiple bids from a contractor, i.e. no double counting of resources and management/technical skills.
- d. Will provide satisfactory response and resilience where storms/events sever road links and isolate sub-regions within districts.
- e. Utilises NTA staff capacity to manage contracts and programme work, providing asset management development opportunities for staff, and makes use of the regional distribution of road engineering staff in Dargaville, Whangarei, Kaikohe, and Kaitiaia.

Cons/Risks

- a. All but one of the new contracts falls short of reaching the critical mass threshold to create genuine interest for tier 1 contractors with no current MO&R contracts in Northland to enter the market.
- b. Some uncertainty about how many new tier 1 contractors (in addition to the three currently in Northland) will be attracted to bid.
- c. Expect at least three tier 1 contractors to pre-qualify for tendering and may only receive two tier 1 bids for several contracts.
- d. May not establish three stable tier 1 contractors in Northland if two contractors can win all contracts between them. Status quo of two dominant tier 1 contractors may continue.
- e. High risk of very restricted competition, especially in the Far North contracts. The incumbents would be heavily advantaged in a tendering environment where the expected annual revenue stream is not large enough to allow an incoming tenderer to provide for establishment of a high calibre team.
- f. High risk of not achieving the efficiency gains envisaged in the Collaboration Business Case. Any efficiency gains will be further threatened if no new tier 1 contractors bid for the work.
- g. Limited improvement in level of contractor staff expertise, and the ability to upskill sub-contractors so that small to medium contracts can leverage, develop and grow their business potentially to the next tier.
- h. Limited opportunity to guarantee tier 2 and 3 sub-contractors a significant percentage of maintenance work annually across Northland.
- i. Alternative bids may be received that aggregate the two contract bids in either FNDC or WDC. Adds to complexity of tender evaluation and reduces certainty of outcomes.

5.9 Three Maintenance Contract Option

This option has three contracts across Northland based on existing Council boundaries, shown below.

Contract	Approximate Value	Description
Far North DC	\$19 million	Single network, traditional measure and value contracts. "Fence to fence" including resealing and non-complex pavement renewals.
Kaipara DC	\$12 million	
Whangarei DC	\$18 million	

Pros

- a. Creates a new scale of contract efficiency and potential gains for each of the Councils.
- b. New contracts range in value from \$12m to \$19m, compared to the status quo range of \$1m to \$8m.
- c. All new contracts reach the critical mass threshold to create genuine interest for tier 1 contractors currently operating outside Northland to enter the market.
- d. Estimated efficiency gain (savings) over the status quo ranges from \$1.5m to \$3m per year from lower tendered rates and margins, in total across the three contracts.
- e. Expect up to five contractors to pre-qualify for tendering and to receive at least three tier 1 bids for each contract.
- f. Simultaneous tenders and tender evaluation to ensure best market result, and to appropriately weight proposed resources particularly with multiple bids from a contractor, i.e. we will take care to ensure there is no double counting of resources and management/technical skills.
- g. Encourage a high level of contractor staff expertise, and the ability to upskill sub-contractors so that small to medium contractors can leverage, develop and grow their business potentially to the next tier.
- h. Brings greater depth of business and employment investment to Northland.
- i. Greater capability of larger contractors to react and respond to and support major weather events and civil emergencies.
- j. Best probability to establish three stable tier 1 contractors in Northland, and provide the opportunity to guarantee tier 2 and 3 sub-contractors up to \$15m of maintenance work annually across Northland.
- k. Optimises NTA staff capacity to manage contracts and programme work, providing asset management development opportunities for staff, and makes best use of the regional distribution of road engineering staff in Dargaville, Whangarei, Kaikohe, and Kaitaia.
- l. Has in principle support from the Alliance Leadership Group.

Cons/Risks

- a. Some uncertainty about how many new tier 1 contractors, in addition to the three currently in Northland, will be attracted to bid.
- b. Is more difficult to revert to a dis-aggregated contract model if this is desired in the future.

- c. Very low risk that future re-tendering would not generate sufficient competition. Evidence supports the position that if the contract reaches a critical mass then competition will follow.
- d. Single contract may not provide satisfactory response and resilience where storms/events sever road links and isolate sub-regions within districts. This risk can be mitigated by having contractual requirements to maintain specified levels of resource/depots in different locations based on NTA staff local knowledge.
- e. A single contractor could lose long serving staff to other suppliers and key institutional knowledge. This risk is reduced by having a significant contract of critical mass which can deliver commercial viability around employment of resources and best value for money.

Three Maintenance Contracts is the preferred option included in the proposed Transportation Procurement Strategy.

5.10 New Maintenance Contracts - Form of Contract

The maintenance contracts should all take a similar form, despite which option is pursued.

Traditional delivery model generally suits when the client wants to retain control over the programme of work, deliver on a measure and value basis and encourage a healthy market when there are limited suppliers. This fits the current Northland situation.

Therefore, a traditional measure and value contract will give competitive pricing and will allow experienced NTA staff administering the contract to manage expenditure; work programming; asset management; intervention management; service levels and deliver the outcomes required by the Councils.

Contract documents will clearly identify important issues to the Councils such as: responsiveness, coverage and resilience; quality and distribution of resources, depots, and staff; sustainability in contract pricing; guaranteed sub-contract work and contractor/sub-contractor work methodology; and including incentives for collaborative behaviours from both parties to and across the contracts.

The contracts will bundle together the bulk of maintenance and renewal activity (about 70% by value) including pre-reseal repairs, resealing and non-complex pavement rehabilitation. Bundling these activities will ensure a high level of accountability for the contractor to provide quality outcomes for all maintenance and renewal activity. It also helps to build the contract threshold value.

The contract and tender documents will clearly identify what is important to good delivery and will give significant weighting to those issues in the price-quality evaluation of tender procedures.

5.11 New Maintenance Contracts - Term of Contract

The new contracts will commence on 1 July 2018 across Northland. A total five-year term is a minimum for contracts of this scale and value. The contract completion dates should be able to provide future alignment opportunities to be considered with NZTA's State Highway National Outcomes Contract (NOC), which is 4 years after 1 July 2018 with an allowance for another 2-year extension possible to 2024.

Therefore, the optimum contract term in number of years from July 2018 is: 4 years plus 2 plus 1 plus 1.

The additional + 1 + 1 years would be at the Councils' discretion to allow a suitable stagger for any local road contracts beyond the end of the NOC, or tendering collaboration with the Agency or any range of alternative proposals. In other words, the term preserves opportunity and flexibility into the foreseeable future.

5.12 Impacts on the Supplier Market for Council Infrastructure Works

Successful establishment of three stable tier 1 contractors in Northland will give each of these companies' significant business opportunity to pursue other Council infrastructure contract works and provide increased competition for these works.

A substantial annual value of up to \$15m of roading maintenance to the tier 2 and 3 supplier market will also provide those companies with a solid baseload of work from which to leverage their businesses and tender for other capital work in both the public and private sector.

It is expected that with the increasing level of government, local government, and private infrastructure investment being signalled at present, there will be significant opportunity for tier 2 and 3 suppliers to develop greater capacity and capability, and grow their businesses as well as those of local suppliers.

The real risk to the other infrastructure markets is if the status quo of two dominant roading contractors continues. It is strongly suggested that the other infrastructure supplier markets are positively developed through collaborative discussions between the Councils and the suppliers with Councils' providing accurate forward work programmes regularly, that are integrated with NTA's programme, to the suppliers so they can prepare their business plans to meet the increasing value of work coming out.

5 Significance and engagement

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via the Agenda publication on the website, Council News, or Facebook.

6 Attachment

- 1 Transportation Procurement Strategy 2017-2021.

Northland Transportation Alliance

Transportation Procurement Strategy

2017 to 2021



Document Management

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1 Introduction

The formation of the Northland Transportation Alliance (NTA) has provided the opportunity for a combined regional approach to be agreed and delivered through the adoption of this procurement strategy.

The four objectives that formed the basis for the Northland Transport Collaboration Business Case April 2016 and the formation of the NTA, have provided the local focus for the development of this strategy.

These objectives with their given weighting are:

- More engaged and capable workforce delivering superior asset management (30%).
- Improved regional strategy, planning and procurement (30%).
- Improved transport/customer outcomes, enabling investment and social opportunities (25%).
- Transport infrastructure is more affordable (15%).

This strategy covers the period until 2021. The update of the strategy then will align with the 2021/24 three year programme and the 2021/31 ten year Councils' Long Term Plans. Any major changes which substantially affect procurement during its term will lead to its review.

2 Executive Summary

The establishment of the NTA provides the opportunity for an integrated approach to local government transportation procurement across Northland. A single strategy covering three Local Authorities and the Regional Council creates the potential to deliver local benefits through wider opportunities and regional coordination.

Key aspects within this strategy that have the potential to deliver value from procurement are:

- The development of a single procurement programme for transportation works that incorporates each Council's needs, manages conflicting requirements and engages with the supplier industry in a coordinated and regional approach.
- The potential to deliver local objectives (e.g. three Tier One contractors established in Northland) through regional procurement that attracts more competition in the market than in the past.
- The ability to work with the industry and encourage through procurement the inclusion of increased Small and Medium Enterprises (SME) involvement, recruitment of new trainees, value creation initiatives and staff training in response to tender opportunities.
- The ability to encourage competition from professional services consultants in procuring and developing a region-wide service for a portion of the required work.
- The ability of the five NTA partner organisation's (the four Councils and the New Zealand Transport Agency (the Transport Agency)) to work closely together to understand each party's procurement needs and work collectively to efficiently deliver these in conjunction with the suppliers.
- The ability to procure three local roads Maintenance, Operations and Renewals (MO&R) contracts for the Northland network that are of a size that will attract companies to compete for these attractive term contracts.
- The ability to coordinate the terms of all the local MO&R contracts with those of the Transport Agency's Network Outcome Contract (NoC) to enable a business case to be researched on the potential for a future one network approach.

- The ability to form a single regional pre-qualification register for both physical works and professional services.
- The ability to work with the suppliers to identify opportunities for regional coordination and support to improve the transport outcomes. An example of this is the suggestion to develop a single regional transport emergency management plan.

2.1 Recommendations

The four Northland Councils request that the New Zealand Transport Agency:

- Endorses this procurement strategy and;
- Approves the term of the three MO&R contracts at 4+2+1+1 years (8 years maximum) and;
- Approves the use of the Northland Transportation Alliance, established as a Shared Services Business Unit, providing in house professional services to the four Northland Councils.

2.2 Evidence of Corporate Ownership or Internal Endorsement of the Procurement Strategy

This Transportation Procurement Strategy covering the Northland region's local transportation network (2017 to 2021) has been approved by the four Northland Councils as Approved Organisations:

- This strategy was approved by the Far North District Council at its meeting on 10 August 2017.
- This strategy was approved by the Kaipara District Council at its meeting on 14 August 2017.
- This strategy was approved by the Northland Regional Council at its meeting on 22 August 2017.
- This strategy was approved by the Whangarei District Council at its meeting on 31 August 2017.

This Strategy meets the requirements of the Transport Agency for the procurement of works and services they fund, is in line with other council procurement documents and policies and takes precedence for transportation works where there is conflicting information.

3 Policy Context

3.1 National Context Including the Transport Agency's Requirements

The current 2015/25 Government Policy Statement (GPS) on Land Transport has three key strategic priorities being:

- Economic growth and productivity
- Road safety
- Value for money

The GPS contains six national land transport objectives. These are for a land transport system that:

- Addresses current and future demand
- Provides appropriate transport choices
- Is reliable and resilient
- Is a safe system, increasingly free of death and serious injury
- Mitigates the effects of land transport on the environment
- Delivers the right infrastructure and services to the right level at the best cost

Further details of the 2015/25 GPS can be viewed using the following link:

<http://www.transport.govt.nz/ourwork/keystrategiesandplans/gpsonlandtransportfunding/gps2015>

The draft GPS for 2018/28 has been released for comment. The three key strategic priorities from the 2015 GPS remain.

Further details about the GPS 2018 can be viewed using the following link:

www.transport.govt.nz/ourwork/keystrategiesandplans/gpsonlandtransportfunding/#gps2018

The Land Transport Management Act 2003 (LTMA) clause 25 outlines the requirements for the Transport Agency to consider in approving Procurement Procedures for use by Approved Organisations (in this strategy being the four Northland Councils - Kaipara District, Far North District, Northland Regional and Whangarei District).

Key aspects of procurement procedures include:

- Must be designed to obtain best value for money spent.
- Enabling persons to compete fairly for the right to supply outputs.
- Encouraging competitive and efficient markets for the supply of outputs.

The Transport Agency's approved procurement procedures are detailed within its Procurement Manual. The four Northland Approved Organisations will utilise and comply with the procurement procedures within this Procurement Manual for purchasing all works and services that are funded by the Councils with financial support from the Transport Agency.

The Transport Agency's Procurement Manual requires each Approved Organisation to have a Procurement Strategy endorsed by the Agency.

The Transport Agency's Procurement Manual can be accessed in full using the following link:

<https://www.nzta.govt.nz/resources/procurement-manual>

3.2 Policy Context of the Approved Organisations

3.2.1 Strategic Objectives and Outcomes

The Northland Regional Land Transport Plan (RLTP) 2015-2021 outlines the strategic intent and outcomes for the Northland transportation system.

The RLTP has seven outcomes that have been developed to help plan the priorities that need to be focussed on.

They are:

1. A sustainable transport system that enhances the growth and existing economic development of Northland and New Zealand.
2. All road users are safe on Northland's roads.
3. Northland is well connected to Auckland and to the rest of New Zealand.
4. Northland's roading network is developed and maintained so that it is fit for purpose (including route resilience).
5. Our people have transport choices to access jobs, recreation and community facilities.
6. The transport system enhances the environmental and cultural values of Northland.
7. Effective ports servicing Northland and New Zealand.

The transportation strategic objectives and outcomes relevant to each of the four Councils have been developed in line with the legislative framework provided by the Local Government Act 2002 (LGA2002) and the Land Transport Management Act 2003 (LTMA).

3.2.2 Content of Long Term Plans (LTP)

For each of the Councils their strategic focus is outlined within their 2015/25 Long Term Plan (LTP). Each District Council's LTP contains its 30-year Infrastructure Plan which includes transport assets. A brief outline of each Council's vision, community outcomes and transport related high level thinking is provided below to demonstrate the strategic context that this procurement strategy falls within. For those who wish to explore further, information links are provided to a full copy of each LTP.

Far North District Council

The Far North's Vision in its LTP is "the place where people love to be". Transportation is an enabler in allowing this vision to be achieved. Within the LTP are the Council's community outcomes to support the achievement of its vision.

While transportation in the district supports or contributes to these outcomes those specific to it are:

- "Sustainable development of our local economy through partnerships, innovation, quality infrastructure and planning".
- "Sustainable, affordable, equitable infrastructure that contributes to the economic progress and social wellbeing of the district".

The full content of Far North's LTP can be found in: www.fndc.govt.nz/your-council/strategic-planning/long-term-plan-2015-2025

Kaipara District Council

Kaipara's Vision is "to be a place where it is easy to live – easy to enjoy nature, easy to join in and easy to do business".

The Kaipara District has three community outcomes. Transportation is an enabler that supports the achievement of all these outcomes. The outcomes are:

- We will work with you to help make it easy to enjoy nature.
- We will work with you to help make it easy to do business.
- We will work with you to help make it easy to join in.

To achieve these outcomes there are several objectives, two of which directly relate to transportation through providing access and necessary infrastructure.

These two objectives are:

- With your help, improve access to coasts and harbours.
- With your help, provide the necessary infrastructure for business.

The full content of Kaipara's LTP can be found in:

www.kaipara.govt.nz/Forms++Documents/A++Documents/Long+Term+Plan+20122022.html

Northland Regional Council

The NRC's involvement in the transportation requirements of the region where procurement processes may be required is in:

- The development of the Regional Land Transport Plan.
- The provision of Passenger Transport services.
- The management of the Total Mobility scheme.

Within the NRC's LTP the following outcomes relate to the transportation system:

- Northland's overall environment is maintained or improved with an emphasis on encouraging the sustainable access to and use of resources.
- Provide a business-friendly environment.
- Identify, promote or invest in regionally significant infrastructure.

Council have identified their transport role as promoting and enabling an effective, efficient and safe land transport system through regional transport management and operations.

The full content of the NRC's LTP can be found in:

www.nrc.objective.com/portal/final_ltp/final_ltp_2015-2025

Whangarei District Council

The Whangarei District's Vision is "To be a vibrant, attractive and thriving District by developing sustainable lifestyles based around our unique environment; the envy of New Zealand and recognised worldwide."

There are several community outcomes where transportation supports their achievement through the need for access.

Those community outcomes where transportation is specifically identified as fully or partially supporting their achievement are:

- Easy and safe to move around
- Growing resilient economy
- Well managed growth

During the development of the LTP four key issues were identified from community involvement, all of which are contributed to or affected by the transportation system and its management and delivery of outputs.

These are:

- Maintaining our assets
- Maintaining levels of service
- Managing the impacts of growth
- What does this mean for your rates?

The full content of Whangarei's LTP can be found in:

www.wdc.govt.nz/PlansPoliciesandBylaws/Plans/LTCCP/Documents/2015-2025-Long-Term-Plan.pdf

3.2.3 Objectives and Outcomes for the Procurement Strategy

The objectives for this procurement strategy are to:

- Ensure that the four business case objectives establishing the NTA are incorporated into the procurement process and delivered where appropriate.
- Ensure that the delivery of the transportation programme provides value for money.
- Ensure that the NTA and the supply market (including industry groups) work collaboratively to deliver the programme.
- Develop and maintain within Northland a competitive and efficient supply market for professional services, physical works and passenger transport services.
- Ensure that there is a satisfactory presence of both national and local suppliers within the Northland region.
- Be accountable and ensure open, fair and transparent procurement processes.
- Support local providers where appropriate.
- Encourage suppliers to continue to develop and improve their skills, capabilities, systems and processes and where appropriate share their learnings with their supply partners.
- Ensure suppliers provide ongoing training and up-skilling of their employees and opportunities for people to join the industry.
- Appoint a probity auditor to oversee major procurement (e.g. MO&R).

The outcomes sought from this procurement strategy are to:

- Inform the supplier market in advance of information on scope, size, timing and proposed selection methods for NTA procurement opportunities.
- Commit the NTA to work in conjunction with the Transport Agency and the four councils to coordinate their procurement programmes and deliver infrastructure programmes that consider each party's intentions and provide a procurement environment that manages work to the market in line with the supply market's capabilities to respond.
- Maintain the current suppliers within Northland and provide the opportunity for new entrants to compete in the market.
- Ensure the suppliers continue to grow their skills and capabilities and those of their staff.
- Ensure that the transportation programme is achieved.
- Ensure regular, ongoing and open discussions between the suppliers, their industry representatives and the NTA and where appropriate in conjunction with the Transport Agency and the Northland Councils other Infrastructure groups (e.g. 3 Waters, OSM etc).
- Provide expert recommendations to each of the Councils who will be approving the award of contracts through procurement managed by the NTA.
- Obtain endorsement from the Transport Agency of this procurement strategy.

Four strategic benefits were identified during the development of the business case that established the NTA. These were expanded on during workshops to identify the drivers and goals for this procurement strategy to deliver its objectives and outcomes.

The business case benefits (with their percentage weighting), drivers and goals are listed below as well as opportunities identified to deliver these through the procurement strategy, subsequent contract development, tender processes and during ongoing contractual relationships.

Table 1 Business Case Benefits

Business Case Benefits	Opportunity to Impact Through the Establishment of NTA and its Ongoing Procurement Programme
<p>More engaged and capable workforce delivering superior asset management (30%)</p>	<ul style="list-style-type: none"> • Retain existing staff and provide opportunity for their growth and ongoing development from their region wide involvement. • Upskill NTA staff, recruit if required and procure improved capability from suppliers for key positions (as identified in each procurement process) including asset management. • Deliver asset management by NTA and their suppliers through an approach that is appropriate and fit for purpose in delivering strategic, tactical and operational asset management. • Provide opportunities for local SME contractors to be involved in the MO&R contracts through requiring a percentage of the works to be carried out by them. • Provide the opportunity for local SME contractors to participate for capital works through the establishment of a pre-qualification register of approved suppliers. • Adopt an approach that incorporates continual improvement across the supply chain. • Regular surveys (or internal audits) across NTA and suppliers to identify aspects on which to pursue improvements. • Tier 1 contractors support, upskill and increase learning of SME contractors. For MO&R contracts require attribute response from tenderers on what they propose and build measures into the contracts. • Employment and training of apprentices/ cadets etc. within NTA and/or suppliers. • Provide a framework for improving capability through procurement documentation that allows for supplier initiatives to be offered that provide benefits which are assessed and valued as part of the tender evaluation process.
<p>Improved transport/customer outcomes, enabling investment and social opportunities (25%)</p>	<ul style="list-style-type: none"> • Ensure benefits from strategic regional procurement are reinvested in improving the transport system. • Develop across the MO&R contracts a single Emergency Management Plan which incorporates a whole of network approach and collaboration between suppliers to assist where necessary. • Focus on improving safety across the network. • Identify, agree and action other opportunities where a whole of network approach across the three MO&R contracts provides benefits.

Business Case Benefits	Opportunity to Impact Through the Establishment of NTA and its Ongoing Procurement Programme
Improved regional strategy, planning and procurement (30%)	<ul style="list-style-type: none"> • Skilled people work across the region on strategy, planning and procurement. Upskill as required. • Procurement designed to enable suppliers' initiatives that deliver benefits and develop a culture of identifying value creation opportunities. • Upskill the NTA team on Collaborative Working Arrangements or similar forms to allow this type of option to be considered at the time of the renewal of the three MO&R contracts. • Propose a positive relationship between parties within the three MO&R contracts and consider and incorporate this way of working where appropriate within other procurement opportunities.
Transport infrastructure is more affordable (15%)	<ul style="list-style-type: none"> • Strive to deliver the financial benefits identified in the business case. • Ensure opportunities go to market at a time that encourages competition. • Enable savings to be reinvested in transportation improvements that benefit community outcomes around resilience, accessibility and safety. • Work with the industry to ensure that procurement occurs in a way that encourages competition.



Table 2 Drivers and Goals

Drivers and Goals	Opportunity to Impact Through the Establishment of NTA and its Ongoing Procurement Programme
Contracts flexible to change	<ul style="list-style-type: none"> • Provide framework in procurement documentation for this to be addressed within tender offers with nil or known and managed financial effects.
Ensure delivery and interactions are customer focused	<ul style="list-style-type: none"> • Provide framework in procurement documentation for this to be addressed within tender offers and performance measured and benchmarked with other suppliers.
Deliver value for money	<ul style="list-style-type: none"> • Ensure procurement and contractual requirements will deliver value for money. • Develop measures and report on value for money initiatives/ innovations. • Engage with industry to test that procurement programme and documents encourage competition to deliver value for money.
Asset management ensuring Council involvement	<ul style="list-style-type: none"> • Agree with suppliers the asset management role of each party and build into procurement documentation and contract relationships each party's strategic, tactical and operational asset management role.
A sustainable / competitive market exists	<ul style="list-style-type: none"> • Target to have at least three Tier 1 contracts established within Northland through procurement processes. • Encourage collaborative working in contracts and across the region to deliver the various objectives and manage risk. • Ensure initiatives in place for the Tier 1 contractors to support upskilling the wider supply market (SME's). • Provide opportunities for SME's to compete for work packages.
Encourage innovation	<ul style="list-style-type: none"> • Introduce requirements in procurement documents for ongoing value creation and transfer of knowledge across the region that are fairly assessed as part of the tender evaluation. • Identify, agree, include and action innovations within the contracts for the term of the contracts.
Better relationships with the supply market	<ul style="list-style-type: none"> • Provide for collaborative working in the contracts including clear and open communications that improve relationships. • Develop programmes and actions to work with the supply market to continuously improve procurement

Drivers and Goals	Opportunity to Impact Through the Establishment of NTA and its Ongoing Procurement Programme
	<p>processes that supports a sustainable supplier market that can deliver the programme of works efficiently, to quality standards and within a collaborative approach of working together.</p> <ul style="list-style-type: none"> • Develop, agree and action initiatives to consult regularly with the industry.
Ensure SME suppliers have an opportunity to be involved	<ul style="list-style-type: none"> • Support the development of SME's through closed contest, direct appointment and open tender opportunities for all works. • Develop requirements within MO&R contracts for supply chain percentage involvement. • Ensure that the Tier 1 contractors support and assist SME's to develop within the MO&R contracts and other opportunities.
Acceptable management of risk profile	<ul style="list-style-type: none"> • Enable with suppliers, for an ongoing joint risk assessment process with, risks identified, agreed and managed within each relationship and across the region's works delivery.

3.3 What the Transport Agency's Procurement Requirements Mean for the Northland Transport Alliance

The Transport Agency's requirements are based on clause 25 of the LTMA. These are summarised as procurement procedures that:

- Must be designed to obtain best value for money spent.
- Must have regard to the desirability of enabling persons to compete fairly for the right to supply outputs.
- Must have regard to encouraging competitive and efficient markets.

Transport users want a system that meets their needs, is safe and reliable with predictable travel times. The Transport Agency and the Councils invest in transport services and infrastructure with an Investment Assessment Framework helping achieve value for money through:

- Planning to implement activities and programmes in the right way (through business cases).
- Selecting the right things to do (through results alignment).
- Implementing them at the right time and for the right price (through cost benefit appraisal and smart procurement).

These requirements mean the following for the Councils:

3.3.1 Value for Money

The Councils consider value for money spent to be ‘the lowest total whole of life cost to all parties for the development, operations and maintenance of an asset while ensuring user safety, providing a resilient network with predictable travel times’. To achieve this, we will ensure that any request to the market explains clearly the specific requirements of what we are purchasing. We will work with the supplier to ensure this is understood and delivered with appropriate processes in place to assess that the quality of the outputs is fit for purpose.

When deciding how to approach a procurement, we will consider whether the proposed procurement activity is consistent with value for money objectives, which include:

- Achieving the best possible outcome (for the community and the funder) for the total cost of ownership (or whole-of-life cost); and
- In the context of each procurement decision, balancing the value of promoting competition in the market with the cost of the procurement process to all parties.

Long term value for money outcomes need to be supported by a competitive market with a range of contractors from national Tier 1's to regional and local SME's. We will ensure that all suppliers are provided with opportunities to compete and through initiatives within the MO&R contracts provided with the opportunity for SME's to be involved and develop their businesses.

3.3.2 Competitive and Efficient Markets

Our goal is to ensure that we encourage an adequate number of suppliers in the market that are able and willing to compete for the opportunities that are being procured. We will develop procurement opportunities (other than for direct appointments) to ensure that initially for all tenders there are two competing and in 80% of these three or more suppliers tendering.

We will provide by June each year information to the market on our forward year's procurement intentions so that suppliers can prepare in advance for when these opportunities come to market. We will work with the suppliers and Industry representatives to ensure our programme encourages competition.

To address the concern of lack of competition on occasions within the FNDC area we will seek to go to market at a time that the market supports in order that there is competition. We will introduce initiatives in conjunction with the Industry to build longer term capability to better serve this geographic part of the market. For our MO&R contracts we will ensure the tender documents request information on the pricing of additional works. We will request each tenderer to submit a process in their tender that encourages and demonstrates a fair price for additional works while at the same time recognising that each contractor needs to make a profit.

For works of a value less than \$200k we will use either the direct (< \$100k) or closed contest procurement procedure that the Transport Agency's procurement manual allows to support an efficient market. We will engage with the industry and develop a pre-qualification register of approved physical works and professional services providers for the whole region.

Suppliers who are already on the Transport Agency's pre-qualification list will automatically be on the register.

From this register we will select three or more companies to compete for specific works when using the closed contest procurement method. Through this process, we will ask suppliers to provide only once some attribute requirements in order to be selected for the register. The selection attributes may be updated at any time by any supplier already on the register. For suppliers, not on the register they will be able to submit the required information at any time for consideration to become an approved supplier. When tender proposals are sought, we will require specific attributes and price information only relating to the actual assignments and works.

We will always provide feedback on tender evaluations, if requested, to enable companies to understand their position in the market and make decisions on improvements, training or upskilling to raise their competitiveness.

3.3.3 Fair Competition Among Suppliers

We consider achieving a credible position to ensure fair competition among suppliers as being very important in establishing, developing and maintaining a positive relationship with the market. We will be fair and reasonable in all our procurement undertakings. We will develop and maintain an open and honest position and be willing to engage with and listen to the supply market both on an individual level and with their respective industry groups (e.g. CCNZ – Civil Contractors NZ, ACENZ – Association of Consulting Engineers NZ, and NZ Bus and Coach). In effect, we wish to develop and maintain a position of "client of choice" with the supply market.

The focus of these relationships will be to ensure enabling of fair competition by listening to the market and acting on any aspects where we collectively agree improvements can be made.

We will, within the programme of works, provide opportunities so that suppliers will have some projects that meet their capabilities in both the size, form, and type of work and allow them to fairly compete for the opportunity.

3.4 Other Relevant Factors

The four councils have adopted their own procurement policies, manuals or plans for their organisation wide purchasing. These documents allow for procurement of the Councils' transportation services to be compliant with the Transport Agency's Procurement Manual. For clarity, it is noted here that if there are any conflicts between this Procurement Strategy and the four Councils' separate documents then this Strategy shall take precedence.

4 Procurement Programme for the Road Network and Associated Works

4.1 Maintenance, Operation and Renewals Contracts

The delivery of MO&R activities for the roading networks accounts for over 60% of the region's transportation expenditure (approx. \$50 m per year). This is the key strategic procurement opportunity within NTA's region wide programme to achieve the benefits of the business case.

For the Northland region, there will be three local roading Maintenance, Operation and Renewals (MO&R) contracts, one for each local authority area, with an approximate value between \$12m and \$19m per year for terms of 4+2+1+1 years. The contracts will be fence to fence involving most of the M&O aspects with reseals and a portion of rehabilitation work included. The procurement of these three contracts will meet the tendering programme for the contracts to start on 1 July 2018.

The contract documentation development and tender phase will ensure the preferred tenderers are notified by 31 March 2018 to allow a 3-month mobilisation period. The tender documents will be developed to require the contractor to provide an agreed amount of work for SME's (20% to 30%) and to commit through their tendered methodology support for these smaller companies in the development of their people and their capability. The key driver articulated for sustainable competition is '... value for money coming from a sustainable supplier market...'; where 'sustainable' has been identified as a minimum of three Tier 1 national contractors operating in the Northland Region to encourage a competitive market for transportation and other infrastructure services.

The approximate values of the MO&R contracts are indicated in the table below.

Table 3 MO&R Contract Values

Contract	Description	Approximate Annual Value
Far North	Single network, possible "delegation" of some roads at the margins to/from WDC and KDC.	\$19 million
Kaipara	Single network, possible "delegation" of some roads at the margins to/from WDC and FNDC.	\$12 million
Whangarei	Single network, possible "delegation" of some roads at the margins to/from FNDC and KDC.	\$18 million

It is anticipated that a robust procurement process will create the best opportunity to support an outcome of at least three Tier 1 contractors operating in Northland (including the Transport Agency's NOC contractor).

The price/quality procurement method will be used for determining the MO&R contractors. It is planned to adopt a 2-stage selection process where initially a short list of suppliers will be selected. The chosen suppliers will be kept informed and engaged by the NTA during the tender document development. Through this process the tenderers will become aware of the form and content of the document which will allow them to commence their preparation for the tender phase.

Details on the development of the three MO&R contracts is included in Appendix 3. We used the Road Efficiency Group's Guidance on Selection of Maintenance Contract Models at a number of workshops to develop the thinking and identify the appropriate contract form.

4.1.1 Term of the MO&R Contracts

This strategy seeks the Transport Agency's endorsement for a contract term from 1 July 2018 of 4+2+1+1 years for the three MO&R contracts. The 4+2 is to align with the Transport Agency's NOC completion dates of 2022/24.

This will enable, if appropriate, joint consideration by the Councils and the Transport Agency of a whole of network approach for MO&R work for State Highways and local roads post 2024. The 1+1 will allow for future staggered timing of contract renewals if a whole of network approach does not occur. The first 2-year contract extension will be based on achievement of agreed performance measures. The latter 1+1 extensions may only occur if there isn't a whole of network approach post 2024 and will be based on achievement of performance measures and will allow the three Local Authority contracts to terminate at different dates from one another over subsequent years, 2024, 2025 and 2026 to allow a staggered renewal of the contracts.

4.1.2 Other Maintenance Type Activities Not Included Within the MO&R Contracts

Some aspects of the maintenance and operations services will be tendered separately.

These include;

- Street lighting (possibly a region wide contract)
- Traffic signals
- Parking control
- Lower Harbour Bridge operation
- Hokianga ferry operation

The procurement process used for these aspects will comply with the Transport Agency's requirements.

4.2 Other Physical Works Contracts

For the provision of other physical works services, we will choose the supplier selection method from the following options of:

- Direct appointment
- Closed contest
- Lowest price conforming
- Price quality

For the price quality method, we will use non-price weightings that allow the intentions of the bidder to be evaluated fairly on the identified important aspects. The weightings will be within the Transport Agency requirements (a price weighting of 70% with allowance to use a lower price weighting provided its impact on the evaluation is tested before its use). When non-price attributes are to be assessed we will use the attributes of relevant experience, relevant skills and methodology. We will consider using further attributes or highlighting aspects within the minimum three attributes when this will enhance the supplier selection process and obtain better value for money.

The nature of the works proposed are generally of a routine nature being ongoing network management and capitalised renewals with a limited number of capital and minor works projects. As such the works are of a lower complexity and risk. The current supplier market can deliver these projects. Where appropriate we will utilise the direct appointment (involving competition when appropriate) and closed contest selection method to carry out smaller value works. We will use the regional register to select the appropriate companies to be invited to tender for these works. This will allow opportunities for the local SME's to tender for the work and will reduce the costs and time to both Council and the suppliers from open tendering small value works.

4.2.1 Renewals

We will bundle a portion (those not carried out by the MO&R contracts) of the capitalised renewals projects into a range of packages that generally have a combined value of between \$0.5 million and \$1 million. These will be tendered and awarded around September each year to enable an early start in the construction season and allow the flexibility for the supplier to decide the delivery programme. Each separate project (within a bundle) will be required to finish within a fixed time. All projects will be required to be completed by the 1 April the following year. It is considered that this approach delivers value for money in that competition occurs for the packages, the programming of the works is managed by the contractor within their wider commitments and the contract administration and management is limited to a small number of contracts.

4.2.2 Physical Works Programme

The physical works procurement programme for 2017/18 is included in Appendix 1. This provides the intended dates for tendering and awarding of contracts required by NTA to enable it to deliver the local authority annual plan commitments.

The programme will be updated as required and provided to the industry. For the subsequent years, an annual procurement programme will be developed showing the projects to be tendered. The programme for the following financial year will be provided to the industry by 1 June each year.

4.3 Professional Services

For the provision of professional services, we will generally choose the supplier selection method from the following options of:

- Direct Appointment
- Closed Contest
- Purchaser Nominated Price
- Price Quality

When the price quality method is used for professional services procurement we will normally use a price weighting of between 10% and 20% to deliver value for money. We may consider using a price weighting within the range allowed by the Transport Agency's (up to 70%) after testing such a weightings effect on the evaluation.

When the supplier selection model requires non-price attributes to be assessed we will use the minimum required attributes of relevant experience, relevant skills and methodology. We will consider using further attributes or highlighting aspects within the minimum three attributes when this will enhance the supplier selection process and target better value for money.

The current market for professional services within Northland is supplied by two national consultants (Opus and MWH (Stantec)). Opus have the largest office in the region while MWH's presence has been reducing in size over recent years. Other national consultants have left in recent years. There are several local Consultants from medium sized organisations (20 or so staff) to one person entities. The Councils will require support from this market to deliver the required work.

We will procure a term contract with a single provider for a portion of the annual spend (say 40% of the professional services annual transportation spend on external consultants). We will seek to develop this as a collaborative relationship where the parties work together to achieve the required results. We will require this supplier to have a permanent presence in the North, be assessed on achievement of agreed performance measures, have the capability to bring resources to Northland when required at short notice, to have a charging/pricing regime which meets the market and have a focus on recruiting and training local cadets to support their ongoing business and the region's capability.

We will work with the suppliers and develop the appropriate tender documentation and procure these services by 1 July 2018.

For additional professional services, we will establish a pre-qualification register based on aspects such as their resources, specific skills and areas of competence. We will use this register to procure services using either the direct appointment or closed contest procurement process. This register will be in place by 1 July 2018.

NTA operates as an in-house professional services business unit for the three district councils and the regional council. The NTA is able (through the four councils) to secure funding support from the Transport Agency, to carry out the network management and passenger transport responsibilities of the Councils. The use of in house resources ensures that the required intellectual property associated with the network and its operation are maintained and developed to provide quality advice to the four councils and to engage directly with the local users and customers. The Councils need to keep an appropriate level of knowledge in house and the business unit will support this achievement. NTA is currently developing its organisational structure to service the region and to identify its longer-term capability through existing staff and resource efficiencies. Once this capability is more clearly understood it will identify whether a second longer term relationship is required with another professional services provider or if a continuing use of the register is more appropriate. NTA will involve the local supply market in working through the issues and developing the most appropriate long term arrangement. Any changes to the externally provided professional services supply relationships will be in place by 1 July 2019.

During the establishment of the NTA its in house professional services business unit operation was reviewed. Agreement was reached with the Transport Agency that NTA's ongoing existence is an acceptable approach to this part of the business and provides security of strategic information, local capability and smart buyer skills to its parent Councils. The identification of Transport Agency fundable services, the charging of the NTA's work, the overhead allocation and the specific allocation of expense to work categories within each Council have been the subject of negotiation and agreement between the Agency and the Councils. This agreement is documented and will be monitored and audited regularly by the Transport Agency.

The four Councils request the Transport Agency's approval of the continuing operation of this shared services business unit as an in house professional services provider.

4.4 Complexity, Scale, Timing, Innovation Potential, Risk and an Assessment of the Supplier Market

The works proposed in this strategy are within the capability of the resources available to the Northland market. The strategy supports the supply chain improving its skill base through the bundled MO&R contracts that are intended to attract competition from existing providers and new entrants and are of a size to attract personnel with the experience and skills necessary to manage and participate within these contracts. The NTA intends to work with the supply chain to introduce initiatives that both widen the skill base across the suppliers and provide opportunities for employment and training of local recruits.

Through a collaborative approach, we will encourage the identification and introduction of value creation initiatives through trials and when successful share them across the supply chain in the region.

The procurement risks identified and the actions proposed include the following:

Table 4 Risks and Actions

Risk/Opportunity	Action
Transport Agency and Council's funding impacts	<ul style="list-style-type: none"> • Strategy to be updated following any major impact of the Transport Agency / Councils funding decisions. • Industry to be updated on effects. • Include in revised strategy.
Align the strategy with the approved 2018/28 GPS and 2018/21 NLTP	<ul style="list-style-type: none"> • Strategy to be updated if any major impact. • Industry to be updated on effects. • Include in revised strategy.
Retention of skilled resources within the region	<ul style="list-style-type: none"> • Establish a structure to provide opportunity for staff development and career paths within the wider responsibilities of NTA. • Provide for upskilling of existing staff as identified. • Provide opportunity within NTA for succession planning.
Improve skilled resources within Northland	<ul style="list-style-type: none"> • Work with industry to develop actions to improve skilled resources in the region. • Request for initiatives in contracts and measure results.
Procurement requests from NTA, Councils and Transport Agency to market at same time	<ul style="list-style-type: none"> • Develop relationships with and test/align programmes with others to minimise any conflicts in timing to market. • Include in strategy and involve Industry.

Risk/Opportunity	Action
Northland Transport Opportunities Business case objectives as key targets for delivery on by NTA and its supply partners	<ul style="list-style-type: none"> • Develop KPI's (SMART) that support business case objectives. • Include in strategy and contracts.
Response to emergency events that affect the roading network in parts of the region	<ul style="list-style-type: none"> • Develop a regional response to emergency management. Discuss and involve the Transport Agency and their NOC contractor. • Involve the MO&R contractors in developing a regional emergency management plan including promoting and enabling region-wide support for affected areas.

4.5 Need for Specialised Skills

The proposed and known works that are programmed for the period of this strategy are traditional in nature and the local suppliers have the resources capable of completing these works. There is no known requirement for specialist skills. If a need arises requiring some specific specialist skills, we would initially ask our contracted suppliers to source these from either their own organisations or from relationships they have through the wider national market. We believe this approach will be successful for any perceived occurrence and do not consider this a major risk.

4.6 Identification of Any Pending High-Risk or Unusual Procurement Activities

There is no current known need for a special procurement process that requires the Transport Agency's approval for use in this strategy. If during the term of this strategy a procurement process requiring approval is identified, we would work with the Transport Agency to collectively develop the necessary approach and seek approval. We would involve the supply chain in the establishment of such a need and keep them advised on the progress and outcome.



5 Procurement Environment

5.1 Analysis of Supplier Market

5.1.1 Professional Services

Over recent years there has been a reduction in the local supply of professional services providers to meet the region's needs. There should be an opportunity for professional services suppliers to grow their skills and local capabilities during the period of this strategy.

One of the key challenges for professional service providers based in Northland, as it is for the Councils, is to attract and retain skilled staff to Northland. It often takes a considerable period to attract staff. Supporting local providers, where possible, with the procurement process will assist in providing work load and encourage suppliers to continue developing adequate skilled and available resources. The proposal to use a register with direct and closed contest selection for lower cost assignments will assist in achieving this outcome.

5.1.2 Physical Works

Three national Tier 1 contracting companies currently have a presence in and carry out a share of the Northland works. Two of these companies are dominant in the MO&R contracts carrying out all the term works for the three Councils and for the Transport Agency's NOC contract. The other Tier 1 Contractor has indicated that if they are unsuccessful in competing and winning a local authority roading MO&R contract they will probably withdraw their presence from the Northland region. Two other national Tier 1 suppliers currently have no MO&R presence in Northland. Both companies have in recent years been purchased by major suppliers and have the corporate backing and financial support to look seriously at competing in this market. We have involved these five Tier 1 suppliers in a workshop and market questionnaires to identify what the contracting opportunities may look like in the MO&R space that would attract them to compete. Through the MO&R tenders we are targeting engagement of three Tier 1 contractors with offices and depots established in Northland, an objective that we believe supports a long term sustainable presence and ongoing competition.

There are a number of other suppliers who compete and carry out works in Northland. The current trend is that there is generally adequate competition to respond to tender opportunities within Kaipara and Whangarei. They generally receive three or more tenders for work that is put to the market. For the Far North District they are currently receiving two or more bids for around 80% of their tenders. A number of initiatives have been identified earlier in this strategy to improve the market responses, including developing processes to provide a percentage of work to the SME's, supporting SME's in developing their businesses to compete and from the MO&R procurement process targeting having the presence of three Tier one suppliers in the region with sustainable businesses. In discussions with CCNZ they are keen to work alongside NTA and other clients to identify ways of securing competition for opportunities coming to the market. They have identified such things as early knowledge of opportunities, tendering during the off season, timing of tenders, the assessment method used and speedier decision making and consider these would encourage more competition.

The NTA will endeavor to achieve and report on for the year 2017/18 that they receive three or more tenders for at least 80% of their requests for tenders. They will increase this target in future years based on the result from the previous year and in discussion with the Industry.

Each Council maintains a log book that records data from the tender process. This information is reported to the Transport Agency and is available to the suppliers and the public. The NTA will continue to maintain and report on this data.

5.1.3 Market Survey

During the development of this strategy a market survey was carried out involving larger construction companies and CCNZ representing the SME's.

The key results from the survey were:

- The market has improved over recent years and is expected to grow over the next three years.
- The procurement process varies between Councils and there is an expectation that with the NTA a more uniform and managed programme approach will develop.
- The key issues identified by the suppliers are having a secure forward workload, maintaining a skilled work force, succession planning, achieving zero harm and managing growth.
- The companies generally have some room to grow either through use of existing resources or resourcing up to meet a longer term increased work load.
- The Northland supply chain can support an increase in opportunities although there could be a short-term impact while new recruits join the workforce and require skill training and gaining experience to become fully productive.

Initiatives are proposed in this strategy to support a general upskilling across the industry through SME support, encouraging the employment of cadets and apprentices and MO&R contracts of a size and term to attract qualified and experienced key staff to the region. The target of getting three national suppliers with a sustainable work load based in the region and supporting SME growth will help in improving the market capability.

The NTA will work with the supply chain through direct relationships and with their industry groups to ensure that the market is aware of the forward work load and the timing of opportunities coming to the market. There will be a more uniform approach to contract documentation, a managed approach to procurement timing and the intent to work alongside the Councils and the Transport Agency to develop procurement programmes that enable a manageable flow of work to the market.

5.1.4 Analysis of the Impact of the Procurement Programmes of Other Approved Organisations and Other Entities

We have carried out an assessment of the forward work programmes of the Councils' and the Transport Agency. In doing this we have used the Business Case information and the Transport Agency's supplier analysis that was carried out in 2014 prior to tendering their Northland NOC.

From the information sourced the following is an estimate of the expenditure in 2017/2018 for works across the Northland region that would require suppliers' resources like those required to serve the transportation market.

Table 5 Current Market

Activity	Current Annual Average Value of Physical Works (\$m)	Comment on Future Trends
Local Authority transportation physical works	78	From the Northland Transport Opportunities Business Case. Programmes not increasing above inflation.
Transport Agency Transportation	35	Increase of up to \$50 m per year for bridge replacements and safety improvements throughout the SH network. The Auckland / Whangarei programme business case has identified a forward spend over the next 10 to 20 years of \$1.6 billion including the Whangarei to Northport 4-laning project. Impact in Northland of Government's announcement (April 2017) of increased infrastructure spend over next three years not known.
Local authority other Infrastructure	43	Covers 3 Waters programmes for the District Councils.
Private sector Infrastructure development	20	From Transportation Agency 2014 report - increased 10% for increased activity. Probable further increase from development. Possible major works at Carrington tourist development and Ngawha prison expansion. The improvements planned for SH1 north to Whangarei has the potential of creating further private sector investment.
Total	176	

With the Transport Agency planning a substantial increase in expenditure over the next 5 to 20 years and an expected improvement in the economy leading to anticipated, additional, private sector investment there will be a need for additional resources and the attraction of new entrants. This strategy's goals assist in supporting this growth. The NTA will establish strong relationships with the other clients in the region along with the supply chain and their industry representatives to work together to ensure that they consider and act on the needs of the growing market.

For future major projects, such as the recently announced Whangarei to Marsden Port 4-laning there is an expectation that senior staff for these projects will be resourced from around the country and some of the workforce may move into Northland to support the projects. It is expected that there will be a demand for support from the local work force and for SME's to secure a role for a number of years. This anticipation of a growing future work load in the region reinforces the business case and this strategy's goal of supporting and improving local capability.

6 Approach to Delivering the Work Programme

NTA's approach to delivering the work programme is described in detail earlier in this strategy in section 4.

In summary, the key aspects are to:

- Work with the other clients (Transport Agency and Local Authority non-transport works) to develop and integrate procurement programmes that generally meet each of their needs and ensure the market is aware of and can comment on what is planned and the timing of opportunities;
- Work with the industry to ensure that the expected growth and delivery of works is achieved through developing and delivering initiatives that lead to improved capability and increased skilled personnel available locally;
- Develop three MO&R contracts for the local road component of the network that are of a size, scale and tenure to attract existing companies and capable new entrants to compete for the work;
- Achieve the goal of having three Tier 1 contractors established in Northland that support the delivery of an affordable transport network and compete for other infrastructure works required by the Councils;
- Continue the culture of working collaboratively with the suppliers to ensure the best value for money outcomes are delivered and to support initiatives where value creation is identified; and
- Ensure that agreed common performance measures are established across the MO&R contracts that lead to the delivery of the key objectives and as benchmark measures are used to compare performance and provide incentives to the suppliers.

6.1 Confirmation of Specific Strategic Objectives

The strategic objectives that were developed through the business case for the establishment of the NTA are:

- More engaged and capable workforce delivering superior asset management.
- Improved regional strategy, planning and procurement.
- Improved transport/customer outcomes, enabling investment and social opportunities.
- Transport infrastructure is more affordable.

These objectives along with the Transport Agency's ones of:

- Obtaining best value for money spent.
- Enabling persons to compete fairly for the right to supply outputs.
- Encouraging competitive and efficient markets.

Have been used as the primary focus for the development of this strategy and have influenced the decisions and actions identified within the strategy.

6.2 The Procurement Approach

The procurement approach for establishing and delivering each segment of the work programme is described in section 4 in detail for the road network and associated works and services and for public transport services (section 7) below. In both these sections the optimal procurement options have been established. The REG delivery model guidelines for identifying the form of contract were used to support the decision to procure a traditional contract for the MO&R contracts. For the future MO&R contracts in 6 to 8 years' time an upskilling of the NTA team on alliance type contracts is proposed. This contract form can then be considered for the future knowing the skill level is in place.

Through the preparation of this document we have identified a strategy for procuring ongoing MO&R work. Our strategy is to tender out three bundled contracts, each one covering a local authority area for a period of at least 6 years.

The procurement of works will comply with the Transport Agency's procurement manual. Where there are organisations capable of doing the work, we will use an open tender process for all works greater than \$200k in value. For lesser amounts, we will seek proposals generally from three suppliers under the closed contest and for amounts below \$100k in value we may use direct appointment requests, for example where there is a need for a specialist or the value of bidding for a number of suppliers is not an effective outcome for low value work.

For both Professional Services and Physical Works we will establish a pre-qualification register of capable suppliers. This will minimise tender effort for the actual opportunities when tenderers will not be required to resubmit the pre-qualified attributes.

The upskilling of the Industry (both company and staff capability) to be better positioned to meet future demand is supported with initiatives throughout this strategy. The NTA intends to continue to develop and maintain a strong relationship with its supply partners, both at a company and Industry association level.

Feedback on tender responses is a critical aspect in assisting the suppliers identify gaps and strengthen their businesses skills and capabilities. The NTA will always provide procurement feedback when requested.

The NTA has staff resources which are skilled and capable of carrying out the responsibilities and processes required for procurement and contract management. It is anticipated that this role will predominantly be carried out by NTA staff although external providers may be used on occasions when there is a resource gap within the Alliance or a degree of independence is appropriate.

6.3 Analysis of Whether Advanced Components, Customised Procurement Procedures or Variations to Procurement Rules are Required and Why

No need has been identified for advanced or customised procurement procedures that are allowed within the Transport Agency's procurement manual. Should this situation change during the term of this strategy we will work with the Transport Agency on the specific requirements and seek approval if an advanced or customised procurement approach is considered necessary.

7 Procurement and Approach to Delivering the Programme for Public Transport Services

The strategic intent for passenger services is through the Northland Regional Land Transport Plan which identifies the following two goals as providing focus for the services provided now and in the future:

- A sustainable transport system that enhances the growth and existing economic development of Northland and New Zealand.
- Our people have transport choices to access jobs, recreation and community facilities.

The Northland Regional Council's operational goals for passenger transport services included in their Public Transport Plan are:

- An effective and efficient bus network in main centres.
- People have access to shared transport options.
- Reliable travel times and transport choice for communities servicing employment areas, retail and public services.
- Public transport opportunities on appropriate corridors.
- Transport management is effectively incorporated into land use planning.
- A procurement system that supports the efficient delivery of public transport services.

The Regional Council is currently reviewing its plans to include the requirement for a business case approach to be adopted in considering new Passenger Transport services. For those requiring more information from the Public Transport Plan it can be accessed from the following web site link:

[http://resources.nrc.govt.nz/upload/21946/Regional%20Public%20Transport%20Plan%202015-2025%20\(Final\).pdf](http://resources.nrc.govt.nz/upload/21946/Regional%20Public%20Transport%20Plan%202015-2025%20(Final).pdf)





The current passenger transport services in Northland are:

- Bus services in Whangarei (City Link), Bus about Kaitaia, Mid North Link (Kaikohe, Kerikeri, Paihia) and Hokianga Link and;
- Total mobility services within the Whangarei Urban area.

The procurement approach and programme for these services are as follows:

Table 6 Passenger Transport Services

Service	Term & Approximate Annual Estimate (\$)	Procurement Date	Comment
City Link Whangarei	6+3, \$1.6 million per year	2024 to 2027 depending on contract extensions	Currently being procured through open tender for commencement 1 May 2018.
Bus About Kaitaia	3-year trial service to 2018, \$140k per year	2018	The continuation of this service will need to meet business case requirements and secure local funding share. Procure through direct appointment or closed contest.

Service	Term & Approximate Annual Estimate (\$)	Procurement Date	Comment
Mid North Link Kaikohe/Kerikeri/Paihia	2-year trial to December 2018 \$500k per year	2018	Passenger numbers reported quarterly. If trial successful, then procure using open tender process.
Hokianga Link Omapere/Kaikohe/Kerikeri	Trial to 2018 \$36k per year	2018	Based on successful trial will be procured using direct appointment.
Total Mobility Whangarei	Annual \$200k per year	2018	Annual direct appointment with providers. Subject to continuation of funding of local share.

The Regional Council will continue to work with the communities of Northland to identify other public transport services that meet the criteria for funding both by the Transport Agency and a Targeted Transport rate. When a case is successful for funding support we will use one of the approved Transport Agency procurement processes to run a trial service to confirm patronage usage that justifies the continuation of the service. The ongoing procurement of an approved service will occur using an approved Transport Agency procurement process.

7.1 Identification of Any Pending High-Risk or Unusual Procurement Activities

No high risk or unusual procurement activities have been identified for passenger transport services. Should this situation change during the term of this strategy we will work with the Transport Agency on the specific requirements and seek approval from the Transport Agency if any high risk or unusual procurement activities is considered necessary.

7.2 Procurement Environment - Public Transport Services

The main passenger transport services contract is in the Whangarei area with some other rural services being trialed in the Far North District. The Whangarei contract is for a maximum of nine years with the full term expiring in 2027. When this contract was procured in 2017 there were 5 tenders that responded to the Request for Tender. In developing the future tendering strategy, we will identify and action initiatives to ensure that adequate competition occurs to provide a tender outcome that delivers value for money.

This will occur in collaboration with the suppliers and their Industry representatives. Other passenger transport services in the region are generally procured for the trial service from an existing private supplier through a direct appointment. Where a procurement process occurs one of the approved Transport Agency methods is used and where there is competition we have received two or more proposals.

8 Implementation of All Services

NTA has capable and experienced procurement staff at their offices who are trained, experienced and capable of managing the procurement requirements. In the NTA and Councils there are staff who are, or are training to be, qualified evaluators for assessing proposals more than \$200k. If additional resources are required to assist or provide independence, NTA will obtain the necessary skilled and experienced people from the supplier market.

We will meet the requirements for performance measurement and monitoring of section 11 of Transport Agency's procurement manual as it applies to the Council's funded works. This will be supported by the collection of procurement data as outlined in Appendix E of the Transport Agency's procurement manual. The web site with the full details of Appendix E can be accessed through the following link:

<https://www.nzta.govt.nz/assets/resources/procurement-manual/docs/appendix-e-data-checklist.pdf>

The development of this procurement strategy has involved discussion with a number of professional services and contracting companies and the involvement of their Industry Representatives (ACENZ and CCNZ).

On approval by the four Councils and endorsement by the Transport Agency, the strategy will be implemented for a period of four years from 1 October 2017. If the environment changes requiring a substantial deviation from the strategy it will be reviewed and updated. Issues that may trigger a review of the strategy include the finalisation of the 2018/28 GPS, Councils LTP's and approved funding levels for the 2018/21 NLTP. Copies of the strategy will be made available directly to interested parties or they can review it or uplift a copy from the Councils' web sites. The procurement programme for the 2017 / 18 year is included in Appendix 1. This programme will be updated on an annual basis to support the direction and deliverables required for transportation outcomes for each of the four Councils' Annual plans.

8.1 NTA Capability and Capacity

The Northland Transportation Alliance is a shared services business unit with around 50 employees seconded from the four Northland Councils. These employees are capable and experienced in various aspects such as Strategic Planning, Transport Planning, Passenger Transport Services, Asset Management, Programming, Design, Procurement, Contract Management, Operations and Customer response. We consider the capacity and capability within the NTA is sufficient to manage the procurement programme outlined in this strategy.

The organisation structure of the NTA is being developed. The outcome from this will be a structure focussed around regional delivery of the Transportation requirements through three work streams (Strategy and Planning, Network Development, Operations and Customer service). The creation of the business unit has presented the opportunity to deliver projected economic efficiencies and provide non-monetary operational and customer benefits including:

- Increased regional capacity and capability through specialisation.
- Improved customer service and improved engagement with stakeholders by having a wider talent pool of expertise.
- More resilience and business continuity through the ability to deploy resources across the region.

- Greatly enhanced capability to respond quickly and effectively to emergency events.
- Better career opportunities for staff with a more attractive employment proposition for new recruits.
- Less reliance on consultants as in-house resources develop.

One of the objectives is to improve the overall capability of the industry, both within NTA and their supply partners. Initiatives will be put in place as outlined in this strategy to identify areas and gaps where upskilling is required and then to work collectively to address these aspects. We will work with the Industry to attract people to the Industry through initiatives such as cadetships and apprenticeships. The Industry provides a wide range of opportunities for career growth both within the workforce and in contract management. In selecting companies to work with, we will provide in the non-price attributes and evaluate the responses for the companies to explain their plans and intentions for ongoing training and upskilling of their people and support of their supply partners.

8.2 Internal Procurement Processes

The Councils have identified in their policies that for Transportation procurement the processes and requirements that are allowed within the Transport Agency procurement manual shall be given precedence. Endorsement of this approach has been included in each Council's approval of this strategy.

8.3 Performance Measurement and Monitoring

The key drivers for this strategy include the Transport Agency's value for money, competitive and efficient markets and fair competition among suppliers. These along with the four business case benefits (section 1) make up the results areas to focus on, develop measures for and report on.

Table 7 below identifies performance indicators and measures that will form the initial framework for reporting to the Transport Agency and Councils.

Full reporting against these measures will be provided to the Transport Agency at least annually with progress updates provided at appropriate times.

When results indicate a level of non-achievement and this triggers the need for specific actions to improve the performance NTA will report on these to the affected party(s) on a case by case basis.

NTA will report on the measures (at least 6 monthly) to the Alliance Leadership Group with specific actions developed and agreed on to improve any non-achievements. More frequent reporting to the Alliance Leadership Group on any specific measure will occur on an exceptions basis to identify and agree any actions to improve the situation.

Table 7 Performance Indicators and Measures

Key Results Area	Performance Indicator	Measure
Value for Money	<ol style="list-style-type: none"> 1. Number of tenderers for procurement. 2. Final cost vs tendered cost of contracts. 3. For quality, timeliness, collaborative measures. 4. Benchmark indicators for three MO&R contracts. 	<ol style="list-style-type: none"> 1. 2017/18 year three or more bids for 80% closed contest or open tenders. 2. Number less than 1.1 Final Cost/Tender Cost (excluding inflation & additional works) cf number greater 1.1. 3. Develop within contracts, measure and compare overall results. 4. Develop key measures to assess performance across the three contracts.
Competitive and efficient markets	<ul style="list-style-type: none"> • Bids received. • Direct/ closed/ open contest. 	<ul style="list-style-type: none"> • Number bids per tender • Compare by total numbers
Fair competition among suppliers	<ul style="list-style-type: none"> • Open contest. • Direct and closed contest. • Feedback on tender proposals after contract award. 	<ul style="list-style-type: none"> • Number bids for each opportunity. • Number opportunities for each supplier from register. • 100% opportunity for feedback and 100% when requested.

There are four key results areas that were identified in the Northland Transport Collaboration Business Case (6 April 2016).

These are:

- More engaged and capable workforce delivering superior asset management.
- Improved transport/customer outcomes, enabling investment and social opportunities.
- Improved regional strategy, planning and procurement.
- Transport infrastructure is more affordable.

These have been incorporated into a business management framework where key performance indicators and targets have been developed. The targets within this framework will be included as performance measures and monitored and reported on in conjunction with those in table 7. The business management framework is included as appendix 2 within this strategy.

Conditions may be required by the Transport Agency or Councils when providing funding for specific projects or making recommendations because of any specific audit. When these conditions or recommendations require action through the procurement process or in existing contracts specific measures will be established and reported on as required by the Transport Agency or Council.

Service level agreements (SLAs) are in place and being further developed between the Councils and NTA. Where measures relating to procurement are developed these will be reported on by NTA as agreed within the SLA.

For the major MO&R contracts Councils and the NTA will work collaboratively with the three contractors to develop and agree a common performance framework and measurement regime based on key performance indicators identified within this strategy and the tender documents. The measurements and reporting will be the same for each contract. This provides the opportunity to benchmark across the region, incentivise performance and identify areas for improvement. Discussions will occur where performance gaps are identified, actions developed and introduced to improve the situation and further measurement occur to demonstrate improvement.

8.4 Communication Plan

The main audience for this procurement strategy is the four Northland Councils, the Transport Agency, NTA and the suppliers.

In developing this procurement strategy, the NTA has engaged with the industry a number of times.

This has included:

- An initial meeting with the Consultants and Contractors (including their industry representatives) of the region to outline the role of the NTA and to discuss the development of the procurement strategy.
- Two surveys with the contracting industry (including CCNZ) – one around the future shape of the MO&R market and the other on the general market, its size, local capability and expectations of it for the future.
- A workshop with a number of MO&R national suppliers and CCNZ to gauge thoughts on the size of contracts and test a number of options.

These interactions and engagement with industry have been found to be very positive in developing clarity about the future direction of transportation procurement and developing relationships in Northland.

It is intended to continue to engage with the industry to ensure the overall thinking of the supply chain is considered and to ensure appropriate and timely information on procurement opportunities is available and known. These regular (at least twice a year) meetings with suppliers will provide the opportunity to discuss other aspects such as performance (both Industry and NTA), Industry capability and other transportation issues.

The draft strategy was distributed to NTA, the Transport Agency and the four Councils Group Managers for feedback and comment. Based on their comments a final document was developed.

The strategy was then provided to the four Northland Councils for their approval. On approval from the four Councils the strategy is provided to the Transport Agency for their endorsement and approval. As this strategy covers combined works of a value less than \$100 million per year, under delegation, the endorsement will be from the Transport Agency's GM Planning and Investment.

The Transport Agency's endorsed strategy will be posted on the four Councils' websites for public information.

The owner of this document is the four Northland Councils, and the NTA as their agent and specialist trusted advisor. NTA will be responsible for ensuring that all feedback is considered and where appropriate incorporated into this strategy. They will keep this document up to date and amend it if key strategy thinking or other aspects require fundamental changes to the way works are procured and delivered.

Regular contact as appropriate with the supply market will occur through Industry meetings or workshops occurring (e.g. with CCNZ, ACENZ, NZ Bus and Coach).

8.5 Corporate Ownership and Internal Endorsement

This strategy has been approved by each of the four Northland Councils (Approved Organisations) as noted on page 2.



Appendices

Appendix 1 - Annual Procurement Programme for 2017 / 2018

Northland Transportation Alliance Procurement Plan 2017/2018							
Authority	Project Name	Project Location - Description - Type of Work	Estimated Project Value	Forecast Tender Programme			
				1st Quarter Jul-Sep	2nd Quarter Oct-Dec	3rd Quarter Jan-Mar	4th Quarter Apr-Jun
FNDC	Resilience Slips Programme	Area wide	\$ 2,000,000		Tender		
FNDC	Opito Bay Slip Repair	Opito Bay	\$ 1,200,000	Tender			
FNDC	Emergency works Slip Repairs	Area wide	\$ 2,200,000			Tender	
FNDC	North Road Pedestrian Crossing Upgrade	North Road, Kaitaia outside of Abundant Life School - Upgrade of existing islands and kerb build outs and lighting improvements	\$ 150,000		Tender		
FNDC	Access Road Right Turn Bay	Access Road Right Turn Bay and improved pedestrian facilities	\$ 175,000			Tender	
FNDC	Salvation Road (Houhora) A25	Armco culvert- major culvert replacement	\$ 150,000	Tender			
FNDC	Okakewai Road UN11	Armco culvert- major culvert replacement	\$ 150,000	Tender			
FNDC	Tipa Tipa Road UN 22	Armco culvert- major culvert replacement	\$ 150,000	Tender			
FNDC	Otaua Road M28	Bridge upgrade	\$ 150,000		Tender		
FNDC	Matawherohia Road (I48)	Bridge replacement	\$ 110,000		Tender		
FNDC	Waitangi to Haruru Stage 3	Shared use pathway construction	\$ 75,000	Tender			
FNDC	Mangonui SH10 Connection	Footpath construction	\$ 200,000	Tender			
FNDC	Forestry Resilience Package 2	Unsealed Forestry Roads upgrade - Pokapu, Matawaia Maromaku	\$ 2,900,000	Tender			
FNDC SUB-TOTAL			\$ 9,610,000				
FNDC	New Network Maintenance Contract(s)	number of contracts and total value to be confirmed	circa \$19m p.a.	ROI, Pre-Qual (tbc)	Tender		
KDC	Settlement Road Seal Extension	Seal Extension to go from RP393-1573 (Intersection of Settlement and Tawa Road). There will be some minor improvement related works as well. This Seal Extension is located in Kaiwaka.	\$ 650,000	Tender July			
KDC	Bee Bush/Arapohue/Hoyle Intersection	Intersection improvements associated with Minor Improvements. This Intersection is located in Arapohue.	\$ 150,000	Tender July			
KDC	Turkey Flat/Tatariki Spur Intersection	Intersection improvements associated with Minor Improvements. This intersection is located in Te Kopuru.	\$ 150,000	Tender July			
KDC	Tinopai Road Rehabilitation	Road rehabilitation from RP17048-18357. Located in Tinopai.	\$ 640,000	Tender July			
KDC	Paparoa Oakleigh Corner Easings	Minor Improvement associated works to improve the overall safety of these	\$ 420,000	Tender July			
KDC	Tara Road Flood works	This road is prone to flooding, preventing current residents from making use of the road during these flood occurrences. Drainage related works will be carried	\$ 380,000	Tender July			

KDC	Tara Road Footpath	Currently VRU's make use of the carriageway to commute, putting their own lives in danger. In order to address this matter, a footpath is to be constructed.	\$ 60,000	Tender July			
KDC	Waihue Road Rehabilitation	Road rehabilitation from RP9330-10170, and from RP10596-10961. Located in	\$ 610,000	Tender July			
KDC	Dunn Road Rehabilitation	Road Rehabilitation from RP2980-3344. Located in Ruawai.	\$ 180,000	Tender July			
KDC	Tangowahine Valley Road Bridges	Bridge Strengthening in order to carry 50MAX.	\$ 550,000	Tender August			
KDC	Kaikohe Road Bridge no.89	Bridge replacement.	\$ 300,000	Tender July			
KDC	Component Renewals Contract	Bridge Component renewals.	\$ 430,000	Tender July			
KDC	Pukehuia Road Slip RP14000	Slip Remediation works. Located in Pukehuia	\$ 270,000	Tender July			
KDC	Pukehuia Road Slip RP9650	Slip Remediation works. Located in Pukehuia	\$ 290,000	Tender July			
KDC	Mangawhai Road Slip RP750	Slip Remediation works. Located in Mangawhai	\$ 270,000	Tender July			
KDC	Mangawhai Road Slip RP1050	Slip Remediation works. Located in Mangawhai	\$ 270,000	Tender July			
KDC	Mangawhai Road Slip RP2000	Slip Remediation works. Located in Mangawhai	\$ 270,000	Tender July			
KDC	Baldrock Road Slip RP510	Slip Remediation works. Located in Paparoa	\$ 250,000	Tender July			
KDC	Other Event Slips	Slip Remediation works. Located in Kaipara Network	\$ 800,000		Tender		
KDC SUB-TOTAL			\$ 6,940,000				
KDC	New Network Maintenance Contract	total value to be confirmed	circa \$12m p.a.	ROI, Pre-Qual (tbc)	Tender		
WDC	Minor Improvements	Signalised intersection improvements (Tarewa / Porowini)	\$ 1,000,000.00	Tender December			
WDC		Wilson Rd bridge upgrade	\$ 150,000.00	Tender November			
WDC	Sealed Road Rehabs	Bank St rehab (800-1300)	\$ 1,000,000.00	Tender July			
WDC		Whatitiri Rd rehab (5300-6000)	\$ 375,000.00	Tender November			
WDC		Pipiwai Rd rehab (36200-37100)	\$ 425,000.00	Tender November			
WDC		Springfield Rd rehab (0-2500)	\$ 1,000,000.00	Tender July			
WDC		Springfield Rd rehab (8700-9485)	\$ 275,000.00	Tender July			
WDC		Springfield Rd rehab (10675-10859)	\$ 75,000.00	Tender July			
WDC	Seal Extensions	Wright/McCardle Rd seal extensions	\$ 1,250,000.00	Tender August			
WDC	Structure Component Replacement	General maintenance - Scour Protection	\$ 175,000.00		Tender November		
WDC		General maintenance - component replacement	\$ 175,000.00		Tender November		
WDC		Ararua Rd bridge upgrade	\$ 200,000.00		Tender November		
WDC		Dr Hill Rd bridge upgrade	\$ 200,000.00		Tender November		
WDC	Street Lighting	LED upgrade	\$ 6,500,000.00	Tender - July - Nov			
WDC	Shared Paths (cycleways)	Kamo shared path stage 2	\$ 3,000,000.00	Tender August			
WDC		Kamo shared path stage 3	\$ 2,000,000.00		Tender November		
WDC		Kamo shared path stage 4	\$ 2,000,000.00		Tender November		
WDC SUB-TOTAL			\$ 19,800,000				
WDC	New Network Maintenance Contract	number of contracts and total value to be confirmed	circa \$18m p.a.	ROI, Pre-Qual (tbc)	Tender		

Appendix 2 - Benefit Management Framework

	Benefit Description	KPI	Targets	Timing
Benefit 1 Weight 30%	More engaged and capable workforce delivering superior asset management.	KPI 1: Recruitment times	Appropriately qualified person is appointed in the first round of advertising in 90% of recruitments.	From 1 July 2017
		KPI 2: Industry Skills Indicators	Alliance has the required skills (capabilities) in the required quantity (capacity), categorised by key areas of activity, and requirements at different levels of seniority.	Following organisation realignment in 2017/2018
		KPI 3: Employment Churn	Turnover in any year is less than 10%.	From 1 July 2017
		KPI 4 - Staff Engagement Survey	a. >65% of staff are 'engaged' b. <10% are 'disengaged'.	From 1 July 2017
Benefit 2 Weight 25%	Improved transport/customer outcomes, enabling investment and social opportunities.	KPI 1: ONRC Indicators (proportion of network meeting the ONRC CLoS Performance Measures)	The targets to be established 2017/2018.	Timing will need to established in 2017/2018
		KPI 2: GDP/VKT	The targets will be established once initial analysis of available information and the existing situation is carried out. The target is likely to be more about moving in the right direction rather than a hard number.	Timing will need to established in 2017/2018
		KPI 3: Customer Satisfaction Survey	>70% satisfaction.	From 1 July 2017

	Benefit Description	KPI	Targets	Timing
Benefit 3 Weight 30%	Improved Regional strategy, planning and procurement.	KPI 1: Procurement is Regionally Co-ordinated and Integrated	a. Regional Procurement Strategy approved. b. Annual procurement plan developed. c. 80% of contractors give an overall 'favourable' rating to Alliance procurement planning (survey to be developed).	a. By October 2017 b. For 2017/18 year c. From 1 July 2018
		KPI 2: Percentage of Work Programmes Delivered	a. >90% of annual programme by \$value b. >75% of individual capital projects tendered in the quarter identified in the procurement plan.	a. For 2017/18 year b. For 2017/18 year
		KPI 3: Asset Management is Regionally Coordinated and Integrated	a. Single Asset Management Plan b. Consistent levels of service in place using the ONRC	a. For 2021 LTP b. Consistent ONRC outcomes are confirmed annually.
		KPI 4: Appropriate Practice Asset Management	Asset Management systems and processes audit and AMP peer review demonstrates appropriate practice in each area of Asset management planning.	Baseline assessment carried out 2017/18. Future targets set once baseline is established and improvement plan is adopted.
Benefit 4 Weight 15%	Transport Infrastructure is more affordable.	KPI 1: Cost/VKT by LOS (benchmarking trend by classification within peer group)	The targets will be established once some initial analysis of available information and the existing situation is carried out. The target is likely to be more about moving in the right direction rather than a hard number.	Timing will need to be established in 2017/2018.
		KPI 2: Percentage Efficiency Achieved Through Improved Procurement	Being developed for approval by the Northland Transportation Alliance Leadership Group.	Timing TBC by end of August 2017.



Appendix 3 – Development of the MO&R Contract Proposal

In developing this Regional Procurement Strategy, a series of engagement sessions with Council officers and suppliers occurred aimed at identifying the key issues for the MO&R contracts and determining what the challenges are for both parties for service delivery and delivery of other benefits highlighted in the business case.

The suppliers identified the need to have contracts where scope, network size, contract term and annual value provide them with a 'critical size' to establish and maintain a base in the region and to attract and retain the level of quality resources necessary to deliver superior asset and contract management.

The 'critical size' was defined as being in the order of minimum contract values around \$12 million per annum and expected to incorporate network lengths of at least 1200 - 1500km as a minimum. Contract terms in excess of 5 years provided the certainty for investment in plant and resources and a base to grow their business and establish a sustainable long term presence in the region.

Several workshops were held with NTA operational staff and industry specialists were enlisted to assist at the workshops given the significance of potential changes and the need to be assured of thorough and robust processes.

NTA engaged EQUIP and used the Road Efficiency Group's Guidance on Selection of Maintenance Contract Models to define the contract form. NTA were strongly supported by the Transport Agency's presence and their principal change agent for the development of the NOC's (Network Outcomes Contracts) attended one workshop to provide valuable background information to the NTA team. Other Transport Agency staff assisted in the processes to establish the contract form and options for the contract numbers.

After several iterations and considerable discussion, the consensus was that a traditional contract form is the most appropriate for the Approved Organisations and the NTA at this point in time. There was a strategic view that the long-term contract form should be an alliance model, however with the current skills and experience within the NTA a more traditional contract form was appropriate now. In the development of the contractual documentation it is intended to promote collaborative behaviours from the parties to the contract and develop within the NTA an understanding and knowledge about alliance contracting for possible future use.

Consideration was given to what should be included in the contract. Again, consensus was achieved relatively quickly amongst NTA staff that the contracts should include maintenance and reseals and should adopt a 'fence to fence' concept. The suppliers generally supported this approach in a subsequent industry workshop. The question of how much of the pavement rehabilitation renewals should be included is subject to further refinement in the detailed documentation of the contracts and review of the overall works programme as well as providing other opportunities to the market.

The NTA staff and the suppliers were generally of the opinion that if the key issues of scope, scale, term and value could be addressed within a Council area there would be limited benefit in having cross-boundary contract areas. Their assessment is that the customers in each Council area are distinct communities of interest who relate to their specific Council.

Any perceived benefit was likely to be insufficient to overcome administrative and other dis-benefits (cross subsidisation issues, customer request management, effect on a managed exit strategy etc).

Following the joint workshops (and prior to engagement with the industry) SSBU staff carried out self-assessments on the issues facing their specific network and how they might be addressed through a through the contracting environment.

Reseals were very clearly identified by all SSBU staff as being best included in maintenance contracts for numerous reasons relating to quality control, service delivery, asset management and value for money. This was also strongly supported by contractors during subsequent workshops.

Pavement rehabilitation renewals were considered to be best delivered as a mixture determined by scale and complexity, with smaller scale rehabs via maintenance contracts and larger scale rehabs via separate tender.

KDC staff assessed the options and as a general statement, agreed the single contract for KDC is justified and supported. WDC staff developed a robust matrix assessment tool and applied it with a high degree of objectivity and awareness. That resulted in a raw result of a single contract scoring highest as the 'best for network' approach. FNDC staff concluded that a consolidation from the current four contracts to two contracts (approximately north and south of the Mangamuka Gorge / Maungataniwha Range) was the best approach. Aspects were raised by the SSBU staff that other issues may be required to be considered with interested parties in agreeing a way forward.

The Transition Manager, Alliance Manager and Procurement Strategy Consultant explored the same question as the SSBU staff but viewed through a 'one regional network lens'. Rather than assessing against operational criteria or drivers each option was considered against the business case objectives. This exercise assessed the viability of the full spectrum of options ranging from complete dis-aggregation into multiple small contracts (e.g. 'the local farmer with his tractor') through to a single region-wide 'NOC-style' contract. The preferred way forward when assessing options using the business case approach is for three contracts across the region – nominally one in each district council area. The combination of the 'bottom up' assessment against operational drivers by the SSBU staff and the 'top down' assessment against strategic objectives yielded results that are not widely dissimilar; which can be taken as an indication that the options have been narrowed in a robust way.

The collated internal self-assessments on a district by district basis seek four contracts, on base scoring. Three contracts are the preferred option when using the business case approach assessment against regional strategic objectives. This regional strategic approach was endorsed by the Alliance Leadership Group.

The main suppliers are comfortable that there will be contractual provisions requiring a certain percentage of the contract works to be sub-contracted to local suppliers. Common proportions are in the order of 20 – 30%.

A healthy Tier 1 supplier market with a minimum of three Tier 1 contractors may be achieved by having a multitude of contracts however it is more likely this may just consolidate the current situation.

It has been made very clear by those suppliers not currently operating in the MO&R space in the region that they cannot compete unless the term, scale and value of contracts make it commercially viable for them to pursue an opportunity to compete in the Northland market.



6.7 Mangakahia and Otaika Valley Road - Declaration as State Highway 15

Meeting: Whangarei District Council
Date of meeting: 31 August 2017
Reporting officer: Jeff Devine (Roading Manager)

1 Purpose

To confirm the change in Council's total asset value due to the declaration of Mangakahia and Otaika valley Roads as State Highway 15.

2 Recommendation

That the Council:

- a) notes the report on the declaration of the Mangakahia Inland Route as State Highway 15.
- b) Confirms the divestment of 55.3 km of Council road with a net book value of \$38.9million to NZTA for \$Nil, with an associated loss on sale of \$38.9 Million in the council's accounts for the year ended 30 June 2017.
- c) notes that prior to Mangakahia Inland Route being declared a state highway, the cost to Council to maintain the Mangakahia Inland Route was \$1,150,000 per year and;
- d) that Council is redirecting the maintenance costs into other roading projects.

3 Background

At the Northland Mayoral Forum in December 2014, the four Northland Councils' requested that NZTA consider the future of the Mangakahia Rd route as an inland freight route for Northland, and specifically requested that the route from Kaikohe to SH1 become part of the State Highway network.

The Whangarei District Council made a formal request for NZTA to consider taking over the Mangakahia / Otaika Valley Rd route as a new State Highway as part of the 2015/18 Regional Land Transport submission for the Whangarei District in 2015.

The NZTA Board formally considered the request in May 2016 and resolved;

"That the NZ Transport Agency Board supports the proposal to lift the level of service on Te Pua Road | Mangakahia Road | Otaika Valley Road | Loop Road North (known as the Northland Inland freight Route) to a State Highway, subject to the Northland Councils (Far North DC, Kaipara DC, Whangarei DC) entering into formal collaborative agreement with the

NZ Transport Agency to joint asset management across the Northland network to achieve improved journey management, better resilience and emergency response, consistency in approach and improved cost effectiveness in delivery of road maintenance activities.”

Council also made the following statement in the 2016/ 17 annual plan;

“The NZTA will take over the operations, maintenance and new capital works for the ‘Inland Freight Route’ – Te Pua Road in the Far North District, and Mangakahia, Otaika Valley and loop Roads in our District. These roads will be designated State highway status.”

4 Discussion

In considering the request from the Northland Councils NZTA stated;

“that the Board has agreed that there is a case for designating this route as a State Highway, based on the role it plays in providing the most efficient and effective route to serve key centres of primary industry and processing and connecting them with Northport and routes further south. A more effective route here will also take a proportion of heavy traffic away from the parallel State Highway and provide for a more resilient network across the Northland region. The Board agreed that this change made sense if it occurs as part of a wider package of investment and capability development that can be focussed on improving the asset management and operation of Northland’s roads, and that collaboration with and between Northland Councils in this regard is vital.”

In December 2016, the Council formally resolved to support the development of a shared services business unit together with the four Northland Council’s and NZTA, and approved the commencement of the NTA at its meeting on 26 April 2016.

NZTA had the declaration of the Mangakahia Route as State Highway 15, formally gazetted on the 28 July 2016, and the actual takeover of full maintenance activities by NZTA from Council occurred on the 1 August 2016.

4.1 Financial/budget considerations

As a result of the declaration of Loop, Otaika Valley and Mangakahia Rds becoming State Highway 15, a total of 55.3km of road was divested from Council’s network to NZTA, and this resulted in a drop in Council’s total depreciated value for all Roding assets of \$38.9M. This does not include the value of the land but will still have a significant impact on Council’s financial results for the 2016/17 financial year.

5 Significance and engagement

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council’s Significance and Engagement Policy, and the public will be informed via the publication of this Agenda and publication on the website.

6 Attachments

- 1 NZTA State Highway 15 Declaration letter 28 July 2016
- 2 NZTA State Highway 15 Factsheet – March 2016



Level 11, HSBC House
1 Queen Street
Private Bag 106602
Auckland 1143
New Zealand
T 64 9 969 9800
F 64 9 969 9813
www.nzta.govt.nz

Files: 8/3/1
6/7/1
Code: wm1254let

28 July 2016

Whangarei District Council
Private Bag 9023
WHANGAREI 0148

Attention: Mr R. Forlong
Chief Executive

Dear Rob,

NORTHLAND INLAND FREIGHT ROUTE DECLARATION AS STATE HIGHWAY 15

Thank you for your letter of 17 May 2016, confirming that the NZ Transport Agency (the Transport Agency) had consulted with Whangarei District Council (WDC) regarding the Northland Mayoral Forum's request that the Northland Inland Freight Route (NIFR) become part of the State highway network.

It is with pleasure that I can advise you that the Public Notice, promulgating this change in status of the roads concerned, was published in the *New Zealand Gazette* (the *Gazette*) today, Thursday 28 July 2016.

This upgrade of the route to State highway (SH) status will come into effect on Monday, 1 August 2016.

Please find attached herewith, the following:

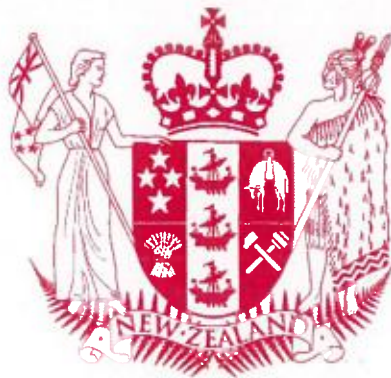
- A copy of the *Gazette* Notice; and
- Three plans that illustrate the location and extent of the new SH15.

It has been a pleasure to work with you and your team in the spirit of "*one network*", to bring about this worthwhile change to Northland's roading system.

Yours sincerely,

Warwick Mason
(Traffic Safety Engineer)

for Brett Gliddon, Highway Manager Auckland & Northland



New Zealand Gazette

THURSDAY, 28 JULY 2016 — No. 67

GOVERNMENT NOTICES

Authorities/Other Agencies of State

Renumbering a State Highway and Declaring a State Highway—State Highways 15A and 15, Northland

Pursuant to section 103 of the Land Transport Management Act 2003, the NZ Transport Agency gives notice that, with effect from 1 August 2016:

- a. State Highway 15A, described in the First Schedule, is renumbered as (part of) State Highway 15; and
- b. the sections of road described in the Second Schedule are declared to be State Highway 15.

First Schedule

Existing State Highway 15A (Point Marsden Highway) in Whangarei District, commencing on State Highway 1 (at old Reference Station 0) and extending in a generally north-easterly direction to a point (old Reference Station 9) 3.5m north of Ralph Trimmer Drive: a total distance of approximately 8.4km.

Second Schedule

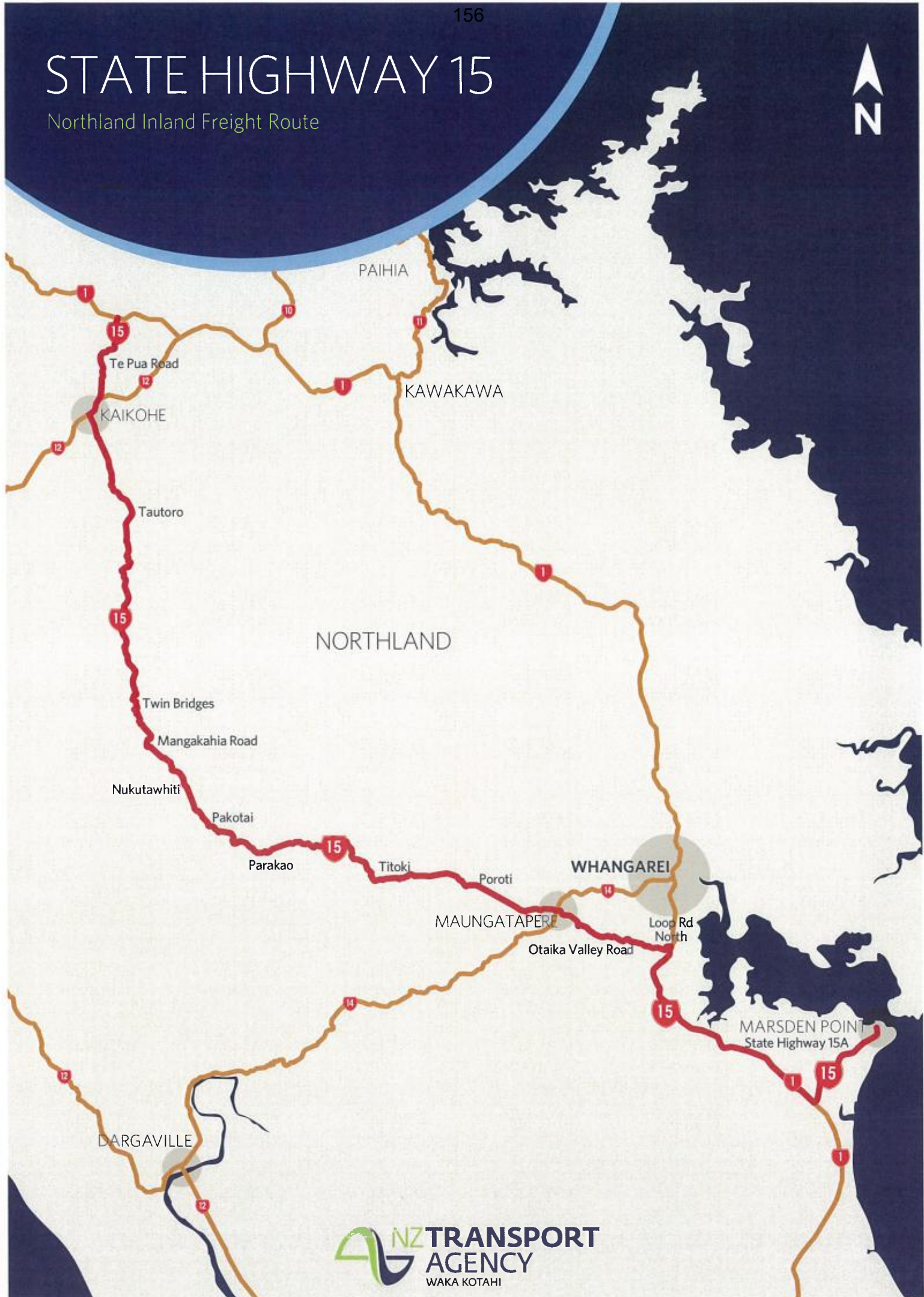
State Highway 15 to include the existing Te Pua Road in the Far North District, commencing at a point (new Reference Station 0) at the northern end of Te Pua Road, on the south-western side of State Highway 1; then extending along Te Pua Road in a generally southerly direction to a point (new Reference Station 7) on existing State Highway 12 at Kaikohe; then along State Highway 12 in a generally south-westerly direction to Mangakahia Road (new Reference Station 9) in Kaikohe; then along existing Mangakahia Road in a generally south-easterly direction to a point (new Reference Station 80) at Maungatapere on existing State Highway 14; then extending along State Highway 14 in a generally north-easterly direction to Otaika Valley Road (new Reference Station 81) in Maungatapere; then along existing Otaika Valley Road in a generally south-easterly direction to existing Loop Road; then extending along Loop Road North in a generally north-easterly direction to a point (new Reference Station 91) on existing State Highway 1; then along State Highway 1 in a generally south-easterly direction to State Highway 15A (new Reference Station 111); and then along existing State Highway 15A in a generally north-easterly direction to a point (new Reference Station 120) 3.5m north of Ralph Trimmer Drive: a total distance of approximately 126.5km.

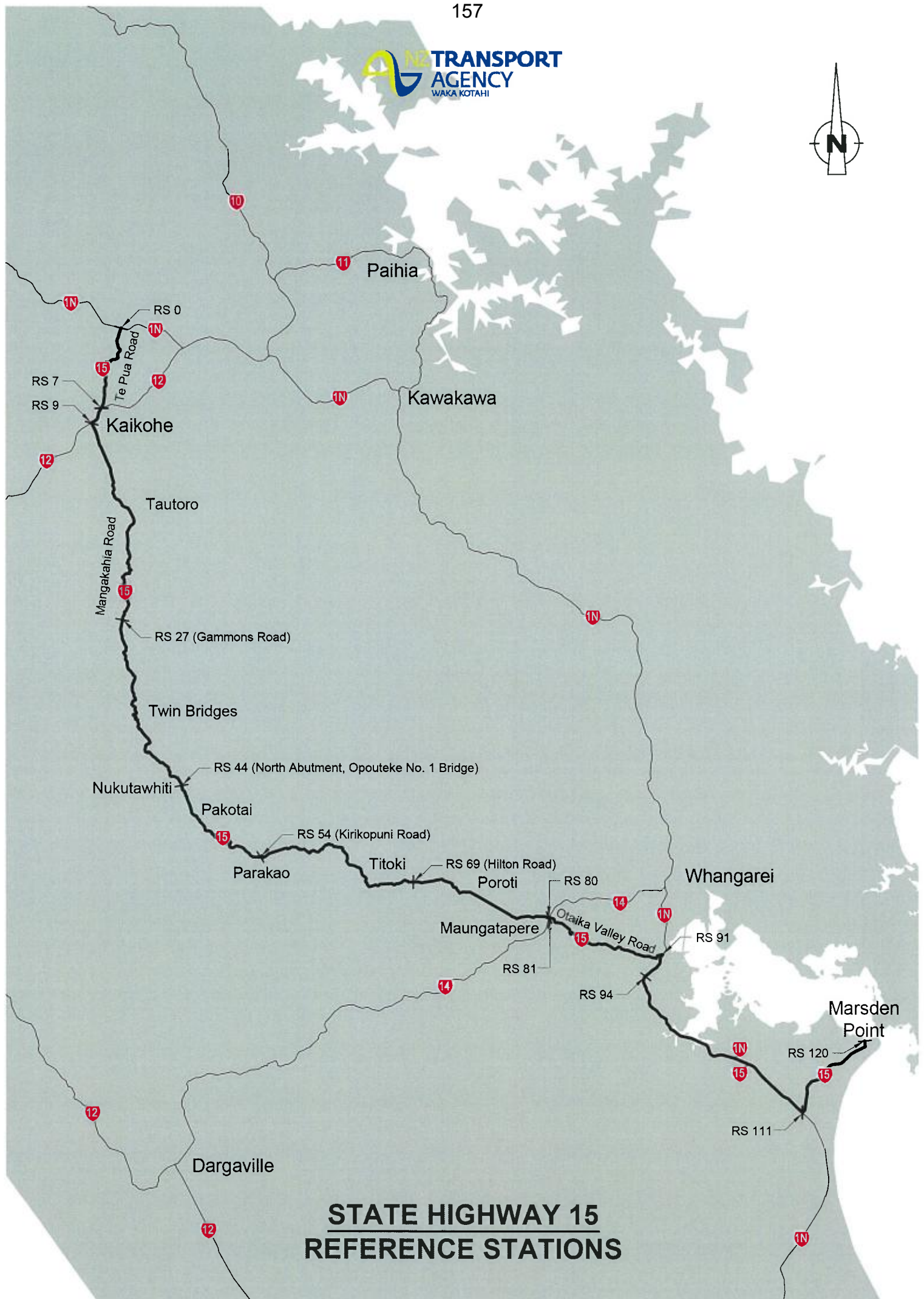
Dated at Wellington this 15th day of July 2016.

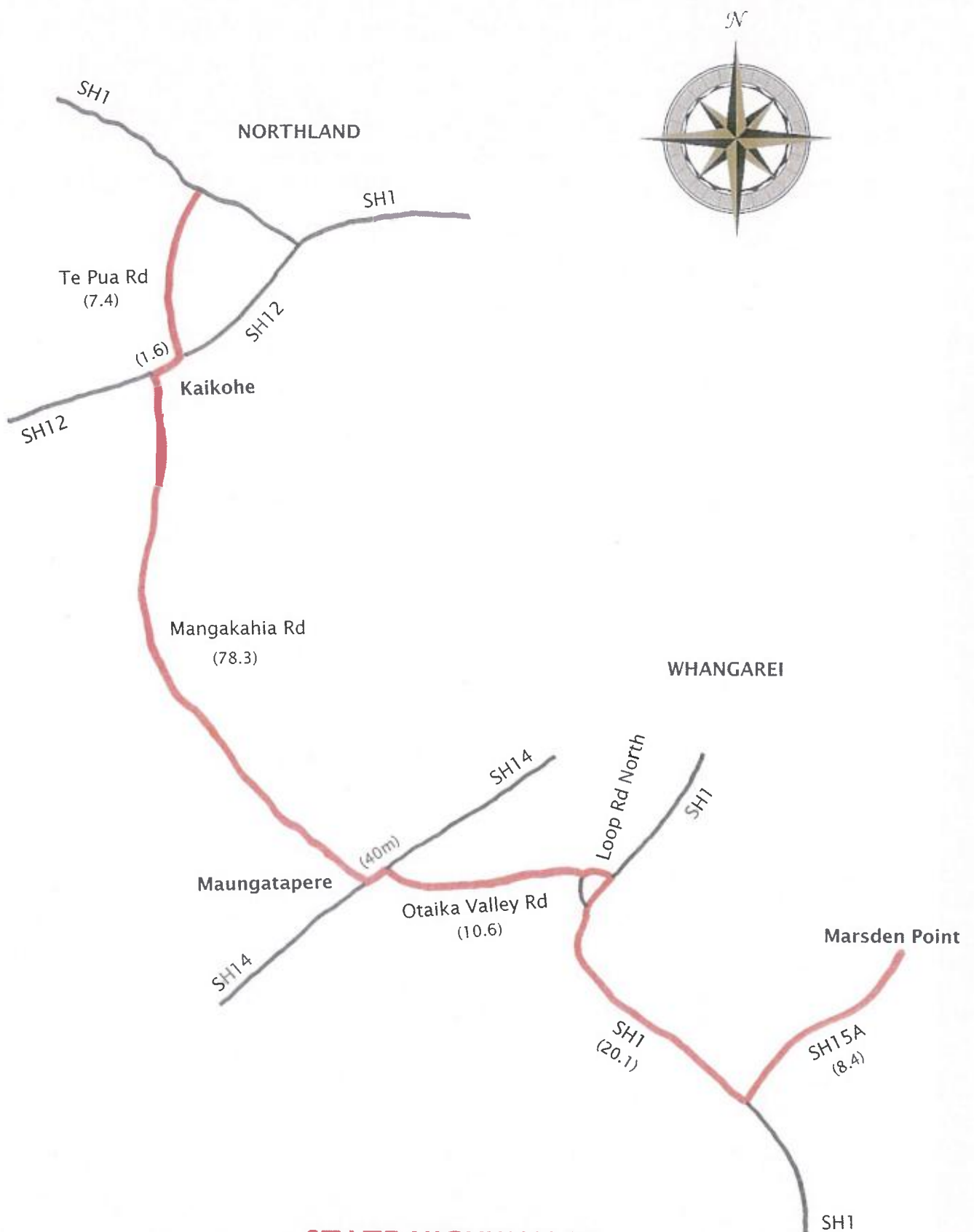
FERGUS GAMMIE, Chief Executive, NZ Transport Agency.

STATE HIGHWAY 15

Northland Inland Freight Route







STATE HIGHWAY 15

a.k.a.

Northland Inland Freight Route

Not to Scale

(Approximate distances shown in brackets)



State Highway 15

PROJECT UPDATE

March 2016



The NZ Transport Agency (on behalf of the NZ Government) is planning to take over the management and operation of a route currently being managed by Far North and Whangarei district councils.

WHERE IS SH15?

The proposed route covers two council areas – Whangarei District Council and Far North District Council.

The Far North District Council section of the proposed new SH15 route comprises:

- 7.4km of Te Pua Road, between SH1 south of Okaihau and Kaikohe
- 26.7km of Mangakahia Road, between Kaikohe and Twin Bridges.

The Whangarei District Council section of the proposed new SH15 route comprises:

- 44.7km of Mangakahia Road, between Twin Bridges and Maungatapere
- 10km of Otaika Valley Road, between Maungatapere and Otaika
- 0.6km of Loop Road (north), between Otaika Valley Road and SH1
- 20km of existing state highway from Loop Road (north), south to the Ruakaka roundabout (this section will be both SH1 and SH15)
- 8.4km of SH15A from the Ruakaka roundabout east to Marsden Point (this section will be renamed SH15)



WHAT CHANGES TO EXPECT ON SH15

From the date we take over the road, the only change that will be visible will be red SH15 shields advising people that this length of road is now a state highway. Our Northland team is working to identify what needs to be done to bring the road up to a state highway standard from a maintenance perspective. We will then work through our funding process to focus on the safety, resilience and improvements we can achieve for our Northland network.



MAINTAINING OUR STATE HIGHWAYS

The Transport Agency contracts out the maintenance and operation of 878.94 kilometres of state highway network in Northland.

All our Network Outcomes contracts for state highway maintenance work specify levels of service that must be achieved.

These are expressed as either:

- response times to unplanned events, such as flooding, or
- operational measures such as how easy it is to read or see signs and line marking, height of roadside grass, potholes and litter.

We work with our consultants and contractors to ensure that we invest at the right time and right place for the best outcome and to balance maintenance with renewals.

FUTURE NETWORK IMPROVEMENTS

While there are no current plans to improve the route, the Transport Agency is committed to bringing the maintenance and operations of SH15 up to a standard consistent with the rest of our state highway network.

Once we have ownership of SH15, the route will become part of a broader Northland network of state highways and sit within our Connecting Northland strategy.

Connecting Northland includes transport improvements across the Northland network, with an initial focus on the corridor between Auckland and Whangarei.

Some of these transport improvements will provide direct benefits to SH15, such as the future upgrade of the Loop Road intersection near Otaika.



ROAD SAFETY: THE SAFE SYSTEM APPROACH

Safer Journeys is about saving lives on our roads. The Safe System approach takes into account human error and vulnerability and designs the whole transport system to protect people from death and serious injury.

Road safety is the responsibility of everyone. Safer roads and roadsides, safer speeds, safer vehicles and safer behaviours all play an important part.

Over time we aim to improve the safety of all parts of the system: roads, roadsides, speeds, vehicles and people, so that if one part fails, the other parts will help protect the road user.

For SH15, the Safe System approach will take into account the existing road design, road user behaviours, safe speeds and the use of the route by the local communities living alongside the corridor.

Changing a road into a state highway

THE PROCESS FOR SH15

- 1 Northland Mayoral Forum requests Northland Inland Freight Route (primarily Mangakahia Road), from Kaikohe to SH1, become part of the state highway network
- 2 The proposed Northland Inland Freight Route to commence at the northernmost end of Te Pua Road and terminate at the Northport facility at Marsden Point, and the entire route to be identified as SH15
- 3 The Land Transport Management Act requires that the Transport Agency consult with regional or territorial councils (Northland Regional, Far North District, Whangarei District and Kaipara District councils) and with every iwi or hapu that may be affected by the declaration of this route as a state highway
- 4 A due diligence exercise is also undertaken by NZ Transport Agency
- 5 Once complete, a report will be sent to the Transport Agency Board, with a request that they approve the declaration of this new state highway
- 6 The Transport Agency, with the consent of the Secretary for Transport, may, by Public Notice in the NZ Gazette, declare a road (or route) to be a state highway
- 7 The Transport Agency becomes responsible for 'ownership' and management of the new highway and must change the identifying traffic signs and markings accordingly to advise road users of the change in status of the road(s) and organisational responsibility for those roads



If you have questions about this project, please contact Kelli Sullivan at kelli.sullivan@nzta.govt.nz or phone **021 611 162**.

www.nzta.govt.nz

6.8 GMO – Approval to join appeal to Auckland Unitary Plan under s274 of the RMA

Meeting: Whangarei District Council
Date of meeting: 31 September 2017
Reporting officer: Melissa McGrath, District Plan Manager

1 Purpose

To approve the application to join the Federated Farmers appeal to the Environment Court against the Auckland Unitary Plan decision under section 274 of the Resource Management Act 1991.

2 Recommendation/s

That the Council:

- a. approves the application to join under section 274 of the Resource Management Act, the Federated Farmers appeal to the Environment Court against the Auckland Unitary Plan decision.
- b. notes that as the appeal relates to the Auckland Unitary Plan, Whangarei District Council will not call evidence but instruct legal counsel to undertake a watching brief of the appeal, in order to protect Whangarei District Council's interests.

3 Background

Whangarei District Council is a member of the Inter-council Working Party on GMO Risk Evaluation and Management Options along with Auckland Council (and predecessor councils), Far North District Council, Kaipara District Council and Northland Regional Council.

In response to on-going concerns expressed by their communities, including tangata whenua, councils on the Working Party have collaboratively investigated the risks posed by GMOs in the environment, together with options to manage those risks, over a period of ten years.

The member councils worked collaboratively to introduce provisions to district plans and aligned plan change processes to facilitate collaboration and cost sharing between councils including a joint defence to legal challenge if necessary.

Whangarei District Council Plan Change 131 decision has been appealed to the Environment Court by Federated Farmers of New Zealand. A hearing date for the court hearing has not yet been set.

Auckland Council has included provisions in its Unitary Plan to manage GMO's. WDC approved a submission in support of this plan change on 12 February 2014.

Federated Farmers of New Zealand have lodged an appeal to the Environment Court against the Auckland Unitary Plan GMO provisions (See Attachment 1) as a submitter Whangarei District Council has the ability to join the appeal under s274 of the Resource Management Act.

4 Discussion

4.1 Financial/budget considerations

As a section 274 party Whangarei District Council can participate in any Environment Court mediation and/or hearing.

- To participate as an active party Council will be required to pay for legal counsel representation and may be required to provide and pay for expert witness evidence.
- To participate as a representative only, Council will be required to pay for legal counsel representation only.

Legal costs have not been provided for in the 17/18 District Plan budget.

4.2 Policy and planning implications

The proceedings involving challenges to GMOs provisions for various councils are interlinked. Environment Court decisions on the Auckland Unitary Plan and/or the Northland Regional Council, RPS will have direct bearing on any proceedings for the Whangarei District Council Plan Change, PC131.

4.3 Options and Risks

1. Join the appeal under section 274 of the RMA as an active participant:
 - Increased ability to present evidence to achieve an outcome that is consistent with the Whangarei District Council Plan Change.
 - Increased expenditure on legal counsel and expert witnesses.
 - Increased risk of costs being awarded against Council.
2. Join the appeal under section 274 of the RMA as a representative only.
 - Ability to be present to support Auckland Council and be cognisant of outcomes.
 - Increased expenditure on legal counsel.
 - Limited risk of costs being awarded against Council.
3. Not join the appeal under section 274 of the RMA.
 - No involvement in the outcome of the appeal, which may compromise PC131.
 - No expenditure on legal counsel.
 - No risk of costs being awarded against Council.

5 Significance and engagement

Council's Significance and Engagement Policy has been considered in relation to this Agenda item.

The decisions or matters of this Agenda item do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via Agenda publication on the website.

6 Attachment

1. Notice of Federated Farmers of New Zealand appeal to Environment Court.

ENV 2017-AKL-

IN THE MATTER of the Local Government
(Auckland Transitional
Provisions) Act 2010 and the
Resource Management Act 1991

AND

IN THE MATTER of an appeal pursuant to section
156(1) of the Local Government
(Auckland Transitional
Provisions) Act 2010

BETWEEN **FEDERATED FARMERS OF
NEW ZEALAND**

Appellant

AND **AUCKLAND COUNCIL**

Respondent

**NOTICE OF APPEAL TO ENVIRONMENT COURT
AGAINST DECISION ON PROPOSED AUCKLAND COMBINED PLAN**
Section 156, Local Government (Auckland Transitional Provisions) Act 2010

Federated Farmers of New Zealand

To: The Registrar
Environment Court
CX 10086
AUCKLAND

1. I, Federated Farmers of New Zealand, appeal against a decision of Auckland Council (the **Council**) on the Auckland combined plan (the **proposed plan**).
2. I have the right to appeal the Council's decision—
 - (a) under section 156(1) of the Local Government (Auckland Transitional Provisions) Act 2010 because the Council rejected a recommendation of the Hearings Panel in relation to a provision or matter I addressed in my submission on the proposed plan. The Council decided on an alternative solution, which resulted in a provision being included in the proposed plan or a matter being excluded from the proposed plan.
3. I provide further details of the reasons for my appeal below.
4. I am not a trade competitor for the purposes of section 308D of the Resource Management Act 1991.

5. (omitted)
6. I received notice of the decision on 4 July 2017.
7. The decision was made by Auckland Council.
8. The decision that I am appealing is as follows:
 - The decision by the High Court, which was "... tantamount to the Council rejecting the [Auckland Unitary Plan Independent Hearings Panel's] decision",¹ to amend the proposed plan as agreed between the University of Auckland and the Council, as recorded in the judgment [2017] NZHC 1150 – *The University of Auckland v Auckland Council*.
9. The reasons for the appeal are as follows:
 - (a) There is no jurisdiction in any legislation which provides the Court with the power to consider the appeal "... as if it is a decision of the Council pursuant to s 156(1) of the Local Government (Auckland Transitional Provisions) Act 2010".²
 - (b) If there is jurisdiction that provides the Court with the power to consider the appeal, there is no jurisdiction by which Issues, Objectives, Policies, Rules and associated discussion relating to the management of Genetically Modified Organisms (GMOs) as such can be included in the proposed plan.

GMOs are managed under the Hazardous Substances and New Organisms Act 1996. Under that legislation, central government has established a specialist agency, the Environmental Protection Authority (EPA), (formerly the Environmental Risk Management Authority, ERMA), which has responsibility for GMOs as such, and which is required to assess the risks inherent in the release of any GMOs. Once this is done and a GMO approved for release, then it is not scientifically or legally possible for the Council (or anybody) to demonstrate that there would be any real risk of adverse effects arising from the release of that organism. Without there being any risk of adverse effects arising from the release of a GMO as such, there is no basis on which Council can become involved in matters to do with the regulation of a GMO on the basis that it is a GMO.

To put it another way, there is nothing in the Resource Management Act (RMA) that provides jurisdiction to differentiate between two organisms for regulatory purposes, on the grounds that one is genetically modified, and the other is not.
 - (c) In terms of s 32 of the RMA, there is no justification for the Council including Issues, Objectives, Policies, Rules and associated discussion relating to the management of GMOs as such in the proposed plan.

The provisions in the proposed plan are not supported by the science.

¹ The decision, at [18].

² The decision, at [24].

It follows from this that any “section 32 evaluation” can demonstrate nothing other than that there is no justification for the Council including Issues, Objectives, Policies, Rules and associated discussion relating to the management of GMOs in the proposed plan.

- (d) As regards s 32AA of the RMA, no further evaluation has been carried out in respect of the changes that have been made to the proposed plan by way of the decision.
- (e) The High Court has expressed a “tentative view” that “... *discharges* [of GMOs] via human waste were not the type of release specifically intended to be caught by [Auckland Unitary Plan Rule E37.4.1] A6 ...” (emphasis added).³ Four matters arise:
 - (i) The EPA specifically provides authorisation for the release of GMOs “via human waste” in its decision on Application APP202601;
 - (ii) The release of a GMO is not a “discharge” in the sense in which that word is used in the RMA;
 - (iii) Activity Table E37.4 specifically provides that the use of GMOs is regulated under the district plan provisions of the Auckland Unitary Plan. The decision has opened up the possibility that the release of GMOs should be considered to be a regional plan matter rather than, or as well as, a district plan matter;
 - (iv) For the purpose of identifying the issue at an early opportunity, and in addition to the matters raised in (a) and (b) above, the matters described in (iii) above can be considered to be jurisdictional in nature.
- (f) The decision does not take into account the effect of s 360D(1) of the RMA, which empowers the Minister for the Environment to make regulations to prohibit or remove specified rules or types of rules that would duplicate, overlap with, or deal with the same subject matter that is included in other legislation. RMA s 360D(2) makes it plain that s 360D(1) applies to GMOs used in medical applications. As discussed in (b) above, GMOs are managed under the Hazardous Substances and New Organisms Act 1996.
- (g) The decision does not “cover the field”. While the changes ordered in the decision appear to provide for the release of GMOs in medical applications as a permitted activity, the subsequent release of GMOs by those who have been treated with GMOs in the course of a medical application continues to be a prohibited activity, which is in contrast to the provision made for such releases by the EPA in its decision on Application APP202601.

10. I seek the following relief:

- (a) That the Court determine that it does not have the jurisdiction to consider the appeal;

³ The decision, at [15].

- (b) Should the Court determine that it does have the jurisdiction to consider the appeal:
- (i) That the Court determine that the Auckland Council does not have the jurisdiction to regulate GMOs;
 - (ii) Should the Court determine that the Auckland Council does have the jurisdiction to regulate GMOs:
 - 1 That the Court determine that the Council cannot regulate the use of GMOs in the proposed plan, including regulation of the use of GMOs in medical applications and any release of GMOs consequential upon the use of GMOs in medical applications.
 - 2 That the Court direct the Auckland Council to prepare changes to the proposed plan to address the matters raised in the appeal, as provided for in s 293(1)(a) of the RMA.

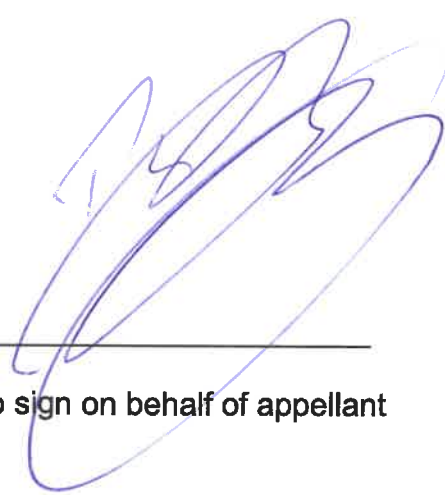
(c) Costs.

11. I attach the following documents to this notice:

- (a) a copy of the relevant decision;
- (b) any other documents necessary for an adequate understanding of the appeal;
- (c) a list of names and addresses of persons to be served with a copy of this notice;
- (d) a copy of my submission.

Date: 14 August 2017

Signature:



P R Gardner
person authorised to sign on behalf of appellant

Contact details

Address for service of appellant:

Richard Gardner
Federated Farmers of New Zealand
Private Bag 92-066
Auckland

Telephone: (09) 379-0057

Fax: (09) 379-0782

Email: rgardner@fedfarm.org.nz

Contact person: Richard Gardner, In-house Lawyer and Senior Policy Advisor

Advice to recipients of copy of notice of appeal

How to become party to proceedings

1. You may be a party to the appeal if you made a submission or a further submission on the matter of this appeal and you lodge a notice of your wish to be a party to the proceedings (in form 33 of the Resource Management (Forms, Fees, and Procedure) Regulations 2003) with the Environment Court within 15 working days after the period for lodging a notice of appeal ends. You must also serve a copy of that notice on the Council and the appellant within the same 15-working-day period, and serve copies on all other parties within 5 working days after that period ends.
2. Your right to be a party to the proceedings in the court may be limited by the trade competition provisions in section 274(1) and Part 11A of the Resource Management Act 1991.
3. You may apply to the Environment Court under section 281 of the Resource Management Act 1991 for a waiver of the above timing or service requirements (see form 38 of the Resource Management (Forms, Fees, and Procedure) Regulations 2003).

How to obtain copies of documents relating to appeal

4. The copy of this notice served on you does not have attached a copy of the appellant's submission or the decision appealed. These documents may be obtained, on request, from the appellant.

The copy of this notice served on you does not have attached a copy of any other documents necessary for the adequate understanding of the appeal (of which there was one, the decision by the Chief Executive of the EPA on Application APP202601, dated 27 October 2015), or a list of names and addresses of persons to be served with a copy of this notice. These documents may be obtained, on request, from the appellant.

Advice

5. If you have any questions about this notice, contact the Environment Court in Auckland.

7.1 2017 Annual Residents Satisfaction Survey Report

Meeting: Whangarei District Council
Date of meeting: 31 August 2017
Reporting officer: Rachel Pascoe (Team Leader – Communications Operations)

1 Purpose

To provide Council with results of the 2017 Annual Residents Satisfaction Survey Report.

2 Recommendation

That Council notes the information provided in the 2017 Annual Residents Satisfaction Survey Report.

3 Background

The Annual Residents Satisfaction Survey is conducted in May each year by an independent research agency – Versus Research Limited. This survey's results are primarily Long Term Plan measures relating to customer satisfaction with our services.

4 Results

Whangarei residents were more satisfied with Whangarei District Council's (WDC) overall performance this past year with 71% satisfied or very satisfied showing an improvement on last year's score of 67%.

Residents' top priorities were for WDC to improve the quality and safety of the roads (62%), followed by other core services such as water supply and sewerage management (54%) and protecting, maintaining and enhancing the natural environment (37%).

Out of the assets and services WDC provides, maintaining district's beaches and coastal facilities rated as most important (93%) followed closely by kerbside recycling (90%) and road quality (90%), while involvement in social issues were seen as the least important service (68%).

Support for WDC's efforts to make Whangarei welcoming and nice was strong with 64% of residents satisfied (48%) or very satisfied (16%) with this; while close to a quarter (24%) gave this a neutral rating. Only 8% were dissatisfied (7%) or very dissatisfied (1%), with 4% not sure how to answer.

Attracting investment, jobs and people to the central business district was revealed as an area for improvement. Just over a third of those surveyed were satisfied (25%) or very satisfied (10%). More than a third (34%) gave this a neutral rating, while 18% were dissatisfied (12%) or very dissatisfied (6%) with this. 13% were unsure how to answer.

More were satisfied with Council's support for promoting Whangarei as a tourist destination. 54% of residents were satisfied (38%) or very satisfied (16%) with Council's support of this initiative. 31% of residents gave this a neutral response, while 12% were dissatisfied (9%) or very dissatisfied (3%).

These results will form part of the 2016-2017 Annual Report, which will be adopted in October 2017.

5 Significance and engagement

This agenda's matters do not trigger the significance criteria outlined in Council's Significance and Engagement Policy. The public will be informed via publishing this agenda on our website.

6 Attachment

2017 Whangarei Residents Survey



Whangarei District Council Resident Satisfaction Survey

JUNE 2017

Executive Summary

Versus Research was commissioned by Whangarei District Council to conduct an annual Resident Satisfaction Survey. This survey identifies the perceptions of residents in the Whangarei district, specifically satisfaction with council services and facilities. Telephone interviewing for this research was conducted between the 10th of May and 26th of May 2017. The final sample size was n=400 which gave a maximum margin of error of +/- 4.8 percent at the 95% confidence interval.

The figures below display the combined satisfaction ratings year on year for key measures grouped by both 5-10 and 7-10 scores. Significance testing has been applied to identify if the changes are statistically significant year on year, this is demonstrated below using green and orange boxes. Green denotes a significant increase, while orange denotes a significant decrease. Detailed results and analysis of findings by ward and demographics are presented in the body of the report.

COMPARISON OF 2012 – 2017 5-10 SCORES

TRANSPORT

Measure	2012 (fairly/very satisfied)	2013 (5-10)	2014 (5-10)	2015 (5-10)	2016 (5-10)	2017 (5-10)
Safety of the roads in the district	69%	73%	74%	70%	70%	87%
Street lighting	71%	73%	82%	73%	81%	82%
Footpaths in urban areas	63%	72%	73%	73%	77%	80%
Quality of sealed roads	72%	70%	71%	67%	69%	77%
Parking in CBD	48%	61%	57%	61%	55%	64%
Management of traffic flow peaks*	48%	65%	69%	61%	63%	51%
Maintenance of unsealed roads	51%	50%	51%	54%	48%	51%

*Indicative only due to questionnaire changes

PARKS AND RECREATION

Measure	2012 (fairly/very satisfied)	2013 (5-10)	2014 (5-10)	2015 (5-10)	2016 (5-10)	2017 (5-10)
Council tracks, walkways and cycleways (includes Hatea Loop)	N/A	N/A	N/A	N/A	N/A	97%
Council playgrounds	93%	90%	98%	96%	94%	96%
Neighbourhood, city, and district parks	95%	93%	96%	95%	96%	96%
Council cemeteries	96%	89%	97%	95%	96%	94%
Sports parks in the district	90%	92%	95%	93%	96%	95%
The district's beaches and coastal facilities	91%	96%	96%	97%	96%	93%
Dog parks and other dog-friendly recreation areas	N/A	N/A	N/A	N/A	N/A	94%
Preservation of the natural environment*	N/A	85%	87 %	92%	89%	89%

*All residents

WASTE MANAGEMENT AND WATER SUPPLY

Measure	2012 (fairly/very satisfied)	2013 (5-10)	2014 (5-10)	2015 (5-10)	2016 (5-10)	2017 (5-10)
Water supply	98%	98%	98%	100%	99%	97%
Kerbside rubbish collection, excluding recycling	87%	94%	89%	92%	93%	92%
Kerbside recycling collection	88%	92%	88%	89%	89%	89%
Public toilets*	80%	81%	82%	86%	89%	82%
Transfer stations and Re: Sort facility	72%	88%	81%	86%	85%	81%
Litter control	79%	76%	65%	76%	75%	77%
Wastewater service; that is, the sewerage system	45%	62%	65%	76%	70%	75%
Stormwater drainage	52%	60%	65%	76%	68%	74%

*Questionnaire wording changed- results indicative

LIBRARIES

Measure	2012 (fairly/very satisfied)	2013 (5-10)	2014 (5-10)	2015 (5-10)	2016 (5-10)	2017 (5-10)
Library service overall	N/A	99%	99%	99%	99%	100%
Library satisfaction - customer service	98%	99%	98%	99%	97%	98%
Library satisfaction - resources and buildings etc.	97%	98%	98%	99%	100%	96%

VENUES AND FACILITIES

Measure	2012 (fairly/very satisfied)	2013 (5-10)	2014 (5-10)	2015 (5-10)	2016 (5-10)	2017 (5-10)
Forum North Performance Conference and Expo Centre	N/A	95%	92%	91%	92%	96%

Measure	2012 (fairly/very satisfied)	2013 (5-10)	2014 (5-10)	2015 (5-10)	2016 (5-10)	2017 (5-10)
Customer Services at Forum North	N/A	96%	96%	97%	96%	95%

COMMUNITY DEVELOPMENT

Measure	2012 (fairly/very satisfied)	2013 (5-10)	2014 (5-10)	2015 (5-10)	2016 (5-10)	2017 (5-10)
New initiatives to create a safe and crime-free district	57%	66%	66%	77%	74%	85%

Measure	2012 (definitely/ Mostly)	2013 (definitely/ Mostly)**	2014 (definitely/ Mostly)	2015 (definitely/ Mostly)	2016 (definitely/ Mostly)	2017 (5-10)
Safety in the district	85%	88%	83%	87%	82%	86%

Measure	2012 (very good/ fairly good)	2013 (very good/ fairly good)**	2014 (very good/ fairly good)	2015 (very good/ fairly good)	2016 (very good/ fairly good)	2017 (5-10)
Relationship with Māori residents	40%	32%	43%	48%	52%	48%

COUNCIL PERFORMANCE

Measure	2012 (fairly/very satisfied)	2013 (5-10)	2014 (5-10)	2015 (5-10)	2016 (5-10)	2017 (5-10)
Overall performance of Council	NA	89%	94%	90%	91%	91%

COMPARISON OF 2013 – 2017 7-10 SCORES

TRANSPORT

Measure	2013 (7-10)	2014 (7-10)	2015 (7-10)	2016 (7-10)	2017 (7-10)
Street lighting	53%	49%	46%	49%	61%
Safety of the roads in the district	38%	37%	36%	35%	58%
Footpaths in urban areas	45%	36%	43%	45%	54%
Quality of sealed roads	38%	37%	31%	35%	38%
Parking in CBD	31%	28%	27%	22%	37%
Maintenance of unsealed roads	23%	22%	20%	18%	21%
Management of traffic flow peaks*	35%	43%	31%	30%	18%

*Indicative only due to questionnaire changes

PARKS AND RECREATION

Measure	2013 (7-10)	2014 (7-10)	2015 (7-10)	2016 (7-10)	2017 (7-10)
Council tracks, walkways and cycleways (includes Hatea Loop)	NA	NA	NA	NA	95%
Council cemeteries	85%	88%	92%	88%	88%
Council playgrounds	83%	87%	85%	83%	85%
Sports parks in the district	84%	86%	84%	85%	84%
The district's beaches and coastal facilities	86%	85%	88%	84%	82%
Neighbourhood, city, and district parks	80%	84%	81%	84%	82%
Dog parks and other dog-friendly recreation areas	NA	NA	NA	NA	77%
Preservation of the natural environment*	62%	65%	67%	71%	67%

*All residents

WASTE MANAGEMENT AND WATER SUPPLY

Measure	2013 (7-10)	2014 (7-10)	2015 (7-10)	2016 (7-10)	2017 (7-10)
Water supply	89%	90%	93%	87%	90%
Kerbside rubbish collection, excluding recycling	83%	75%	79%	84%	78%
Kerbside recycling collection	82%	75%	79%	75%	73%
Transfer stations and Re: Sort facility	75%	66%	68%	70%	68%
Wastewater service; that is, the sewerage system	48%	48%	64%	56%	64%
Public toilets*	57%	50%	59%	71%	59%
Stormwater drainage	41%	41%	58%	50%	54%
Litter control	55%	40%	53%	52%	49%

*Questionnaire wording changed- results indicative

LIBRARIES

Measure	2013 (7-10)	2014 (7-10)	2015 (7-10)	2016 (7-10)	2017 (7-10)
Library service overall	98%	96%	95%	98%	99%
Library satisfaction - customer service	97%	95%	96%	97%	96%
Library satisfaction - resources and buildings etc.	95%	95%	91%	93%	95%

VENUES AND FACILITIES

Measure	2013 (7-10)	2014 (7-10)	2015 (7-10)	2016 (7-10)	2017 (7-10)
Forum North Performance Conference and Expo Centre	84%	74%	76%	77%	84%

Measure	2013 (7-10)	2014 (7-10)	2015 (7-10)	2016 (7-10)	2017 (7-10)
Customer Services at Forum North	86%	85%	81%	89%	84%

COMMUNITY DEVELOPMENT

Measure	2013 (7-10)	2014 (7-10)	2015 (7-10)	2016 (7-10)	2017 (7-10)
New initiatives to create a safe and crime-free district	40%	36%	41%	42%	62%

COUNCIL PERFORMANCE

Measure	2013 (7-10)	2014 (7-10)	2015 (7-10)	2016 (7-10)	2017 (7-10)
Overall performance of Council	60%	63%	63%	67%	71%

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Method

Interviewing for this research was conducted between the 10th of May and 26th of May 2017, from 5.30 p.m. to 8.30 p.m. Monday to Thursday and 10.00 a.m. to 4.00 p.m. on Saturdays. The interviews were completed in-house at Versus Research using a computer-assisted telephone interviewing system.

Sample selection

A stratified sample was utilised based on the areas that make up Whangarei district; that is, proportionally the overall sample was designed to reflect the wards of Whangarei. The table below outlines the quotas applied to wards.

Ward	Quota n=400
Mangakahia - Maungatapere Ward	n=32
Hikurangi - Coastal Ward	n=60
Whangarei Heads Ward	n=32
Denby Ward	n=96
Okara Ward	n=120
Bream Bay Ward	n=60

Weighting

The final data set in this project had age and gender weightings applied. Weighting the data ensured the demographic groups were accurately represented as they would be in the population. Weighting gave greater confidence that the final results were representative of Whangarei district's population overall and were not skewed by a particular demographic group. The weightings applied for gender and age were based on the 2013 Census (Statistics New Zealand). These proportions are outlined in the table below.

Weight factors

Demographic	Proportion of Whangarei District's Population
Male 18 to 39	14%
Female 18 to 39	16%
Male 40 to 59	18%
Female 40 to 59	20%
Male 60 years and over	15%
Female 60 years and over	17%
Total	100%

Margin of error

Margin of error (MOE) is a statistic used to express the amount of random sampling error present in a survey's results. The MOE is particularly relevant when analysing a subset of the data as smaller sample sizes incur a greater MOE. The final sample size for this particular study was n=400, which gives a maximum margin of error of +/- 4.9 percent at the 95% confidence interval; that is, if the observed result on the total sample of n=400 respondents was 50% (point of maximum margin of error), then there is a ninety-five percent probability that the true answer falls between 45.1% and 54.9%.

Reporting of Results

Reporting of Results

Results are shown at the total level for all measures. Where applicable, previous year's results are also shown in the chart.

Significance testing has been applied to these results. A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the previous year's result to the total and is conducted at the 95% confidence interval. Results that are significant are demonstrated by a small square around the figure.

Significance testing is also shown in the tables by area. This testing compares the area result to the total, and is conducted at the 95% confidence interval. The differences are indicated as follows:

- Red: indicates this area's result is significantly lower than the total result.
- Blue: indicates this area's result is significantly higher than the total result.

Labels on charts for small proportions (2% or lower) are not shown as they overlap the area allocated to them, making the labels unreadable.

Significance testing has also been applied to the age, gender, income, and area results. Any significant differences have been noted here using the wording more or less likely.

It should also be noted that not all percentages shown add up to 100%. This is due to rounding and/ or occurs where questions allow multiple responses (rather than a single response).

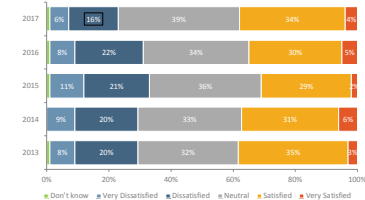
Reasons for Dissatisfaction

Dissatisfied residents were asked why they are dissatisfied, these results were recorded verbatim and post-coded by theme. Reasons for dissatisfaction were collected verbatim and post-coded by theme. Where the base size is <n=30, verbatim responses have not been coded.

Roading and Transport

The Quality of Sealed Roads | 2013 -2017

Thirty eight per cent of residents were satisfied (34%) or very satisfied (4%) with the quality of sealed roads, a slight increase of 3% on combined satisfaction (35%) for last year's results. A decrease in dissatisfaction is noted for this year (16% cf. 2016, 22%).



Area Differences

	Mangakahu Mangakahu	Hikurangi Central	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	6%	5%	6%	3%	7%	9%	6%
Dissatisfied	31%	23%	3%	15%	14%	19%	16%
Neutral	24%	50%	48%	38%	36%	36%	39%
Satisfied	37%	20%	40%	35%	39%	33%	34%
Very satisfied	0%	2%	2%	7%	4%	2%	4%
Don't know	2%	0%	0%	2%	0%	0%	1%

Roading and Transport

Demographic Differences



AGE 18-39

MORE LIKELY TO:
Give a neutral rating for management of peak traffic flows (46%).
Be very satisfied with safety of roads (24%).



AGE 40-59

MORE LIKELY TO BE:
Very dissatisfied with management of peak traffic flows (28%).
Dissatisfied with the safety of roads (14%) and street lighting (11%).
Very dissatisfied with parking in the CBD (24%).



AGE 60+

MORE LIKELY TO GIVE A DON'T KNOW RESPONSE FOR:
Quality of sealed roads (2%).
Maintenance of unsealed roads (31%).
Management of peak traffic flows (17%).



INCOME

LESS LIKELY TO BE:
Satisfied with footpaths (32%).

Residents who earn more than 70k were more likely to be satisfied with maintenance of unsealed roads (28%) while those who earn less than 40k were less likely to be satisfied (5%).
Residents who earn less than 40k were more likely to be very satisfied with management of peak traffic flows (6%) while those who earn 40-70k were less likely to be satisfied (1%).
Residents who earn between 40 and 70k were more likely to be very satisfied with footpaths in urban areas (19%).



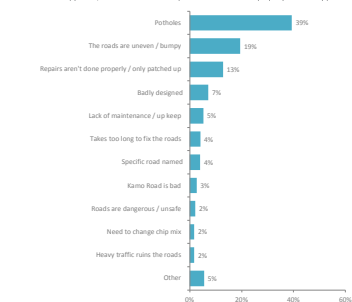
GENDER

When asked for a reason behind choosing not to cycle, male residents were more likely to state they prefer to use their car (10%) while females were more likely to feel unsafe cycling (22%).

Roading and Transport | QUALITY OF SEALED ROADS

Reasons for Dissatisfaction

Dissatisfied residents were asked to provide a reason for their rating. These responses were recorded verbatim, and post-coded by theme. The main reason for dissatisfaction with the quality of sealed roads pertained largely to the presence of potholes, with 39% of residents citing this. Additionally, 19% mentioned uneven or lumpy roads, while 13% stated the repair work was not done properly or was only patched up.



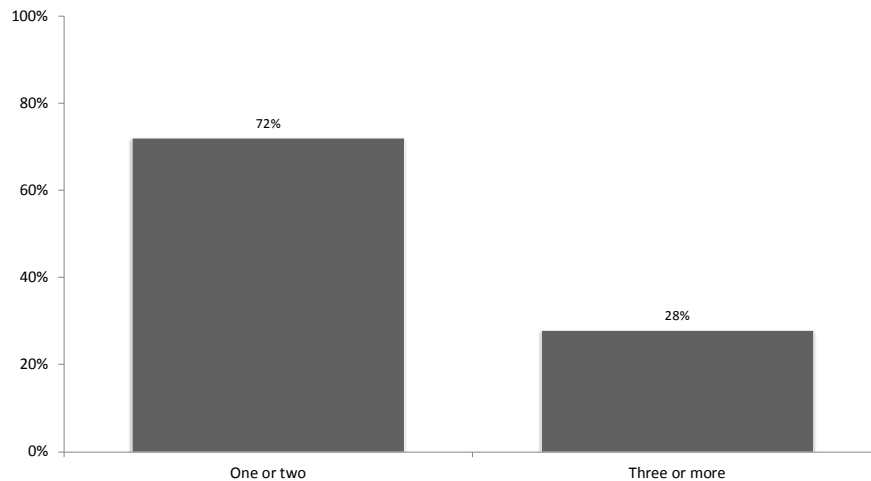
Verbatim Comments

"We live off Whangarei Road and it has so many potholes and dips that you have to go on the other side of the road. For the amount of road funds the Council has, it is about time they spent it in the country, our road is disgusting and has been for quite some time. (Mangakahu - Mangakahu resident)"

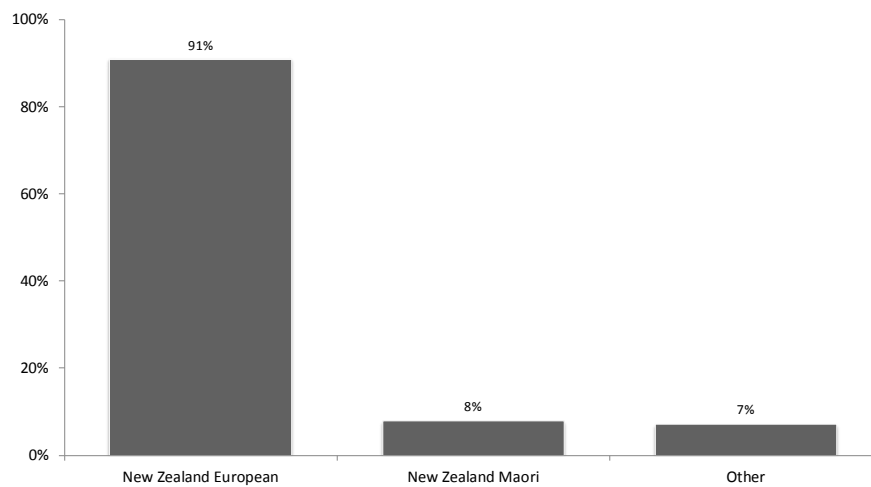
"The logging trucks are coming off State Highway 1 and going onto the Southern point of Marsden Point Road and travelling north and that means that they are going past the school and it leaves potholes in the roads. (Bream Bay resident)"

Sample

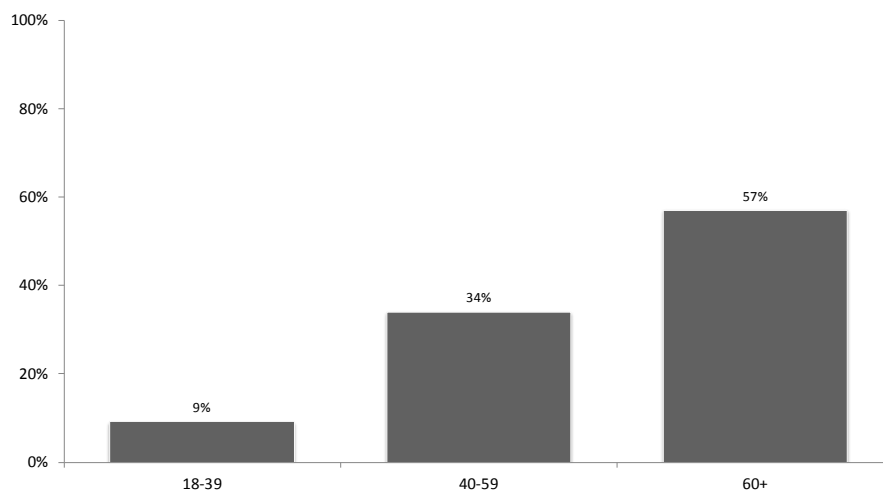
Number of people in household



Ethnicity

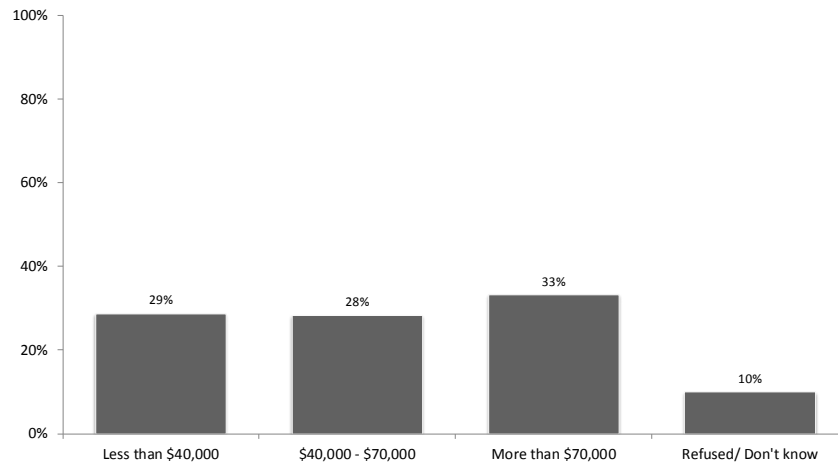


Age

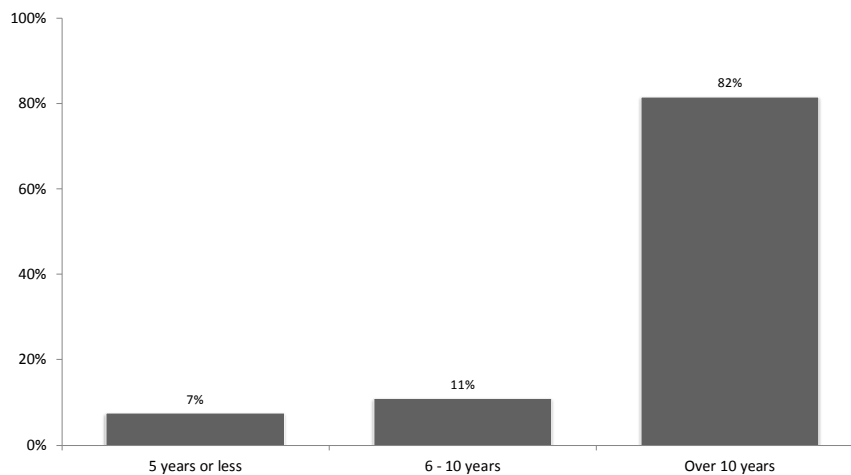


Sample

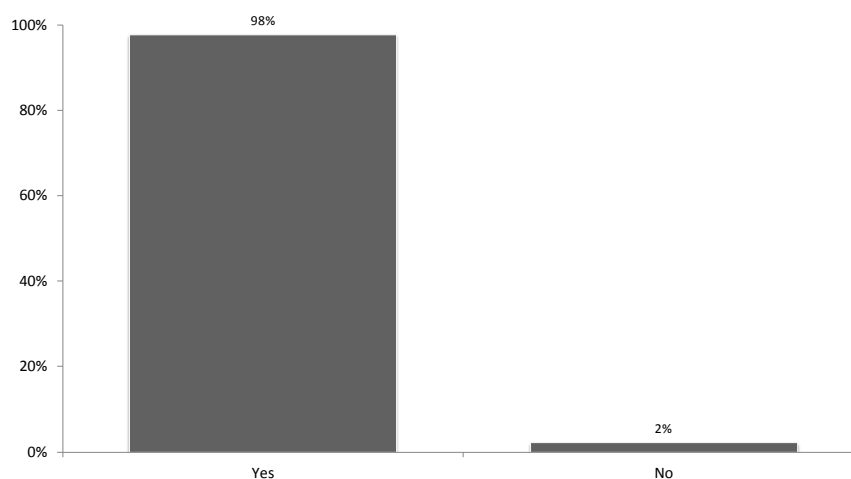
Income



Duration lived

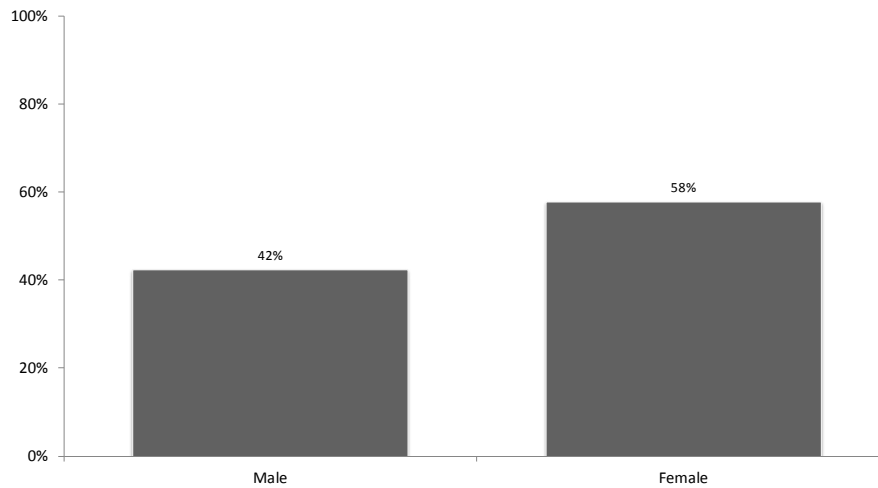


Ratepayer

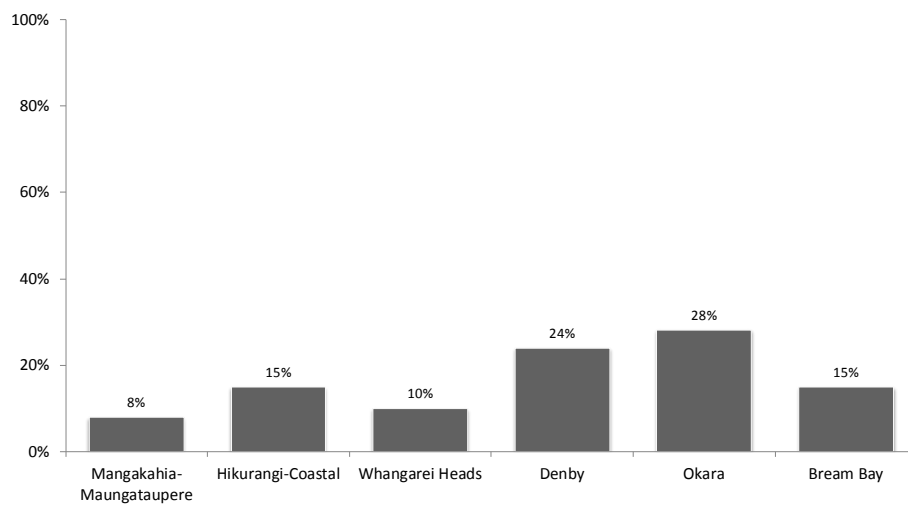


Sample

Gender



Area





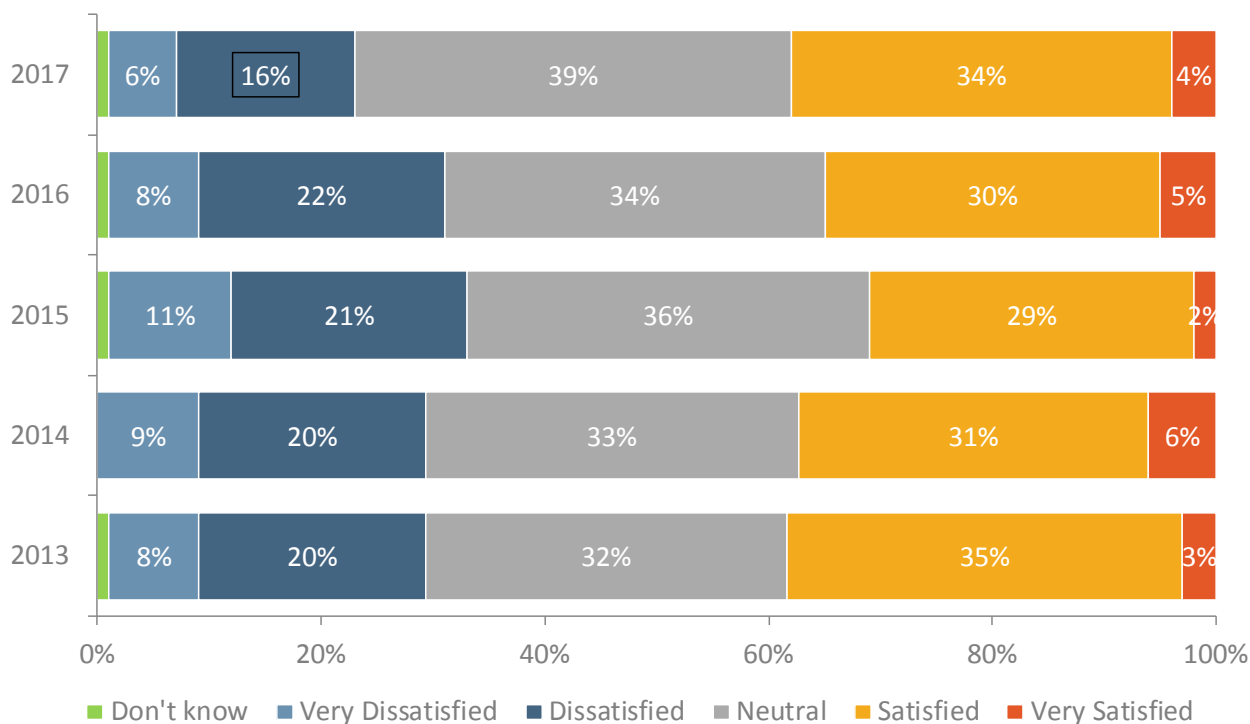
Roading and Transport

Roading and Transport



The Quality of Sealed Roads | 2013 -2017

Thirty eight per cent of residents were satisfied (34%) or very satisfied (4%) with the quality of sealed roads, a slight increase of 3% on combined satisfaction (35%) for last year's results. A decrease in dissatisfaction is noted for this year (16% cf. 2016, 22%).



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	6%	5%	6%	3%	7%	9%	6%
Dissatisfied	31%	23%	3%	15%	14%	19%	16%
Neutral	24%	50%	48%	38%	36%	36%	39%
Satisfied	37%	20%	40%	35%	39%	33%	34%
Very satisfied	0%	2%	2%	7%	4%	2%	4%
Don't know	2%	0%	0%	2%	0%	0%	1%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

Red indicates this area's result is significantly lower than the total result

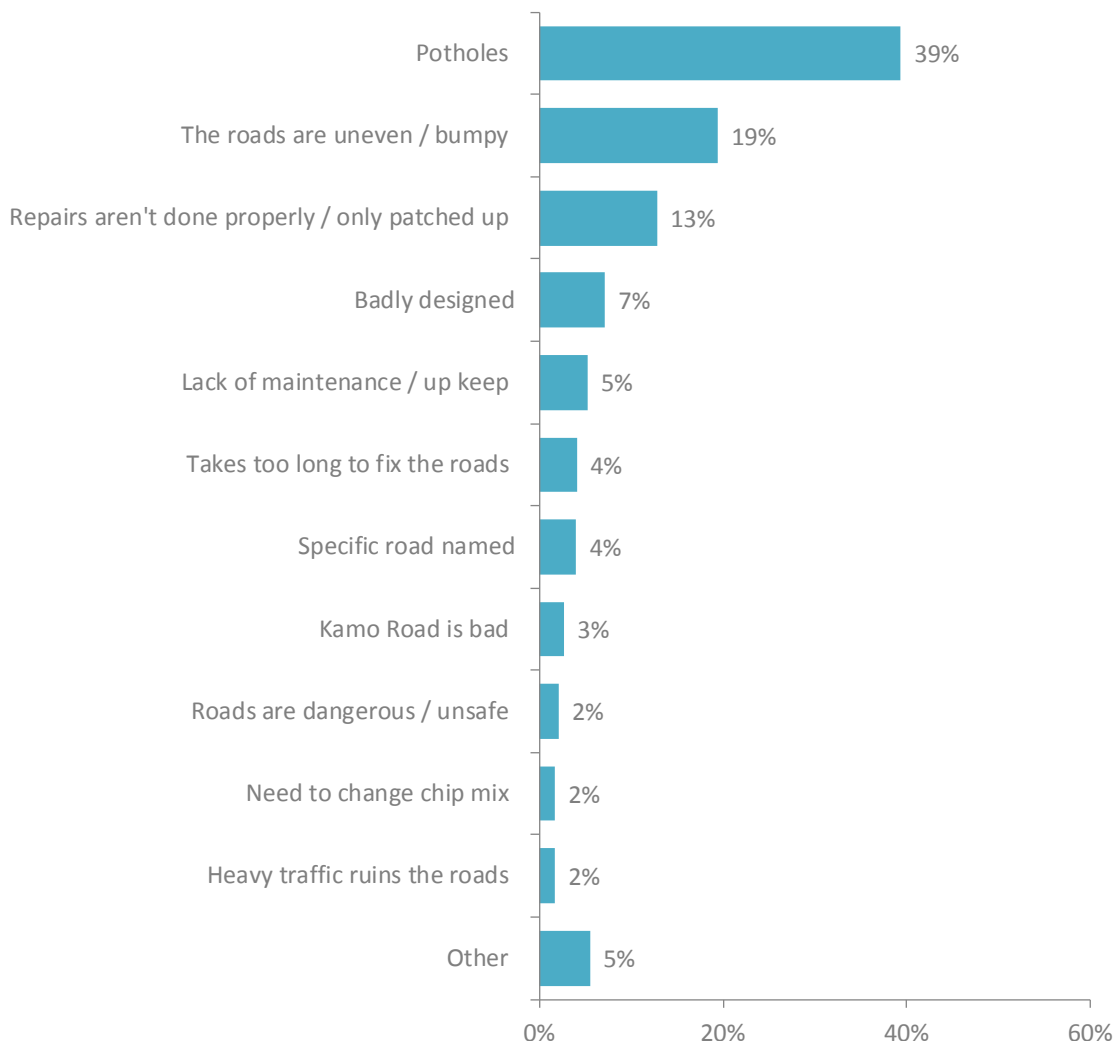
Blue indicates this area's result is significantly higher than the total result

Roading and Transport | QUALITY OF SEALED ROADS



Reasons for Dissatisfaction

Dissatisfied residents were asked to provide a reason for their rating. These responses were recorded verbatim, and post-coded by theme. The main reason for dissatisfaction with the quality of sealed roads pertained largely to the presence of potholes, with 39% of residents citing this. Additionally, 19% mentioned uneven or bumpy roads, while 13% stated the repair work was not done properly or was only patched up.



Verbatim Comments

“ We live off Whatitiri Road and it has so many potholes and dips that you have to go on the other side of the road. For the amount of roading funds the Council has, it is about time they spent it in the country, our road is disgusting and has been for quite some time. (Mangakahia - Maungatapere resident) ”

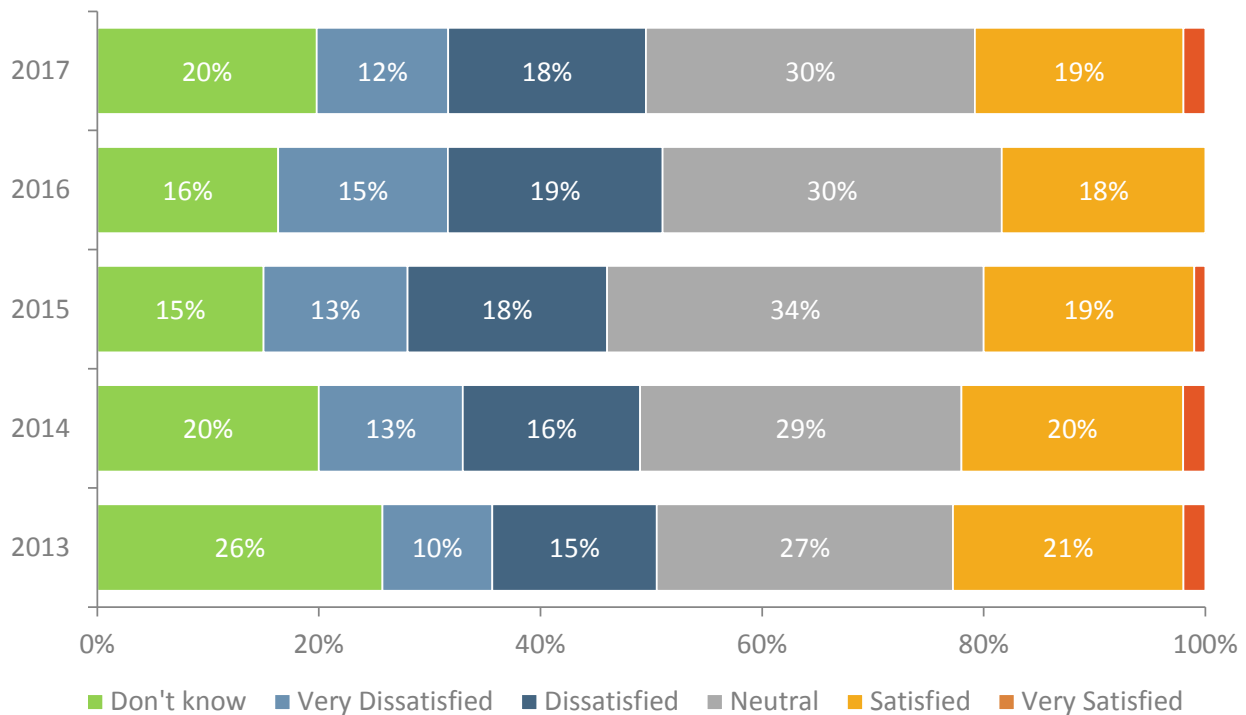
“ The logging trucks are coming off State Highway 1 and going onto the Southern point of Marsden Point Road and travelling north and that means that they are going past the school and it leaves potholes in the roads. (Bream Bay resident) ”

Roading and Transport



Maintenance of Unsealed Roads | 2013-2017

Ratings for maintenance of unsealed roads experienced a slight increase of 3% on combined satisfaction ratings, with 21% of residents giving this a satisfied (19%) or very satisfied (2%) rating, compared to a combined satisfaction of 18% last year.



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	6%	21%	11%	7%	6%	23%	12%
Dissatisfied	34%	29%	14%	21%	7%	11%	18%
Neutral	27%	35%	36%	26%	32%	25%	30%
Satisfied	13%	6%	30%	21%	24%	18%	19%
Very satisfied	0%	1%	1%	4%	1%	0%	2%
Don't know	20%	8%	9%	21%	30%	22%	20%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

Red indicates this area's result is significantly lower than the total result

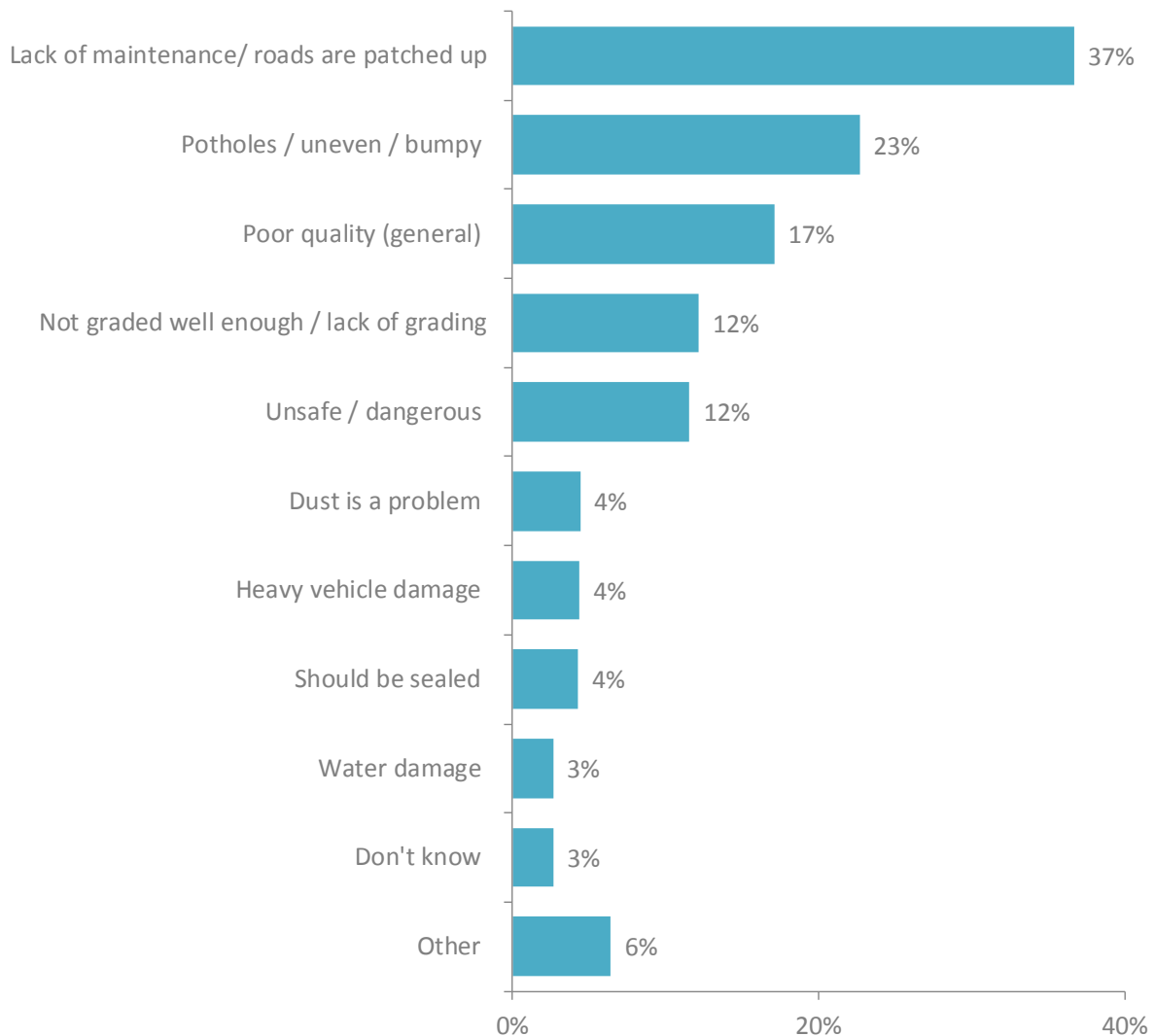
Blue indicates this area's result is significantly higher than the total result

Roading and Transport | MAINTENANCE OF UNSEALED ROADS



Reasons for Dissatisfaction

Dissatisfaction with the maintenance of unsealed roads appeared to be largely driven by the perception that there is a lack of maintenance and that roads are only patched up (37%). Further to this, almost a quarter (23%) identified potholes as a reason for dissatisfaction, while 17% mentioned poor quality generally.



Verbatim Comments

“ They are not grading them enough, too many big stones on the road and I cannot drive on them. (Okara resident) ”

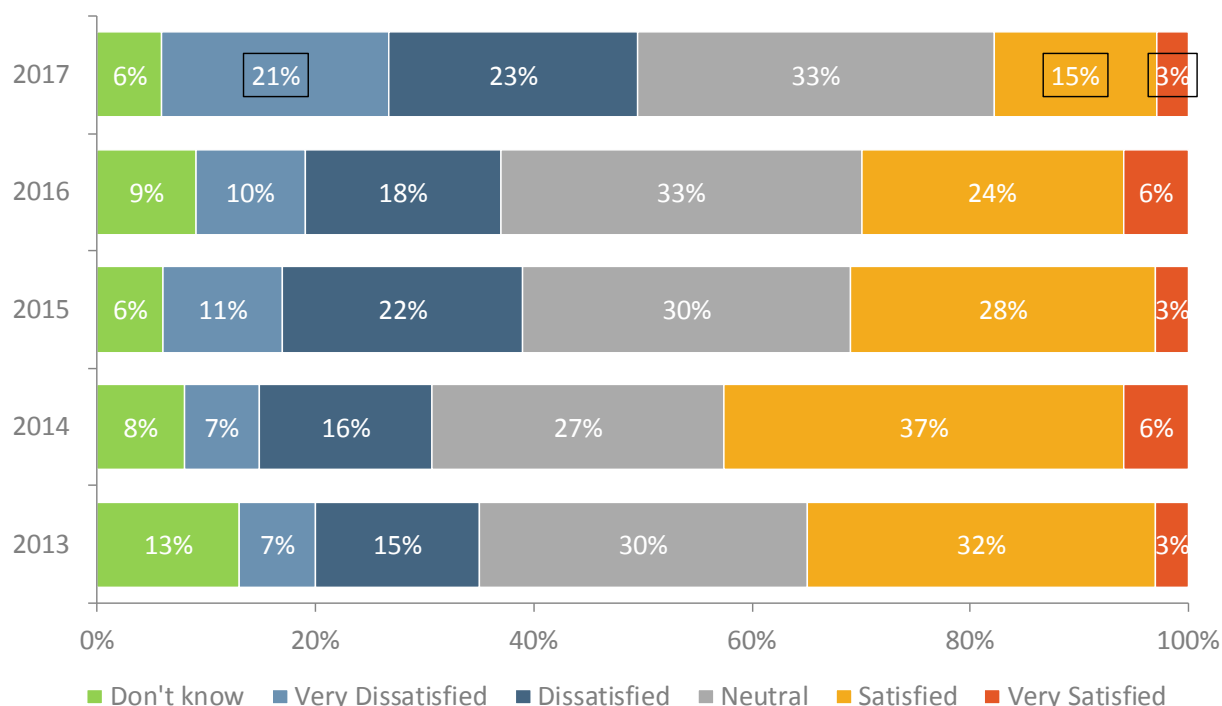
“ I think when you drive on the unsealed road they are corrugated and obviously have not been graded recently, this is throughout the area. (Bream Bay resident) ”

“ They are not serviced and the holes are not filled. It is dangerous for cars. Mainly the road north is in a very bad state, and some side roads. (Denby resident) ”

Roading and Transport

Management of Peak Traffic Flows | 2013-2017

This year, satisfied ratings for management of peak traffic flows have decreased significantly, with 18% of residents satisfied (15% or very satisfied (3%) with the management of traffic flow peaks in the district (cf. 30% 2016 combined satisfaction). This decrease should be treated as indicative only as question wording and positioning of this measure has changed for this year, which affects direct comparability.



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	21%	28%	17%	30%	14%	10%	21%
Dissatisfied	33%	16%	13%	18%	35%	13%	23%
Neutral	31%	34%	46%	31%	33%	28%	33%
Satisfied	7%	15%	22%	15%	11%	19%	15%
Very satisfied	6%	4%	1%	2%	2%	5%	3%
Don't know	3%	4%	1%	2%	6%	24%	6%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

Red indicates this area's result is significantly lower than the total result

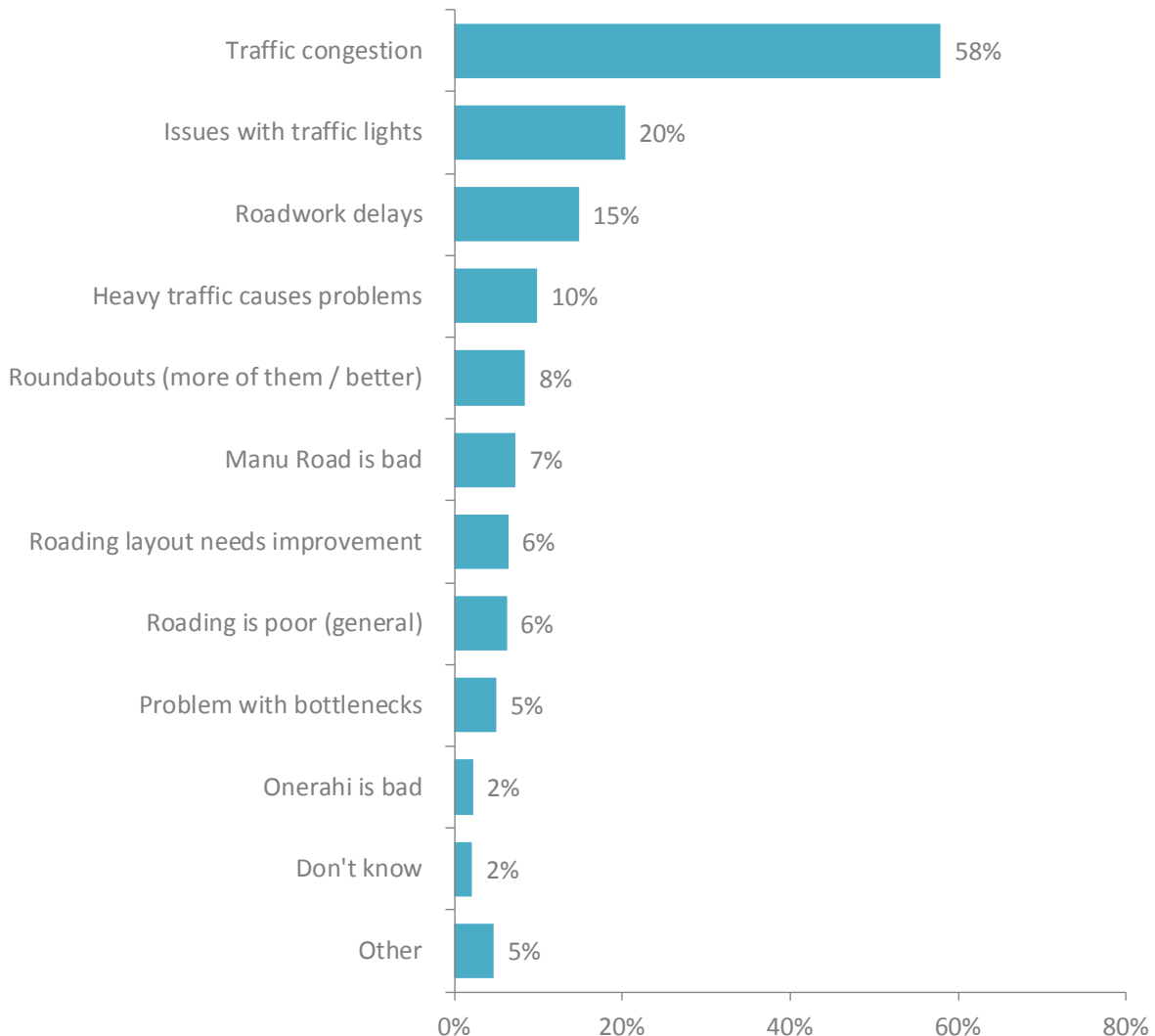
Blue indicates this area's result is significantly higher than the total result

Roading and Transport | MANAGEMENT OF PEAK TRAFFIC FLOWS



Reasons for Dissatisfaction

Traffic congestion was mentioned by 58% of dissatisfied residents as the leading cause for dissatisfaction regarding management of peak traffic flow. Further to this, 20% mentioned issues with traffic lights, while 15% identified roadwork delays as an issue.



Verbatim Comments

“ The intersection at the Tarewa/Porowini Avenue has been enlarged, but needs to be enlarged more; the traffic lights are not working as they should. We never used to have a rush hour but now we do and there needs to be a solution. (Mangakahia-Maungataupere resident) ”

“ In the last 6 months it has taken a very long time to get to and from work. More than it used to. (Hikurangi-Coastal resident) ”

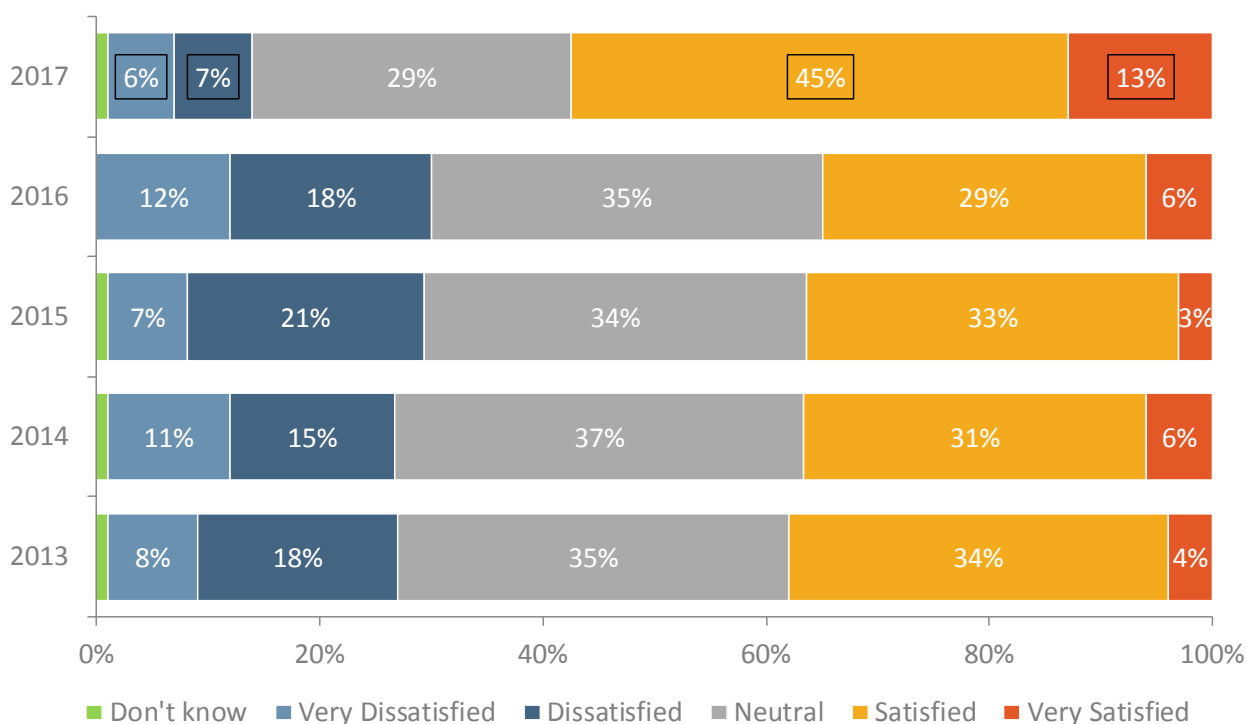
“ Nothing easy about it in Kamo, Whau Valley intersection and Western Hills Drive intersection are the worst. (Denby resident) ”

Roading and Transport



Safety of Roads in the District | 2013 -2017

Ratings for safety of roads in the district also experienced a significant increase in satisfaction this year, with 58% of residents satisfied (45%) or very satisfied (13%) with this; an increase of 23% combined satisfaction (58% cf. 2016, 35%).



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	7%	8%	9%	1%	3%	7%	6%
Dissatisfied	0%	9%	12%	8%	3%	11%	7%
Neutral	38%	30%	18%	26%	33%	33%	29%
Satisfied	47%	48%	59%	45%	41%	34%	45%
Very satisfied	8%	5%	2%	18%	19%	15%	13%
Don't know	0%	0%	0%	3%	1%	0%	1%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

Red indicates this area's result is significantly lower than the total result

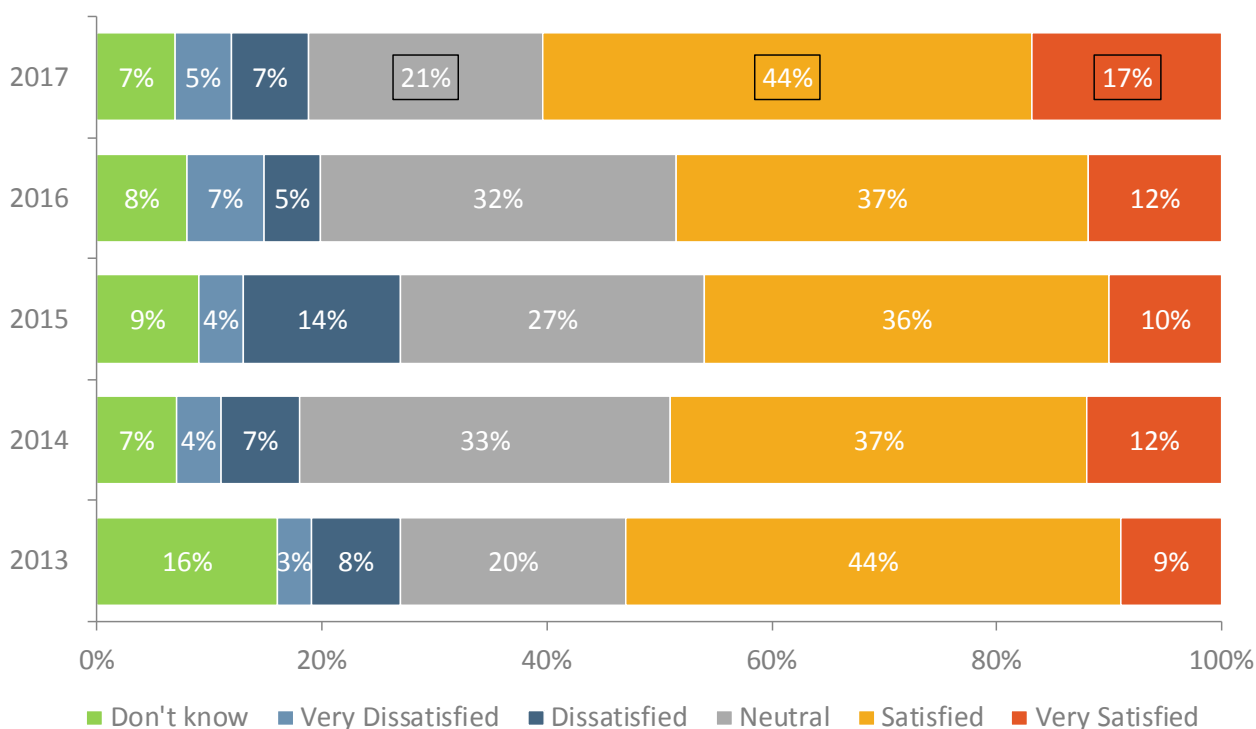
Blue indicates this area's result is significantly higher than the total result

Roading and Transport



Street Lighting | 2013 -2017

Consistent with previous years, street lighting retained the highest levels of satisfaction ratings (61% combined satisfaction) of all transport measures. This measure also sees significant increases for both satisfied (44%) and very satisfied (17%) ratings.



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	3%	2%	11%	3%	4%	11%	5%
Dissatisfied	9%	4%	6%	11%	2%	9%	7%
Neutral	20%	18%	15%	29%	14%	30%	21%
Satisfied	51%	48%	47%	33%	58%	26%	44%
Very satisfied	6%	13%	14%	21%	19%	19%	17%
Don't know	10%	15%	7%	3%	2%	5%	7%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

Red indicates this area's result is significantly lower than the total result

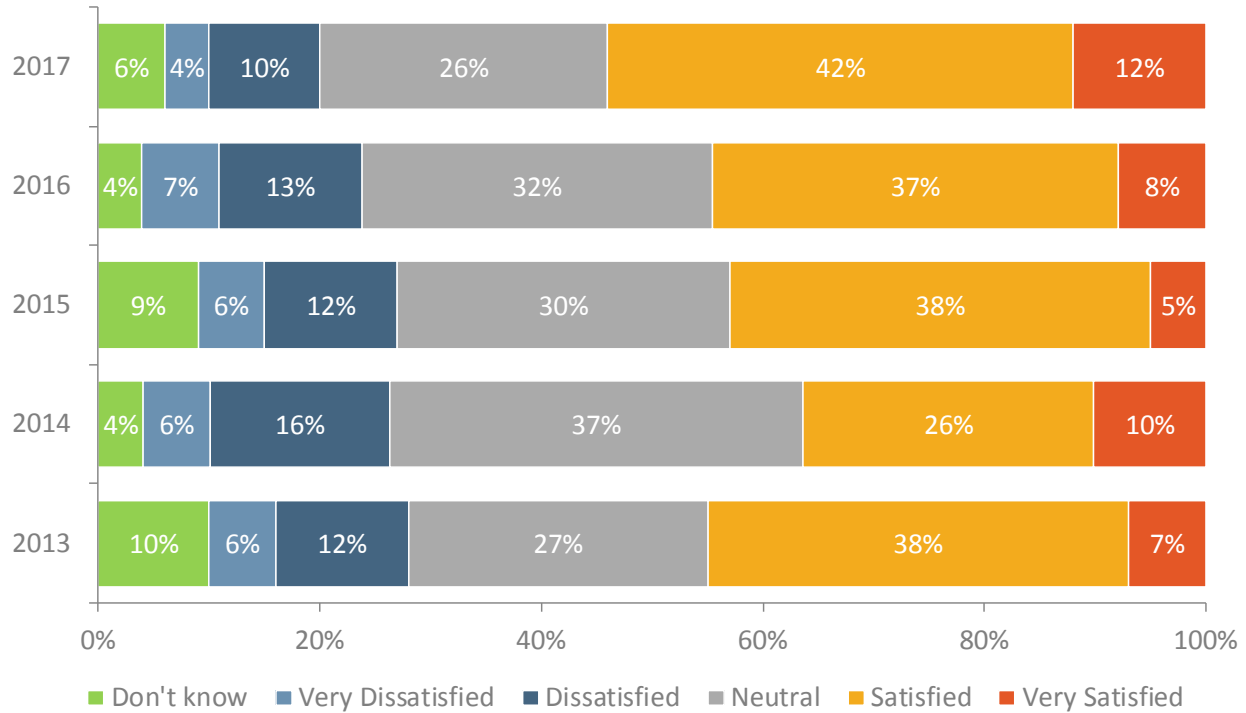
Blue indicates this area's result is significantly higher than the total result

Roading and Transport



Footpaths in Urban Areas | 2013 -2017

While ratings for footpaths in urban areas have increased overall in satisfaction this year (54% combined satisfaction cf. 2016, 45%), this appears to be driven by a shift generally toward satisfied ratings, with no statistically significant differences noted year on year for any rating.



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	0%	3%	3%	5%	2%	11%	4%
Dissatisfied	14%	11%	8%	16%	5%	8%	10%
Neutral	22%	22%	34%	32%	23%	20%	26%
Satisfied	41%	44%	29%	36%	56%	34%	42%
Very satisfied	13%	14%	14%	10%	13%	6%	12%
Don't know	9%	6%	11%	1%	1%	21%	6%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

Red indicates this area's result is significantly lower than the total result

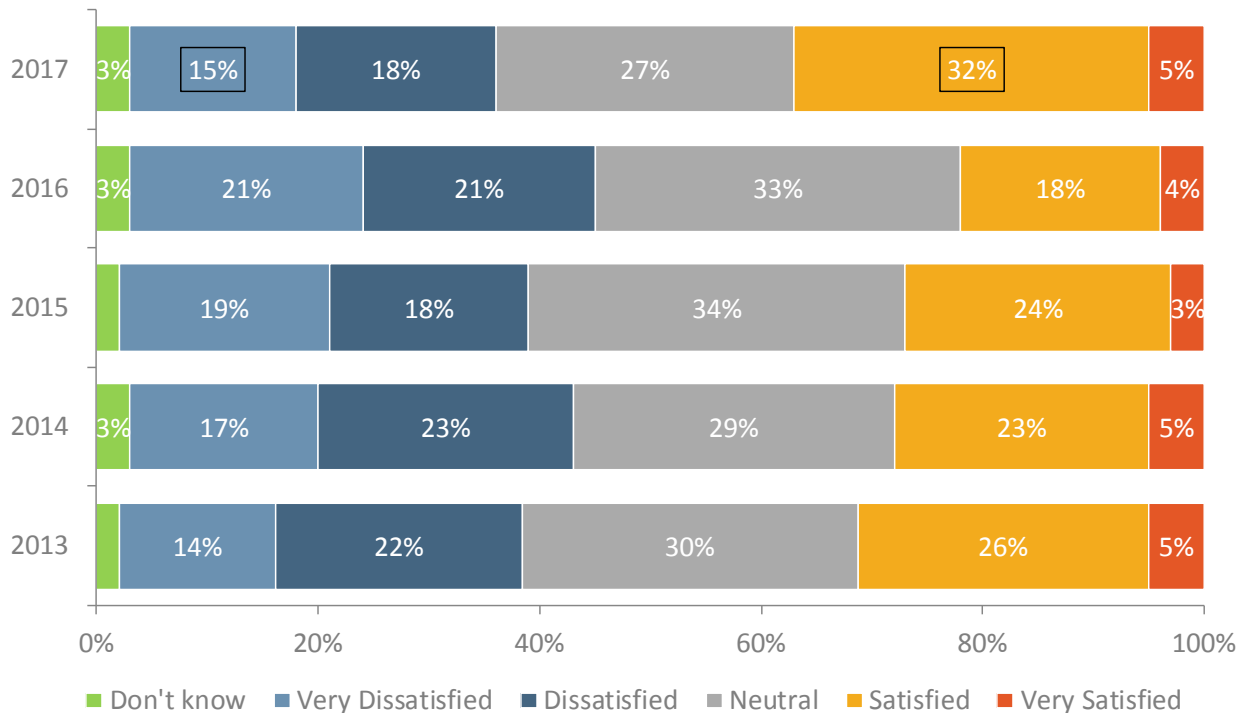
Blue indicates this area's result is significantly higher than the total result

Roading and Transport



Parking in the CBD | 2013 -2017

Parking in the CBD has increased by 15% combined satisfaction, with 37% of residents satisfied (32%) or very satisfied (5%) with this. This is driven by a significant decrease in dissatisfied ratings (15% cf. 2016, 21%) and a significant increase in satisfied ratings (32% cf. 2016, 18%).



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	17%	17%	14%	14%	15%	16%	15%
Dissatisfied	11%	26%	18%	15%	20%	14%	18%
Neutral	18%	25%	36%	25%	23%	45%	27%
Satisfied	54%	29%	27%	32%	34%	22%	32%
Very satisfied	0%	3%	3%	9%	7%	0%	5%
Don't know	0%	0%	1%	5%	2%	3%	3%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

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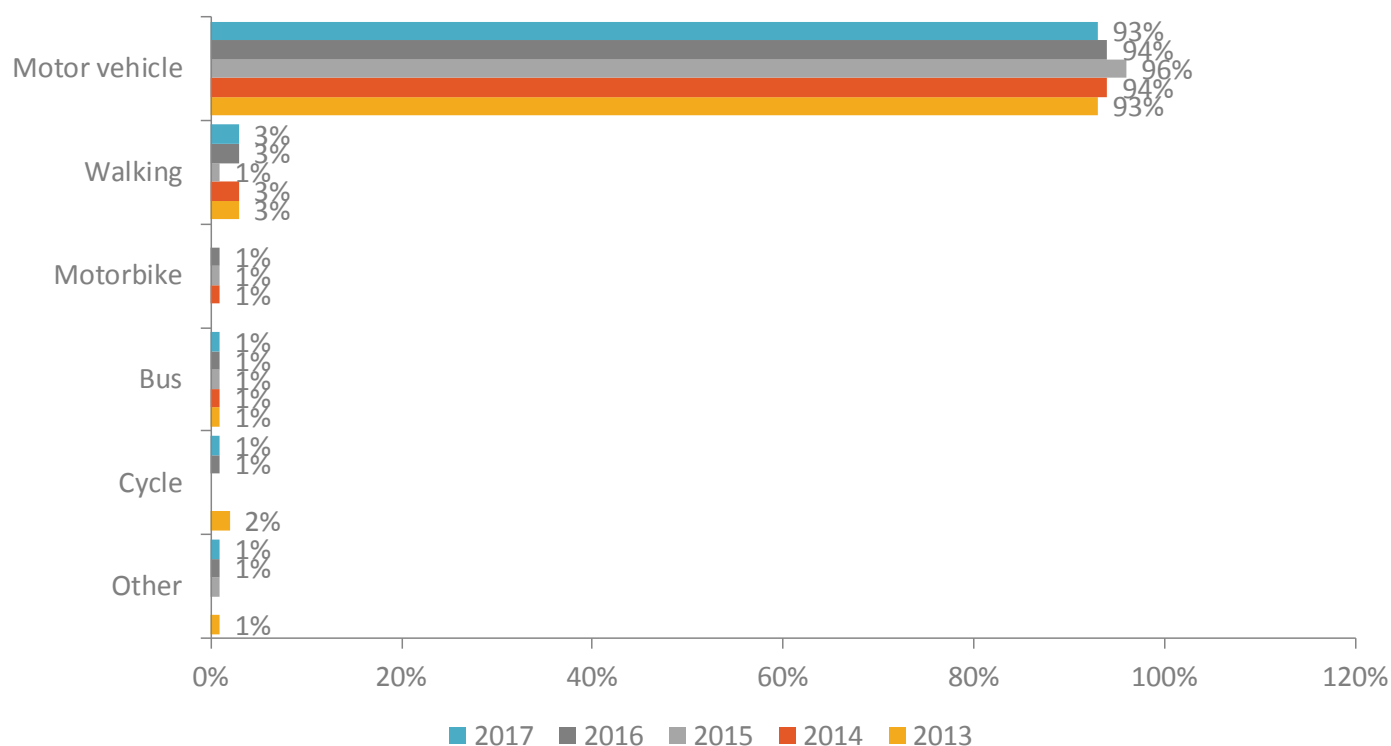
Blue indicates this area's result is significantly higher than the total result

Roading and Transport



Transport Method | 2013 -2017

Consistent with previous years, motor vehicles were the main method of transport for residents (93%).



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Motor vehicle	98%	99%	85%	91%	96%	88%	93%
Motorbike	0%	0%	3%	0%	0%	0%	0%
Walking	0%	1%	1%	6%	3%	1%	3%
Bus	2%	0%	0%	1%	0%	8%	1%
Cycle	0%	0%	7%	0%	0%	0%	1%
Other	0%	0%	3%	2%	1%	3%	1%

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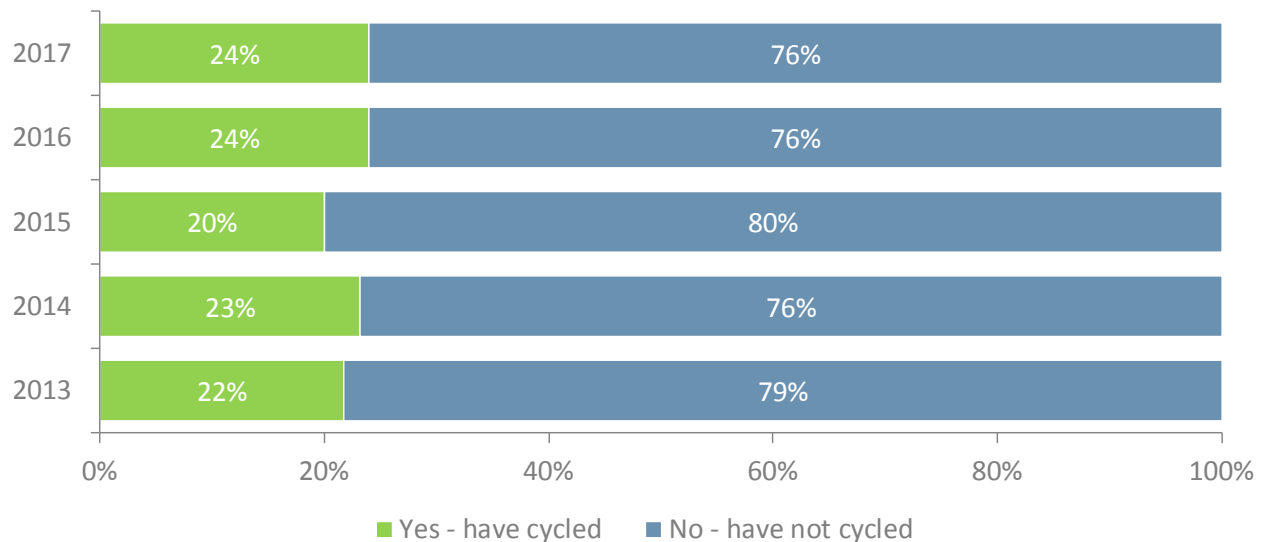
Blue indicates this area's result is significantly higher than the total result

Roading and Transport



Cycling | 2013 -2017

Twenty four per cent of residents cycle in the district, with 76% stating that they do not.



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Yes	35%	22%	17%	15%	32%	28%	24%
No	65%	78%	83%	85%	68%	72%	76%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

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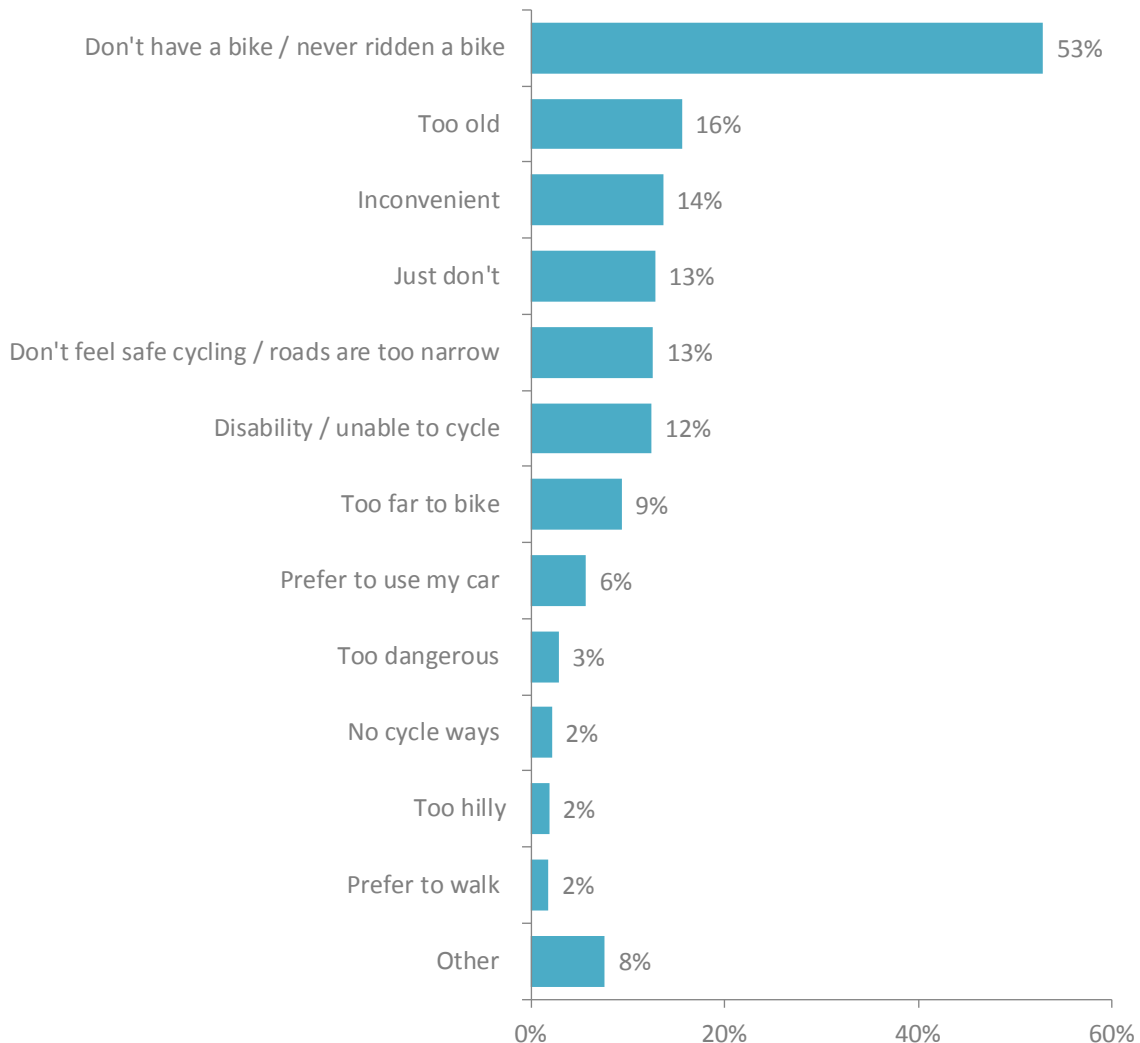
Blue indicates this area's result is significantly higher than the total result

Roading and Transport



Reasons For Not Cycling

The main reason for not cycling in the district was largely due to residents not having access to a bike (53%). This was followed by residents citing they were too old to cycle (16%) or they had a disability (12%), that it was inconvenient (14%), roads were narrow/ unsafe (13%), or that they 'just don't' (13%).



Verbatim Comments

“ I live rurally and it is hard to get a bike down Vinegar Hill Road, it is dangerous. (Hikurangi-Coastal resident) ”

“ I do not own a bike and would not want to ride on the roads they are too narrow. (Whangarei Heads resident) ”

“ I have not been on a bike since I was about 15 and I am 75. I could be a bit wobbly! (Mangakahia- Maungataupere resident) ”

Roading and Transport



Demographic Differences



AGE 18-39

MORE LIKELY

to give a neutral rating for management of peak traffic flows (46%) or to be very satisfied with safety of roads (24%)



AGE 40-59

MORE LIKELY TO

be very dissatisfied with management of peak traffic flows (28%), dissatisfied with the safety of roads (14%) and street lighting (11%), or very dissatisfied with parking in the CBD (24%)



AGE 60+

MORE LIKELY TO

Give a don't know response for quality of sealed roads (2%), maintenance of unsealed roads (31%), or management of peak traffic flows (10%)

LESS LIKELY TO

be satisfied with footpaths (32%)



INCOME

RESIDENTS WHO EARN MORE THAN 70K

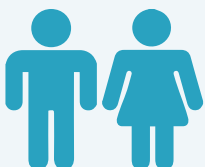
were more likely to be satisfied with maintenance of unsealed roads (28%) while those who earn less than 40k were less likely to be satisfied (5%).

RESIDENTS WHO EARN LESS THAN 40K

were more likely to be very satisfied with management of peak traffic flows (6%) while those who earn 40-70k were less likely to be satisfied (1%).

RESIDENTS WHO EARN BETWEEN 40 AND 70K

were more likely to be very satisfied with footpaths in urban areas (19%)



GENDER

When asked for a reason behind choosing not to cycle, male residents were more likely to state they prefer to use their car (10%) while females were more likely to feel unsafe cycling (22%).



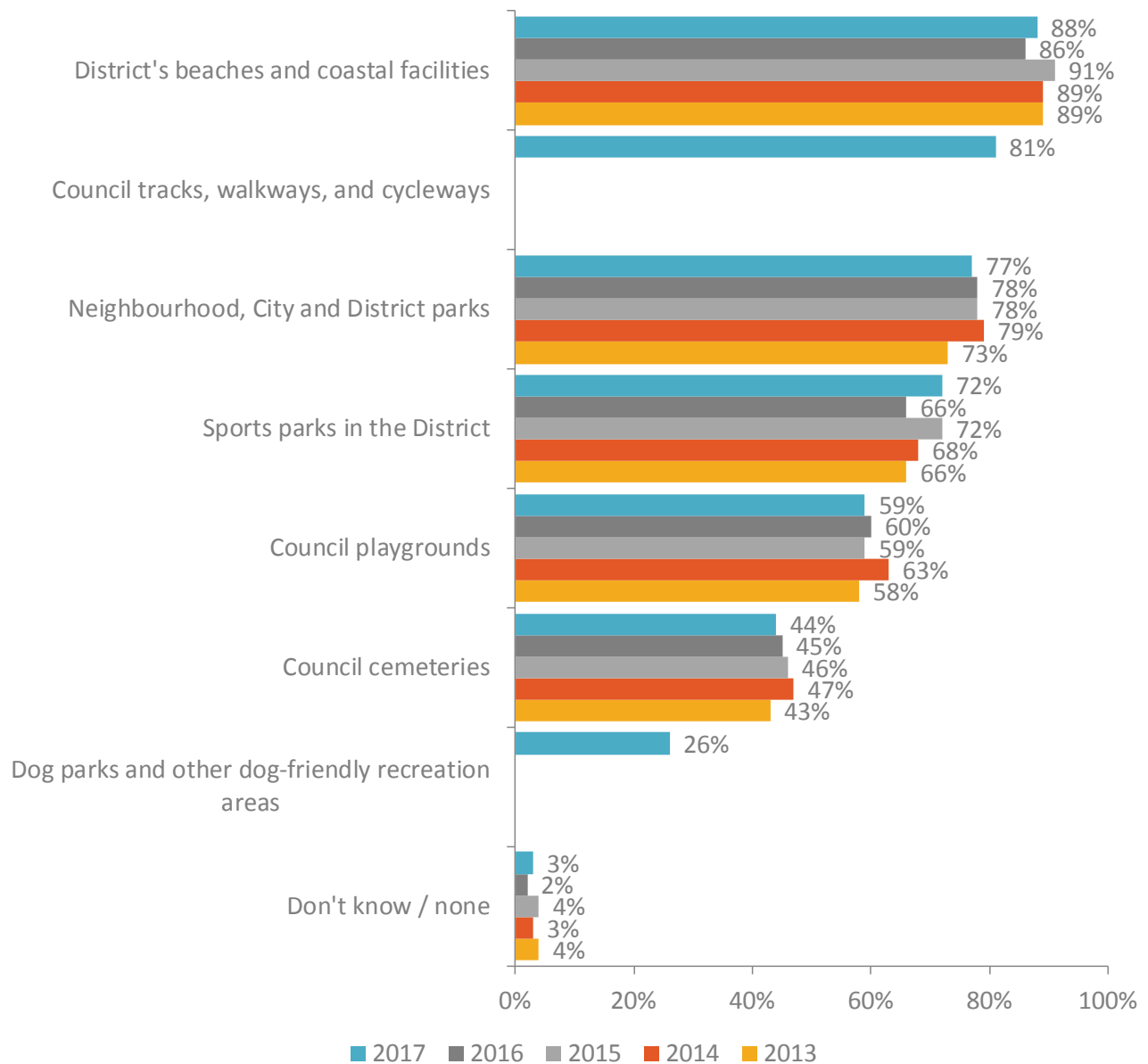
Parks and Recreation

Parks and Recreation



Usage of Facilities | 2013 -2017

Residents were asked to indicate which parks and recreational facilities they had used or visited in the past two years. The district's beaches and coastal facilities remained the most used recreational facilities in the Whangarei district (88%), consistent with last year's results. Usage of council tracks, walkways and cycleways is the next most used facility, with 81% of residents using these. Additionally, usage of sports parks in the district has also increased significantly (72% cf. 2016, 66%).



Parks and Recreation



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Districts beaches and coastal facilities	100%	85%	91%	86%	90%	85%	88%
Council tracks, walkways and cycleways	90%	78%	83%	84%	89%	55%	81%
Neighbourhood, City and District parks	76%	67%	78%	81%	84%	72%	77%
Sports parks in the District	77%	70%	60%	82%	74%	66%	72%
Council playgrounds	44%	62%	64%	67%	61%	50%	59%
Council cemeteries	37%	55%	38%	54%	37%	35%	44%
Dog parks and other dog-friendly recreation areas	22%	19%	29%	29%	27%	31%	26%
Don't know/None	0%	5%	7%	1%	2%	2%	3%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

Red indicates this area's result is significantly lower than the total result

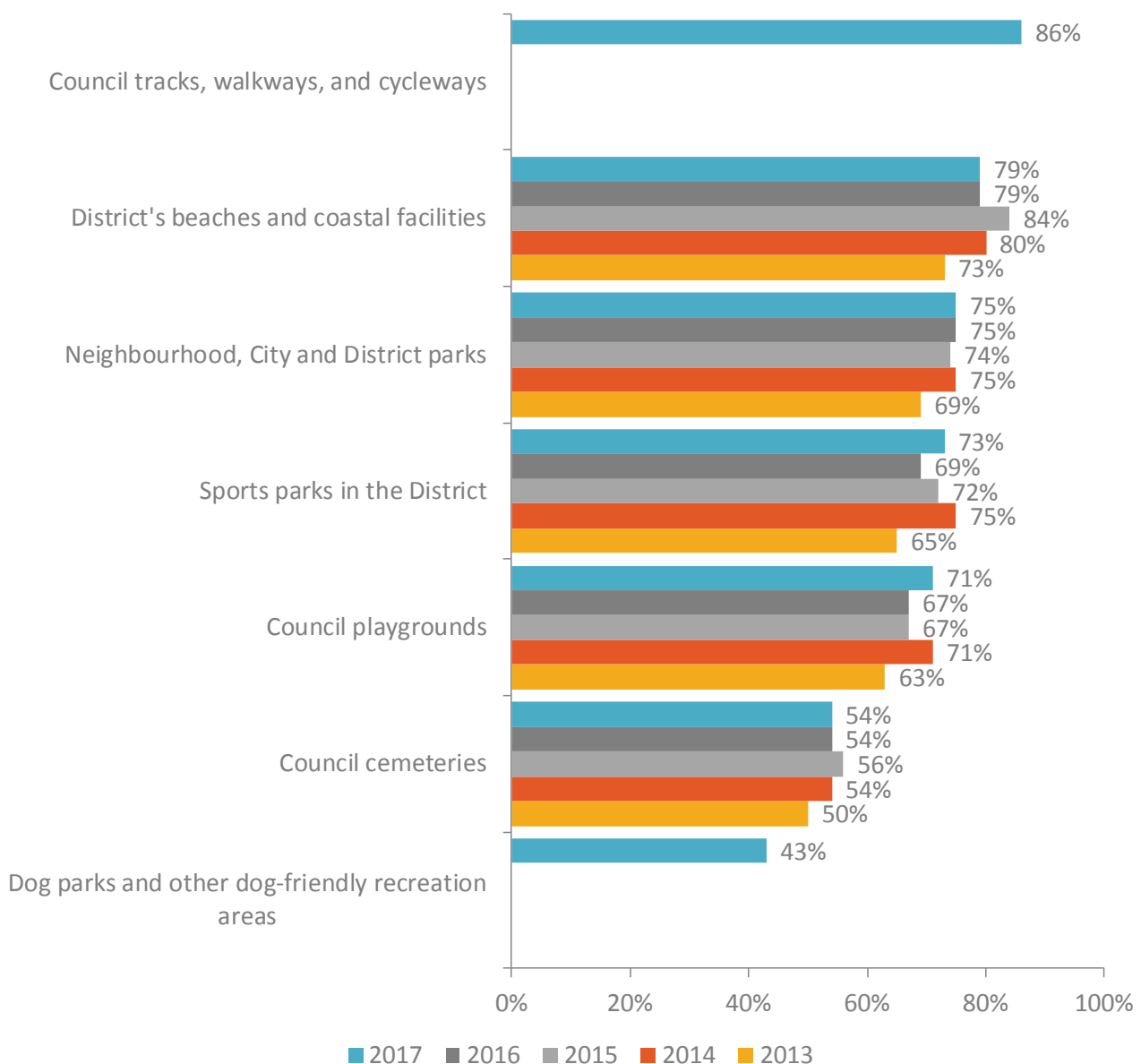
Blue indicates this area's result is significantly higher than the total result

Parks and Recreation



Satisfaction with Facilities | 2013 -2017

Satisfaction across facilities remains relatively high, with Council tracks, walkways and cycleways demonstrating the highest combined satisfaction rating (satisfied or very satisfied) of 86%. This was followed by 79% of residents satisfied with the district's beaches and coastal facilities, and 75% of residents who were satisfied with sports parks in the district; both results are on par with last year. Experiencing slight increases this year, sports parks in the district received 73% satisfaction ratings while council playgrounds received 70% satisfaction. Just over half of residents (54%) were satisfied with council cemeteries. Dog parks were a new measure for 2017, with 43% of residents satisfied or very satisfied with this.

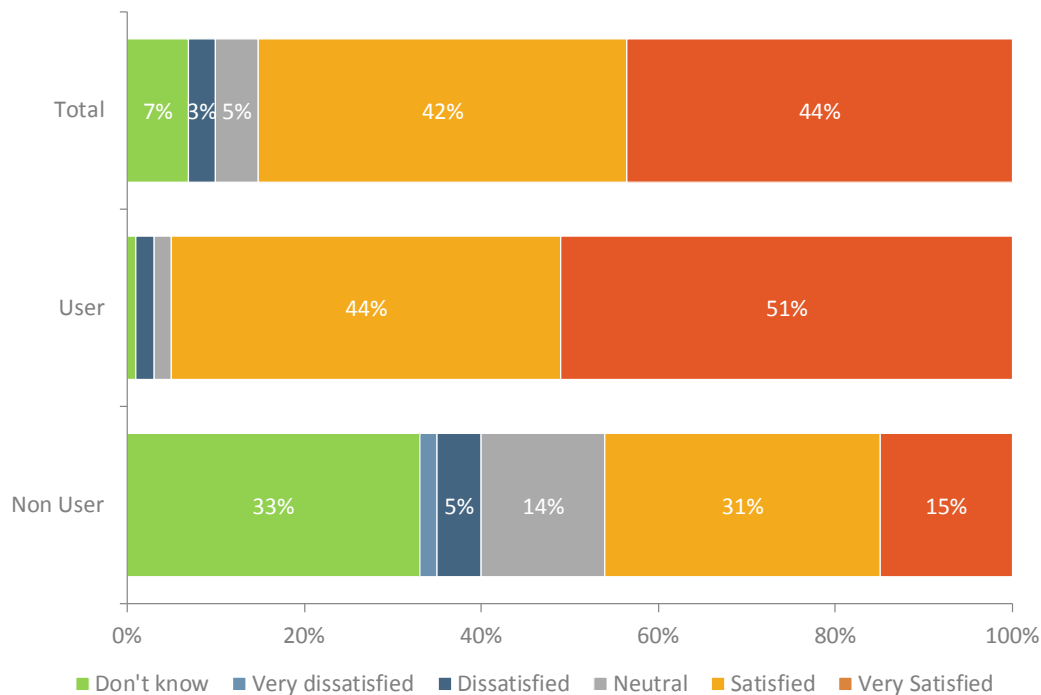


Parks and Recreation



Council Tracks, Walkways and Cycleways | User / Non User

The majority of users (95%) of council tracks, walkways, and cycleways were satisfied (44%) or very satisfied (51%) with this facility, with only 2% giving this a dissatisfied rating. Seven per cent of non-users gave a dissatisfied (5%) or very dissatisfied (2%) rating, with a third (33%) giving this a don't know response.



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	0%	0%	3%	0%	0%	0%	0%
Dissatisfied	3%	1%	0%	1%	5%	8%	3%
Neutral	3%	13%	4%	4%	1%	2%	5%
Satisfied	63%	49%	51%	37%	32%	37%	42%
Very satisfied	30%	34%	42%	51%	57%	28%	44%
Don't know	2%	3%	0%	7%	5%	25%	7%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

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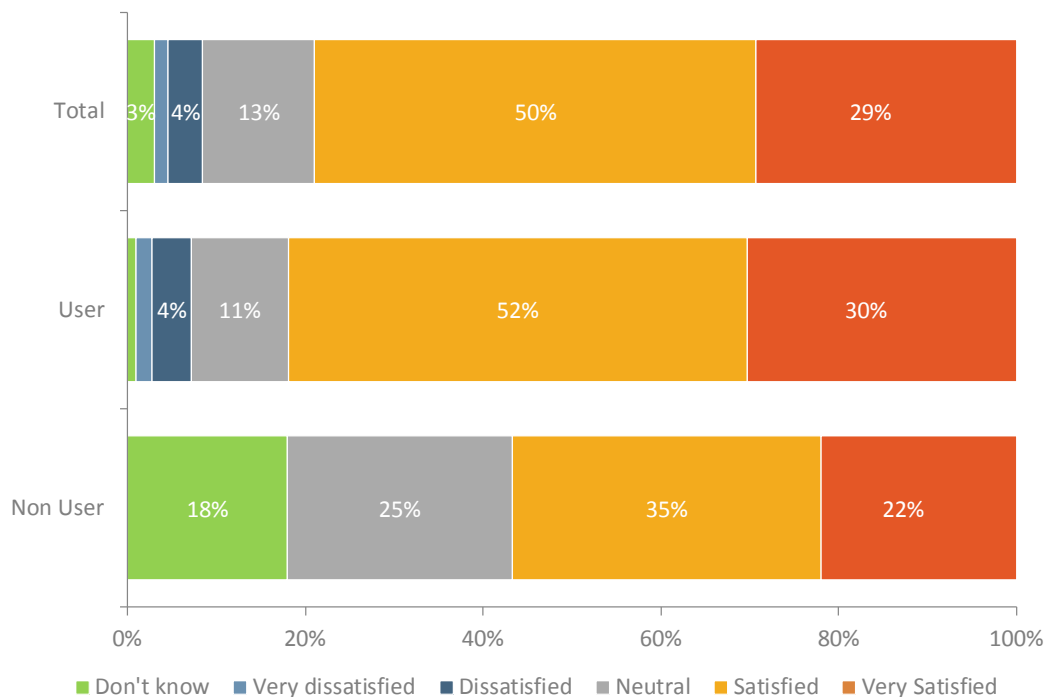
Blue indicates this area's result is significantly higher than the total result

Parks and Recreation



District Beaches and Coastal Facilities | User/ Non User

Satisfaction amongst users of the district beaches and coastal facilities is high, with 82% of users satisfied (52%) or very satisfied (30%) with this. Non users did not express any dissatisfaction towards this facility, with 53% satisfied (35%) or very satisfied (22%) and a higher proportion of neutral (25% cf. users, 11%) and don't know (18% cf. users, 1%) responses.



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	0%	0%	3%	2%	3%	0%	2%
Dissatisfied	2%	1%	7%	1%	3%	11%	4%
Neutral	18%	27%	13%	7%	8%	10%	13%
Satisfied	54%	42%	49%	62%	45%	49%	50%
Very satisfied	27%	30%	27%	24%	38%	27%	29%
Don't know	0%	1%	1%	5%	3%	2%	3%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

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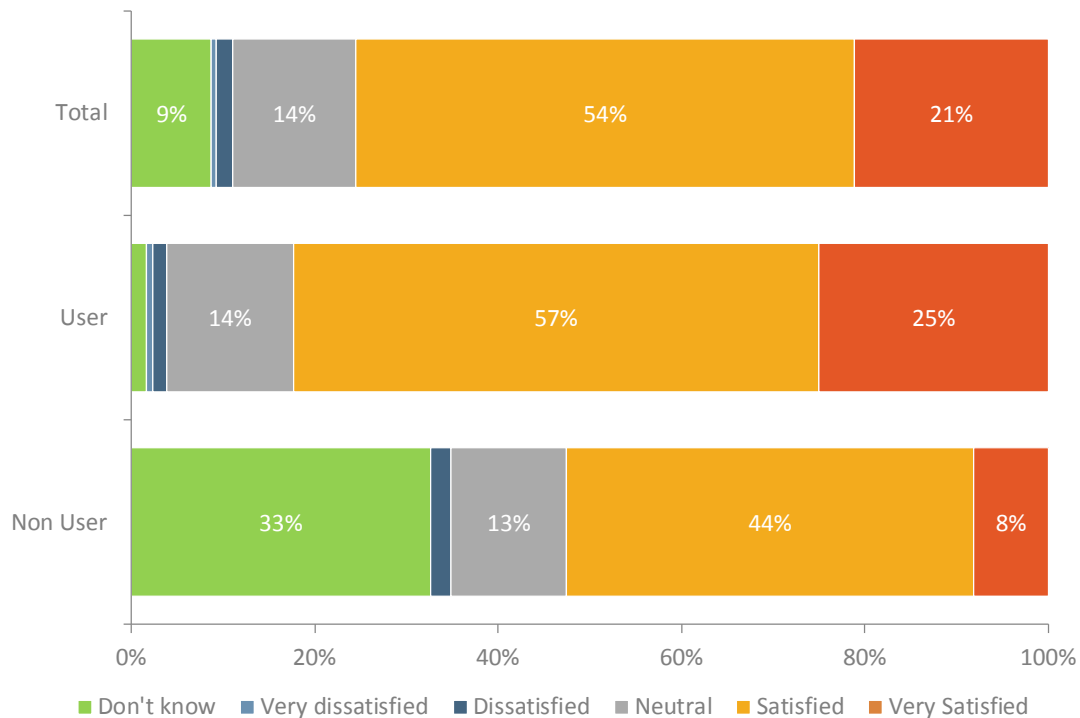
Blue indicates this area's result is significantly higher than the total result

Parks and Recreation



Neighbourhood, City and District Parks | User/ Non User

Eighty two per cent of users were satisfied (57%) or very satisfied (25%) with neighbourhood, city, and district parks. A very low proportion of dissatisfied ratings (2%) were present among non-users, with 52% of non-users satisfied (44%) or very satisfied (8%) with the parks.



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	0%	0%	3%	1%	0%	0%	0%
Dissatisfied	0%	1%	0%	3%	3%	1%	2%
Neutral	33%	31%	7%	11%	4%	7%	14%
Satisfied	40%	51%	59%	58%	54%	58%	54%
Very satisfied	18%	12%	21%	22%	33%	14%	21%
Don't know	9%	5%	10%	6%	6%	19%	9%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

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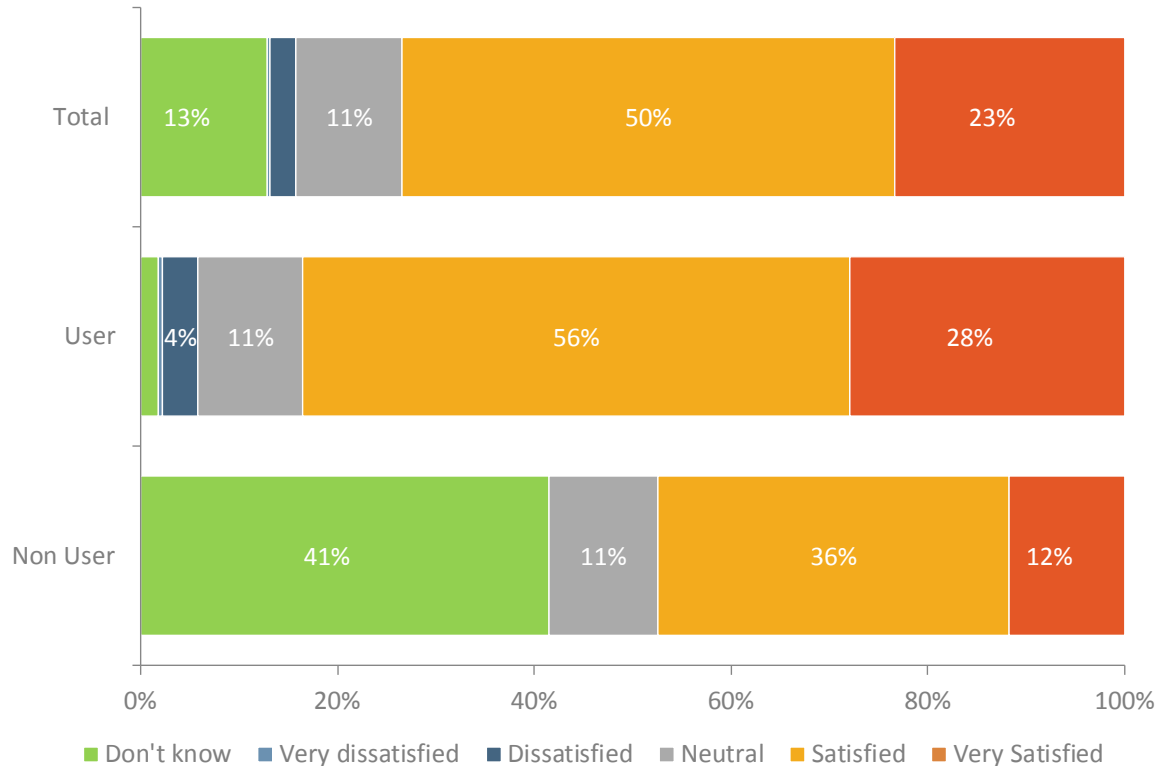
Blue indicates this area's result is significantly higher than the total result

Parks and Recreation



Sports Parks in the District | User/ Non User

The majority of users (84%) of sports parks in the district were satisfied (56%) or very satisfied (28%), with only 4% giving this a dissatisfied rating. Non users did not express any dissatisfaction towards this facility, with 48% satisfied (36%) or very satisfied (12%), and a significant proportion of don't know responses (41%).



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	0%	0%	0%	1%	0%	1%	0%
Dissatisfied	0%	1%	3%	2%	5%	2%	3%
Neutral	20%	20%	0%	7%	12%	6%	11%
Satisfied	52%	55%	57%	52%	45%	44%	50%
Very satisfied	19%	18%	18%	30%	28%	18%	23%
Don't know	9%	6%	22%	8%	9%	28%	13%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

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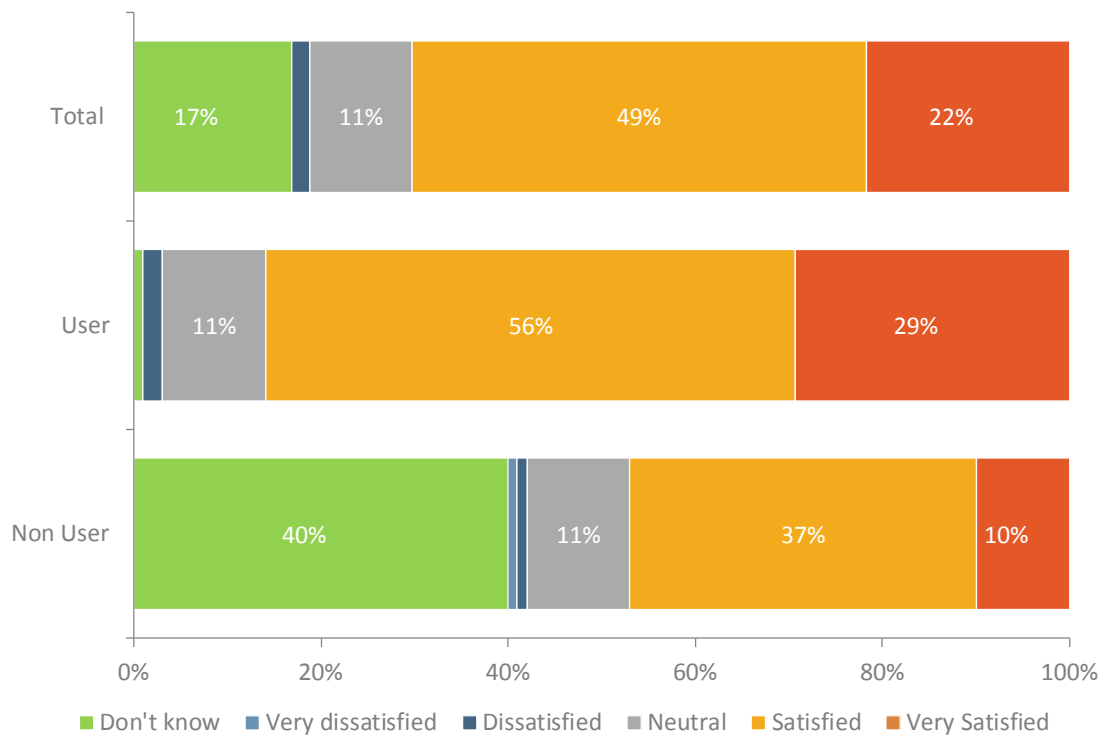
Blue indicates this area's result is significantly higher than the total result

Parks and Recreation



Council Playgrounds | User/ Non User

Eighty five per cent of users were satisfied (56%) or very satisfied (29%) with council playgrounds. A very low proportion of dissatisfied (1%) and very dissatisfied (1%) ratings were present among non-users, with 47% of non-users satisfied (37%) or very satisfied (10%) with the playgrounds. Forty per cent of non-users gave this a don't know response.



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	0%	0%	3%	0%	0%	0%	0%
Dissatisfied	0%	0%	6%	2%	1%	3%	2%
Neutral	22%	20%	5%	9%	7%	9%	11%
Satisfied	40%	61%	58%	46%	40%	55%	49%
Very satisfied	23%	10%	20%	26%	33%	10%	22%
Don't know	15%	9%	7%	18%	20%	23%	17%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

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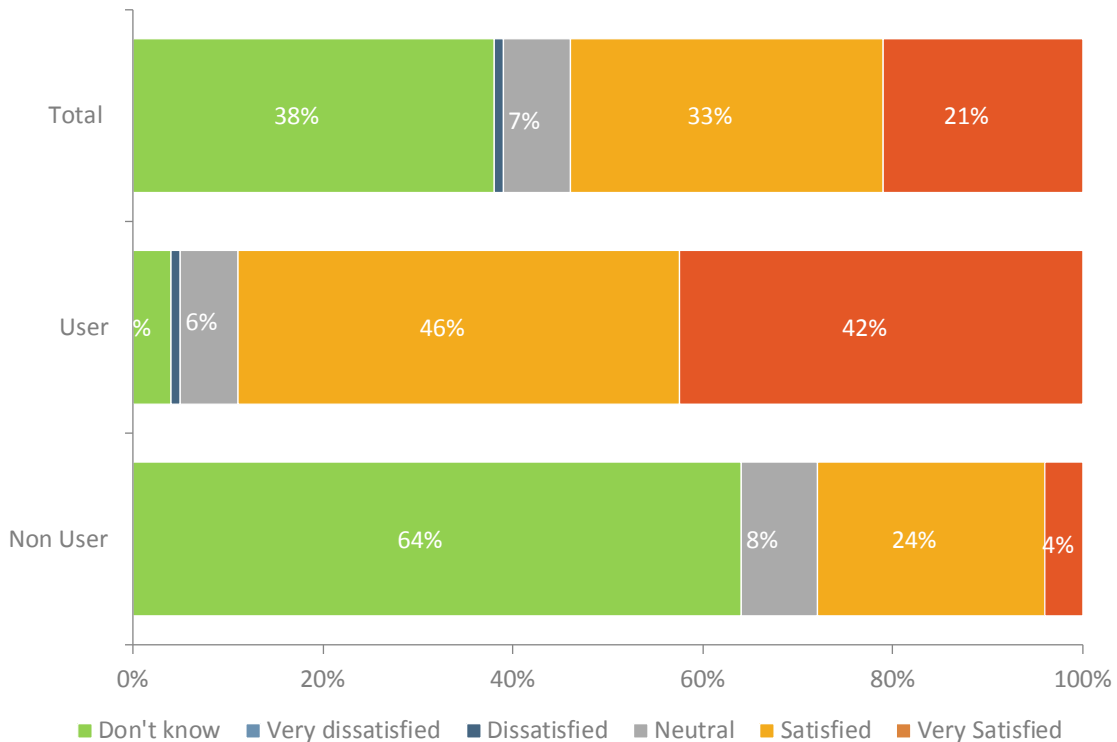
Blue indicates this area's result is significantly higher than the total result

Parks and Recreation



Council Cemeteries | User/ Non User

Council cemeteries received positive ratings from users of the facility, with 88% giving this a satisfied (46%) or very satisfied (42%) rating. A significantly higher proportion of non-users gave this a don't know response (64%), resulting in a lower combined satisfaction for non-users (28%) compared to other facilities.



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	0%	0%	0%	0%	1%	0%	0%
Dissatisfied	0%	0%	3%	0%	1%	0%	1%
Neutral	4%	9%	1%	9%	8%	8%	7%
Satisfied	67%	38%	33%	29%	32%	18%	33%
Very satisfied	9%	25%	11%	28%	23%	19%	21%
Don't know	19%	29%	51%	34%	36%	55%	38%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

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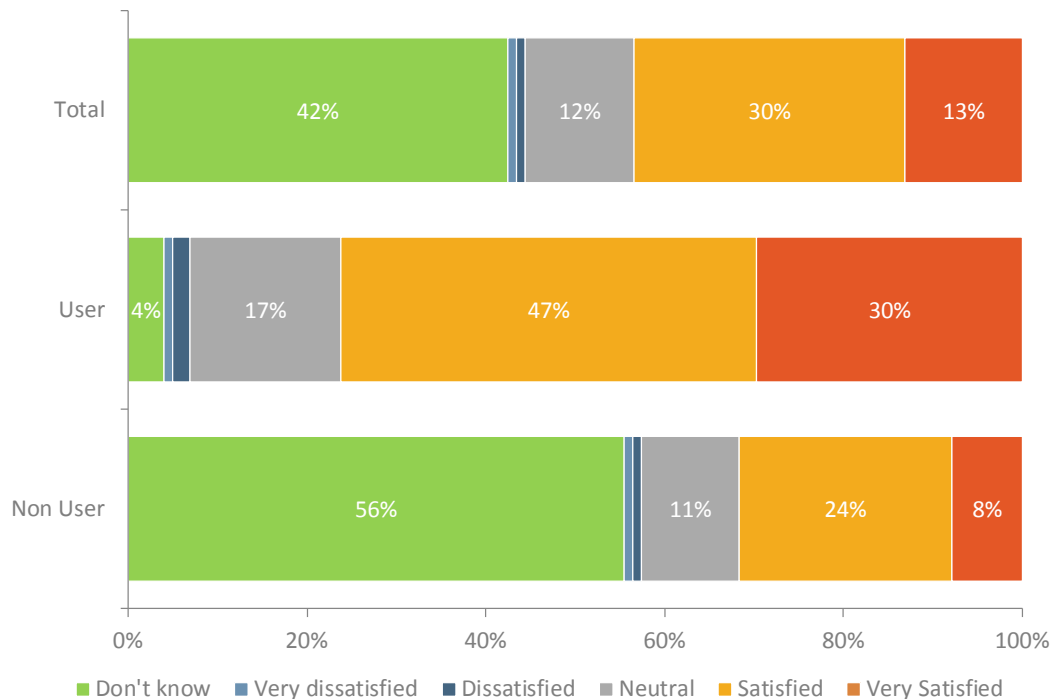
Blue indicates this area's result is significantly higher than the total result

Parks and Recreation



Dog Parks and Recreation Areas | User/ Non User

Seventy seven per cent of users of dog parks and dog-friendly recreation areas were satisfied (47%) or very satisfied (30%) with these facilities, with 17% giving this a neutral rating, and 3% rating this as either dissatisfied (2%) or very dissatisfied (1%). More than half (56%) of non-users weren't sure how to rate this, while 32% of non-users were satisfied (24%) or very satisfied (8%) with the facilities.



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	0%	0%	4%	1%	0%	0%	1%
Dissatisfied	0%	3%	0%	2%	1%	3%	1%
Neutral	12%	23%	7%	9%	14%	7%	12%
Satisfied	50%	26%	37%	26%	25%	34%	30%
Very satisfied	5%	11%	20%	8%	18%	16%	13%
Don't know	32%	37%	33%	54%	43%	39%	42%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

Red indicates this area's result is significantly lower than the total result

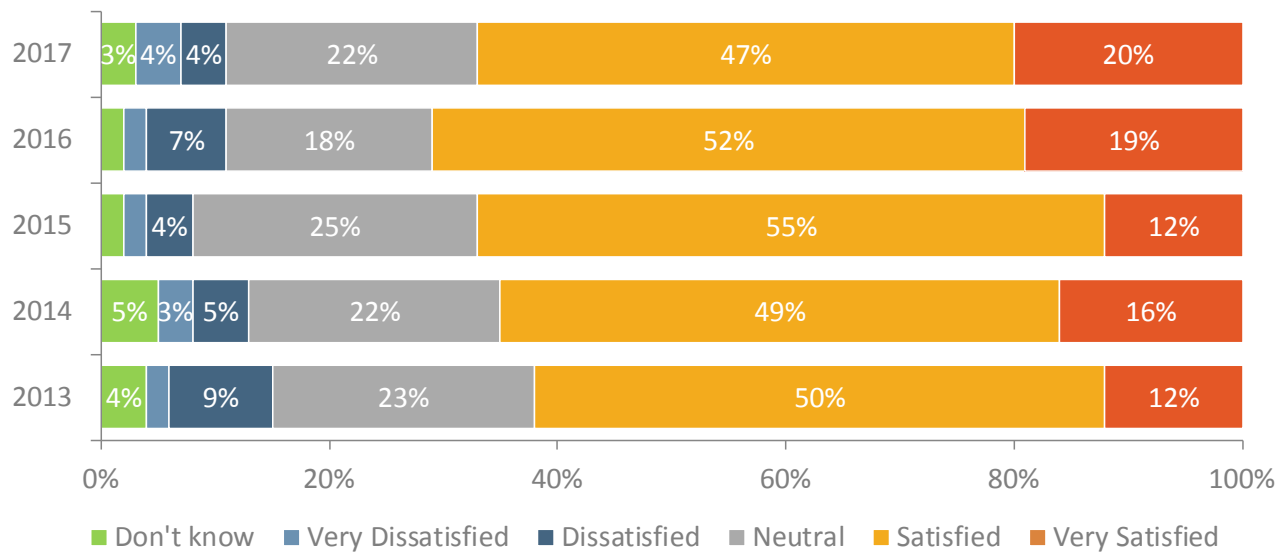
Blue indicates this area's result is significantly higher than the total result

Parks and Recreation



Preservation of Natural Environment | 2013-2016

Sixty seven per cent of residents were satisfied (47%) or very satisfied (20%) that the natural environment is being preserved and sustained for future generations. This is a decrease in total satisfaction from last year (67% cf. combined satisfaction 2016, 71%) which appears to be driven by an increase in neutral responses (22% cf. 2016, 18%).



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	0%	0%	3%	2%	7%	8%	4%
Dissatisfied	2%	6%	3%	5%	4%	2%	4%
Neutral	20%	33%	27%	16%	18%	22%	22%
Satisfied	63%	33%	41%	53%	51%	48%	47%
Very satisfied	16%	20%	22%	22%	21%	15%	20%
Don't know	0%	8%	4%	2%	1%	5%	3%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

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Blue indicates this area's result is significantly higher than the total result

Parks and Recreation



Demographic Differences



AGE 18-39

MORE LIKELY TO

use Council playgrounds (75%)

LESS LIKELY TO

use Council cemeteries (31%)



AGE 40-59

MORE LIKELY TO

use district beaches and coastal facilities (93%), sports parks (79%) and Council tracks, walkways and cycleways (92%)



AGE 60+

LESS LIKELY TO

use sports parks (60%), Council playgrounds (49%), Neighbourhood, city, and district parks (70%), and Council tracks, walkways and cycleways (65%)

LESS LIKELY TO

be satisfied with sports parks (42%) and playgrounds (38%)



INCOME

RESIDENTS WHO EARN MORE THAN 70K

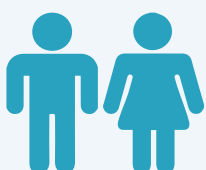
were more likely to use district beaches (99%) sports parks (80%), Council tracks and walkways (94%) and dog parks (33%).

RESIDENTS WHO EARN BETWEEN 40 AND 70K

were more likely to use council playgrounds (73%). These residents were less likely to be satisfied with Council cemeteries.

RESIDENTS WHO EARN LESS THAN 40K

were less likely to use sports parks (61%), council playgrounds (38%), and council tracks and walkways (66%). These residents were less likely to be very satisfied with district beaches (18%)



GENDER

FEMALES

were more likely to use district beaches and Council tracks while Males were less likely to use these.

MALES

were more likely to be dissatisfied with sports parks (5%) and Council tracks (5%) and more likely to give a don't know response regarding Council playgrounds (22%).



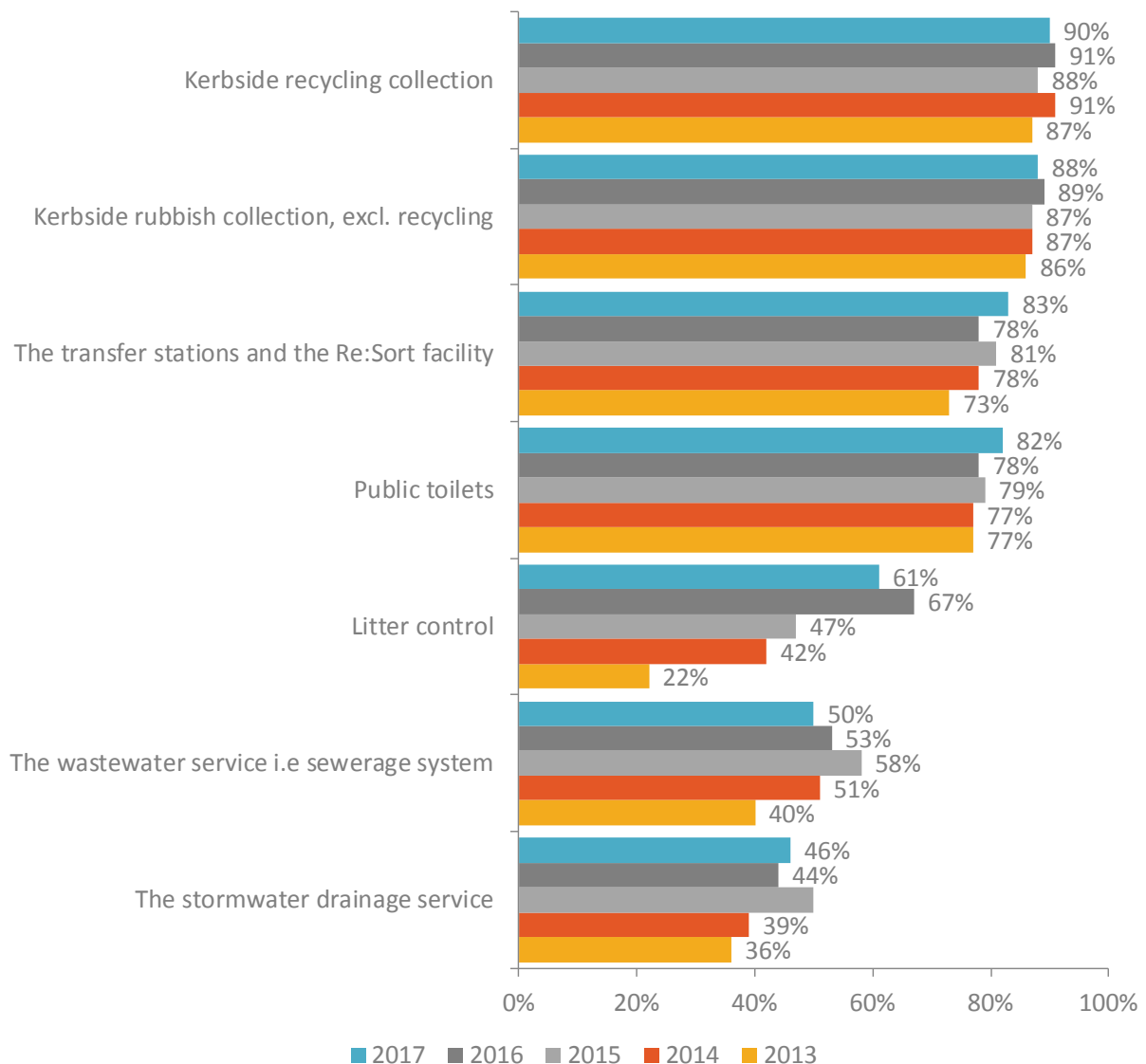
Waste Management and Water Supply

Waste Management



Waste Management Usage | 2013 -2017

Kerbside recycling collection (90%), kerbside rubbish collection (88%), and the transfer stations and the Re:Sort facility (83%), continued to be the most used or visited facilities, with usage figures similar to previous years. After a significant increase between 2015 and 2016, litter control awareness (attributed to a change in prompt in the questionnaire) has decreased slightly (61% cf. 2016, 67%). There are no statistically significant differences noted across usage of facilities, with most results remaining consistent with previous years.



Waste Management



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
The wastewater service	39%	29%	45%	55%	67%	44%	50%
The stormwater drainage service	31%	25%	53%	52%	61%	39%	46%
Kerbside rubbish collection	93%	74%	95%	87%	94%	89%	88%
Kerbside recycling collection	97%	81%	98%	88%	95%	90%	90%
The transfer stations and the Re:Sort facility.	91%	92%	84%	69%	86%	88%	83%
Litter control.	70%	61%	52%	62%	64%	61%	61%
Public toilets	85%	88%	71%	84%	80%	81%	82%
Don't know/None	0%	0%	0%	1%	0%	1%	1%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

Red indicates this area's result is significantly lower than the total result

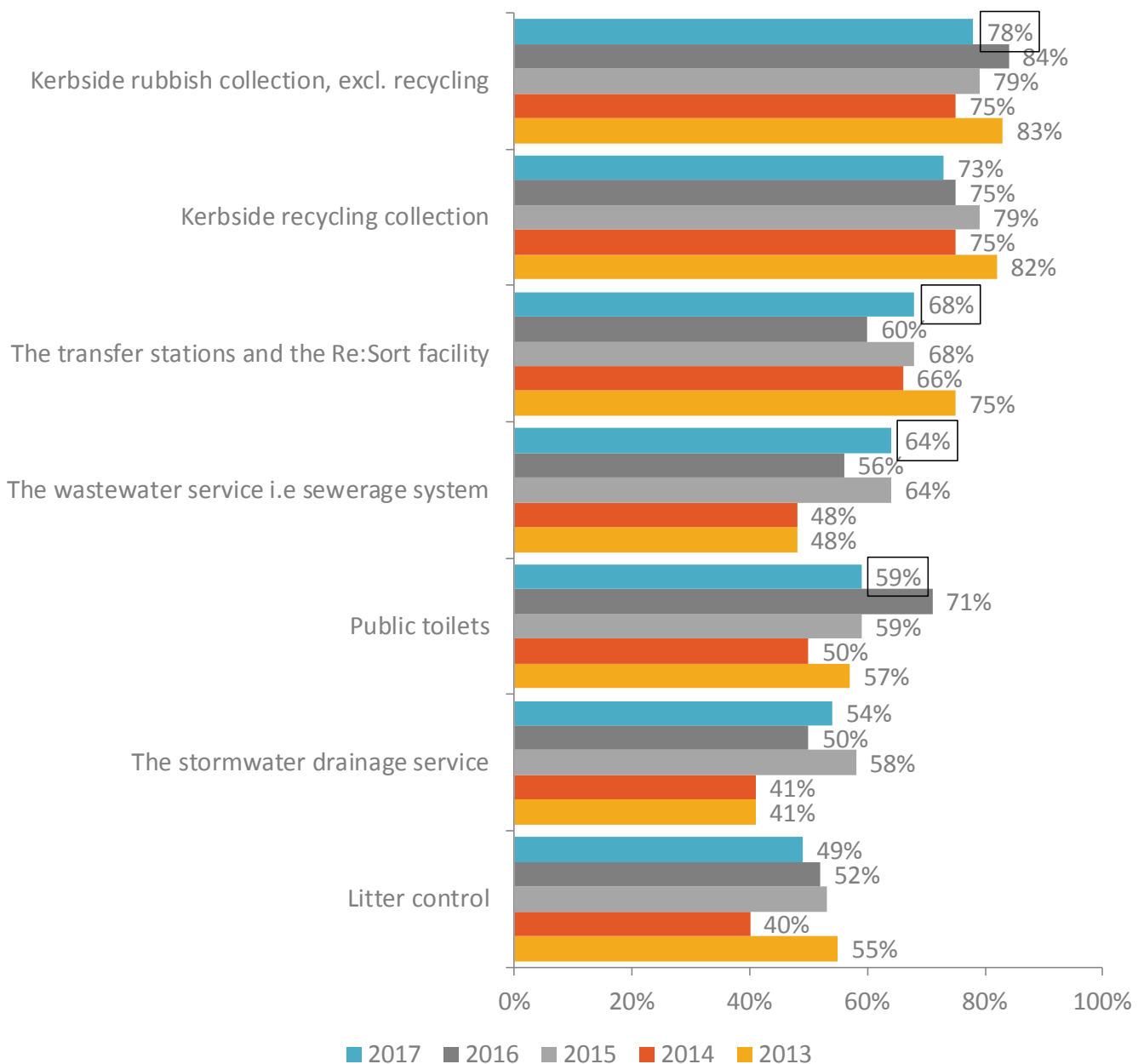
Blue indicates this area's result is significantly higher than the total result

Waste Management



Waste Management Satisfaction | 2013 -2017

Kerbside rubbish collection continued to be the waste management service with the highest ratings, however this measure experienced a statistically significant decline in combined satisfaction ratings this year (78% cf. 2016, 84%). Public toilets also experienced a significant decline in ratings, with 59% (cf. 2016, 71%) combined satisfaction, however this should be treated as indicative only, due to questionnaire changes. Positive increases are noted for the transfer stations and Re: Sort facility (68% cf. 2016, 60%) and for the wastewater service (64% cf. 2016, 56%). Full ratings for each measure are shown in the following pages.

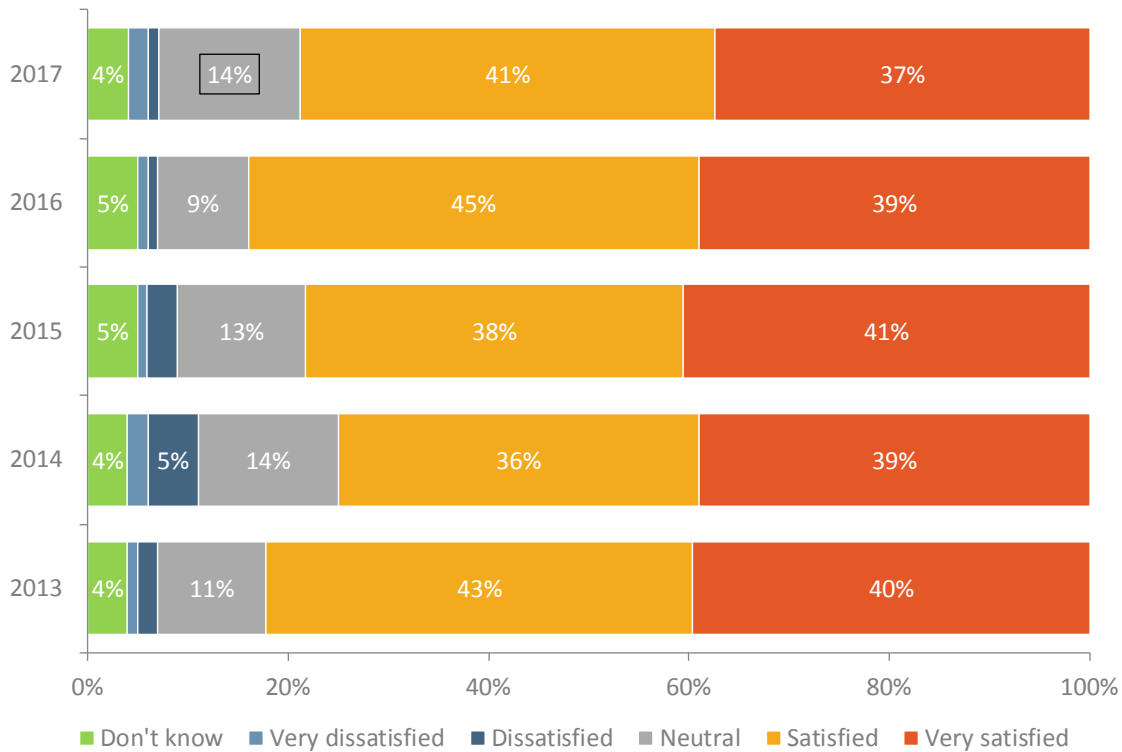


Waste Management



Kerbside Rubbish Collection | 2013 -2017

Seventy eight per cent of residents were satisfied (41%) or very satisfied (37%) with kerbside rubbish collection. Combined satisfaction ratings have experienced a significant decline for kerbside rubbish; this is coupled with a statistically significant increase in neutral responses (14% cf. 2016, 9%) rather than an increase in dissatisfied ratings.



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	0%	1%	6%	1%	0%	4%	2%
Dissatisfied	3%	0%	0%	2%	2%	1%	1%
Neutral	21%	18%	22%	15%	9%	10%	14%
Satisfied	40%	46%	32%	40%	40%	49%	41%
Very satisfied	32%	24%	40%	38%	47%	35%	37%
Don't know	4%	12%	0%	4%	2%	1%	4%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

Red indicates this area's result is significantly lower than the total result

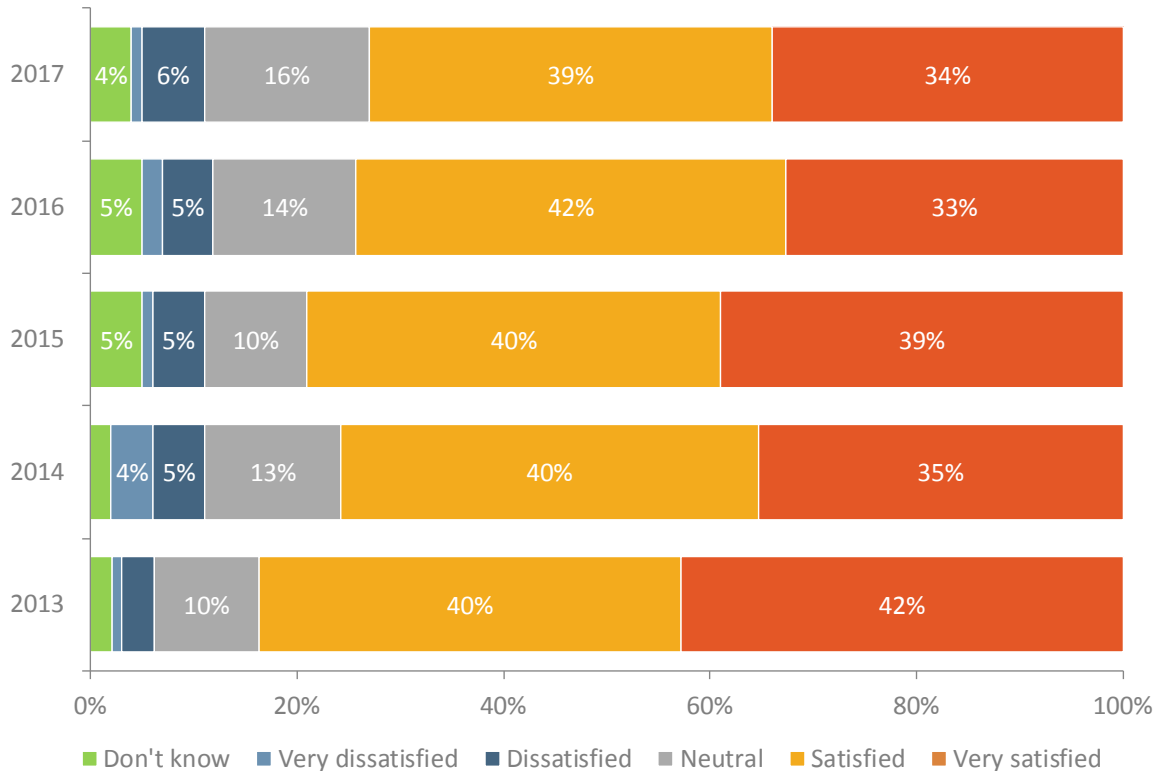
Blue indicates this area's result is significantly higher than the total result

Waste Management



Kerbside Recycling Collection | 2013 -2017

Seventy three per cent of residents were satisfied (39%) or very satisfied (34%) with kerbside recycling collection. When looking across years, combined satisfaction appears to decrease slightly year on year since 2015, with an increasing proportion of neutral responses driving this.



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	0%	1%	6%	0%	0%	3%	1%
Dissatisfied	3%	4%	21%	4%	2%	7%	6%
Neutral	20%	20%	16%	17%	12%	15%	16%
Satisfied	50%	38%	27%	44%	40%	37%	39%
Very satisfied	27%	30%	29%	30%	42%	35%	34%
Don't know	0%	8%	0%	5%	3%	3%	4%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

Red indicates this area's result is significantly lower than the total result

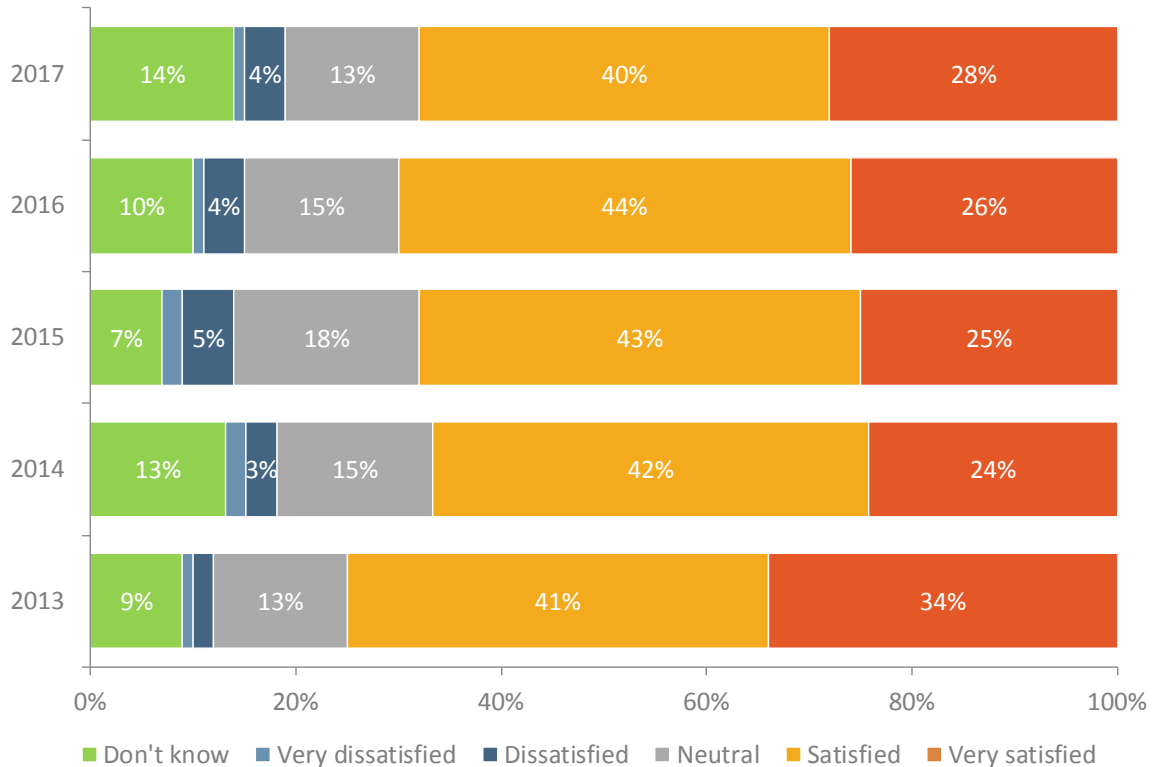
Blue indicates this area's result is significantly higher than the total result

Waste Management



Transfer Stations and Re:Sort | 2013 -2017

Sixty eight per cent of residents were satisfied (40%) or very satisfied (28%) with the transfer stations and Re: Sort facility. An increasing proportion of don't know responses year on year is noted, with a slight decrease (not statistically significant) in satisfied ratings appearing to occur as a result (40% cf. 2016, 44%).



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	0%	0%	1%	1%	1%	1%	1%
Dissatisfied	0%	8%	0%	0%	5%	8%	4%
Neutral	15%	15%	22%	15%	10%	8%	13%
Satisfied	36%	46%	37%	46%	36%	34%	40%
Very satisfied	36%	26%	37%	18%	31%	30%	28%
Don't know	13%	4%	3%	20%	17%	18%	14%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

Red indicates this area's result is significantly lower than the total result

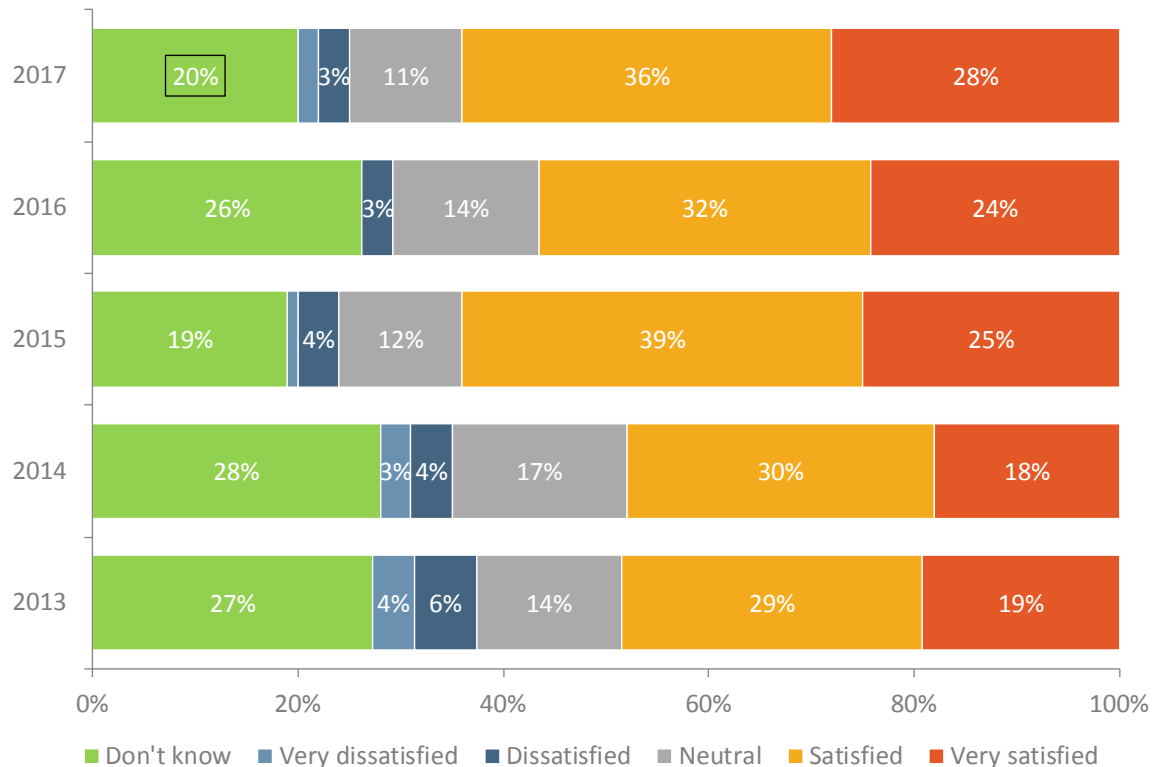
Blue indicates this area's result is significantly higher than the total result

Waste Management



Wastewater System | 2013 -2017

A significant decrease in don't know responses (20% cf. 2016, 26%) drives increased satisfaction for wastewater service (36% satisfied, cf. 2016, 32%, and 28% very satisfied, cf. 2016, 24%). While these are not statistically significant as individual ratings, combined satisfaction has increased significantly.



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	0%	4%	4%	1%	3%	0%	2%
Dissatisfied	2%	6%	4%	2%	2%	1%	3%
Neutral	18%	7%	12%	17%	8%	10%	11%
Satisfied	35%	29%	37%	33%	42%	36%	36%
Very satisfied	19%	17%	27%	37%	33%	19%	28%
Don't know	26%	37%	15%	10%	12%	33%	20%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

Red indicates this area's result is significantly lower than the total result

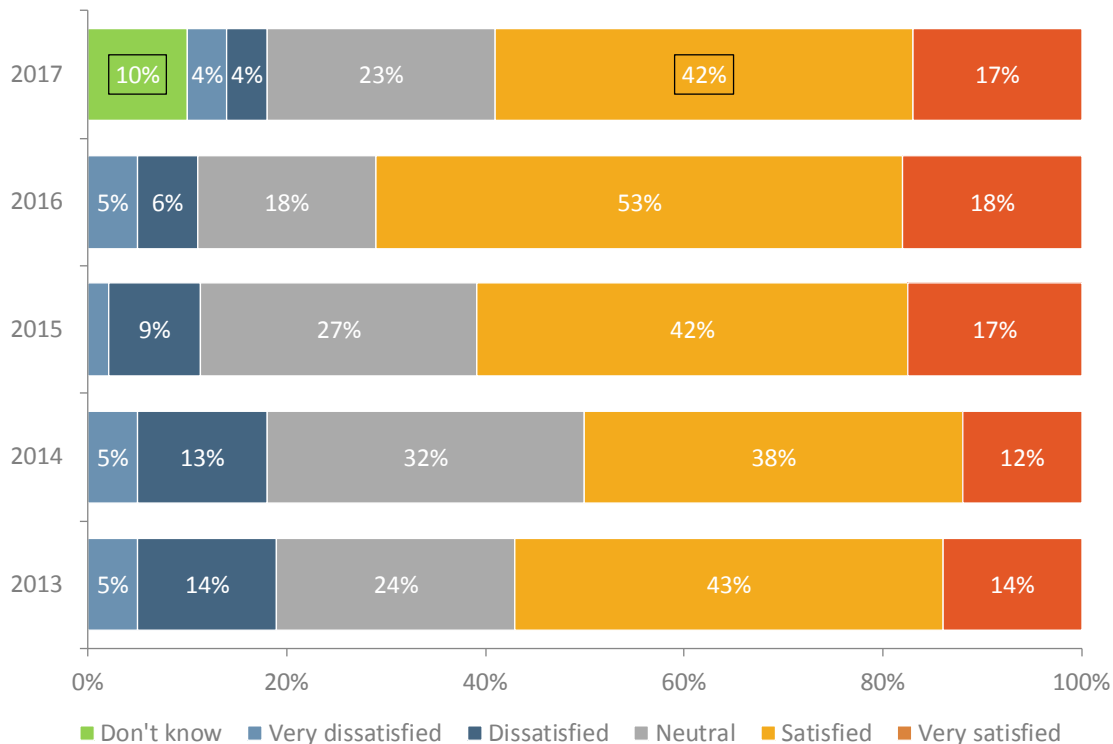
Blue indicates this area's result is significantly higher than the total result

Waste Management



Public Toilets | 2013 -2017

A statistically significant decrease in satisfied ratings is noted for public toilets this year (42% cf. 2016, 53%). This is largely driven by an increase in don't know responses, due to the questionnaire changing for 2017 (in previous years, satisfaction for public toilets was asked separately following a question determining usage of this facility.) Furthermore, combined dissatisfied ratings have decreased slightly (8% cf. 2016, 11%) exemplifying that the decline in satisfaction is due to the increase in don't know responses.



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	18%	0%	0%	3%	5%	1%	4%
Dissatisfied	3%	2%	1%	7%	3%	4%	4%
Neutral	20%	28%	35%	22%	20%	15%	23%
Satisfied	38%	48%	43%	41%	41%	46%	42%
Very satisfied	13%	13%	11%	16%	22%	21%	17%
Don't know	8%	9%	10%	11%	10%	14%	10%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

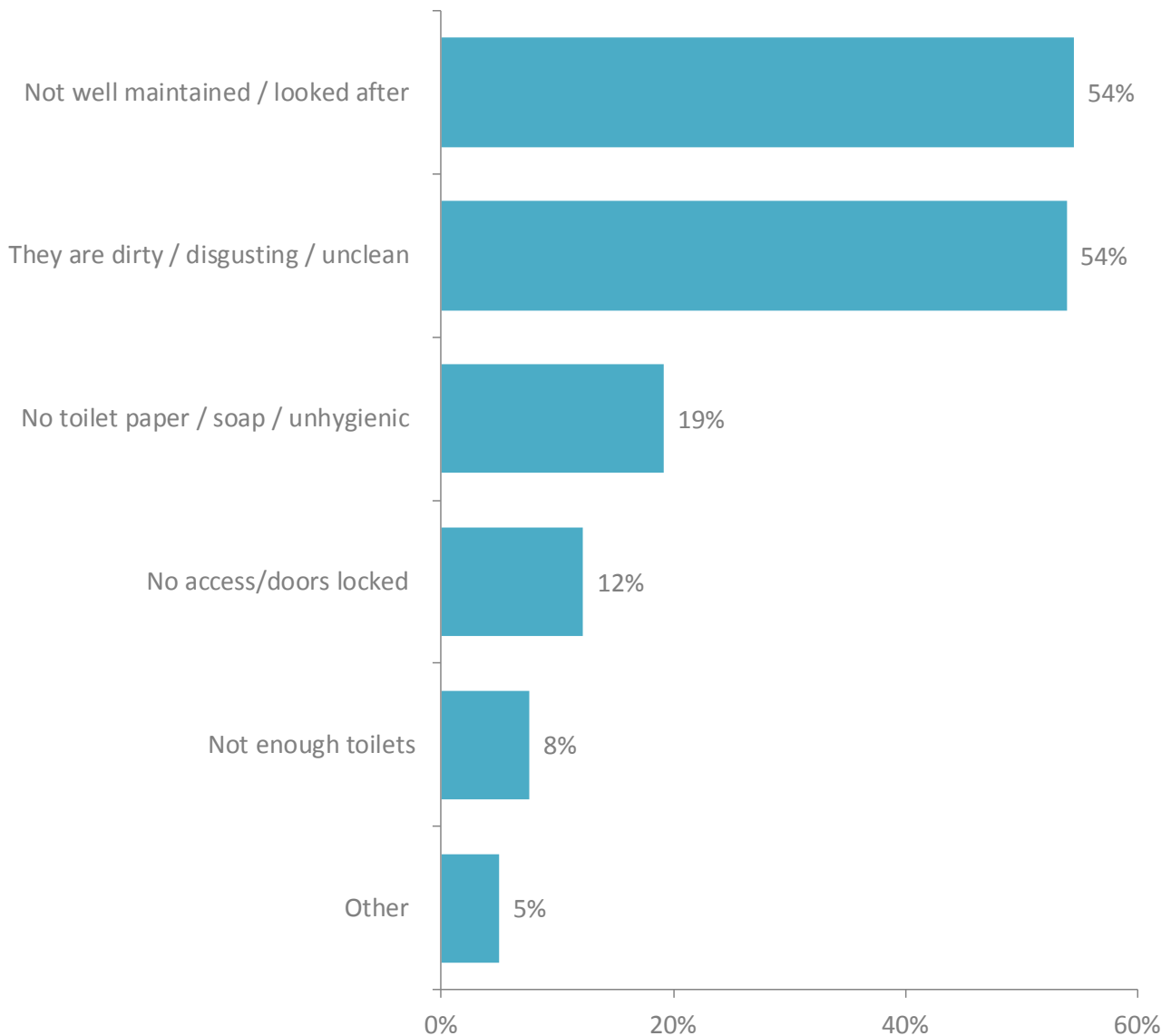
Red indicates this area's result is significantly lower than the total result
 Blue indicates this area's result is significantly higher than the total result

Waste Management | PUBLIC TOILETS



Reasons for Dissatisfaction

Lack of maintenance (54%) and the toilets being dirty, disgusting, or unclean (54%) were the main reasons provided by dissatisfied residents when asked to provide an explanation for their dissatisfied ratings.



Verbatim Comments

“ There are not enough of them. You have got a big shopping area at Tarewa Road and there are no toilets there. At Okara complex there is one set of toilets and cold water to wash your hands. But there is no soap and no towels to dry your hands, and that place is big enough to have 2 sets of toilets. (Denby resident) ”

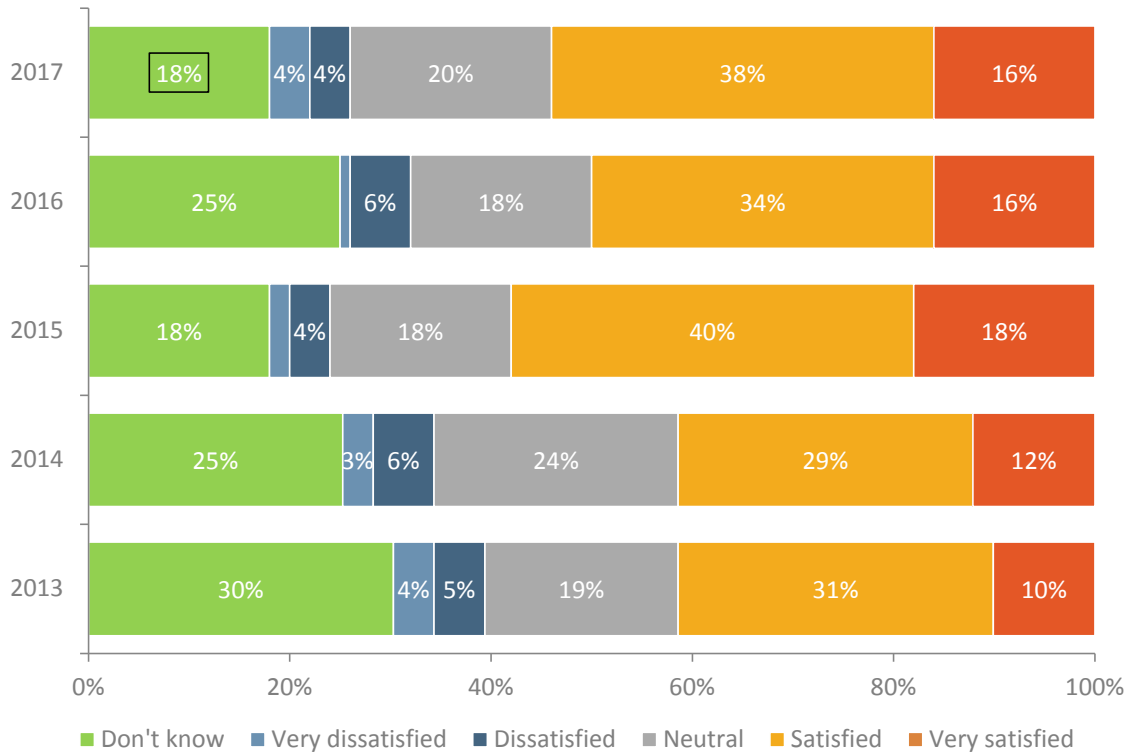
“ Disgusting, the locks do not work, floors are wet, it is dangerous, and floors stink. The worst is by Countdown, another is by the picture theatre. (Okara resident) ”

Waste Management



Stormwater Drainage | 2013 -2017

Fifty four per cent of residents were satisfied (38%) or very satisfied (16%) with stormwater drainage in the district. A slight increase (not statistically significant) of 4% is noted for satisfied ratings, which appears to be driven by a statistically significant decrease in don't know responses (18% cf. 2016, 25%).



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	3%	3%	5%	0%	6%	6%	4%
Dissatisfied	2%	6%	13%	2%	1%	4%	4%
Neutral	36%	16%	11%	31%	19%	5%	20%
Satisfied	12%	32%	42%	44%	44%	42%	38%
Very satisfied	20%	6%	15%	16%	20%	14%	16%
Don't know	28%	36%	14%	7%	11%	30%	18%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

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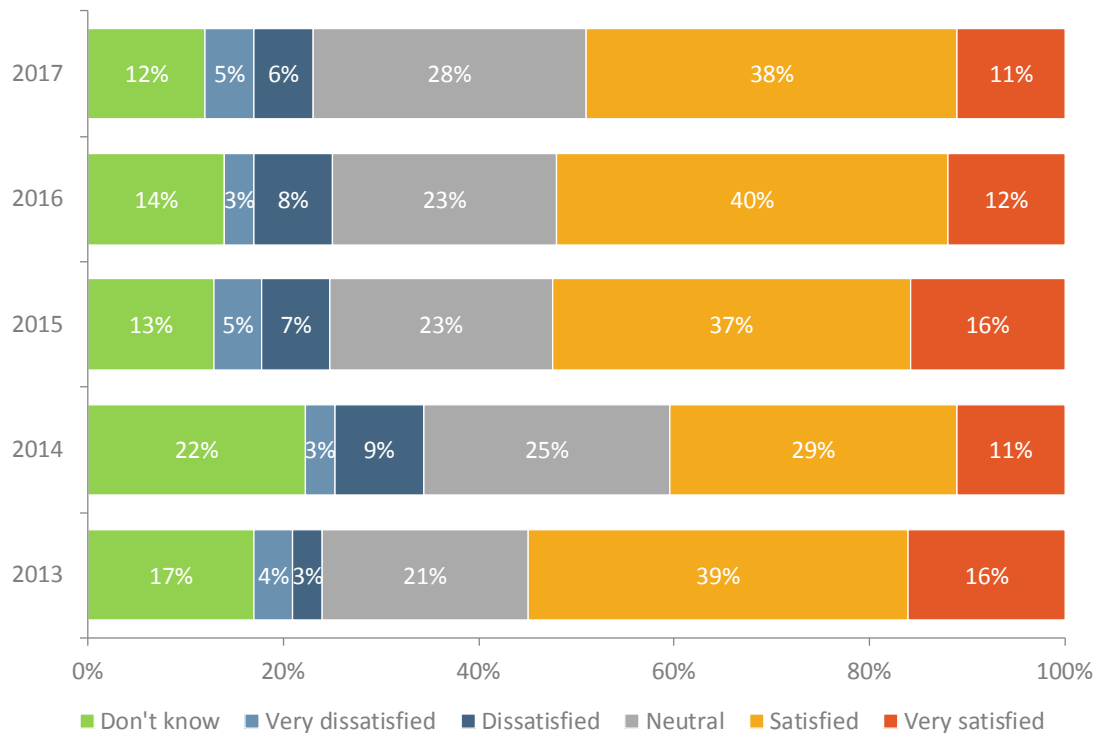
Blue indicates this area's result is significantly higher than the total result

Waste Management



Litter Control| 2013 -2017

Forty nine per cent of residents were satisfied (38%) or very satisfied (11%) with litter control in the district. A 5% increase from last year is noted for neutral responses, however this is not statistically significant.



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	4%	7%	8%	4%	5%	3%	5%
Dissatisfied	9%	11%	14%	2%	2%	4%	6%
Neutral	23%	36%	38%	26%	25%	20%	28%
Satisfied	40%	35%	21%	46%	39%	40%	38%
Very satisfied	9%	9%	5%	10%	17%	14%	11%
Don't know	14%	2%	14%	12%	12%	19%	12%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

Red indicates this area's result is significantly lower than the total result

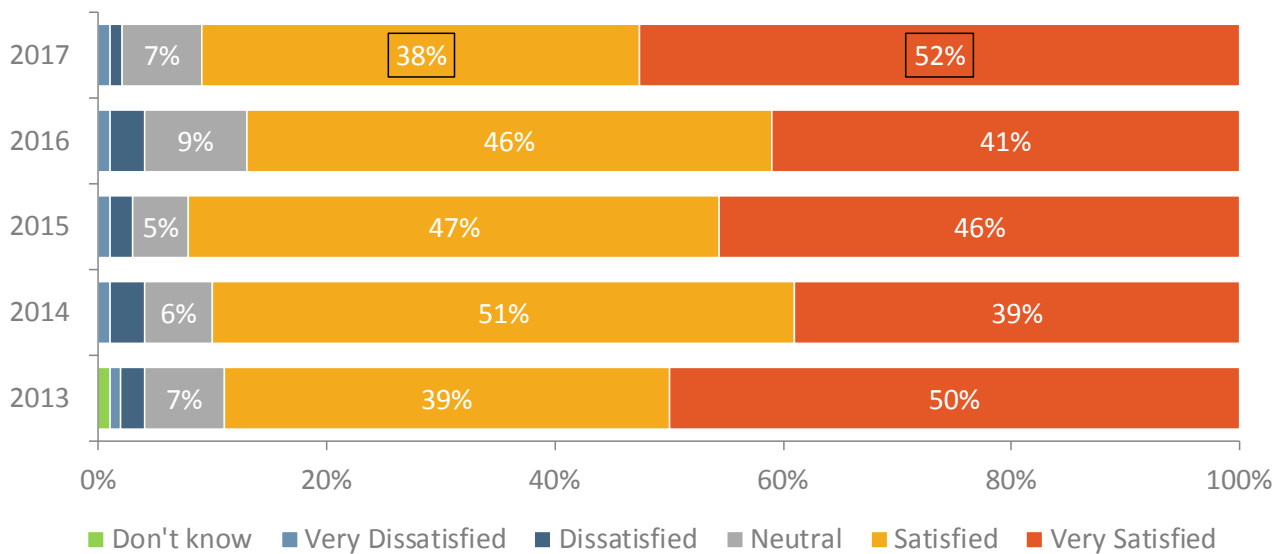
Blue indicates this area's result is significantly higher than the total result

Water Supply



Water Supply Satisfaction | 2013 -2017

Seventy one per cent of residents are connected to Council water supply (not shown below). Positively, a statistically significant increase is noted for residents who were very satisfied with water supply in the district (52% cf. 2016, 41%) corresponding with a decrease in those awarding this measure a satisfied rating (38% cf. 2016, 46%). Neutral responses have decreased by 2% from last year's results, while only very small proportions of dissatisfied (1%) or very dissatisfied (1%) ratings were provided.



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	0%	0%	0%	3%	0%	2%	1%
Dissatisfied	22%	0%	2%	0%	0%	2%	1%
Neutral	4%	0%	0%	10%	9%	8%	7%
Satisfied	19%	39%	44%	35%	38%	44%	38%
Very satisfied	55%	61%	54%	50%	53%	44%	52%
Don't know	0%	0%	0%	1%	0%	0%	0%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

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Blue indicates this area's result is significantly higher than the total result

Waste Management



Demographic Differences



AGE 18-39

MORE LIKELY TO

be very dissatisfied with public toilets (11%), dissatisfied with transfer stations (8%).

LESS LIKELY TO

be very satisfied with kerbside rubbish (24%) and recycling (16%).



AGE 40-59

MORE LIKELY TO

be very dissatisfied with kerbside rubbish (3%) and recycling (3%)



AGE 60+

LESS LIKELY TO

have used public toilets (73%)

MORE LIKELY TO

be very satisfied with wastewater (35%), stormwater (26%), kerbside rubbish (49%) and recycling (51%), litter control (17%) and water supply (63%).



INCOME

RESIDENTS WHO EARN LESS THAN 40K

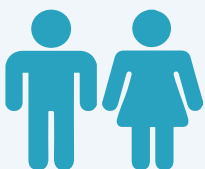
are less likely to have used the transfer stations and the Re:Sort facility (67%) and are more likely to use Council water supply (82%)

RESIDENTS WHO EARN BETWEEN \$40K AND \$70K

are less likely to use the kerbside rubbish collection (84%)

THOSE WHO EARN MORE THAN 70K

are more likely to use the wastewater service (61%), kerbside rubbish (93%) and recycling collection (95%), and the transfer stations and Re:Sort facility (89%). They are also more likely to be very dissatisfied with the wastewater network (5%), stormwater drainage (7%), and Council water supply (3%)



GENDER

FEMALE RESIDENTS

are more likely to have used a public toilet (87%)

MALE RESIDENTS

are more likely to be dissatisfied with the wastewater service (5%) and to be very dissatisfied with kerbside recycling collection (2%)



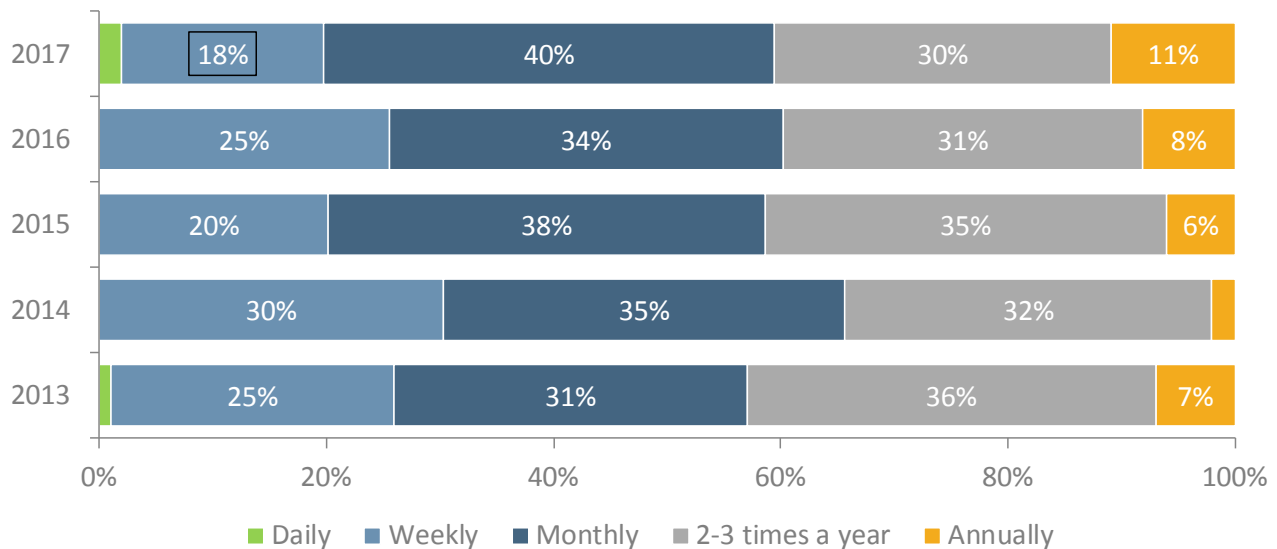
Libraries

Libraries



Libraries Usage | 2013 -2017

Library users appear to be visiting the libraries less frequently, with a significant decrease in weekly usage (18% cf. 2016, 25%) corresponding with a 6% increase in monthly usage, and a 3% increase in annual usage. Library users who visit the libraries 2-3 times a year has remained fairly consistent with last year's results.



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Daily	0%	1%	0%	2%	3%	0%	2%
Weekly	20%	18%	23%	19%	16%	16%	18%
Monthly	41%	35%	20%	48%	40%	43%	40%
2-3 times a year	18%	36%	43%	21%	33%	26%	30%
Annually	21%	9%	14%	9%	8%	11%	11%
Don't know	0%	0%	0%	0%	0%	4%	0%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

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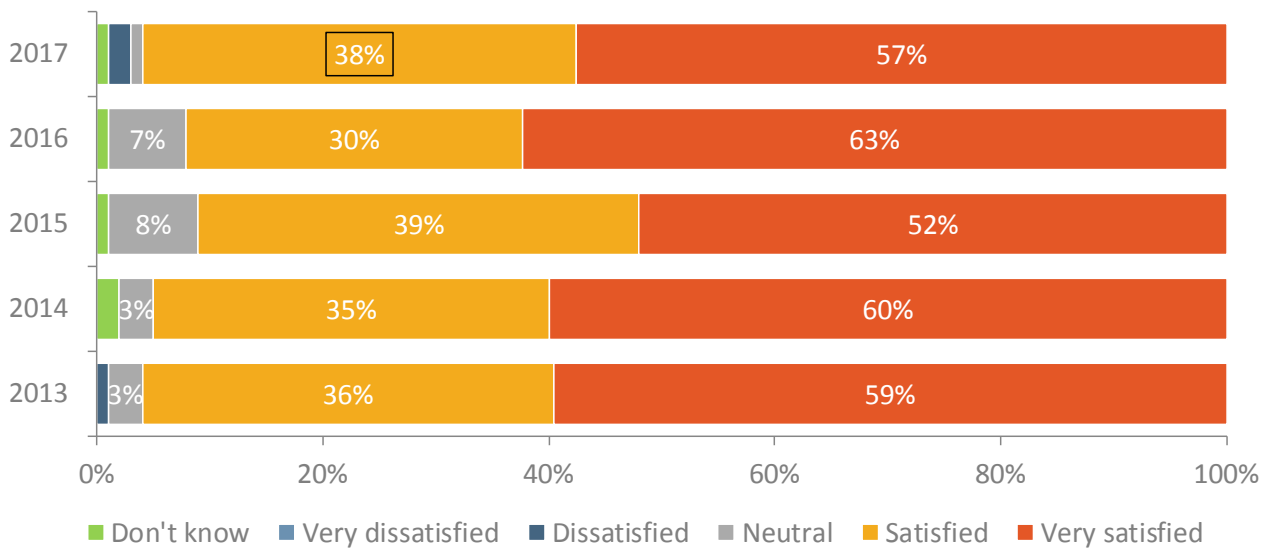
Blue indicates this area's result is significantly higher than the total result

Libraries



Resources | 2013 -2017

Library users were asked to rate their satisfaction with resources at the library, almost all (95%) library users were satisfied (38%) or very satisfied (57%) with this, with a statistically significant increase noted for satisfied ratings (38% cf. 2016, 30%).



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Dissatisfied	0%	4%	0%	0%	1%	14%	2%
Neutral	0%	1%	0%	2%	1%	0%	1%
Satisfied	35%	40%	32%	42%	41%	27%	38%
Very satisfied	65%	55%	68%	55%	54%	53%	57%
Don't know	0%	0%	0%	0%	3%	7%	1%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

Red indicates this area's result is significantly lower than the total result

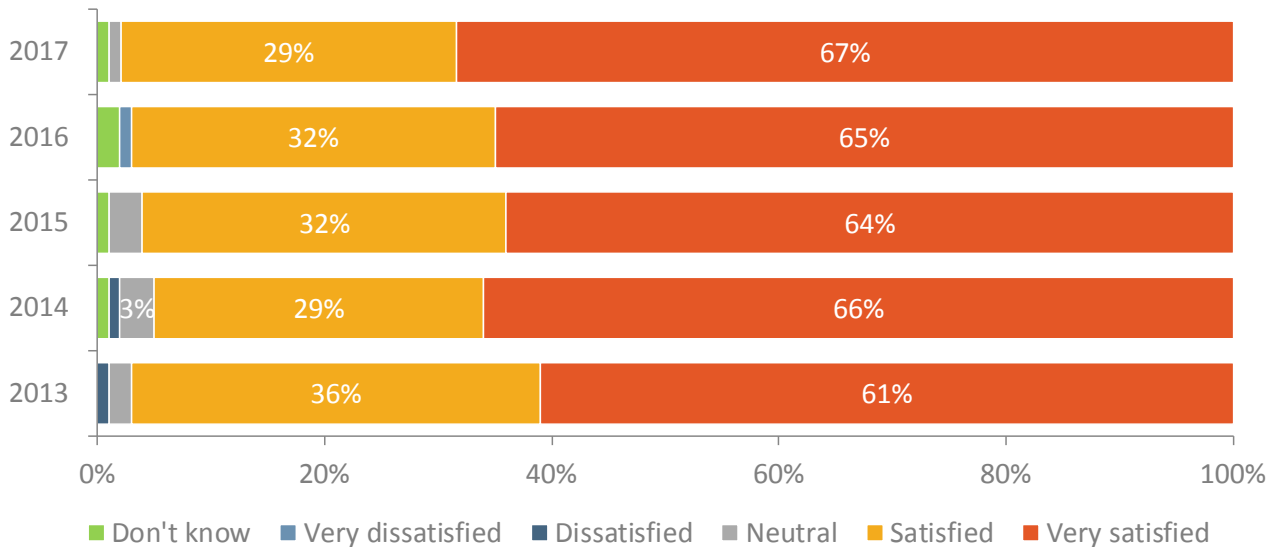
Blue indicates this area's result is significantly higher than the total result

Libraries



Customer Service | 2013 -2017

In line with library resource ratings, satisfaction ratings for customer service at the libraries also received positive responses, with 96% of library users satisfied (29%) or very satisfied (67%) with this. These results are on par with previous years



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	0%	0%	0%	0%	0%	4%	0%
Neutral	0%	2%	0%	2%	1%	0%	1%
Satisfied	29%	35%	32%	32%	29%	14%	29%
Very satisfied	71%	63%	68%	63%	69%	79%	67%
Don't know	0%	0%	0%	2%	2%	3%	1%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

Red indicates this area's result is significantly lower than the total result

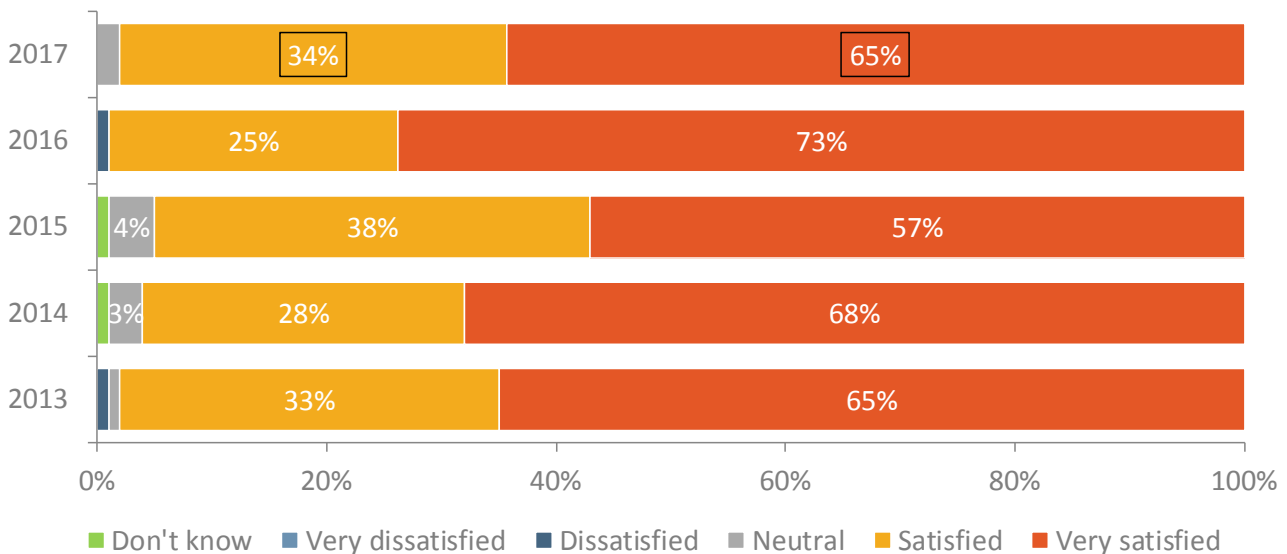
Blue indicates this area's result is significantly higher than the total result

Libraries



Library Service Overall | 2013 -2017

Combined satisfaction (99%) with the library service overall remains on par with last year's results, however a shift from very satisfied (65% cf. 2016, 73%) to satisfied (34% cf. 2016, 25%) is noted.



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Neutral	0%	1%	0%	2%	1%	4%	2%
Satisfied	29%	38%	25%	41%	31%	29%	34%
Very satisfied	71%	61%	75%	57%	68%	67%	65%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

Red indicates this area's result is significantly lower than the total result

Blue indicates this area's result is significantly higher than the total result

Libraries



Demographic Differences



AGE 18-39

No significant differences noted



AGE 40-59

MORE LIKELY TO

have used the library 2-3 times a year (39%) and to give the customer service they received (4%) and the overall library service (4%) neutral ratings



AGE 60+

MORE LIKELY TO

be very satisfied with the library service overall (74%)



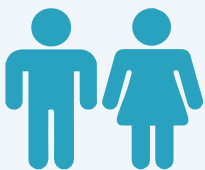
INCOME

RESIDENTS EARNING LESS THAN 40K

are more likely to be very dissatisfied with the customer service they received (2%).

RESIDENTS EARNING MORE THAN 70K

are more likely to use the library annually (20%)



GENDER

No significant differences noted



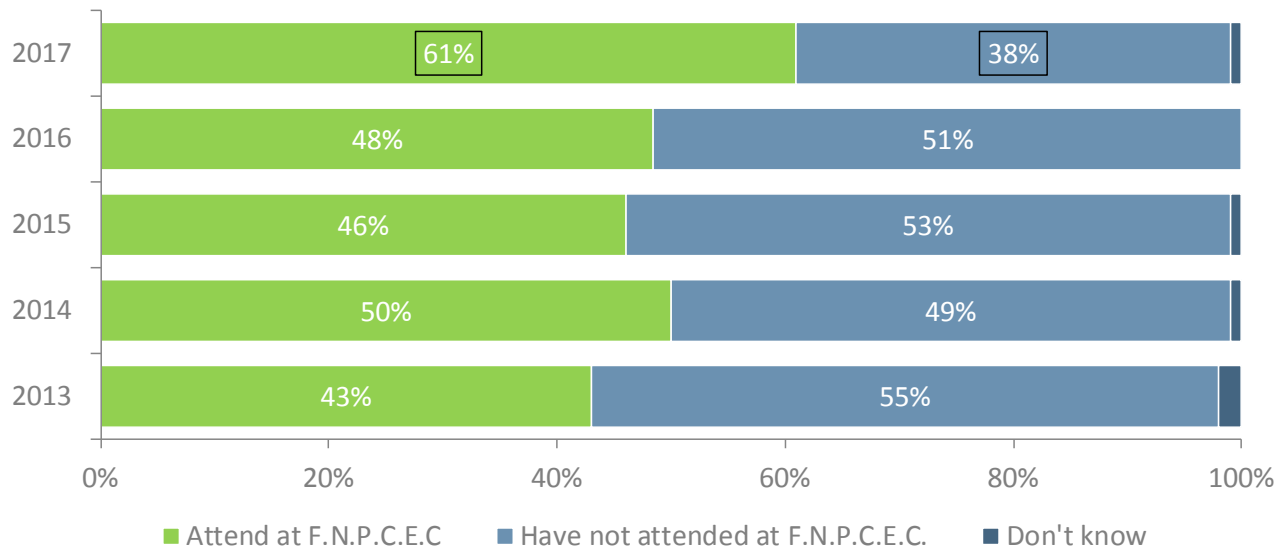
Venues and Facilities

Venues and Facilities



Attendance at Forum North | 2013 -2017

Sixty one per cent of Whangarei residents have attended an event, function or conference at the Forum North Performance Conference and Expo Centre, a significant increase from previous years (61% cf. 2016, 48%).



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Yes	67%	66%	48%	65%	72%	39%	61%
No	33%	34%	52%	34%	28%	61%	38%
Don't know	0%	0%	0%	1%	0%	0%	1%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

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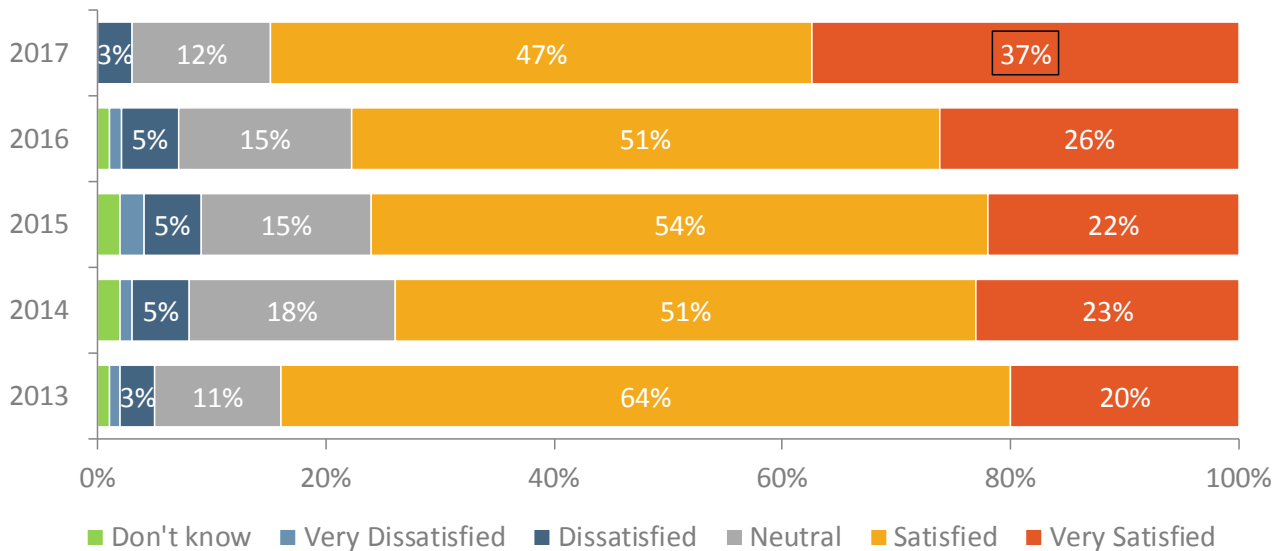
Blue indicates this area's result is significantly higher than the total result

Venues and Facilities



Satisfaction with Forum North| 2013 -2017

Satisfaction was high with the quality of venues and events at the Forum North Performance Conference and Expo Centre, with 84% of residents satisfied (47%) or very satisfied (37%) with this. There has been a statistically significant increase in very satisfied ratings (37% cf. 2016, 26%).



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	0%	1%	0%	0%	1%	0%	0%
Dissatisfied	0%	5%	9%	0%	2%	3%	3%
Neutral	11%	8%	0%	12%	21%	3%	12%
Satisfied	53%	47%	54%	47%	44%	49%	47%
Very satisfied	36%	38%	35%	40%	32%	45%	37%
Don't know	0%	0%	2%	1%	0%	0%	0%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

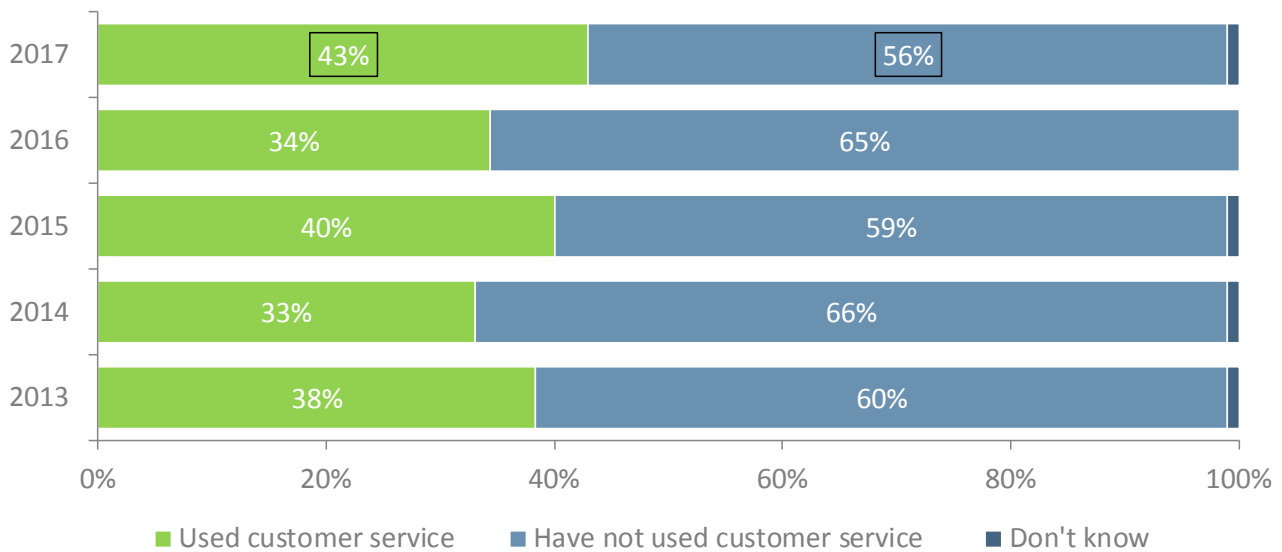
Red indicates this area's result is significantly lower than the total result

Blue indicates this area's result is significantly higher than the total result

Venues and Facilities

Customer Services at Forum North/ Ruakaka | 2013 -2017

Usage of the customer services at Forum North/ Ruakaka has also increased this year (43% cf. 2016, 34%), this follows a significant decrease in usage between 2015 and 2016.



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Yes	46%	51%	24%	40%	46%	48%	43%
No	54%	49%	76%	58%	54%	51%	56%
Don't know	0%	0%	0%	2%	0%	1%	1%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

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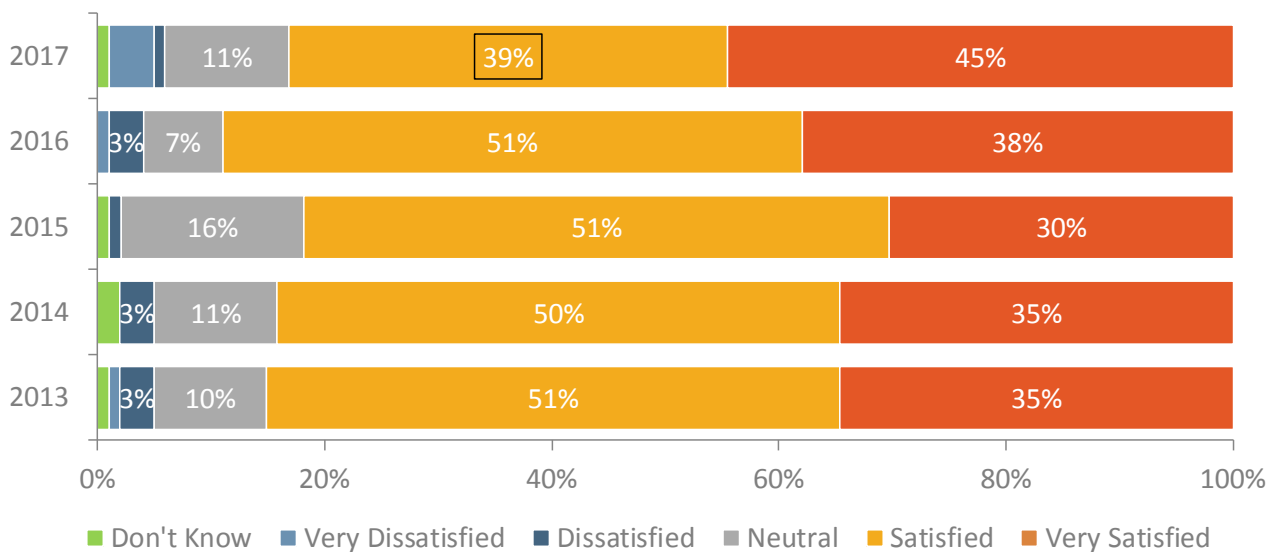
Blue indicates this area's result is significantly higher than the total result

Venues and Facilities



Customer Service Satisfaction | 2013 -2017

Eighty four per cent of customers are satisfied (39%) or very satisfied (45%) with the customer service at Forum North/ Ruakaka. This year, the proportion of satisfied ratings has decreased significantly (39% cf. 2016, 51%), with an increase in very satisfied (45% cf. 2016, 38%) and neutral ratings (11% cf. 2016, 7%) noted (although not statistically significant).



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	0%	0%	13%	3%	7%	2%	4%
Dissatisfied	0%	0%	5%	0%	2%	2%	1%
Neutral	27%	14%	0%	17%	3%	6%	11%
Satisfied	19%	46%	46%	45%	26%	54%	39%
Very satisfied	48%	40%	37%	36%	61%	35%	45%
Don't know	6%	0%	0%	0%	0%	0%	1%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

Red indicates this area's result is significantly lower than the total result

Blue indicates this area's result is significantly higher than the total result

Venues and Facilities



Demographic Differences



AGE 18-39

LESS LIKELY TO

be very satisfied with Forum North customer service (25%)



AGE 40-59

MORE LIKELY TO

be dissatisfied with Forum North (5%)



AGE 60+

MORE LIKELY TO

have not used Forum North (50%), and more likely to be very dissatisfied (2%) with Forum North, however more likely to be very satisfied with the customer service at Forum North (58%)



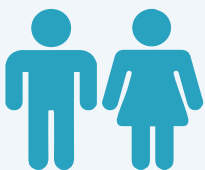
INCOME

RESIDENTS EARNING LESS THAN 40K

are less likely to have used Forum North (40%) and more likely to be very satisfied with the customer service they received at Forum North (62%)

RESIDENTS EARNING MORE THAN 70K

are more likely to have used Forum North (75%)



GENDER

No significant differences noted



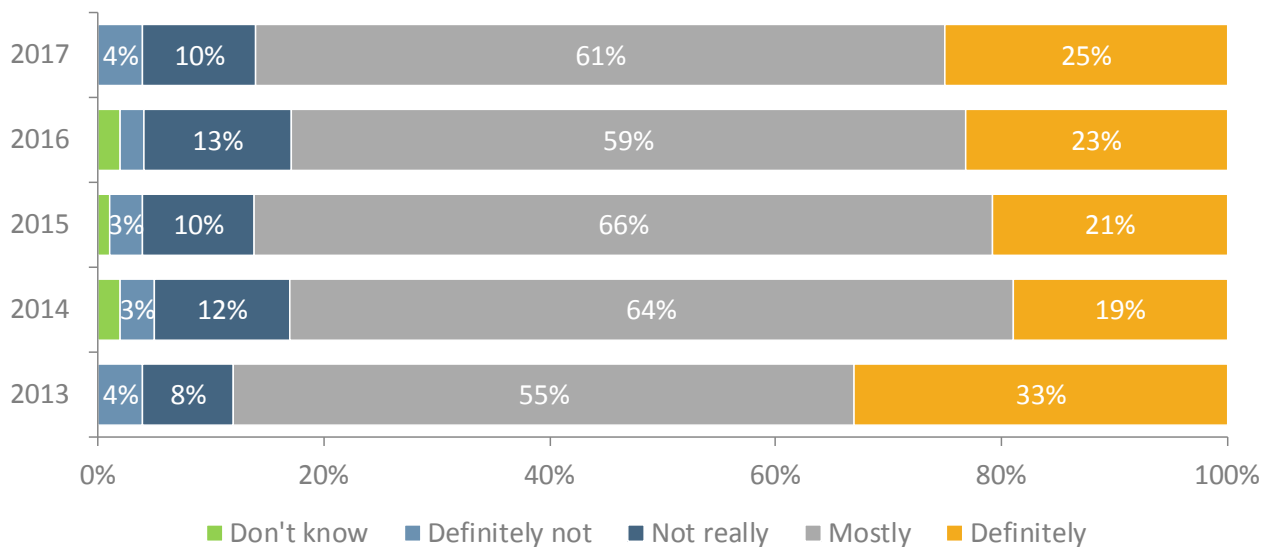
Community Development Services

Community Services



Safety in the District | 2013 -2017

Residents were asked whether they felt their district was a safe place to live using the scale definitely not, not really, mostly, and definitely. A quarter (25%) of residents felt the district was definitely a safe place to live while 61% felt it was, mostly. Ten per cent stated that it was not really, while 4% felt it definitely was not. These results are fairly consistent with previous years.



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Yes - definitely	14%	28%	26%	18%	24%	41%	25%
Yes - mostly	69%	67%	68%	61%	61%	43%	61%
Not really	17%	4%	0%	18%	7%	16%	10%
Don't know	0%	1%	6%	3%	9%	0%	4%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

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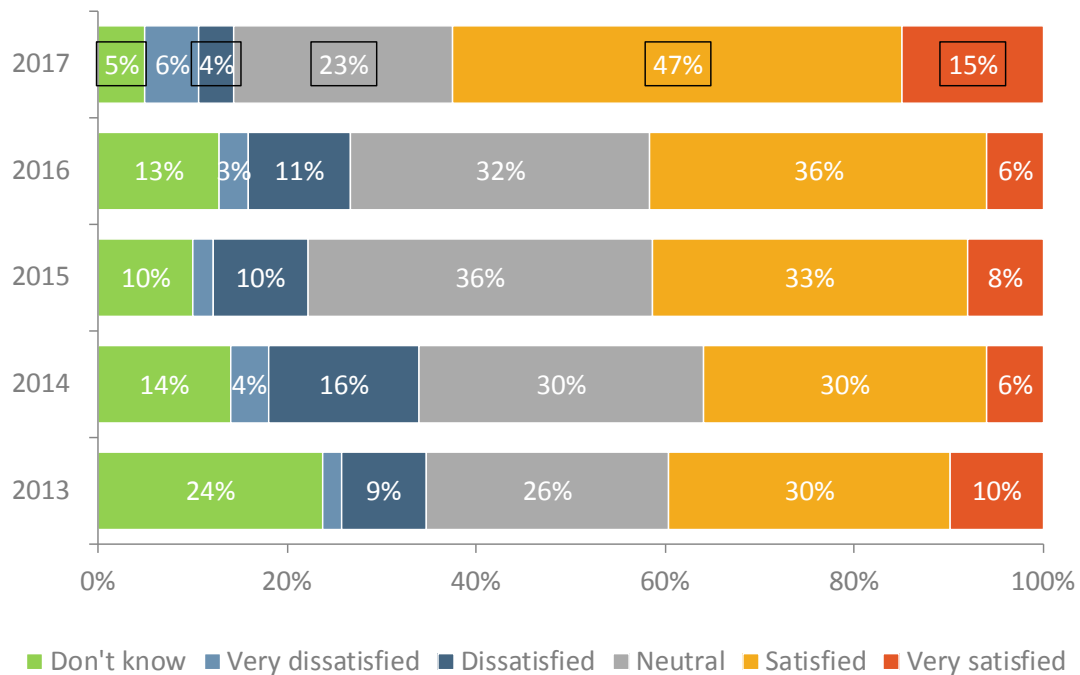
Community Services

Council Initiatives to Promote Safety



| 2013 -2017

Sixty two per cent of residents were satisfied (47%) or very satisfied (15%) with Council initiatives to promote safety in the district, a statistically significant increase for both ratings (47% cf. 2016, 36%, and 15% cf. 2016, 6%). This shift appears to be driven largely by a decrease in neutral (23% cf. 2016, 32%), dissatisfied (4% cf. 2016, 11%), and don't know (5% cf. 2016, 13%) responses.



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	3%	6%	6%	7%	2%	12%	6%
Dissatisfied	3%	3%	3%	3%	4%	5%	4%
Neutral	33%	27%	22%	25%	18%	22%	23%
Satisfied	54%	47%	62%	47%	49%	30%	47%
Very satisfied	6%	15%	2%	12%	23%	20%	15%
Don't know	2%	2%	4%	5%	3%	12%	5%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

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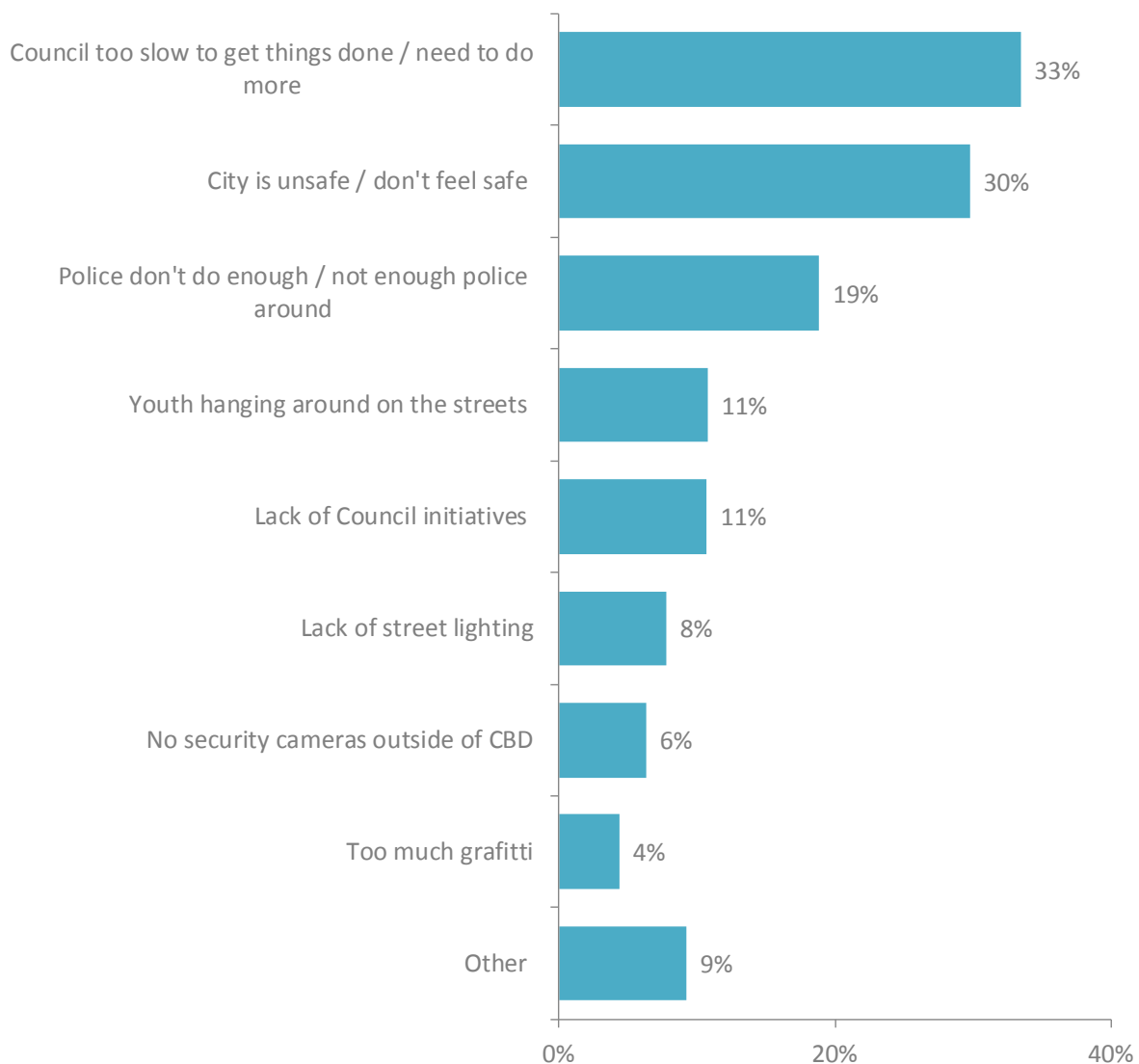
Blue indicates this area's result is significantly higher than the total result

Community Services | SAFETY IN THE DISTRICT



Reasons for Dissatisfaction

Residents who were dissatisfied with Council initiatives to promote safety were asked to provide a reason for their response. A third of these residents (33%) felt that Council was too slow to get things done, or could do more, while a further 30% felt the city was generally unsafe. Nineteen per cent mentioned that there was not enough police presence, or that police do not do enough.



Verbatim Comments



I am aware from folks talking that you can't walk around Kamo Street after 10pm because there are gangs on the top and bottom of the street and it is not safe to walk. No cameras there at all. (Denby resident)



We only have one police officer at night and I really don't feel safe. (Bream Bay resident)



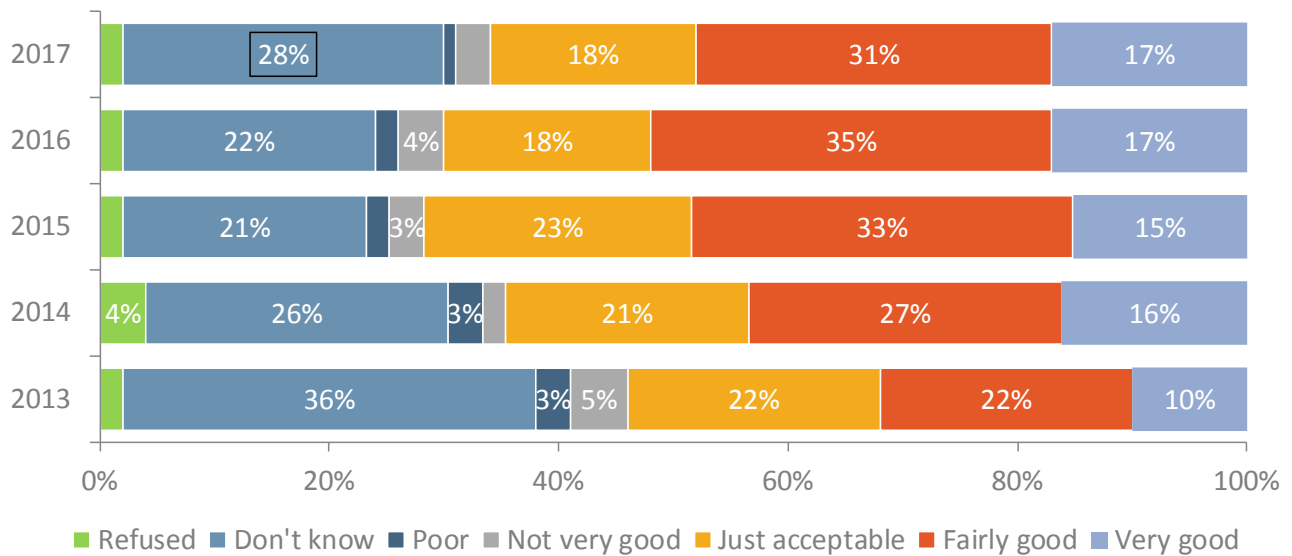
Community Services

Relationship with Maori Residents



| 2013 -2017

Residents were asked to rate the relationship the Council has with Maori residents on a 5 point scale, from poor to very good. A significant increase in don't know responses is noted this year (28% cf. 2016, 22%) with almost half (48%) of residents stating they felt the relationship was fairly good (31%) or very good (17%).



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very good	5%	11%	19%	22%	19%	18%	17%
Fairly good	33%	47%	24%	27%	29%	30%	31%
Just acceptable	20%	9%	19%	19%	23%	17%	18%
Not very good	0%	2%	2%	3%	5%	0%	3%
Poor	2%	2%	0%	1%	3%	2%	1%
Don't know	35%	31%	36%	27%	20%	33%	28%
Refuse to answer	6%	0%	1%	2%	1%	0%	2%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

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Blue indicates this area's result is significantly higher than the total result

Community Services



Demographic Differences



AGE 18-39

LESS LIKELY TO

give this a neutral rating for council support and involvement in a crime free district (33%)



AGE 40-59

MORE LIKELY TO

not know how to rate Council support and involvement in a crime free district (8%)



AGE 60+

MORE LIKELY TO

definitely agree that Council support and involvement in a crime free district (34%). More likely to mention disagreement with Council support revolves around too much graffiti (16%)



INCOME

RESIDENTS EARNING LESS THAN 40K

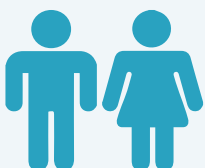
are more likely to disagree that Council support and involvement in a crime free district (7%)

THOSE EARNING BETWEEN 40K AND 70K

are more likely to mention disagreement with Council support pertains to a lack of Council initiatives (35%)

RESIDENTS EARNING MORE THAN 70K

are more likely to rate the relationship Council has with Maori as not very good (6%)



GENDER

No significant differences noted



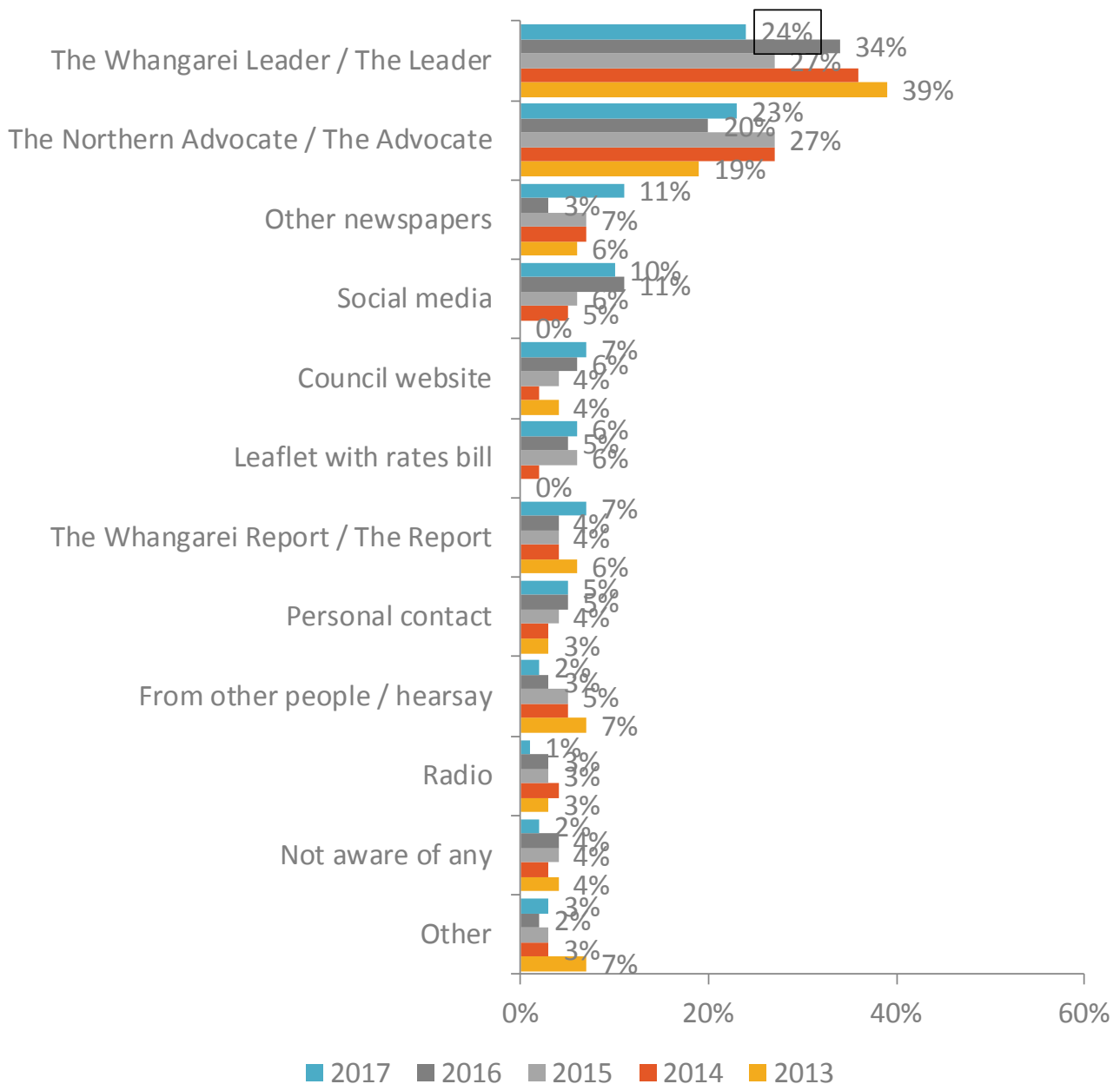
Council Performance

Council Performance



Council Information Sources | 2013 -2017

The Whangarei Leader continues to be the source of Council information most used by residents. A significant decrease in usage is noted this year (24% cf. 2016, 34%) however this can be attributed to a change in the questionnaire, with the removal of a question directly preceding this question which asks awareness of the Whangarei Leader. The Northern Advocate (23%) and other newspapers (11%) were the next most used sources of information, showing preference for paper based sources.

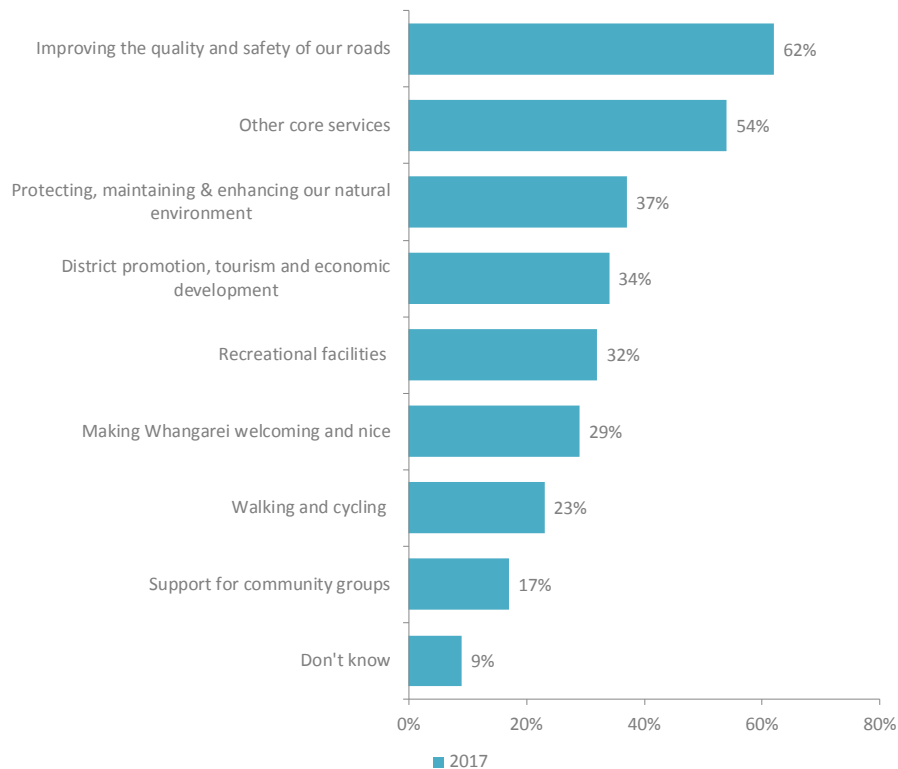


Council Performance



LTP Prioritising Spend

Residents were asked the top three areas they felt it was important for Council to focus their spend on over the next 10 years. Improving the quality and safety of the roads received the highest rating (62%), this was followed by other core services such as water, sewerage etc. (54%) and protecting, maintaining and enhancing the natural environment (37%). Support for community groups received the lowest rating (17%).



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Improving the quality and safety of our roads	65%	62%	53%	56%	63%	76%	62%
Other core services	57%	60%	33%	55%	54%	62%	54%
District promotion, tourism and economic development	30%	40%	26%	43%	32%	28%	34%
Walking and cycling	29%	15%	31%	21%	29%	18%	23%
Making Whangarei welcoming and nice	34%	26%	32%	29%	28%	28%	29%
Recreational facilities	20%	34%	24%	38%	33%	27%	32%
Support for community groups	21%	17%	28%	15%	14%	10%	17%
Protecting, maintaining & enhancing our natural environment	40%	39%	26%	35%	39%	44%	37%
Don't know	0%	4%	28%	7%	8%	7%	9%

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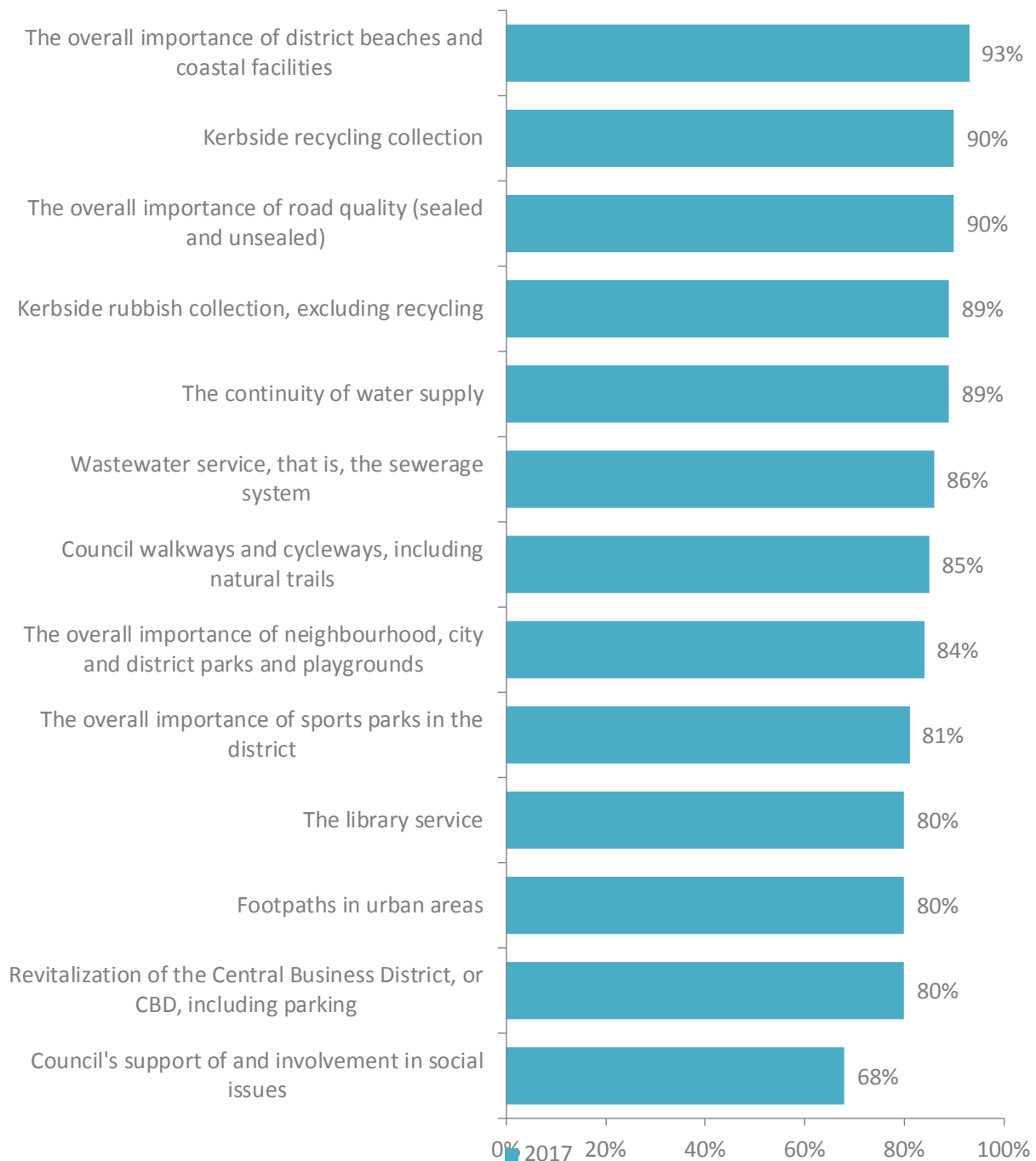
Blue indicates this area's result is significantly higher than the total result

Council Performance



Importance

Residents were asked to rate how important certain services were, using a 10 point scale. The below chart presents combined importance for each service. District beaches and coastal facilities were the most important (93%) followed closely by kerbside recycling (90%) and road quality (90%). Council's involvement in social issues presented as the least important service (68%).



Council Performance



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
The overall importance of district beaches and coastal facilities	93%	95%	98%	87%	95%	94%	93%
Kerbside recycling collection	92%	90%	90%	85%	96%	82%	90%
The overall importance of road quality (sealed and unsealed)	91%	95%	85%	89%	93%	83%	90%
Kerbside rubbish collection, excluding recycling	90%	79%	89%	89%	93%	96%	89%
The continuity of water supply	87%	81%	88%	94%	93%	82%	89%
Wastewater service, that is, the sewerage system	88%	80%	94%	88%	91%	73%	86%
Council walkways and cycleways, including natural trails	92%	82%	88%	84%	93%	67%	85%
The overall importance of neighbourhood, city and district parks and playgrounds	81%	72%	87%	83%	91%	89%	84%
The overall importance of sports parks in the district	91%	74%	83%	86%	84%	67%	81%
The library service	94%	70%	84%	84%	83%	65%	80%
Footpaths in urban areas	74%	71%	85%	82%	87%	75%	80%
Revitalization of the Central Business District	83%	89%	69%	84%	83%	65%	80%
Council's support of and involvement in social issues	68%	70%	63%	73%	68%	66%	68%

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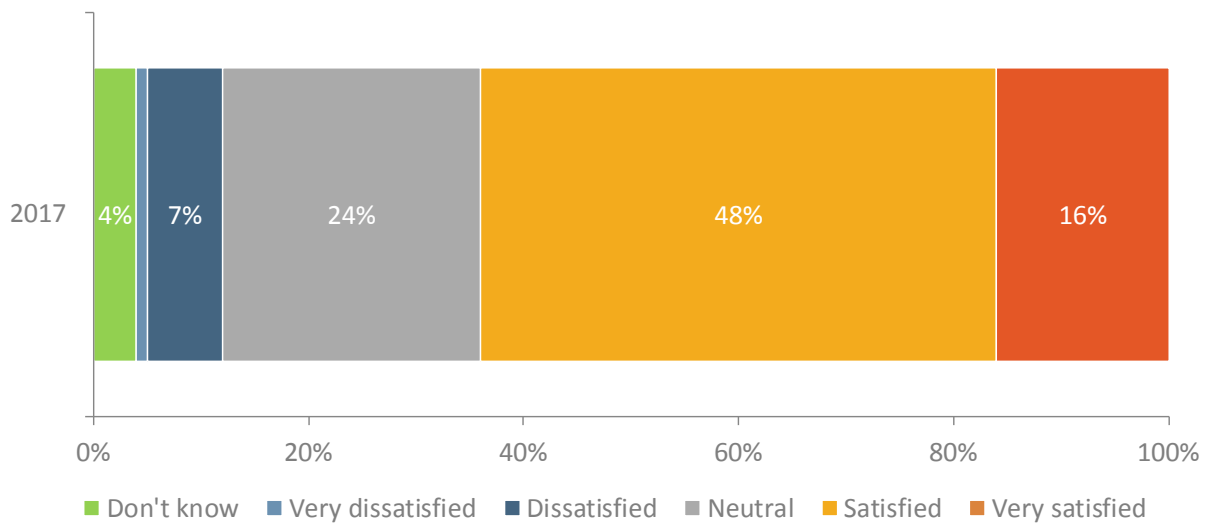
Red indicates this area's result is significantly lower than the total result
 Blue indicates this area's result is significantly higher than the total result

Council Performance



Making Whangarei Welcoming and Nice

This year residents were asked how satisfied they were with Council's support regarding making Whangarei welcoming and nice. Sixty four per cent of residents were satisfied (48%) or very satisfied (16%) with this, while close to a quarter (24%) gave this a neutral rating. Eight per cent were dissatisfied (7%) or very dissatisfied (1%), with 4% not sure how to answer.



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	0%	0%	4%	2%	1%	0%	1%
Dissatisfied	3%	3%	5%	13%	3%	10%	7%
Neutral	32%	28%	37%	15%	21%	26%	24%
Satisfied	40%	53%	45%	48%	52%	43%	48%
Very satisfied	25%	15%	5%	18%	17%	15%	16%
Don't know	0%	1%	3%	5%	6%	6%	4%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

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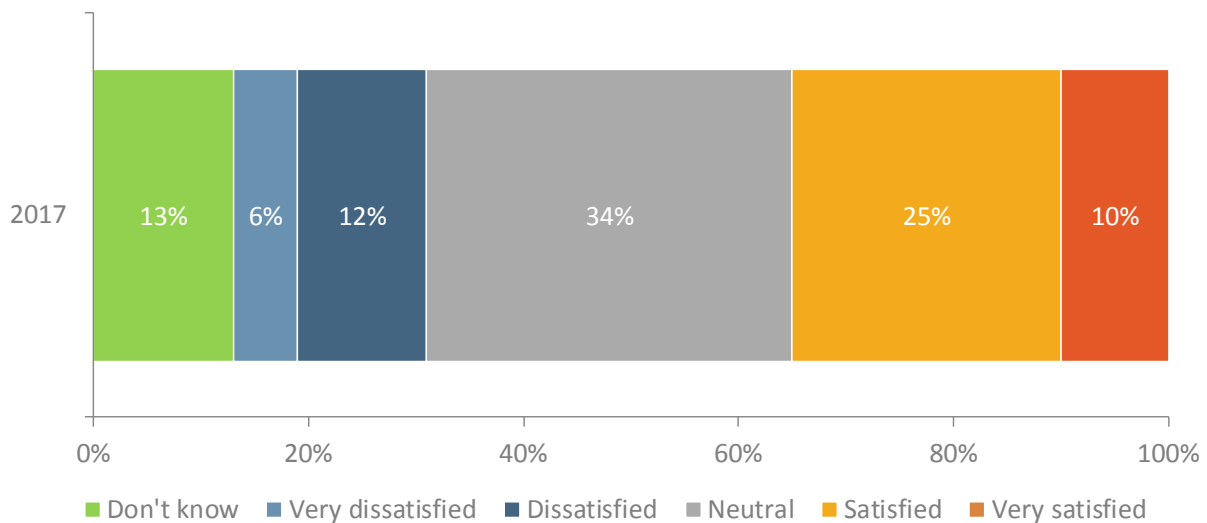
Blue indicates this area's result is significantly higher than the total result

Council Performance



Attracting Investment, Jobs and People

This year residents were asked how satisfied they were with Council's support regarding attracting investment, jobs and people to the CBD. This received lower levels of satisfaction (in comparison to other measures) with just over a third (35%) satisfied (25%) or very satisfied (10%) with this. More than a third (34%) gave this a neutral ratings, while 18% were dissatisfied (12%) or very dissatisfied (6%) with this. Thirteen per cent were unsure how to answer.



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	13%	2%	10%	9%	3%	5%	6%
Dissatisfied	15%	6%	18%	17%	7%	11%	12%
Neutral	26%	49%	33%	34%	35%	20%	34%
Satisfied	25%	26%	21%	22%	26%	32%	25%
Very satisfied	17%	5%	14%	8%	11%	12%	10%
Don't know	4%	12%	2%	10%	19%	20%	13%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

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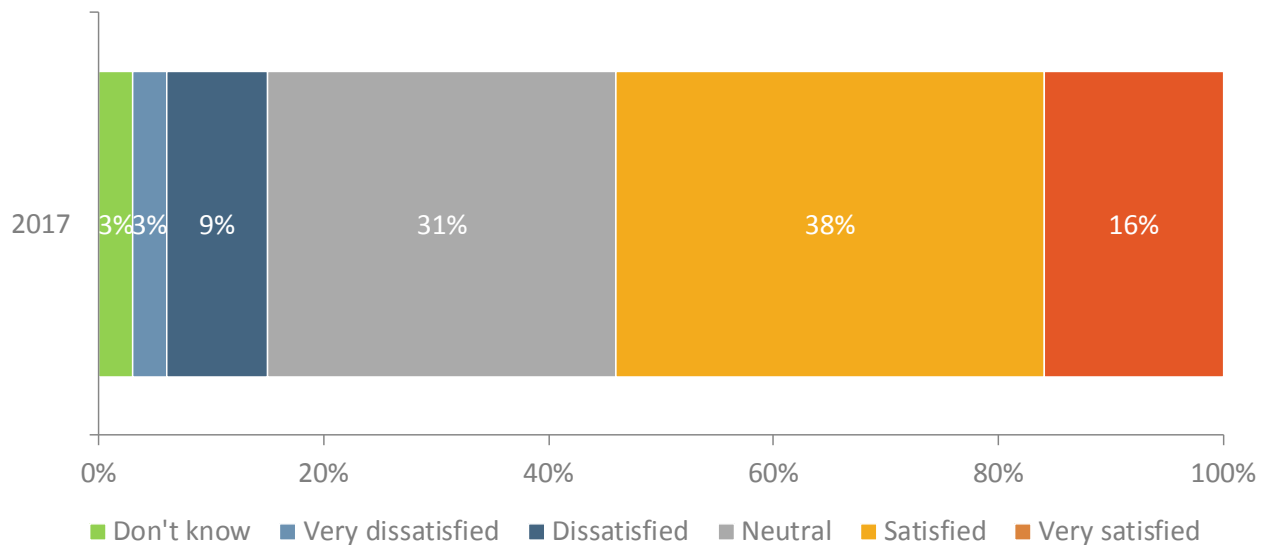
Blue indicates this area's result is significantly higher than the total result

Council Performance



Promote Whangarei as Tourist Destination

This year residents were asked how satisfied they were with Council's support regarding promoting Whangarei as a tourist destination. Fifty four per cent of residents were satisfied (38%) or very satisfied (16%) with Council's support of this initiative. Thirty one per cent of residents gave this a neutral response, while 12% were dissatisfied (9%) or very dissatisfied (3%).



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	0%	2%	0%	4%	3%	6%	3%
Dissatisfied	3%	10%	22%	12%	2%	7%	9%
Neutral	24%	23%	39%	30%	40%	24%	31%
Satisfied	59%	45%	23%	28%	41%	40%	38%
Very satisfied	14%	16%	17%	21%	12%	20%	16%
Don't know	0%	5%	0%	5%	1%	3%	3%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

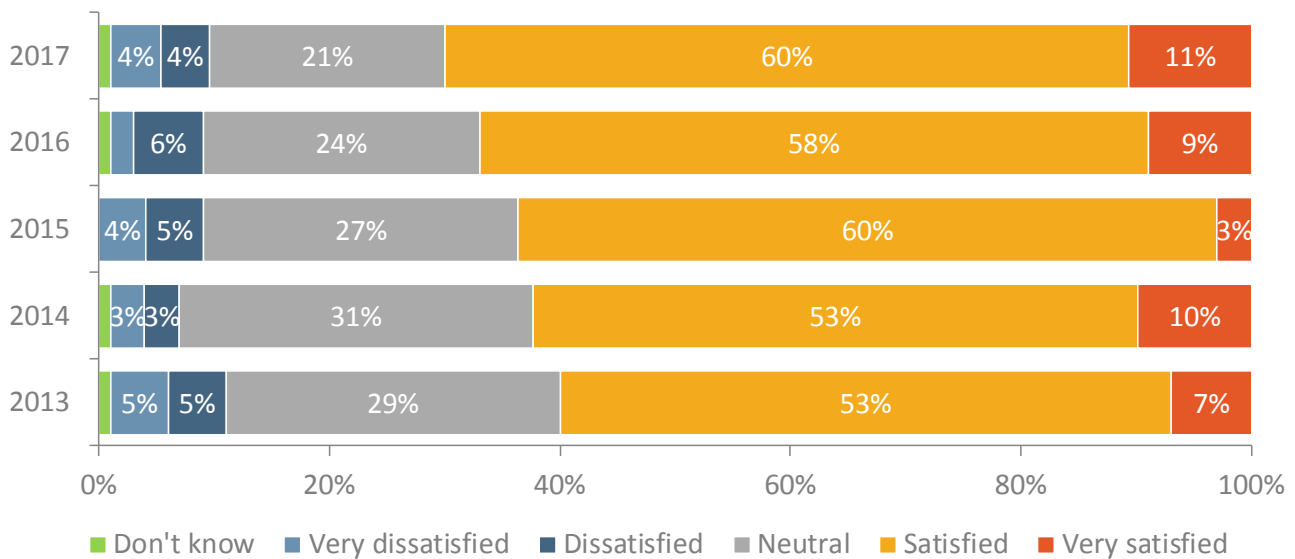
Red indicates this area's result is significantly lower than the total result
 Blue indicates this area's result is significantly higher than the total result

Council Performance



Overall Performance | 2013 -2017

Positively, ratings for Council's overall performance have continued to increase year on year with 71% of residents satisfied (60%) or very satisfied (11%) with Council overall. Twenty one per cent of residents gave this a neutral rating, a slight decrease from last year, while 8% were dissatisfied (4%) or very dissatisfied (4%).



Area Differences

	Mangakahia-Maungataupere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay	Total
Very dissatisfied	3%	2%	7%	6%	4%	5%	4%
Dissatisfied	2%	2%	1%	5%	2%	16%	4%
Neutral	31%	30%	7%	16%	19%	26%	21%
Satisfied	60%	60%	80%	58%	61%	40%	60%
Very satisfied	5%	6%	5%	15%	14%	13%	11%
Don't know	0%	0%	0%	1%	0%	0%	1%

A significant difference means that the results show an actual change and that this is not due to chance. This testing compares the area result to the total and is conducted at the 95% confidence interval. These differences are indicated as follows:

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Council Performance



Demographic Differences



AGE 18-39

MORE LIKELY TO

get information about Council through social media (19%)



AGE 40-59

MORE LIKELY TO

be very dissatisfied with Council's involvement in and support of the promotion of Whangarei as a tourist destination (7%)

LESS LIKELY TO

be very satisfied with Council's overall performance (6%)



AGE 60+

MORE LIKELY TO

get information about Council through The Northern Advocate (32%)



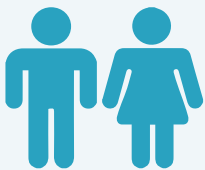
INCOME

RESIDENTS WHO EARN MORE THAN 70K

are more likely to get their information about Council from The Whangarei Report (11%)

THOSE EARNING UNDER 40K

are more likely to be very satisfied with Council attracting investment, jobs, and people to the CBD (16%)



GENDER

MALE RESIDENTS

are more likely to get information about Council through Council's website (10%).

FEMALE RESIDENTS

are more likely to not know how to rate Council's involvement in and support of the promotion of Whangarei as a tourist destination (4%) and to be satisfied with Council's overall performance (67%)

7.2 Local Government New Zealand Reputation Report

Meeting: Whangarei District Council
Date of meeting: 31 August 2017
Reporting officer: Rachel Pascoe (Team Leader – Communications Operations)

1 Purpose

To provide Council with the results of the *2017 LGNZ Reputation Report*, which details how Whangarei's public rate the local government sector compared to New Zealanders overall.

2 Recommendation

That Council notes the information provided in the 2017 New Zealand Local Government Reputation Report.

3 Background

Local Government New Zealand (LGNZ) did inaugural reputation research in 2014 called the New Zealand Local Government Survey, to assess how New Zealanders perceive local government. Results rated the sector's reputation at 29 out of 100, highlighting the need to strengthen relative performance perceptions and tell a better local government story.

LGNZ offered members the chance to commission a local survey with the public and/or businesses alongside the national survey. The "booster" surveys:

- Provided more detail about the local government's reputation in a specific area
- Included analysis of how this info varies from the national norm and prior years.

A Whangarei-focused residential booster survey aimed to help understand the reputation of Local Government here.

The survey was designed to measure the reputation of the local government sector, as a whole, amongst Whangarei residents and compares their views to the rest of the country.

The results are therefore not the reputation of WDC; but our residents' experiences with us are likely to influence results.

4 Results

Overall our results are very similar to the rest of NZ, but there are a couple of areas where Whangarei residents scored higher:

- The proportion of Whangarei residents who believe local performance and leadership has improved over the past three years is higher than the national average (50% vs. 32%).

- Whangarei residents are more likely to associate local government with positive words such as 'competent', 'supportive', 'approachable', 'productive' and 'trustworthy' than the national average.
- In the past year, a higher proportion of Whangarei residents have contacted a council by phone, spoken to a council officer in person and made a submission to council than the national average.
- Speaking to a council over the phone, or speaking to a council officer in person, are more likely to have a positive, than negative impact, on the reputation of the local government sector.

This report provides the full results of the survey.

4 Significance and engagement

This report's matters do not trigger the significance criteria outlined in Council's Significance and Engagement Policy. The public will be informed via publishing this agenda on our website.

5 Attachment

Whangarei Residential Reputation Report 2017



**COLMAR
BRUNTON**

A Kantar Millward
Brown Company

New Zealand Local Government Survey

Whangarei District Council
General Public Survey 2017

**We are.
LGNZ.**



Background and objectives

1

In 2014 LGNZ commissioned research to measure the ongoing health and performance of the local government sector.

Research was conducted with residents, businesses, council staff and elected members.

2

Results (including a Reputation Index) were published in May 2015. The research was repeated in 2017 among residents and businesses.

Councils had the opportunity to boost the number of interviews in their area and receive a summary PowerPoint report.

3

Whangarei District Council commissioned a survey of residents in its area.

This report includes findings from the residential survey designed to measure the reputation of the local government sector amongst Whangarei residents in 2017.

Method



Online
survey

Survey conducted online using sample sourced from Colmar Brunton's online panel.



2,492 across NZ
in 2017, 222 in
Whangarei in
2017

Sampling and weighting ensured that the sample is representative by age and gender.



Fieldwork

Fieldwork was conducted in March 2017.

Understanding these results

- Results are about all of local government in New Zealand.
- All questions were about the sector rather than the respondent's local council – so, for example, where the results refer to Whangarei this should be interpreted as Whangarei residents' views of local government in New Zealand, not their views of the Whangarei District Council. However, it is likely that respondents' views about their own local authority will have some influence on how they view the local government sector.
- This report focuses on the general public in Whangarei in 2017. We compare these results with the views of the general public across the nation in 2017. Differences are only reported if they are statistically significant at the 95% confidence level.



**COLMAR
BRUNTON**

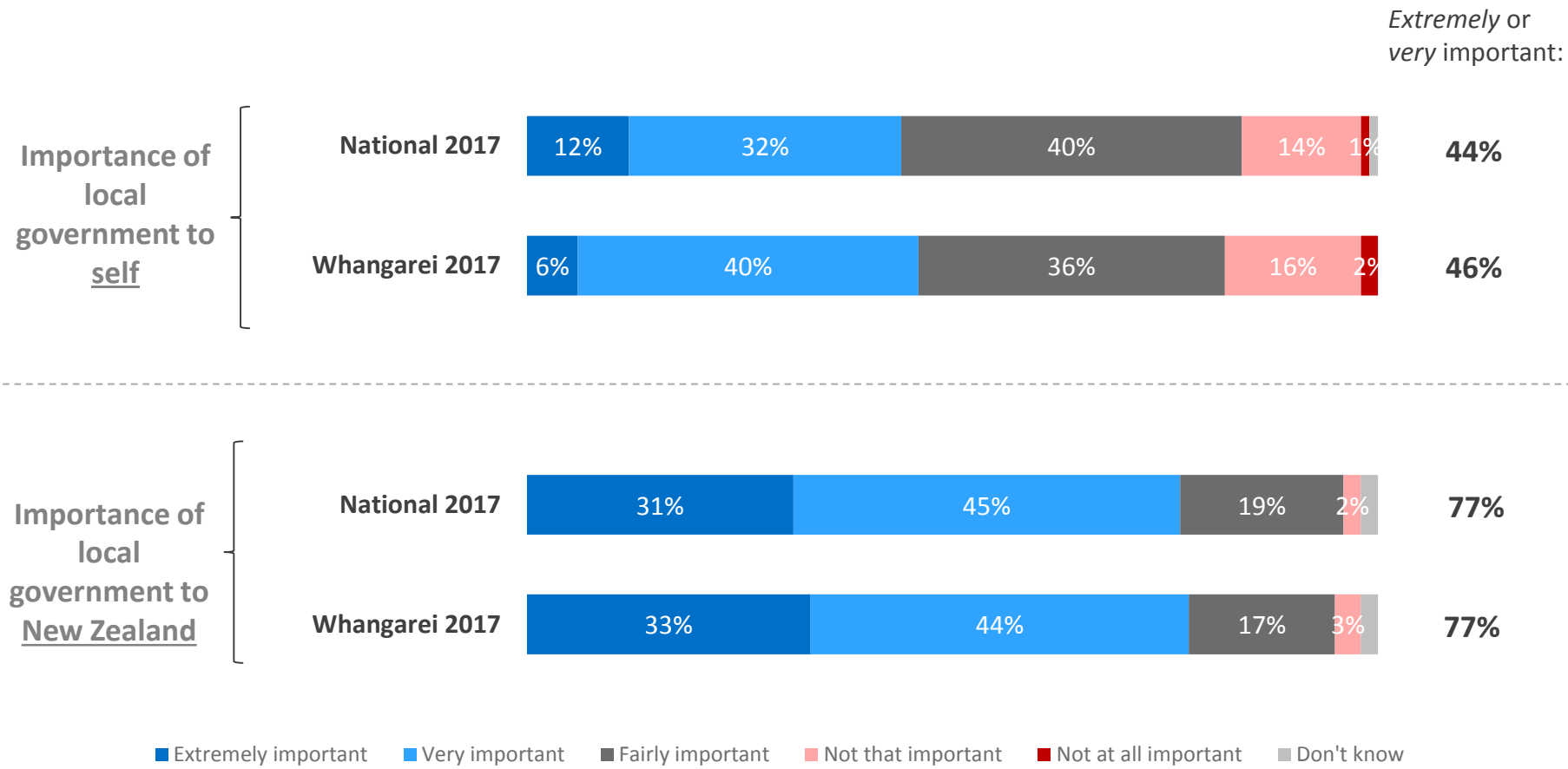
A Kantar Millward
Brown Company

Importance of local government

**We are.
LGNZ.**



Nearly half of Whangarei residents consider local government to be ‘extremely’ or ‘very’ important to themselves (46%) and three quarters feel local government is ‘extremely’ or ‘very’ important to New Zealand (77%). These results are consistent with the national average.





**COLMAR
BRUNTON**

A Kantar Millward
Brown Company

Awareness of local government

We are. LGNZ.



APPROXIMATELY...

9 in 10

... are aware the local government is responsible for:
... water and sanitation; solid waste; playgrounds, parks and public toilets;

8 in 10

... town planning; sports and recreation facilities; libraries, museums and public art; town or city centres including parking; building consents; resource consents; animal control; noise control

7 in 10

... public transport; local / regional roads; health protection; planning for natural hazards

6 in 10

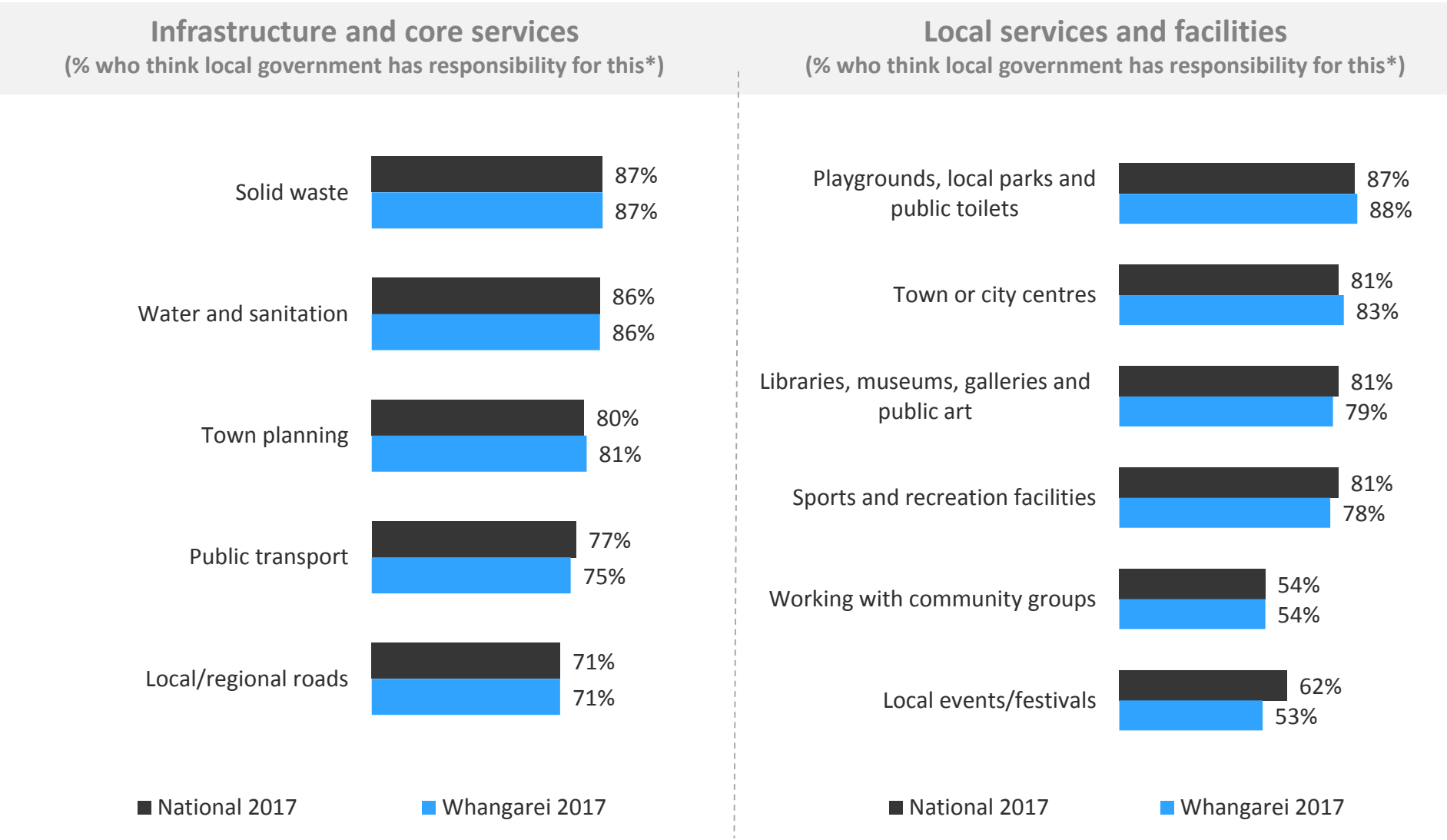
... regulating control of alcohol sale and supply; regulating the place of sale of legal highs; managing biodiversity; natural resources and hazard management; coastal planning and management; tourism; attracting major events; economic development and activity

5 in 10

... local events / festivals; working with community groups

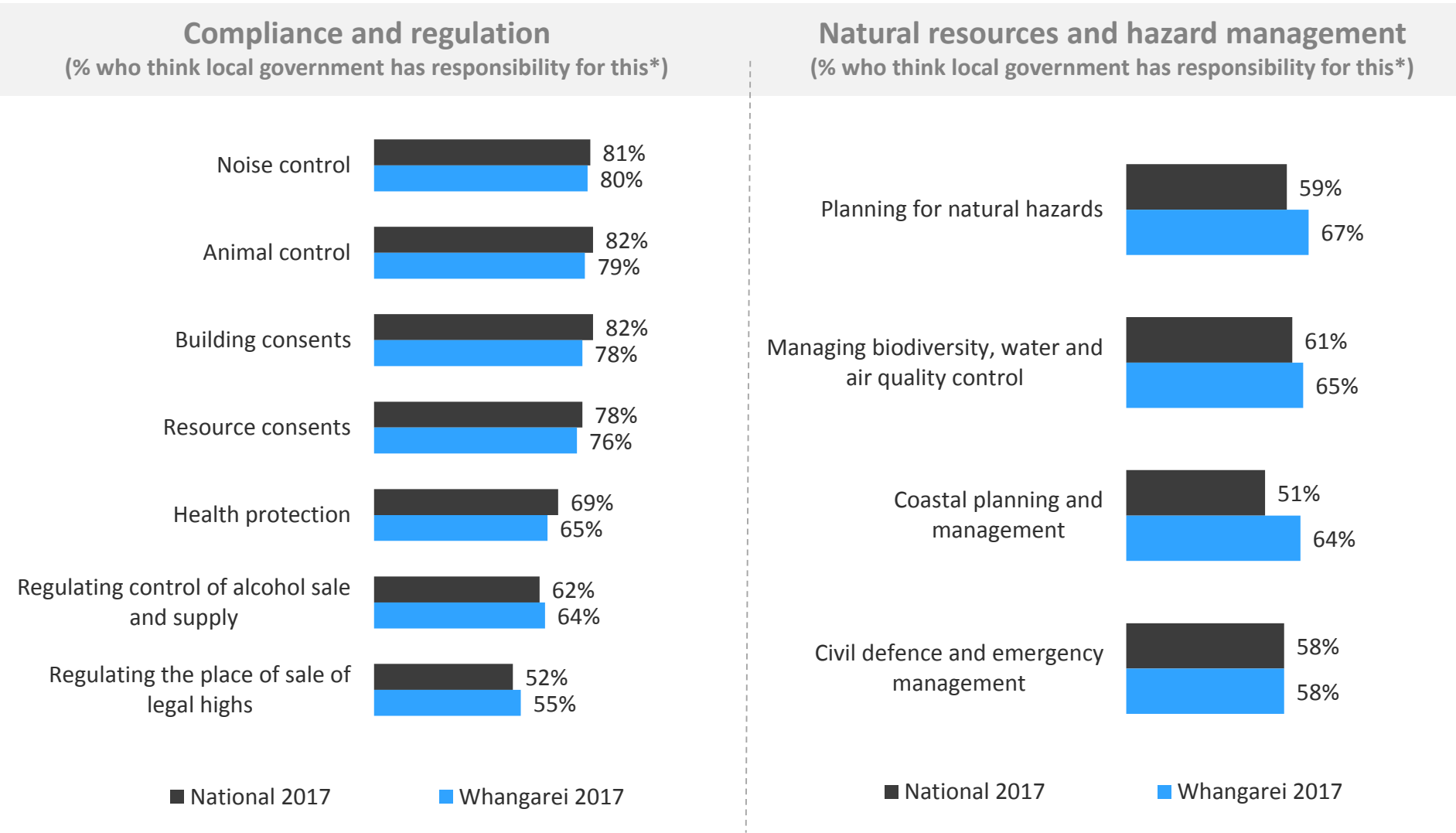
Q: How much responsibility does local government have for the following? (All those responding 4 or 5 on a 5 point scale)

Whangarei residents' awareness of local government responsibilities for infrastructure and core services, and local services and facilities are similar to the national average for 2017. However, they have lower than average awareness of local government's responsibility for local events and festivals.



Q: How much responsibility do you think local government currently has for the following?

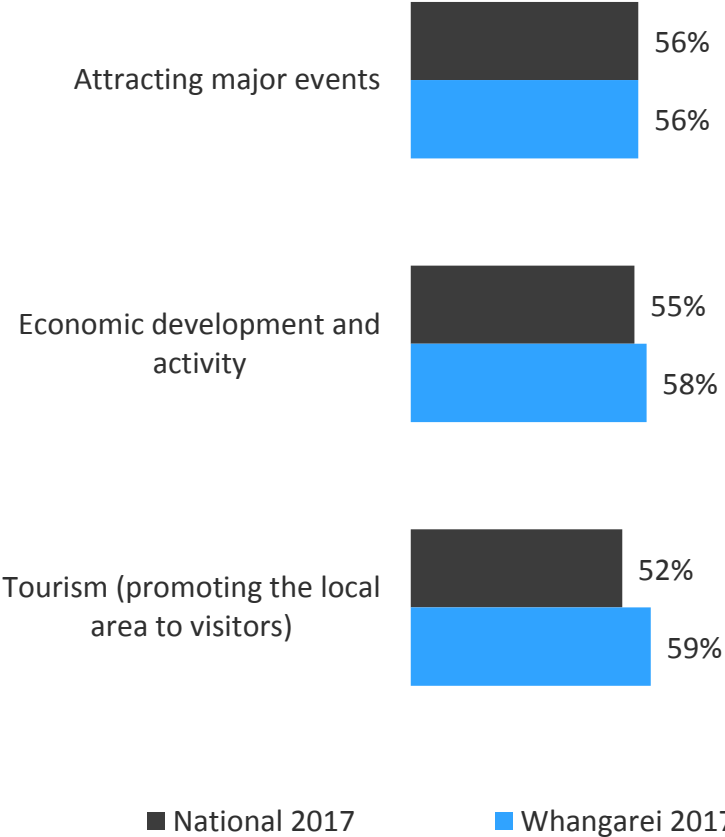
Whangarei residents have higher awareness of local government’s responsibility for coastal planning and management than the national average. Awareness of all other compliance and regulation responsibilities, as well as natural resources and hazard management is consistent with the national average.



Q: How much responsibility do you think local government currently has for the following?

Whangarei residents have a similar level of awareness of local government’s responsibilities for business and industry development to the national average. The difference for tourism is not statistically significant.

Business and industry development
(% who think local government has responsibility for this*)



Q: How much responsibility do you think local government currently has for the following?



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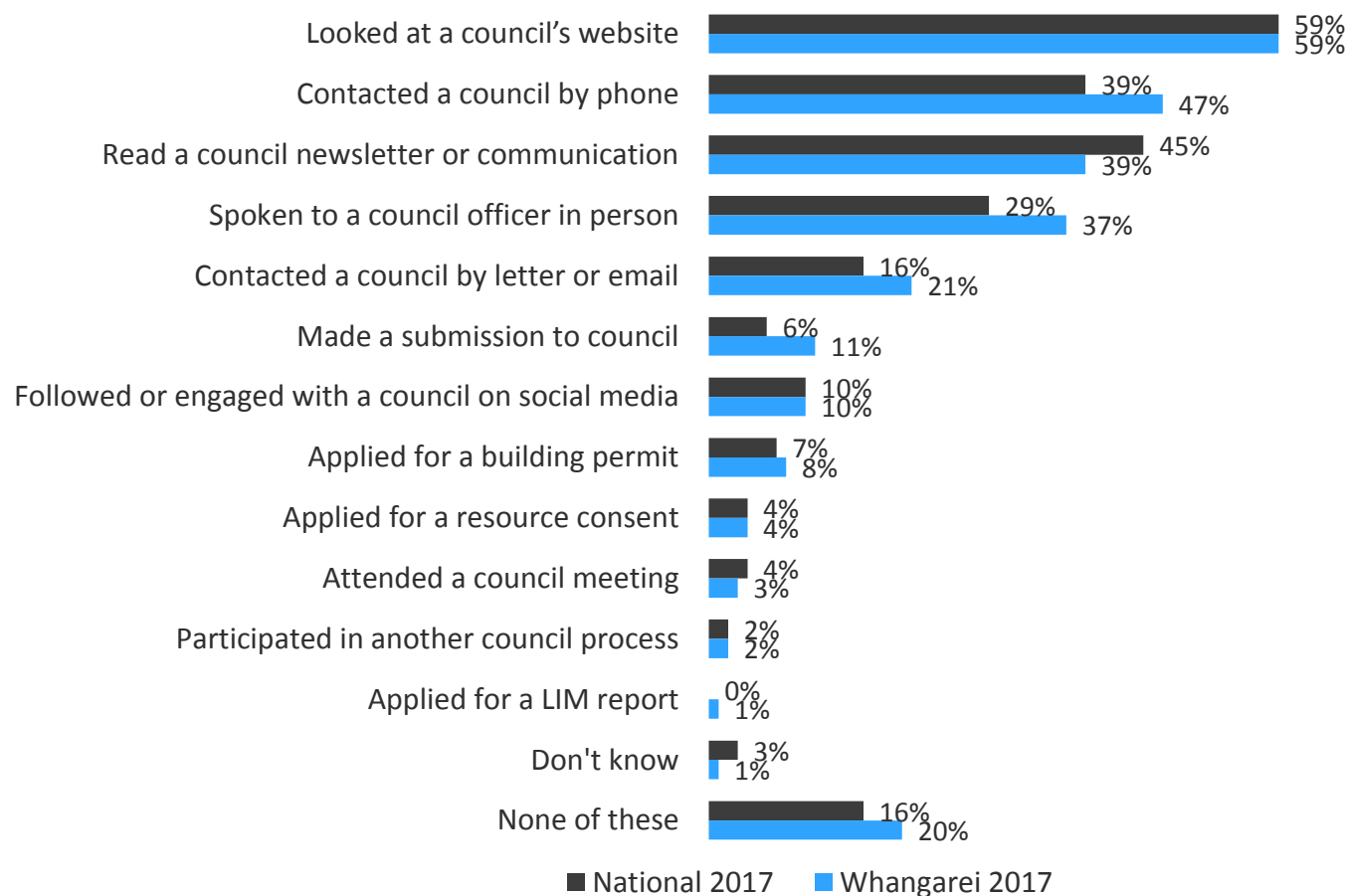
Interaction with local government

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In the past year, Whangarei residents are more likely to have contacted a council by phone, spoken to a council officer in person and made a submission to council than the national average. The most common interaction is looking at a council's website (59%).

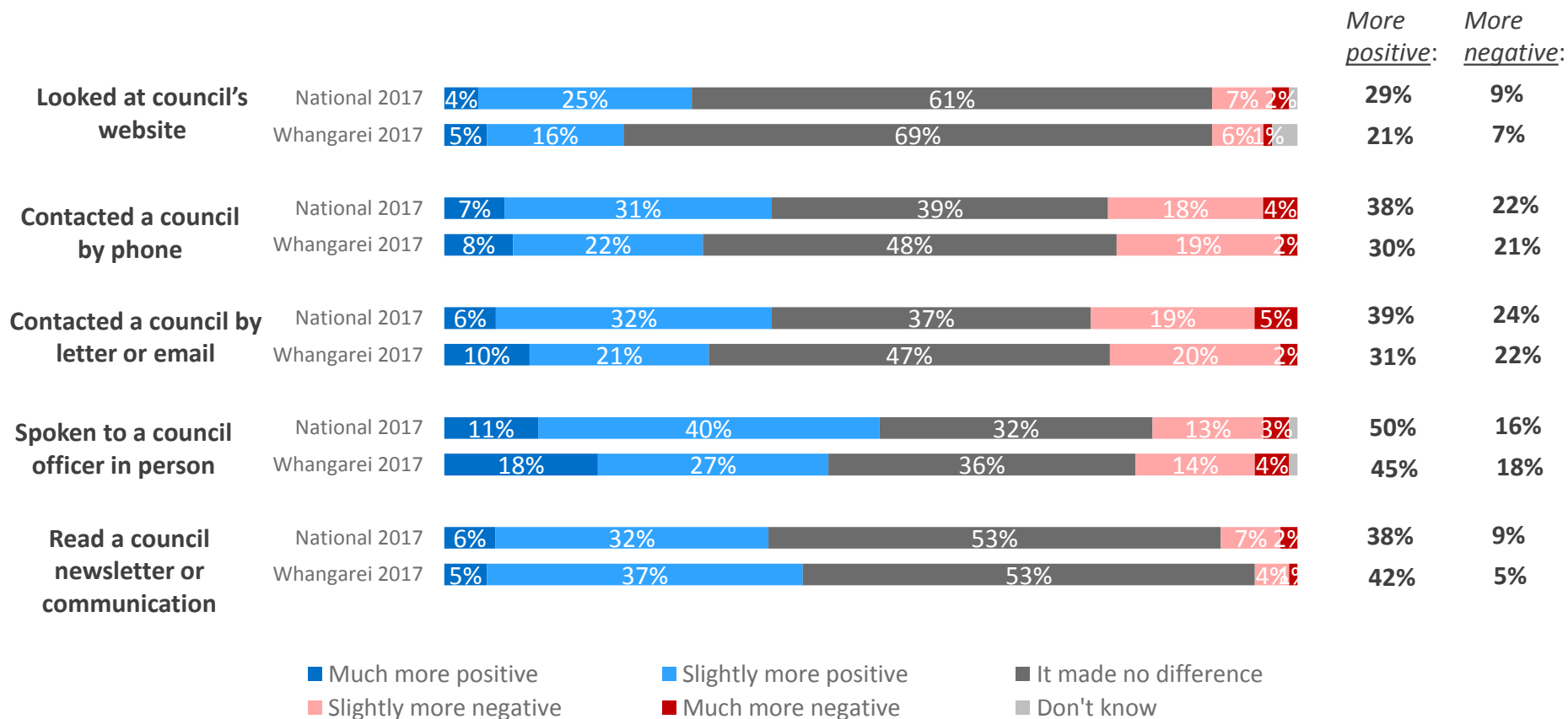
Interaction with a council in the past year



Q: Have you done any of the following in the past year?

The most common forms of interaction are more likely to have a positive than negative effect on how Whangarei residents perceive local government. The impact of these interactions on Whangarei residents is similar to the national average. Speaking to a council officer in person has the most positive impact.

Influence of interaction with council in the past year



Q: Please think back to the last time you did the following, how did it make you feel about the local government sector?



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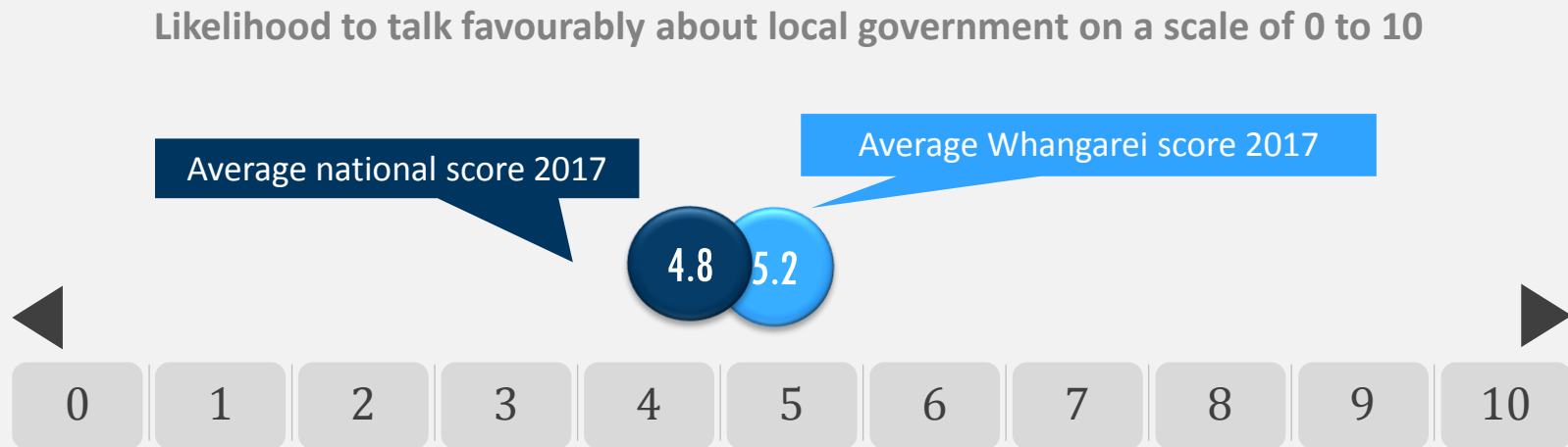
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Overview of
satisfaction with, and
reputation of, the
sector

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On a scale of 0 to 10 where 0 is 'not at all likely to talk favourably about local government if asked' and 10 is 'very likely' the average score for Whangarei is 5.2 in 2017. This compares to 4.8 for the 2017 national average; this difference is not statistically significant.



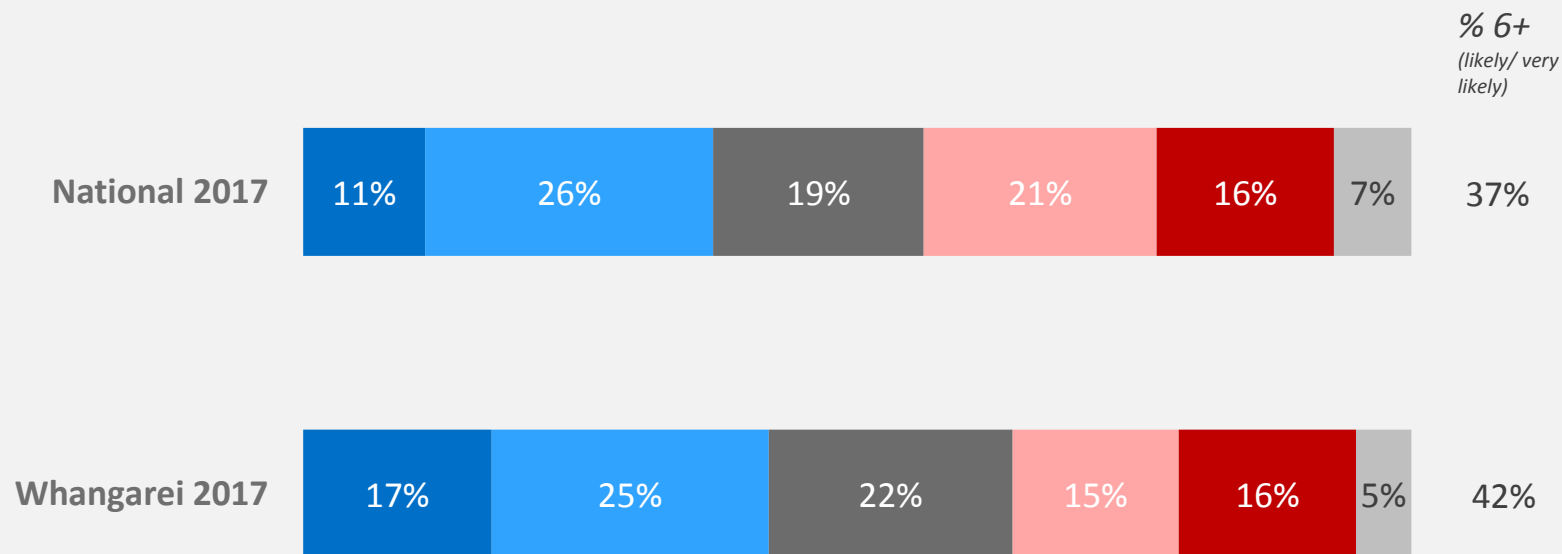
Q: How likely would you be to talk favourably about local government if asked by a friend or colleague?

Base: All respondents

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Four out of ten Whangarei residents rate their chances of talking favourably about the local government as likely or very likely (42%), this is similar to the national average (37%).

Likelihood to talk favourably about local government on a scale of 0 to 10

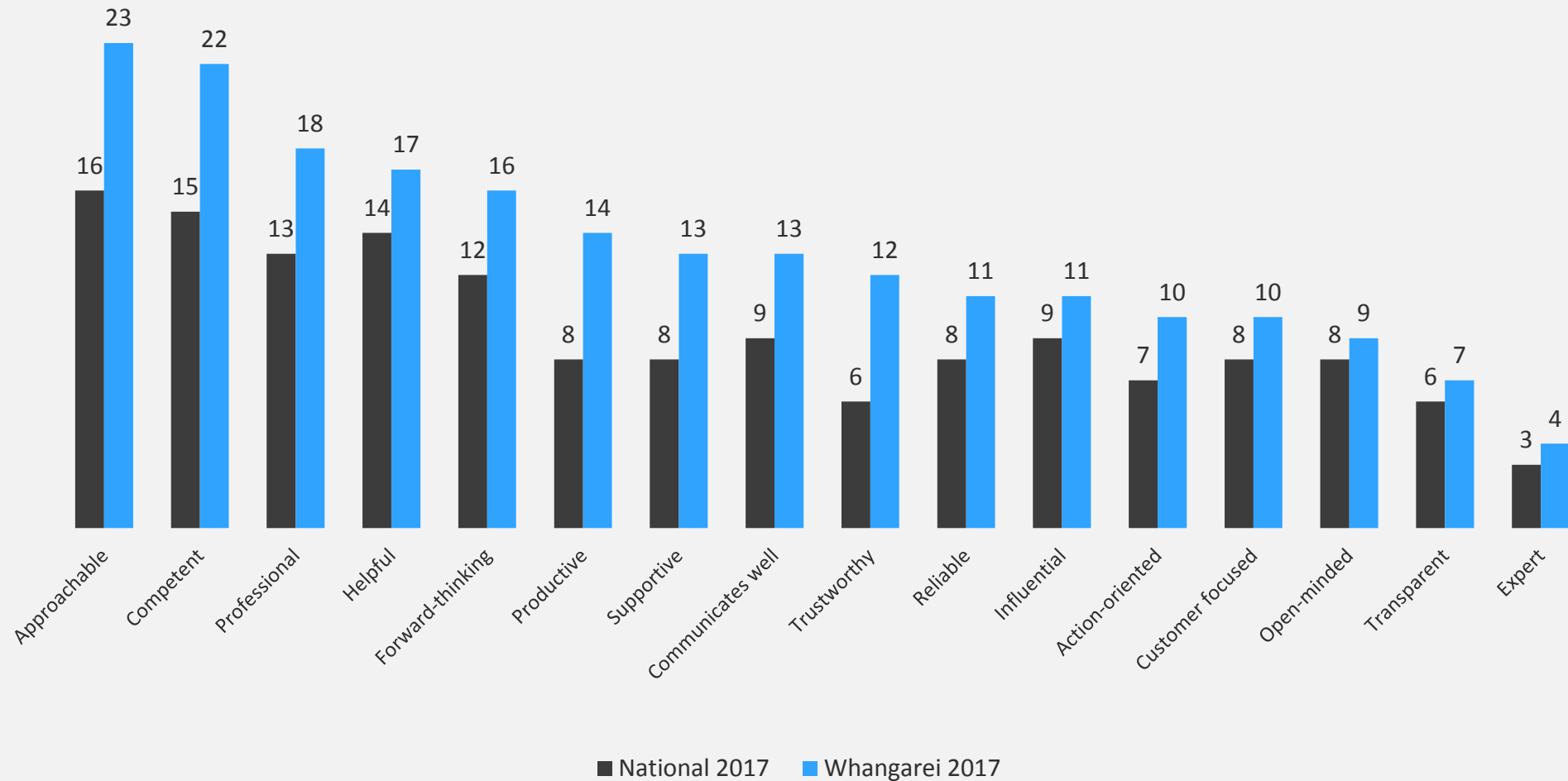


■ 10,9,8 (Very likely) ■ 7,6 (Likely) ■ 5 (Neutral) ■ 4,3 (Not likely) ■ 2,1,0 (Not at all likely) ■ Don't know

Q: How likely would you be to talk favourably about local government if asked by a friend or colleague?

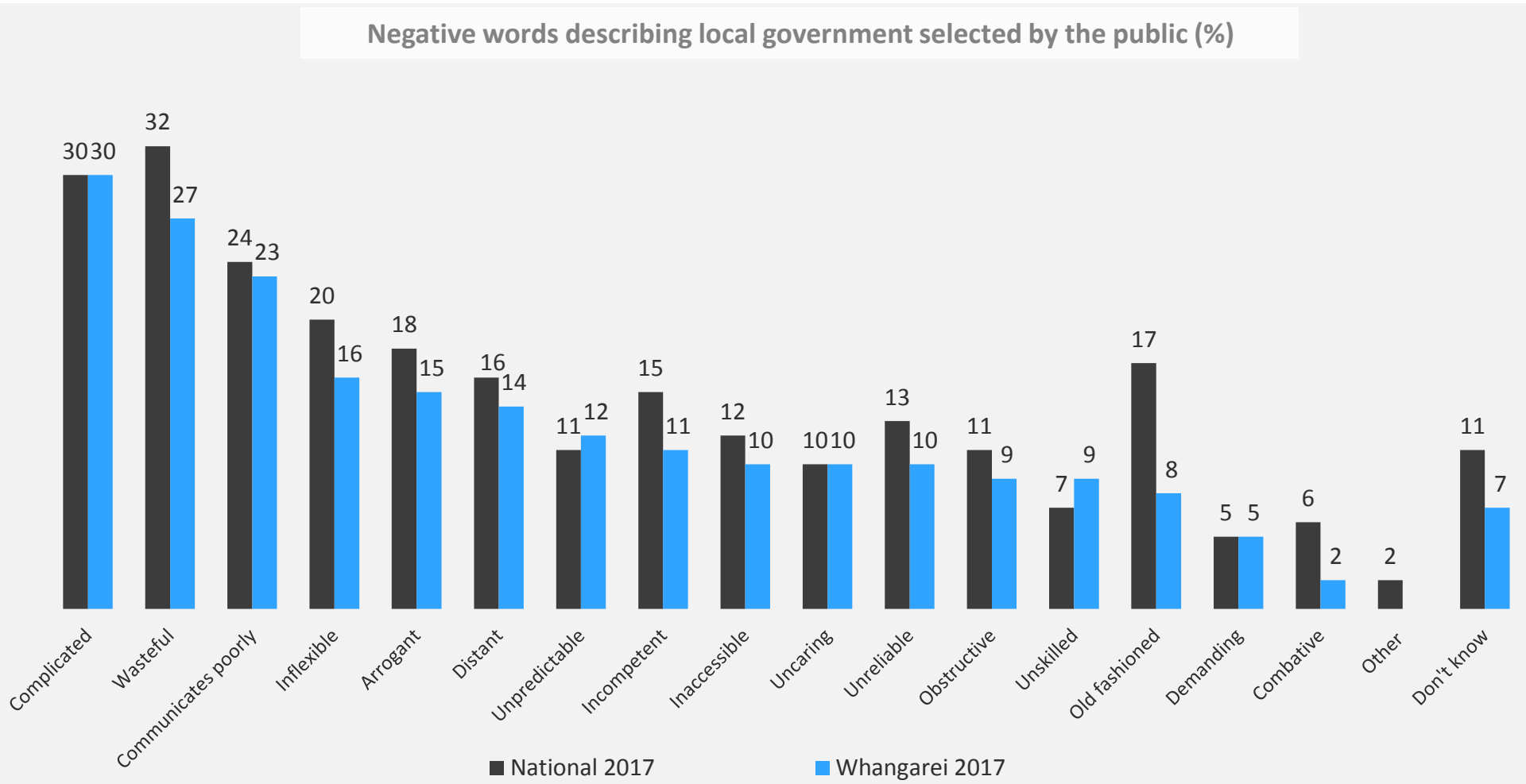
Whangarei residents are more likely than average to associate local government with the words 'competent' 'supportive' 'approachable' 'productive' and 'trustworthy'.

Positive words describing local government selected by the public (%)



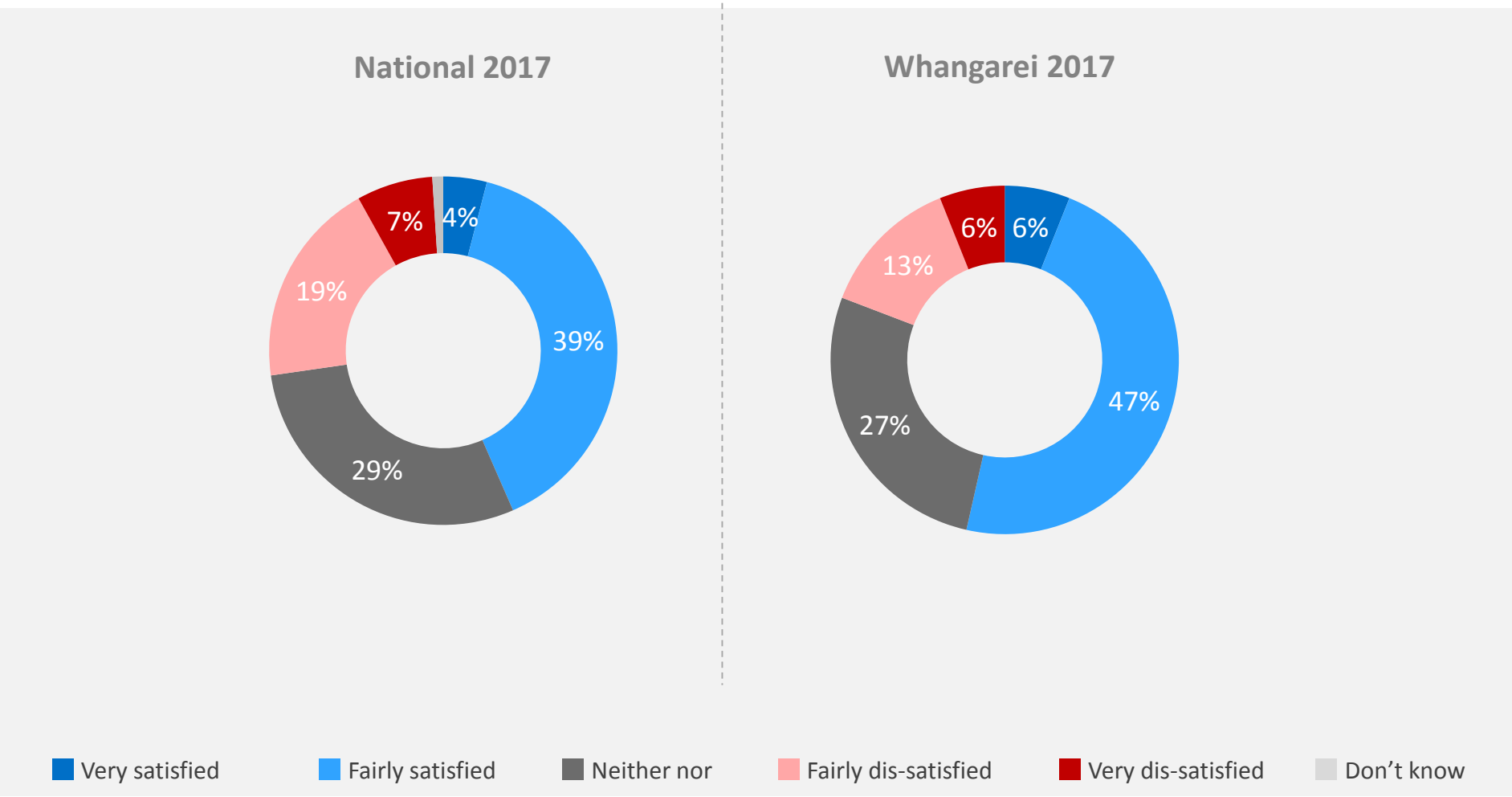
Q: Now please think about local government and which words you would associate with the sector

Whangarei residents are less likely than average to associate local government with being ‘old fashioned’ and ‘combative’.



Q: Now please think about local government and which words you would associate with the sector

Over half of Whangarei residents (53%) are satisfied with the overall performance of local government, which is higher than the national average (43%).

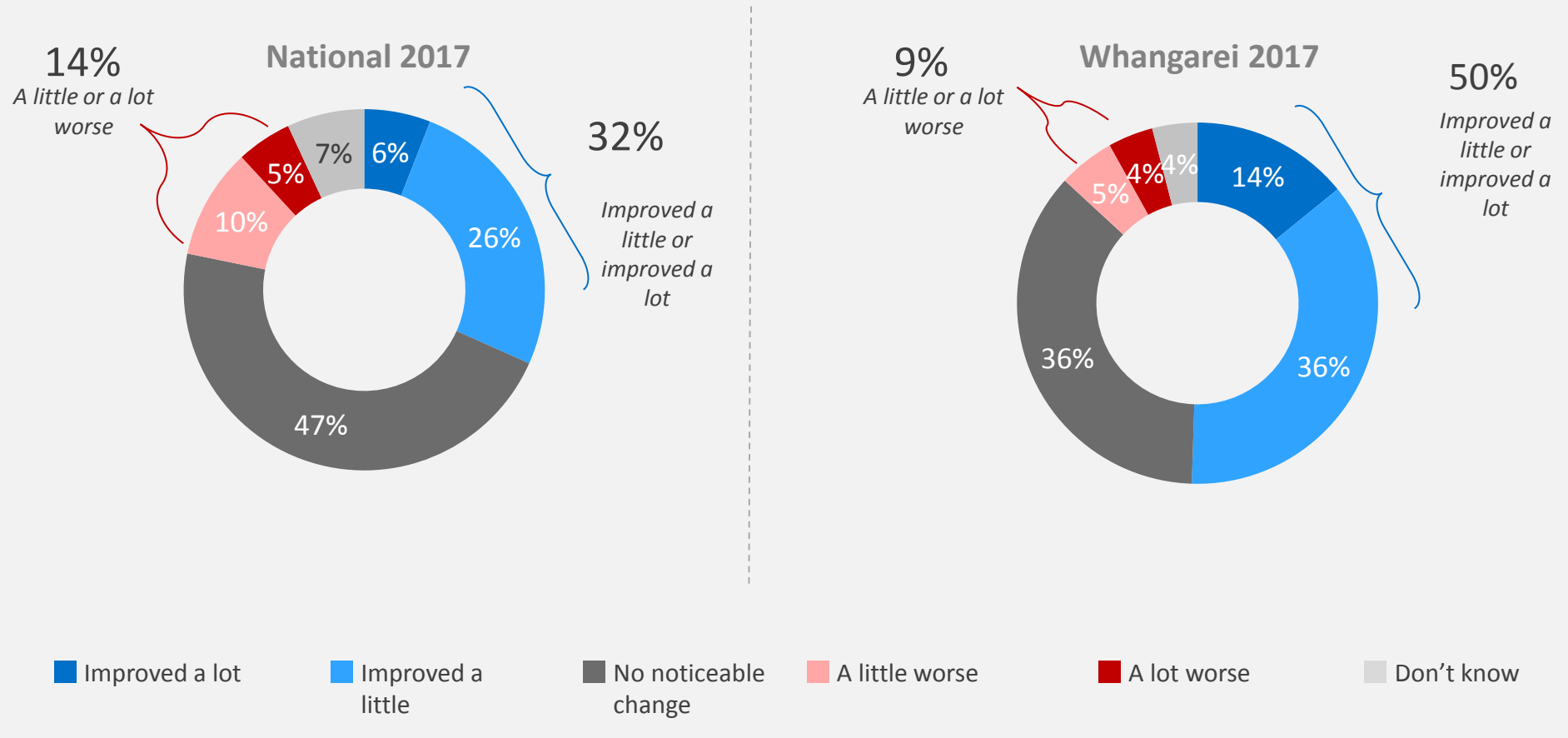


Q: Overall how satisfied or dis-satisfied are you with the performance of local government in New Zealand?

Base: All respondents.

While the survey primarily focuses on the reputation of the local government sector, a question was included on how performance and leadership of local councils in their area have changed. Whangarei residents (in line with the nation) are more likely to think the performance and leadership of local councils have improved rather than got worse. The results are more positive in Whangarei than nationally. The proportion of Whangarei residents who believe local performance and leadership has improved is higher than average (50% vs. 32%).

Public's perceived improvement in performance and leadership of councils in their area over the last three years





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Performance of the local government sector

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Approximately...

5 in 10

... agree local government:

Keeps you informed about what it is doing; provides sufficient opportunities for people to have their say

4 in 10

... Leads on matters of importance to communities; has constructive working relationships with local iwi; local government has the skills and expertise to manage community affairs; local government managers and staff do a good job

3 in 10

...Makes it easy for people to interact and engage with them; listens to the needs of people; acts on the needs of people; is efficient; is effective; continually looks for ways to improve performance; partners effectively with other councils; mayors and regional council chairs display sound and effective leadership; mayors, chairs and councillors have good strategies for developing the prosperity and wellbeing of their communities; local and community boards facilitate the responsiveness of council decision making to local needs; manages its finances well; provides good value for rates dollars spent

2 in 10

...Councillors display sound and effective leadership; can be trusted to make good spending decisions

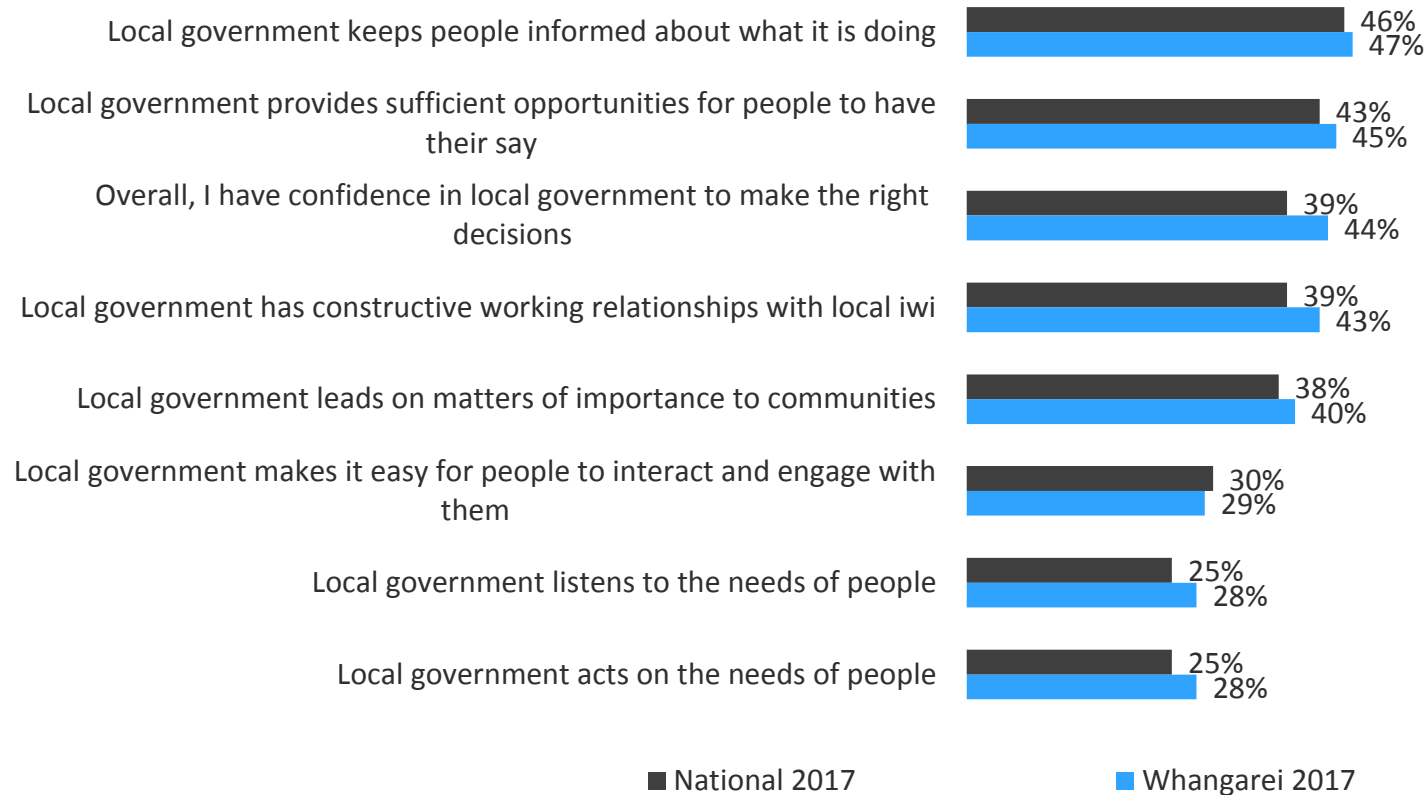
Q: To what extent do you agree or disagree with the following statements about how local government in New Zealand interacts and engages with people? (All those who strongly agree or tend to agree)

Whangarei residents views on how local government interacts and engages with the public are consistent with the national average.

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Interaction and engagement with the public

Strongly agree and tend to agree
(removing DKs*):

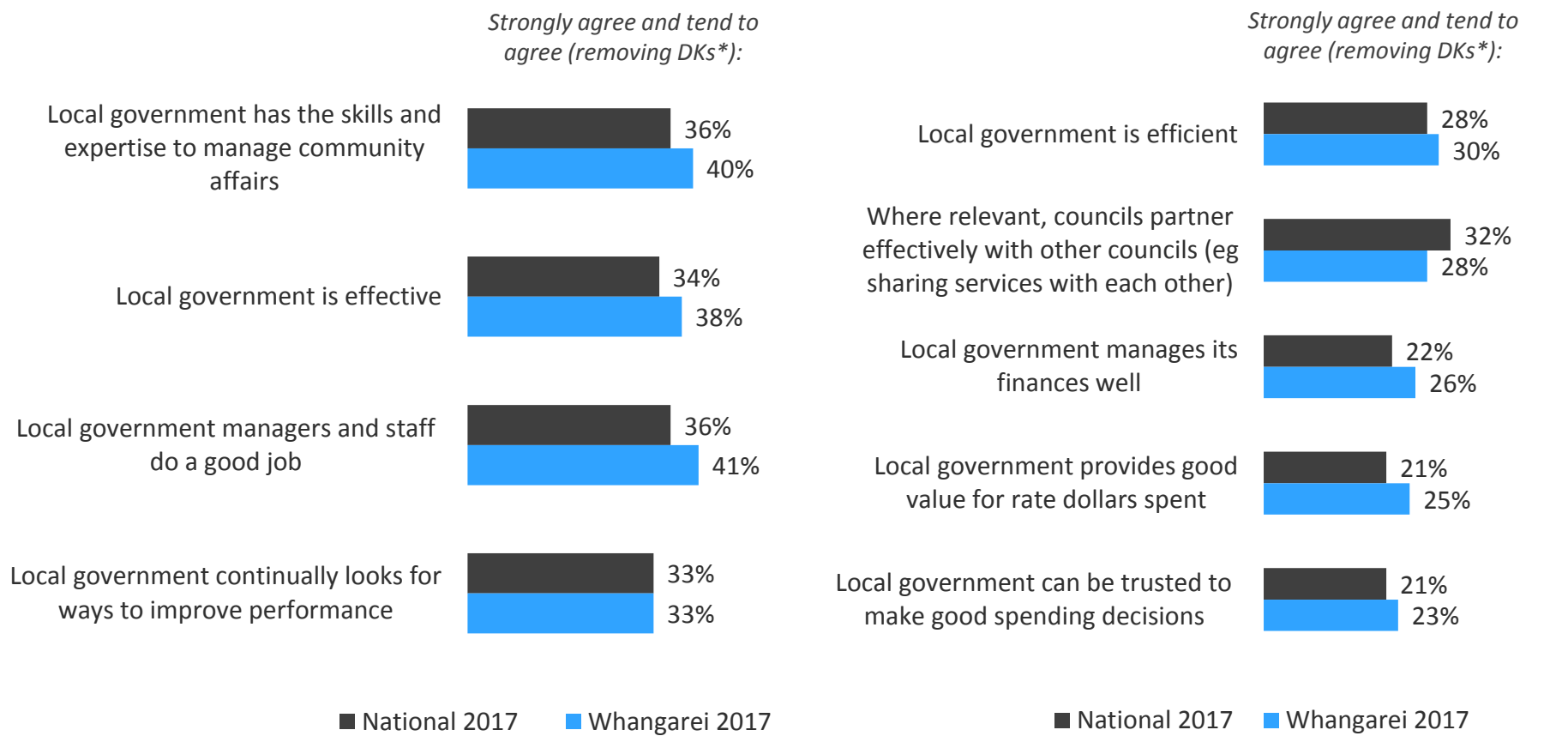


Q: To what extent do you agree or disagree with the following statements about how local government in New Zealand interacts and engages with people?

* DKs= 'Don't know' – we removed the proportion that said 'don't know' from the analysis of each statement. This allows findings to be more directly compared side-by-side.

Whangarei residents' views on the performance of the local government sector are consistent with the national average.

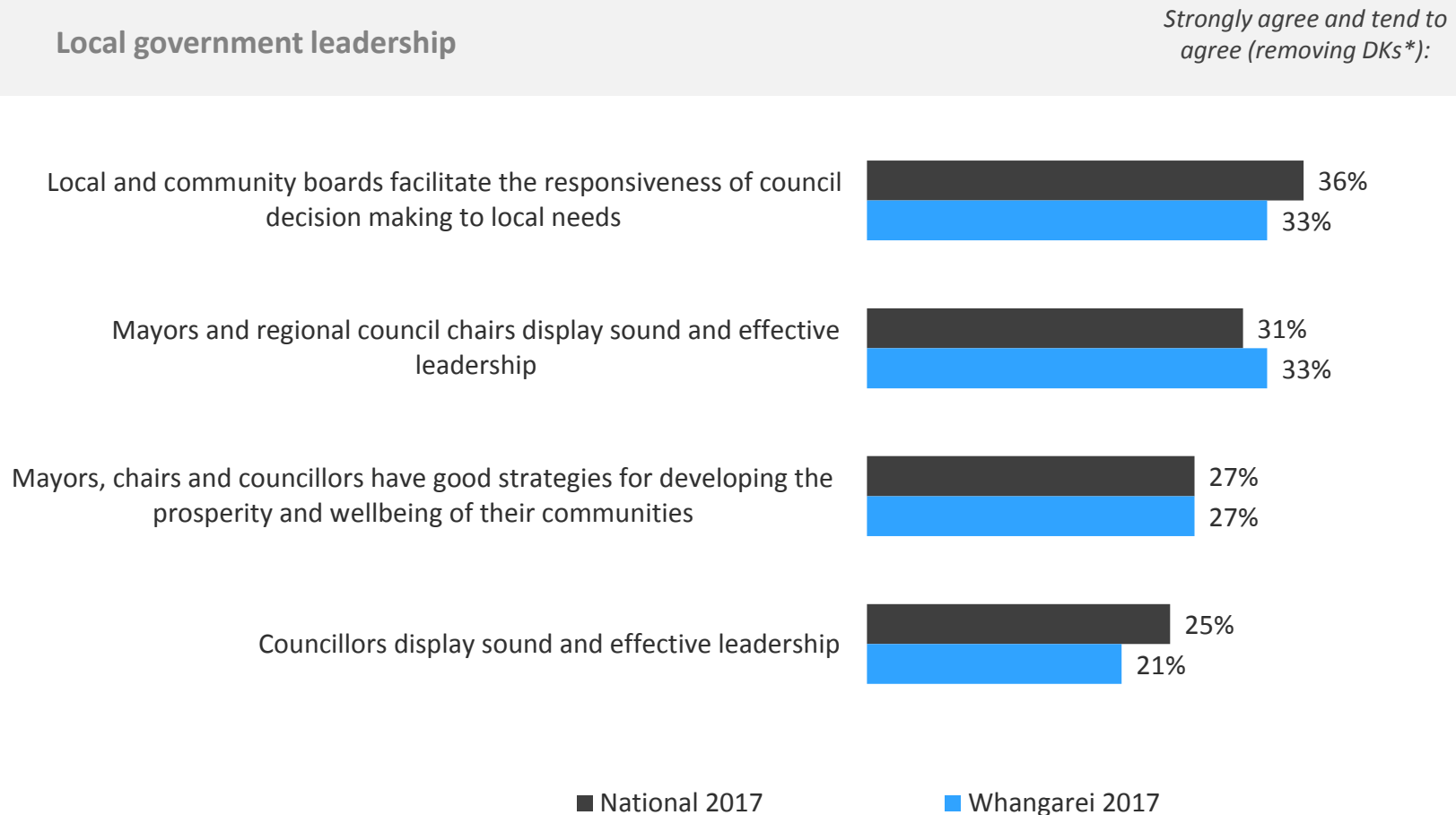
Performance of local government



Q: To what extent do you agree or disagree with the following statements about the performance and leadership of local government in New Zealand?

* DKs= 'Don't know' – we removed the proportion that said 'don't know' from the analysis of each statement. This allows findings to be more directly compared side-by-side.

Whangarei residents' views on local government leadership are consistent with the national average.



Q: To what extent do you agree or disagree with the following statements about the performance and leadership of local government in New Zealand?

** DKs= 'Don't know' – we removed the proportion that said 'don't know' from the analysis of each statement. This allows findings to be more directly compared side-by-side.*



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The drivers of reputation

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The most important driver of local government reputation among the general public in Whangarei is 'being effective', followed by 'managing its finances well'.

Top 10 individual drivers of reputation among public in Whangarei in 2017



These figures are derived from statistical analysis of variables against likelihood to talk favourably about local government. Note that a comparison of figures against the national results is not possible because the national results are subject to reduced margins of error which means national drivers always appear higher than local drivers making the comparison meaningless.



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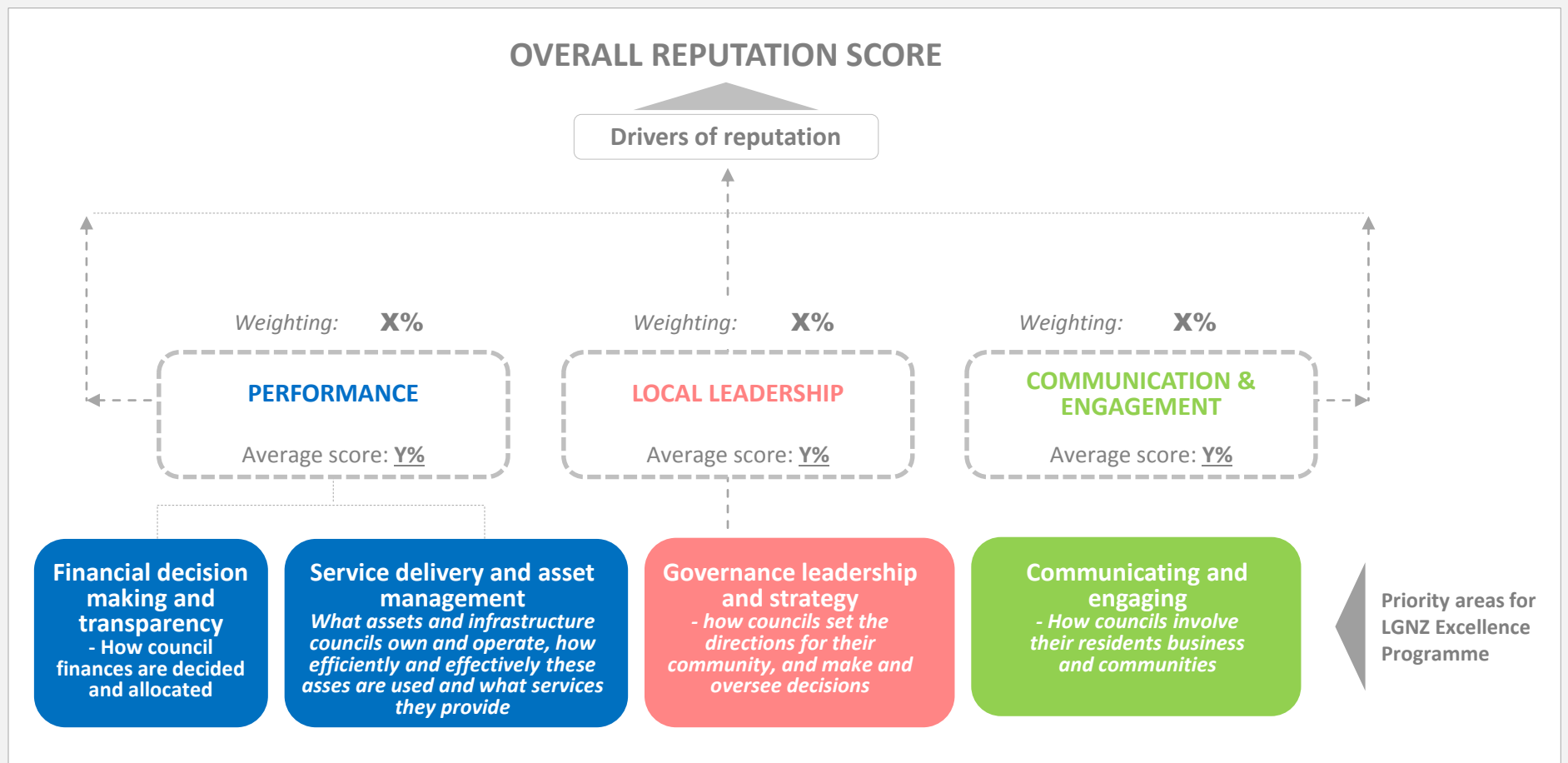
Reputation Index

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Introducing the Reputation Index 287

In the 2014 research, we developed an overall reputation score, which reflects the sum of opinions about, and attitudes towards, the sector. To do this we conducted factor analysis which identified three groups of variables which drive reputation. These factors are: performance, local leadership, and communication & engagement. Each factor contains a number of attributes (described in the next slide). Not all factors have equal weight. Some drive reputation to a greater extent than others. The size of the weighting for each factor (shown as X% in the illustrative diagram below) is described in the next slide. Each factor also contains an average score which determines how positively respondents rate the attributes within each factor (shown as Y% below). Please note that all figures described in this Reputation Index section have a range of 0 to 100 (with 100 being the largest score for a particular figure). The diagram shows how the three factors which drive reputation feed into the four priority areas of the LGNZ Excellence Programme.



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The local government reputation score among Whangarei residents is 31 out of 100. This is consistent with the overall public reputation score (30) across New Zealand.

Local government reputation score amongst
Whangarei Residents 31 (out of 100)

Drivers of reputation

Weighting: 38%

PERFORMANCE

Average score: 31%

- Efficiency & effectiveness
- Value for money
- Trust to make good spending decisions
- Managing finances well
- Managers & staff doing a good job
- Continual performance improvement
- Working with other councils where relevant
- Skills & expertise to manage community affairs

Weighting: 30%

LOCAL LEADERSHIP

Average score: 27%

- Leadership of Mayors & Regional Council chairs
- Leadership of councillors
- Mayors, chairs and councillors strategies for developing prosperity & wellbeing

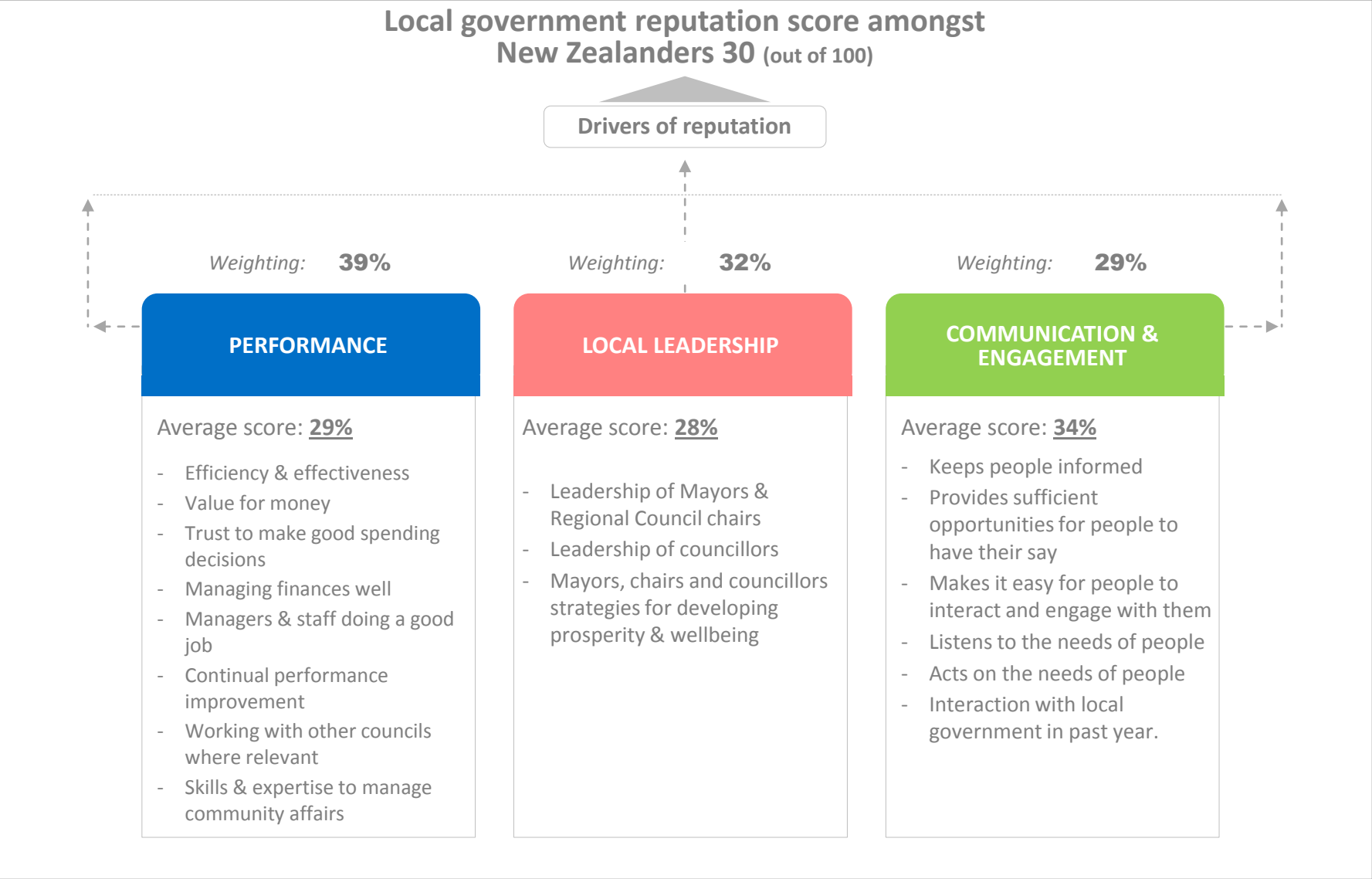
Weighting: 32%

COMMUNICATION & ENGAGEMENT

Average score: 35%

- Keeps people informed
- Provides sufficient opportunities for people to have their say
- Makes it easy for people to interact and engage with them
- Listens to the needs of people
- Acts on the needs of people
- Interaction with local government in past year.

The national local government reputation score among the public is 30 out of 100. This is not a meaningful difference compared to the 2014 score of 31.





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Summary

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Summary

- The reputation index for the local government sector is similar in Whangarei to the nation. However, on a number of measures the sector is rated more strongly in Whangarei.
- The reputation score among Whangarei residents is 31 out of 100. This score is consistent with the overall public reputation score (30). The two most important drivers of local government reputation among the general public in Whangarei are 'local government being effective' and 'local government managing its finance well'.
- The ratings for the individual components that comprise the reputation index are similar between Whangarei residents and New Zealanders overall.
- Nearly half of Whangarei residents consider local government to be 'extremely' or 'very' important to themselves and four in five feel local government is 'extremely' or 'very' important to New Zealand.
- A majority of Whangarei residents are satisfied with the overall performance of local government (higher than average) and two in five feel it is likely or very likely that they would talk favourably about local government. Whangarei residents are more likely to associate local government with positive words such as 'competent', 'supportive', 'approachable', 'productive' and 'trustworthy' than the national average.
- Whangarei residents are more likely to think the performance and leadership of local councils in their area has improved over the last three years than got worse. They are also more positive about the performance of councils in their area than New Zealanders are overall.
- In the past year, a higher proportion of Whangarei residents have contacted a council by phone, spoken to a council officer in person and made a submission to council than the national average. Speaking to a council over the phone, or speaking to a council officer in person, are more likely to have a positive, than negative impact, on the reputation of the local government sector.

RESOLUTION TO EXCLUDE THE PUBLIC**Move/Second**

That the public be excluded from the following parts of proceedings of this meeting.

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

General subject of each matter to be considered		Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for passing this resolution
1.1	Confidential Minutes Whangarei District Council 27 July	Good reason to withhold information exists under Section 7 Local Government Official Information and Meetings Act 1987	Section 48(1)(a)
1.2	Confidential Minutes Whangarei District Council 13 July		

This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public, are as follows:

Item	Grounds	Section
1.1	For the reasons as stated in the open minutes.	
1.2	For the reasons as stated in the open minutes	
	To protect the privacy of natural person	Section 7(2)(a)

Resolution to allow members of the public to remain

If the council/committee wishes members of the public to remain during discussion of confidential items the following additional recommendation will need to be passed:

Move/Second

"That _____ be permitted to remain at this meeting, after the public has been excluded, because of his/her/their knowledge of Item _____.

This knowledge, which will be of assistance in relation to the matter to be discussed, is relevant to that matter because _____.

Note: Every resolution to exclude the public shall be put at a time when the meeting is open to the public.