

Council Briefing Agenda

Date: Time: Location:	10:30 am
Elected Members:	Her Worship the Mayor Sheryl Mai (Chairperson) Cr Gavin Benney Cr Vince Cocurullo Cr Nicholas Connop Cr Ken Couper Cr Tricia Cutforth Cr Shelley Deeming Cr Jayne Golightly Cr Phil Halse Cr Greg Innes Cr Greg Innes Cr Greg Martin Cr Anna Murphy Cr Carol Peters Cr Simon Reid

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

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2.1 2020-21 Transportation Activity Update

Meeting:	Council Briefing
Date of meeting:	9 September 2021
Reporting officer:	Calvin Thomas (General Manager - Northland Transportation Alliance)

1 Purpose

The purpose of this paper is to provide the WDC Infrastructure Committee Members with an update on Whangarei District Transportation activities delivered through the Northland Transportation Alliance (NTA) in the 2020/21 financial year (1st July 2020 – 30th June 2021).

2 Background

The NTA is responsible for overseeing and managing the delivery of Transportation services for all Northland Councils (FNDC, KDC, NRC and WDC).

Each quarter the NTA Management team provide a summary report to the Alliance Leadership Group (NTA Governance) on activities and progress across the Region. Information from that report pertaining to Whangarei District Council is included within this update.

3 Discussion

Updates are provided for both the wider NTA Organisation and specific WDC transportation activities for the twelve-month period of July 2020 to June 2021, aligning with existing Governance reporting provided to the Alliance Leadership Group.

On 1st July 2021 the NTA celebrated it's 5-year anniversary and, to commemorate this, a <u>Special 5th Anniversary Edition of our Mahi Tahi Newsletter</u> was published providing and overview of how the organisation has progressed, and a summary of some of what has been achieved to date.

3.1 NTA Staff Culture and Engagement survey – 2021

The annual Staff Culture and Engagement staff survey was completed in June 2021 with results indicating good progress towards creating the desired culture within the organisation:

- 92% of staff participating in the survey, and
- a positive engagement of 66%.

While the engagement score is a small drop from last year (70%), similar engagement score reductions have also been seen in individual Council surveys and likely reflects the significant workloads placed on the team over the last year developing 2021/24 AMP submissions, supporting LTP & RLTP development and delivering a record Regional transport programme.

Over 80% of the organisation are proud to work for the NTA and understand how their work contributes to achievement of the organisation's goals, while approximately 30% raised concerns over workloads and fairness of renumeration.

Detailed survey results are being utilised to develop specific improvement plans for each department.

3.2 NTA Vision and Values

The NTA worked with Waka Kotahi's Māori Liaison team to produce the Vision, Values and value descriptions in both Te Ao Māori and English.

Mā te mahitahi ka waihanga te huarahi e manaaki ana i te tangata puta noa i Te Tai Tokerau Collectively creating better, <u>safer</u> and more accessible journeys across Northland								
Tuponotanga Integrity	He hunga ngākau nui, e whakapono ana i tā mātou mahi i runga i te pono me te tika We are honest in all we do, and we deliver with openness and transparency.							
Te Auahatanga Innovative	Kei te tūwhera te hinengaro kia pai ake ngā rautaki honohono i Te Tai Tokerau. We are open and flexible in the ways we work to deliver a better transport network for Northland.							
Te Mahi Ngātahi	Ko tā mātou, he mahi kia tūtuki ngā wāwata i runga i te whakaaro kotahi, kia kounga ngā mahi hoki i ngā wā katoa.							
Team-Work	We work together as one to deliver better and safer transportation for the people of Northland.							
Te Tikanga Tiaki Tangata	E mārama ana, mā te whakarongo ki ngā reo ā te tokomaha, ka kitea i ngā hua mō te katoa.							
Respect	We acknowledge, understand, and accept diversity whilst supporting and celebrating good ideas.							
Kaitiakitanga	Ko tā tātou, he tiaki i ngā huarahi o Te Tai Tokerau.							
Custodians	Developing and improving Northland's transportation network.							
Manaakitanga	He kaupapa nui kia manaaki ngā kaimahi katoa, ā mātou hāpori, hapū, iwi me ā mātou manuhiri i runga i te ngākau māhaki. Generosity and care for our people, our partners, our communities, and our visitors.							

3.3 Health & Safety

Good progress has been made on the NTA improvement programme Health and Safety work stream, with the NTA H&S Incident Management process now approved. The communication plan with stakeholders to embed the NTA processes is presently being developed and work is underway to incorporate the new process within Maintenance Contracts.

A Standard on working in the Road corridor has been drafted and is currently out to consultation with the NTA's Subject Matter Experts.

High Potential Events:

There were three high potential events the last quarter (one on each District Council network), with details of the incident that occurred on the WDC network provided below:

Contractor completing footpath works on Morningside Road, Whangarei was digging and securing a retaining wall near the footpath when they struck a gas main

- The gas main was on the plan, but it was indicated that the utility was well away from the area being excavated (plan showed location as the other side of the pole to where the digging took place).
- While no one was injured, is deemed as high potential.
- The site was made safe and the road closed while the utility provider fixed the main and Work Safe conducted an initial review.

- Work Safe's review ended with them deciding not to investigate the incident any further.
- Contractor presently undertaking own investigation with report to be submitted to NTA.

Key Actions taken:

- The gas main was fixed;
- The gas main was encased;
- Work was able to continue; and,
- Internal contractor Incident investigation underway

3.4 Road Safety Update

Road Trauma Update: 2021 Year to date road death statistics

Fatalities this year	Far North	Whangārei	Kaipara	Northland	National
Local roads	2	2	2	6	99
State highways	5	3	7	15	89
TOTAL	7	5	9	21	188
% Local Roads	29%	40%	22%	29%	53%
% State Highways	71%	60%	78%	71%	47%

As demonstrated in the table above, 71% of Northland's 21 road deaths this year have occurred on the State Highway network (vs. 47% nationally). Driver behaviour and mistakes continue to be key factors in Northland's crashes.

Road Safety Promotion/Media:

Advertising themes in the Road Safety Advertising Calendar 2021/22 for the months of July and August are 'Alcohol, Safe Vehicles, Speed and Restraints'.

Northland Road Safety have also sponsored the Northland Rugby Union NPC team with an important message of 'Seatbelts On'. The Northland Road Safety team were invited to an induction session with the players and with the support of Northland Police to present on this message and relay its importance (Police media release -<u>Players kicking off with safety campaign</u> <u>New Zealand Police</u>). We also encouraged the players to have

discussions with their communities about road safety.

The first competition match will be Saturday August 7th and the logo will be on all players shorts for every game.



3.5 Financials

Expenditure across the Region for "Business as Usual" activities in the 2020/21 financial year was 92.1% of total budget, with the total expenditure (\$143.1m) for NTA managed work in the 2020/21 year being 53% greater than the 2019/20 financial year (\$93.3m).

WDC 2020/21 total transportation expenditure delivered through the NTA (\$51.859m) was approximately 41% greater than 2019/20 (noting COVID impact on 2019/20 final quarter delivery) as summarised in the table below.

	Full expendite	ure (July - June)		Year on Year comparison		
	2019/20	2020/21		\$	%	
WDC (BAU)	\$ 36,725,302	\$ 47,100,21	3\$	10,374,911	28%	
WDC (NTA Managed Ext. Funding)	Included Above	\$ 4,758,99	6\$	4,758,996	100%	
	\$ 36,725,302	\$ 51,859,21	0\$	15,133,908	41%	

Waka Kotahi NZTA 2020/21 subsidy uptake

The average District Council uptake of Waka Kotahi subsidies was >95% available 2020/21 subsidy funding, with Whangarei having an uptake of 94.8%. A summary of the Waka Kotahi NZTA 2020/21 subsidy uptake for Whangarei District Council <u>subsidised works</u>, with detail on unclaimed subsidy, is provided in the tables below:

Council Bud		dget			Claimed		Unclaimed		% Claimed	
Council 1	Total Cost	N	IZTA Share		Total Cost	NZTA Share	NZTA Share Total Cost NZTA Sha		Total Cost	NZTA Share
WDC \$	44,529,275	\$	24,218,243	ç	\$ 42,198,48	9 \$ 22,691,007	\$ 2,330,786	\$ 1,527,236	94.8%	93.7%
Whangarei District Council - Unclaimed Subsidy Details										
			Uncla	ime	ed					
Work Catego	ry		Total	N	ZTA Share	Comments - reason for underspend				
Emergency Works		\$	2,092,509	\$	1,400,948	High St slips / carryover to 2021/22				
Promotion of Road Sat	fety	\$	156,596	\$	82,997	Due to carryovers of unspent allocation (18-21)				
Walking & Cycling		\$	24,019	\$	12,730	Due to Kamo stage 5 deferred to 2021/22				
Maunu Road/Porowin	i Ave	\$	57,662	\$	30,561	Surplus - project	completed un	nder budget		
Total	unclaimed	¢	2 330 786	¢	1 527 236					

Total unclaimed \$ 2,330,786 \$ 1,527,236

Operational management and specialist staff continue to be utilised to complete tasks across the three District Councils, with 19.6% of WDC work completed by NTA employees of other Councils. The following table demonstrates the percentage of hours attributed to each Council for the year is relatively well aligned with each Council's portion of overall NTA managed District Council expenditure.

NTA Managed District	YTI) Expenditure	YTD % of	YTD NTA	YTD
Council Expenditure	(1st Jul	y 20 - 30 June 21)	Expenditure	Hours	Hours %
FNDC	\$	57,683,178.24	41.4%	35,992	39.0%
KDC	\$	29,704,642.11	21.3%	21,059	22.8%
WDC	\$	51,859,209.85	37.2%	35,142	38.1%
Total	\$	139,247,030.20		92,193	

3.6 Operational Highlights

Asset Management & Strategy

The final AMP document, incorporating minor changes required by Waka Kotahi NZTA, and LTP adjustments to programmes by each Council, was completed by the end of January 2021. The funding requests for each Council was moderated by Waka Kotahi staff over the period to May 2021. At the end of May Waka Kotahi NZTA advised each Council of the indicative funding for the Maintenance Operations and Renewals funding, (MO&R) for the 2021-24 period. These figures for WDC are:

Requested total	Indicative	Shortfall vs. requested	Previous Allocation
(Gross\$) 21/24	Funding		(18/21)
\$91.6m	\$82.2m	\$9.4m	\$75.6m

Final approval of the NLTP programme will be considered by the Waka Kotahi Board by late August and the final approved NLTP is due to be announced by the Minister of Transport on at the end of August before being published by early September 2021. Aligned with this timing:

- The confirmation and details of the indicative funding will not be made available until September 2021.
- Details of the Capital programmes, Low Cost Low Risk (projects under \$2M) and Major Improvement Works (projects over \$2M) will also not be released until September 2021.

A paper outlining funding outcomes and associated recommendations will be provided to Council for consideration following staff assessment of and funding loss.

The Asset Strategy and Planning Team are presently developing interim budgets and projects briefs for the new year to enable the NTA Delivery teams (Maintenance and Capital) to start this year's programme of works.

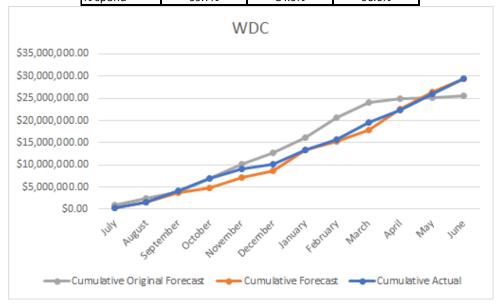
Future Activity Management Plan (AMP) improvement projects that the team are working on for the 2021/22 year include:

- One Network Framework (ONF) integration into our RAMM databases.
- Combining the 3 Councils RAMM database and introducing the Asset management Data Standard (AMDS).
- Transportation Procurement Strategy refresh, (completed).
- Unsealed road data collection condition and dust.
- Increasing detailed understanding of the unsealed road Lump Sum items in the Maintenance Contracts

Capital Works & Procurement

As demonstrated in the graph and tables below, with additional funding and projects added through the year (Redeployment and Crown Infrastructure Partners (CIP) projects, along with a further project that did not originally sit with Roading), the value of capital and renewals project work delivered in 2020/21 exceeded the original budget values, ending the year with a 96% spend of total final budget.

	Subsidised	Unsubsidised	Total	
Budget	\$23,032,283	\$7,668,219	\$30,700,502	
Actual	\$22,964,121	\$6,509,499	\$29,473,621	
Difference	\$68,162	\$1,158,719	\$1,226,881	
% spend	99.7%	84.9%	96.0%	



End of year summary

- Separating the subsidized budget out we achieved a budget spend of 99.7%.
- The unsubsidised budget we achieved a budget spend of 84.9%, with some carry overs. Reasons for these underspends are:
 - CIP Port Road bridge:
 - Project has separate MBIE milestones separate to financial year, not intended to be spent in one financial year.
 - CIP Raumanga cycleway:
 - Project has separate MBIE milestones separate to financial year, not intended to be spent in one financial year.
 - Car parking resurfacing:
 - No works identified as needing undertaken this financial year.
 - SOP New Footpaths:
 - Not a roading project or budget however funds sat in roading space for sense of place work.
 - Bus shelter renewals:
 - Rose Street bus terminal. Small underspend due to various delays.
 - Seal extension Unsubsidised.
 - 2020/21 sites confirmed late (two new sites Irvine Rd and Waiotoi Rd).
 - Insufficient time to design and construct this financial year.
 - Programmed to complete in 2021/22 summer construction season.

Te Tai Tokerau MBIE Worker Redeployment programme

The Te Tai Tokerau Worker Redeployment Funding programme was fully completed on 18th June 2021, with total funding of \$13.32m (\$9.32m original + \$4m storm variation) fully expended. Through administering the funding contract through Whangarei District Council, via the Northland Transportation Alliance (NTA), staff were able to leverage off existing Maintenance Contract arrangements to initiate works quickly and enable engagement of smaller local contractors. Several of these contractors faced uncertain futures following the level 4 restriction period and the injection of funding provided surety of forward works for a 6-month period allowing contractors to engage additional resources with confidence.

Early collaborative engagement with key stakeholders including Northland Council representatives, local MBIE staff, Ministry of Social Development (MSD), Te Puni Kōkiri and Northland Inc. ensured the programme Social Procurement objectives were developed and agreed to support the achievement of the programme deliverables.

The engagement of at least 294 workers on this programme (111 of whom were previously unemployed) ensured that a significant proportion of the funding returned through the Te Tai Tokerau local economy. At least 93% (103) of those employed specifically for the programme remain permanently employed in July 2021, either through transitioning to fulltime employment with the respective contractors or utilising the skills and training acquired on the programme to secure alternate employment.

Approximately \$5.035m (54% of Original Programme funding) reported as being awarded to, and completed by, Locally owned Northland enterprises, with approximately \$1.38m (15% of Original Programme funding) of this locally awarded work reported as being awarded to, and completed by, Local Maori / Pasifika owned Northland enterprises. The balance of the expenditure was completed by Northland's Tier 1 roading maintenance Contractors (Fulton Hogan, Downer, Ventia) who, although not locally owned, provide for significant local employment and procurement of goods and services.

In addition, the volume of rubbish collected through the programme was estimated as:

- NRC Waterways over 20 tonnes of illegally dumped refuse removed from Northland rivers and roadsides.
- **Council roadside** Over 2000 individual bags of rubbish, several fridges and tyres removed from berms areas along Northland Council's local roads.
- State Highways component up to 20 tonnes of litter was been collected from roadsides on the Northland State Highway network



A copy of the final project close-out report is included as an attachment to this report

Maintenance & Operations

Through the remarkably busy last quarter of the financial year the five Maintenance and Renewals Contracts have maintained their construction momentum, successfully completing all planned renewals and additional externally funded (MBIE, PGF and TIF) upgrades.

The NTA are pleased with the overall delivery of the annual Renewals and Projects. The inclusion of significant funding from MBIE for Shovel Ready stimulus works created new employment opportunities and led to significant clearance of wilding pines and other hazardous trees, acceleration of stormwater upgrades and footpath construction. In addition, the Provincial Growth Fund continues to fund delivery of much needed seal extensions presently underway, along with improvements to rural unsealed roads throughout the Region.

Core routine maintenance works, particularly on unsealed roads, remain an area for focus for incremental improvement.

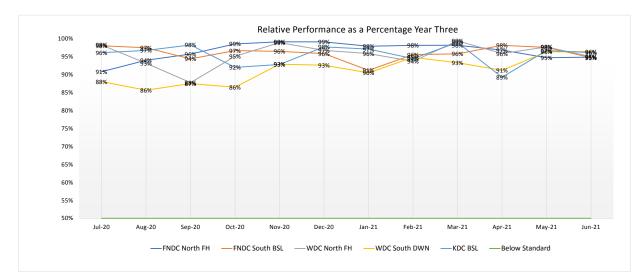
Contractor Management and Performance

The requirement to meet response times remains a priority that all the Contractors are presently falling behind on. Non-Conformance Records (NCRs) have been issued where response times are behind, with payment penalties applied to the respective monthly claims.

The 2020/21 average monthly compliance score achieved was >90% across all five of the Maintenance & Renewal Contracts.

Contract	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Average
FNDC North FH	91%	94%	96%	99%	99%	99%	98%	98%	98%	97%	95%	95%	97%
FNDC South BSL	98%	97%	94%	97%	96%	96%	91%	96%	96%	98%	98%	95%	96%
WDC North FH	98%	93%	88%	95%	99%	97%	96%	94%	99%	96%	98%	95%	96%
WDC South DWN	88%	86%	87%	86%	93%	93%	90%	95%	93%	91%	96%	96%	91%
KDC BSL	96%	97%	98%	92%	93%	98%	97%	94%	99%	97%	97%	96%	96%

As demonstrated in the following "Year 3" KPM graph, there is now consistency of contractor performance measured against the contractual KPM's across all five contracts.



While a good result, further to previous comments regarding core maintenance activities, there remains a concern that the performance scores do not truly reflect the actual condition of the roads, particularly the unsealed road networks.

The NTA has recently activated KPM No's 28 and 29 (both previously excluded while objective measurement methodology was developed). These KPM's measure and report the statistical compliance of workmanship quality, both for routine works (Lump Sum/month) and ordered works (measure and value tasks).

Further review and analysis of the KPM statistics is underway to ensure ongoing confidence to activate the first Contract rollover at the end of June 2022. A report to each Council is planned for early in Quarter 2 2021/22 advising of the Contract roll-over triggers, conditions and recommendations.

The NTA continues to highlight to Waka Kotahi the critical need for increased funding through the AMPs (and respective subsequent LTPs) with respect to maintenance, particularly in the areas of enabling the repair of sealed road defects within the year prior to the resealing and increasing the unsealed aggregate quantities.

Contractors monthly achievement data has been tabulated for month-by-month comparison and likeness between networks (Contractor) enabling the NTA to highlight any trends and/or significant variance that can inform ongoing activity focus areas and Asset Management Plans for future funding projections.

- For June, grading in all networks was higher than normal monthly averages except for FNDC North Area (Fulton Hogan), who had an exceptionally higher than normal km length grading achievement in the month prior (May).
- Data showed record infilling of unsealed road potholes across all Districts (as expected in onset of wet winter conditions) with sealed road pothole numbers just below normal monthly averages.
- KDC, FNDC North Area and WDC South Area had huge increases in roadside drainage quantities achieved for June, helping improve network resilience in the lead up to winter.
- Signs maintenance was lower than average in *WDC North* and both FNDC contract areas.
- Sealed road repairs were understandably low with this activity not actively programmed because cold, wet conditions reduce quality and effectiveness of chip seal repairs.
- Use of chemical spraying for roadside vegetation control activities were high for the May and June months, surprisingly considering the colder winter conditions not conducive to accelerated growth. The timing of this activity will be investigated further and monitored closely for cost effective performance.

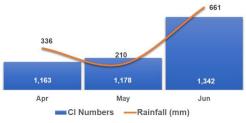
Fourth Quarter Comparisons						
District 2018/19 2019/20 2020/2						
Far North	1,175	725	1,176			
Kaipara	612	403	697			
Whangarei	1,545	1,258	1,810			
Total	3,332	2,386	3,683			

Customer Interactions

Figures within Table 1 demonstrate that the volume of Customer Interactions has increased when measure against the previous two for comparative quarters, noting the final quarter of 2019/20 produced a large 'artificial' decrease in numbers through COVID 19 Level 4 & 3 lockdown periods.

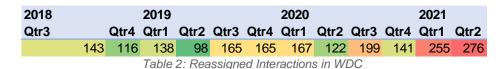
Table 1: Quarter on Quarter comparisons

As demonstrated in Graph 1, there was a significant volume increase across the region recorded in June, corresponding with high recorded rainfall levels negatively impacting road quality (particularly on the unsealed networks)



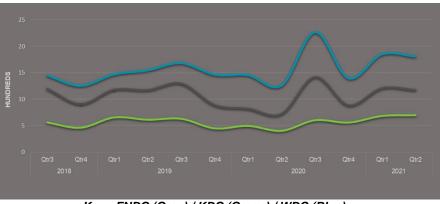
Graph 1: Total interactions & rainfall by month

As demonstrated in Table 2 below, there are an increasing number of interactions being incorrectly assigned. Within the last quarter 276 WDC interactions fit in to this category, an 8% increase over the previous quarter (180% increase against comparable quarter in 2018/19).



The NTA Business Performance team continue to work collaboratively with the Council Customer service team to improve the accuracy of initial request assignments as this ultimately impacts both on timeliness of responses and staff workloads.

The chart below commences from the 1st July 2018, providing sufficient historical data to look at associated trends, noting the volume spike in Q3 2020 related to the significant rainfall event (17th July) and subsequent network damage.



Key - FNDC (Grey) / KDC (Green) / WDC (Blue)

4 Attachments

Attachment 1: Project Close Out Report - Te Tai Tokerau Worker Redeployment Package



PROJECT CLOSE-OUT REPORT



New Zealand Government

Te Tai Tokerau Worker Redeployment Package

Location and Region:	Te Tai Tokerau\Northland					
Contracted Amount:	NZD13,320,000, made up of: o \$9.32 million (Original), plus o \$4 million (FNDC / WDC Storm Variation)					
Report Date:	19 th July 2021					
Programme Outcomes:	 prioritise the employment of local workers displaced by the COVID economic crisis; occur at pace, time being critical; and assist in meeting the Social Procurement Objectives 					

Purpose

With work associated with the Te Tai Tokerau Worker Redeployment Funding programme now complete, this close out report has been compiled to cover the specific points outlined within the funding agreement.

I. Analysis of how the funding has allowed the Recipient to achieve the key outcomes of the Project;

Through administering the funding contract through Whangarei District Council, via the Northland Transportation Alliance (NTA), staff were able to leverage off existing Maintenance Contract arrangements to initiate works quickly and enable engagement of smaller local contractors. Several of these contractors faced uncertain futures following the level 4 restriction period and the injection of funding provided surety of forward works for a 6-month period allowing contractors to engage additional resources with confidence.

Early collaborative engagement with key stakeholders including Northland Council representatives, local MBIE staff, Ministry of Social Development (MSD), Te Puni Kōkiri and Northland Inc. ensured the programme Social Procurement objectives were developed and agreed to support the achievement of the programme deliverables.

Through relationships with MSD, workers impacted by COVID-19 were identified and engaged on short, fixed term contracts, with a significant number of these transitioning to full time employment following the completion of the funding.

The funding also provided the ability to provide formal training to many of the newly engaged workers, positioning them well to take advantage of employment opportunities in the future.

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The original funding allowed for previously identified, high labour content works such as hazardous and self-seeded tree removal, roadside weed clearance, roadside litter collection, parks and waterways clean-up, footpath and walkway construction etc. to be undertaken. A significant portion of this work had not historically been able to be completed by Councils due to insufficient funding and, through this programme, the levels of service in these areas have been lifted significantly for the wider Northland Community.

II. How the funding has reduced the economic impacts of COVID-19 in Te Tai Tokerau Region;

The engagement of at least 294 workers on this programme (111 of whom were previously unemployed) ensured that a significant proportion of the funding returned through the Te Tai Tokerau local economy.

Approximately \$5.035m (54% of Original Programme funding) reported as being awarded to, and completed by, Locally owned Northland enterprises. The balance of the expenditure was completed by Northland's Tier 1 roading maintenance Contractors (Fulton Hogan, Downer, Ventia) who, although not locally owned, provide for significant local employment and procurement of goods and services.

III. The number of jobs created, and number of workers redeployed, during and resulting from the Project;

Final reconciliation of employment numbers has confirmed that of the total 294 people reported as working on aspects of the original programme, 111 of the workers engaged on programme works were previously unemployed (an increase of 13 compared to the 98 previously reported).

With the majority of the funded works associated with the engagement of previously unemployed workers finishing between November 2020 and February 2021 it is extremely encouraging to note that at least 93% (103) of those employed specifically for the programme remain permanently employed in July 2021, either through transitioning to fulltime employment with the respective contractors or utilising the skills and training acquired on the programme to secure alternate employment.

Funding Employment Outcomes summary	Total People Working	Previously Unemployed	Youth (15-24)	Māori	Pasifika	Women
Funding Items 1 -> 15	294	111	72	126	25	50
Original Target	165	50	30%	45%	5%	20%
Comparison to Original Trarget	+129	+61	44%	76%	15%	30%
Redeployed worker reported as being retained in continued employment		103				
Percentage of redeployed workers reported as being retained in continued employment		93%				

An example of the employment success is feedback received in July 2021 on the redeployed workers engaged to complete the Northland Regional Council works, completed in November 2020:

- Of the 11 people we had employed on the "River Toa" project:
 - o 8 have carried on into full time employment
 - 2 have gone into further training/tertiary education, and
 Only 1 has returned onto benefit.
- Of those 8 people that have stayed in full time employment all have completed a level 2 qualification and one of those is now a crew supervisor.

In addition to the employment opportunities provided, employers engaged in the works facilitated upskilling and training of the redeployed workers. In addition to basic company induction, on-boarding and workplace safety training, across the programme formal training provided to redeployed workers included:

General Safety training:

- Demonstrate knowledge of workplace health and safety requirements (NZQA ID 497)
- Apply safe work practices in the workplace (NZQA ID 17593)
- Apply hazard identification and risk assessment procedures in the workplace (NZQA ID 17602)
- First Aid / CPR training
- Sitewise Green accreditation
- Construct Safe

Traffic Management training:

- Traffic Controller
- Site Traffic Management Supervisor (STMS)

Vegetation & Arboriculture related training:

- Growsafe certification (A practical course for those working under supervision and first-time agrichemical users who need practical training)
- Demonstrate knowledge & rules of chain saw use (NZQA ID 6916)
- Demonstrate basic chainsaw knowledge (NZQA ID 6917)
- Tree Felling Machine Assist Qualification
- National forestry qualification Level 2
- National certificate in arboriculture Level 4
- Forestry Foundation Level 2
- Working in Harvesting Operations Level 3
- Advanced Harvesting Operations Level 4

Through the provision and completion of this training, most of the redeployed workers gained formal NZQA qualifications, positioning them well to take advantage of employment opportunities in the future.

IV. How the project has increased social inclusion and participation;

Contractors involved in the delivery of the programme liaised closely with local Community groups where appropriate to maximise employment opportunities and enable input to achieving successful outcomes. This included:

- Arrangements put in place with contractors focussed on working collaboratively with community and other groups to reuse by-products where possible.
- T8 communicated the availability of wood via social media and a give a little page for local distribution
- Profits from the firewood generated work on Waipapa Rd were used to support Junior Rugby in Kerikeri.
- Waterways Ltd is a small locally owned business focussed on the noxious weed and rubbish clearance from wetland areas, irrigation ponds and the like. Waterways were involved with pest plant eradication and wetland area clean-up at Mangawahi Community Park and as part of the delivery of this works worked with Youth Space to provide work and upskilling opportunities for several youth.
- Hauraki and Sons has a new young work force that are developing a range of skills on the job through formal and informal training pathways.

V. How the project has contributed to Maori development (if applicable);

Approximately \$1.38m (15% of Original Programme funding) reported as being awarded to, and completed by, Local Maori / Pasifika owned Northland enterprises

At least 126 staff engaged in delivering the programme were recorded as Maori, with a significant number engaged in formal training and development programmes.

VI. How the project has contributed to New Zealand's climate change commitments and environmental sustainability (if applicable);

The programme funding provided for approximately \$900k of roadside litter collection work to be completed along Northland state highways and local roads, with a further \$205k contributing to targeted clean-up of illegal dump sites endangering Northland's waterways. The volume of rubbish collected was estimated as:

- NRC Waterways over 20 tonnes of illegally dumped refuse removed from Northland rivers and roadsides.
- **Council roadside** Over 2000 individual bags of rubbish, several fridges and tyres removed from berms areas along Northland Council's local roads
- **State Highways component** Over the duration of this programme up to 20 tonnes of litter was been collected from roadsides on the Northland State Highway network

As part of the Waka Kotahi programme 21 anti-litter signs were also installed at identified litter hot spots





- Wood from FNDC activities was offered to the Fred Hollows fund raising group for firewood sales
- Firewood and mulch have been stockpiled for use by local residents
- Most of the wood removed from the Waihue site has been stockpiled in the Awakino Road refuse centre for future processing into firewood and made free for the community.
- The works being undertaken by Orang Otang Tree Trimmers included mulching of tree waste for reuse as ground cover, recovering of gum stems for use as landscape edging and recovery as firewood for community groups.
- The works undertaken by Turf Tamer involved a process of mechanically mulching in-situ which provide an initial ground cover prior to further treatment/revegetation.
- Wood and mulch distributed to Lions, Matea Trust & local residents.
- The removal of pest plants by predominantly using cut and paste method reduced the chemical usage in the environment.
- Chipping of the self-seeded roadside trees for use as mulch reducing green waste to landfill.
- At Ruakaka Wildlife Refuge a great environmental outcome and the recent inspection found Pingao and Spinifex establishing well, sand starting to build up around new plants, recent target of Ice Plant across foredunes dying back, Buffalo Grass throughout Muehlenbeckia dying off and the Training Daisy outbreak all dead
- 80% of the new fence on Tikipunga cycleway was re-constructed from re-cycling the existing fence, reducing waste to landfill.

VII. How the Project has increased regional and national resilience by improving critical infrastructure and/or growth and diversification of the economy;

The additional \$4m storm response variation (\$2m FNDC / \$2m WDC) provided the ability for these two Councils to not only accelerate completion of repairs from the July 2020 storm, but also to undertake these repairs in a way the allowed for upgrading of the infrastructure to lessen the likelihood of similar damage in the future. This included upsizing of culverts, installation of curb & channel, undertaken flood plain mapping etc.

VIII. Additional information - Funding expenditure summary

As demonstrated in the summary table below, programme expenditure was reduced on high material / plant items (e.g. sight rail improvements and grading) to allow for targeted and increased focus on labour intensive works that generated and supported employment opportunities.

Programme expend	iture s	summary by actvit	y typ	e	
Project Element	MBIE	Funding Received		Final Project	Variance as @ end June
•		-		Expenditure	2021
Waka Kotahi -	State H	lighway Activities	-		
 Removal of self seeded roadside trees 	\$	300,000			
2. Roading sightline improvements and vegetation clearance	\$	460,000	\$	1,260,000	\$0.00
3. Roadside litter collection and clean-up	\$	500,000			
	\$	1,260,000	\$	1,260,000	\$-
Northland District	Counci	ls - Roading Activiti	es		
4. Removal of known Road side hazardous trees	\$	1,800,000	\$	1,852,548	\$52,548.23
5. Removal of self-seeded roadside trees	\$	870,000	\$	912,099	\$42,099.39
6. Roadside litter collection and clean-up	\$	470,000	\$	460,432	-\$9,567.78
7. Spot Spraying Noxious Weeds	\$	250,000	\$	277,498	\$27,497.64
8. Sight Rail Improvements (3# districts)	\$	200,000	\$	147,073	-\$52,927.16
14.New Footpaths (3# districts) missing links in existing urban network	\$	1,500,000	\$	1,501,000	\$1,000.00
15.Accelerated Unsealed network grading program	\$	370,000	\$	199,451	-\$170,549.32
	\$	5,460,000	\$	5,350,101	-\$109,899
Northland Councils -	Parks	& Waterways Activ	ities		
9. Kaipara District Council Parks - Vegetation clearance & clean ups - Kai Iwi Lakes & Pou Tu o Te Rangi	\$	1,600,000	\$	1,604,952	\$4,951.99
10.Whangarei District Council Parks - Vegetation clearance & clean ups	\$	200,000	Á	coo ooo	
13. Tikipunga cycle trail - Stage 1 (Totara Parklands to Whangarei Falls)	\$	400,000	\$	600,000	\$0.00
11.Far North District Council Parks - Vegetation clearance & clean ups	\$	200,000	\$	205,573	\$5,572.66
12.Northland Regional Council - Rivers & Beaches Vegetation clearance & clean ups	\$	200,000	\$	202,451	\$2,450.68
	\$	2,600,000	\$	2,612,975	\$12,975
WDC & FNDC - A	Additio	nal Storm Funding			
16.WDC Flood Damage repairs	\$	2,000,000	\$	2,074,524	\$74,524.36
17.FNDC Flood Damage repairs	\$	2,000,000	\$	2,115,617	\$115,617.46
	\$	4,000,000	\$	4,190,142	\$190,142
Total	\$	13,320,000	\$	13,413,218	\$93,218.15

Expenditure Notes –

- Expenditure figure re-confirmed for all activities as at 30th June 2021
- All activities related to this work are 100% funded by MBIE with any related overspend covered by the entity concerned
- Expenditure figures above exclude any costs associated with internal Council programme support resourcing

IX. Additional information - Funding activity example photos

Roadside tree clearance



Before

After







Before

After (reverse view)

Litter Clearance





Jude and Karyn are Kaipara locals who are passionate about their community, seen here with Deb Harding (social procurement support) and have a personal sense of satisfaction clearing away the litter and leaving "Papatuanuku" healthier. They love working in the outdoors although are challenged with the hazards of overtaking cars, broken glass and steep drains. Within 500 metres they have filled 10 rubbish bags. The most collected rubbish items are disposable baby nappies, plastic lunch containers, alcohol bottles and cans. Some positives are that locals stop to thank and acknowledge them for their work, and they have retrieved old toys that that they have recycled and given a new life!

Illegal dumping clearance of Northland's waterways



Example NRC Identified dump site





2 Rec Services workers (left hand side) and 2 new workers.

Footpath works



First stage of Tikipunga shared path

Gillingham Road



Matakohe Shared Path





Taipa Point

Signal Staion Road



Storm damage upgrades



Mine Rd Stage 1 Water table reconstruction



Puna Rere Dr Water-table Restoration

Whangarei Heads Rd Stormwater control



Memorial Dr Footpath Retaining wall



2.2 Water Supply Bylaw Review

Meeting:Council BriefingDate of meeting:9 September 2021Reporting officer:Andrew Venmore (Manager Water Services)

1 Purpose

To seek input from the Elected Members on the review of the Water Supply Bylaw, to provide elected members an outline of options for a Bylaw review and to seek direction to prepare a Statement of Proposal for a Bylaw review.

2 Background

Whangarei District Council Water Supply Bylaw 2012 was approved by Council in May 2012. As a long standing bylaw there is a requirement under the Local Government Act 2002 to review the bylaw after 10 years. Consequently, this bylaw needs to be reviewed by 2022. The Water Supply bylaw is based New Zealand standard NZS9201:7:2007 – Model General Bylaws Part 7 – Water Supply, which is the standard adopted by most Councils. The current bylaw has been reviewed by staff and a few minor changes may be recommended. Any changes will be provided to councillors for approval when the statement of proposal is presented to Council.

3 Discussion

3.1 The Local Government Act process

Section 155 determinations – review of the bylaw

When reviewing a bylaw, section 155 of the Local Government Act 2002 (LGA) requires Council to determine whether the bylaw is the most appropriate way of addressing the perceived problem, whether it is the most appropriate form of bylaw and whether the bylaw gives rise to any implications under the New Zealand Bill of Rights Act 1990. These considerations will also be revisited before the final Statement of Proposal is developed for consultation on the reviewed bylaw, if any new issues may come to light.

Is the Bylaw the most appropriate way to address the perceived problem?

Council may determine that a bylaw under the LGA continues to be the most appropriate way to enable Council to manage and protect the supply of public water supply services. The Bylaw provides a clear and reliable mechanism to:

- protect public health and the security of the public water supply
- detail the responsibilities of both Council and the consumer with respect to the public water supply
- detail different types of water supply
- detail mechanisms for the recovery of costs of water supply
- prevent the wastage of water
- provide a mechanism for demand management
- detail breaches and offences and provide a disputes procedure

Is the Bylaw in the most appropriate form?

A bylaw is the most practical way to outline the way in which the public water supply will be provided to customers. The bylaw includes information on the following:-

- Conditions of supply
- Customer responsibilities
- Breaches, offences and disputes
- Types of Supply
- Protection of Supplies
- Water Supply Areas

Staff have assessed that the current Bylaw is largely fit for purpose in its current form. The Bylaw requires improvements and clarifications to the drafting. Some minor changes may also be recommended once legal advise has been obtained.

Does the Bylaw give rise to any implications under the NZ Bill of Rights Act?

The current Bylaw does not give rise to any implications under the NZBORA and the limits imposed by this proposed bylaw is appropriate to the purpose of the bylaw. The proposed changes are minor in nature and do not give rise to any further implications under NZBORA.

3.2 Reasonably practicable options

After completing bylaw review determinations under s.155, Council must decide whether the bylaw should be amended, continued without an amendment, or revoked. In making this decision, Council must comply with the decision making provisions of the Act (Sections 76 to 81 LGA).

Section 77 provides that a local authority must, in the course of the decision making process, seek to identify all reasonably practicable options and then assess those options in respect to:

- the benefits and costs of each option in terms of the present and future social, economic, environmental, and cultural well-being of the district
- the extent to which community outcomes would be promoted or achieved in an integrated and efficient manner by each option
- the impact of each option on the local authority's capacity to meet present and future needs in relation to any statutory responsibility of the local authority
- any other relevant matters

The current bylaw is based on the Standards New Zealand produced a model general bylaw for water supply. Most territorial water suppliers have a bylaw to effectively manage and safeguard the public water supply.

The options are:

- 1 Revoke the bylaw and introduce District Plan rules
- 2 Establish a policy
- 3 Retain the bylaw and assess the need for any amendments

Advantages Disadvantages	
 No advantages Reduced enforcement options Potential for contamination of the wasupply Potential for serious incident or loc Council to occur Resource Management Act enforcement procedures are not suitable for water supply circumstal Enforcement options may be costly protracted 	ss to nces

Revoke the bylaw and introduce District Plan rules

Establish a policy

Advantages	Disadvantages
 Clear communication of the issue Minimal cost 	 Reduced enforcement options Individuals may not receive or listen to the message Risk of contamination of the water supply increases Perception that Council is doing little to resolve the problem

Retain the bylaw and assess the need for any amendments

Advantages	Disadvantages
 A range of enforcement options Timely and appropriate response to complaints A flexible approach to all situations Clear communication of requirements Supported by Ministry of Health 	 Some delay due to LGA process Some cost implications to provide ongoing resources

Staff recommendation is that the Bylaw remains the most appropriate option in respect to the social and environmental well-being of the district.

4 Proposed changes

Staff identified the following proposed changes to the Bylaw:

- improvements in drafting and wording of the bylaw
- clarifications
- minor additions and amendments

Direction is sought from the Elected Members on any other matters to consider in the development of the draft Statement of Proposal.

5 Conclusion

It is concluded that option 3 – "Retain the bylaw and assess the need for any amendments" is the most appropriate method to manage the public water supply for Whangarei District Council. Consequently, staff will bring a statement of proposal to Council in due course.

6 Attachments

Draft Water Supply Bylaw



Whangarei District Council

Water Supply Bylaw xxx 2012



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Water Supply Bylaw 2012

Explanatory notes

Council is empowered by the Local Government Act 2002 to make bylaws to:

- protect public health and the security of the public water supply
- detail the responsibilities of both Council and the consumer with respect to the public water supply
- detail different types of water supply
- · detail mechanisms for the recovery of costs of water supply
- prevent the wastage of water
- provide a mechanism for demand management
- detail breaches and offences and provide a disputes procedure.

The Water Supply Bylaw 2012 aims to achieve these purposes and should be read in conjunction with the Acts, Regulations, Codes and Standards listed in the bylaw.

This bylaw includes explanatory text that is not part of the regulatory content of the bylaw. The explanatory notes are contained in boxes such as this and may assist in interpreting the regulatory provisions of the bylaw.

Title

The title of the bylaw shall be Whangarei District Council Water Supply Bylaw 2012.

Commencement

This bylaw comes into force on 8 June 2012.

Repeal

As from the date this bylaw comes into force, any previous bylaws and their amendments, or parts of a bylaw and their amendments as applicable, purporting to matters relating to water supply within the Whangarei District shall be repealed.

Application of bylaw

This bylaw shall apply to the area administered by Council.

Schedule of reviews and amendments

Date of Council resolution	Description	Summary
4 December 1996	Water Supply Bylaw 1997	Resolution passed to make the bylaw
2 August 2000	Water Supply Bylaw 2000	Amendment Part 2 General Requirements added
14 December 2005	Water Supply Bylaw 2005	5 year review
22 February 2012	Water Supply Bylaw 2005	10 year review
31 May 2012	Water Supply Bylaw 2012	Amendment to point of supply
Dd mm 2022	Water Supply Bylaw 2012	10 year review



Water supply definitions

For the purpose of this bylaw, unless inconsistent with the context, the following definitions apply:

Air gap separation	means a minimum vertical air gap as defined by the Building Code G12 Water Supplies between the outlet of the water supply fitting which fills a storage tank, and the highest overflow water level of that storage tank.
Air valves	can be located on all watermains for the purpose of air removal from the watermain network.
Approved	means approved in writing by Council, either by resolution of Council or by any officer of Council authorised for that purpose.
Backflow	means a flow of water or other liquid through any service pipe or supply pipe in a reverse direction to the normal supply flow.
Backflow prevention device	means a testable device that prevents backflow. For the purpose of this bylaw a backflow prevention device refers to those devices installed at the property boundary.
Bulk watermains	means the pipes which convey water from Council's water treatment plants or from service reservoirs generally 200mm to 500mm in diameter.
Check valve	means a valve designed to prevent flow in the reverse direction to normal flow.
Council and the Council	means Whangarei District Council.
Customer	means a person who has the right to use or direct the manner of use of water supplied by Council to any premises.
Detector check valve	is a check (non-return) valve, which has a positive closing pressure, and a metered bypass to measure flows typically associated with leakage or unauthorized use on a dedicated fire supply.
Distribution watermains	means the water supply pipelines which convey water through the water supply network and service customers generally 100mm to 200mm in diameter.
Drinking Water	means water which complies with the health criteria of the Drinking Water Standards for New Zealand 2005 (revised 2018) and all subsequent updates of such standard.
Dual Check Valve	Non-testable backflow prevention device
Extraordinary supply	has the meaning given by clause 1.d) of this bylaw.
Fees and charges	means such schedule of items, terms and prices for services associated with the supply of water which are approved by Council.
Fire hydrants	are located on the distribution watermains for the purpose of fire fighting.



	District
Level of Service	means the measurable performance standards to which Council undertakes to supply water to its customers.
Meter	is a device for the purpose of measuring the volume of water consumed.
On demand supply	has the meaning given by clause 1.d) of this bylaw.
Ordinary supply	has the meaning given by clause 1.d) of this bylaw.
Person	includes a corporation sole and also a body of persons whether corporate or unincorporated.
Point of supply	has the meaning given by clause 1.3.2 of this bylaw.
Premises	a property or allotment which is held under a separate certificate of title or for which a separate certificate of title may be issued and in respect to which a building consent has been or may be issued
	a building that has been defined as an individual unit by a cross-lease, unit title or company lease and for which a certificate of title is available
	land held in public ownership for a particular purpose.
Pressure reducing valves	are valves used within the reticulation system to reduce pressures from unacceptable high levels down to more reasonable levels as required due to changing elevation within the distribution system.
Publicly notified	means published on at least one occasion in one daily or weekly newspaper circulating in Council water supply area; or under emergency conditions in the most effective way to suit the particular circumstances.
Raw watermains	are watermains that convey water from the source to the treatment plant.
Reduced Pressure Zone Device (RPZ)	Two independent action non-return valves arranged to be force loaded to the closed position, with a relief valve positioned between the non-return valves arranged to be force-loaded to open to the atmosphere.
Restricted flow supply	has the meaning given by clause 1.3.3.2 of this bylaw.
Restrictor	means a control device fitted to the service pipe to regulate the flow of water to a customer's premises.
Rider watermains	are small diameter watermains placed on the opposite side of the street to the distribution watermain to serve customers on that side of the street to avoid individual service pipes crossing the street, generally being 50mm in diameter.
Roading authority	means either Whangarei District Council or New Zealand Transport Agency.
Service pipe	means that section of water pipe between a water main and the point of supply, which is owned and maintained by Council.



Service valves	are located within the water distribution system for the purpose of isolating areas of the distribution system.
Storage tank	means any tank, having a free water surface under atmospheric pressure to which water is supplied across an air gap separation.
Supply pipe	means that section of pipe between the point of supply and the customer's premises through which water is conveyed to the premises, which is owned and maintained by the customer.
Targeted rate for water	means those rates set under the Local Government (Rating) Act 2002 and includes water supply and backflow charges.
Termination	means the physical cutting off of the supply to a premise.
Water Carriers	means any individual drinking-water carrier or company registered with the Ministry of Health as a recognised carrier of drinking-water as defined under drinking-water above.
Water supply area	means an area of the District administered by Council and within which Council provides drinking water by network reticulation.
Water supply authority	and WSA is the operational unit of Council responsible for the supply of water, and includes its authorized agents.
Water unit	is the basis of measurement for a restricted flow supply with one water unit equal to a volume of 1.0m ³ .
Zone valves	or red valves are valves which are normally closed and demark the change from one pressure zone to another.

1 Part 1 Terms and conditions for the supply of water

1.1 Introduction

- 1. The following terms and conditions are made under the authority of the Local Government Act 2002 for the supply of water to its customers by Council.
- 2. The supply and sale of water by Council is subject to this bylaw and:

a) the following statutory acts and regulations:

- i) Health Act 1956
- ii) Health (Drinking Water) Amendment Act 2019
- iii) Local Government Act 2002
- iv) Local Government Rating Act 2002
- v) Building Act 2004
- vi) Resource Management Act 1991
- vii) Water Services Bill 314-1 2020
- viii) Whangarei District Council Backflow Prevention Policy and Code of Practice (Policy020) 2021
- ix) Building Regulations 1992 Schedule 1 containing the Building Code; and



- x) together with all statutory modification and amendments thereof and statues made in substitution thereof.
- b) The following codes and standards:
 - i) Drinking Water Standards for New Zealand 2005 (revised 2018) Ministry of Health
 - ii) BS 5728 Part 3:1984 Measurement of flow of cold potable water in closed conduits
 - iii) OIML R49-2 Water meters intended for the metering of cold potable water and hot water
 - iv) SNZ PAS 4509:2008 New Zealand Fire Service Fire Fighting Water Supplies Code of Practice
 - v) Environmental Engineering Standards Whangarei District Council
 - vi) Standard Specification for Construction of Water Mains Whangarei District Council
 - vii) Whangarei District Council Hygiene Code and
 - viii) together with all statutory modification and amendments thereof and statues made in substitution thereof.

1.2 Acceptance and duration

- 1. Any person being supplied, or who has made application to be supplied, with water by Council is deemed to accept these terms and conditions, and any subsequent amendments.
- 2. These terms and conditions shall come into effect on 8 June 2012 customers receiving a supply at that date accept that minimum flows and static pressures apply. For some customers whose point of supply are within 25 vertical metres of the normal operating level of the relevant service reservoir may not receive the Level of Service specified in Council's Water Activity Management Plan.
- 3. For customers receiving a supply after 8 June 2012, these terms and conditions shall come into effect from the date of receipt of supply.
- 4. The terms and conditions shall remain in force until further notice.

1.3 Conditions of supply

1.3.1 Application for supply

- 1. Every application for a supply of water shall be made in writing in accordance with the standard Council procedure together with the payment of the prescribed fees and charges and development contribution fee if applicable. The applicant shall provide all the details required by Council.
- 2. Within twenty working days of the receipt of an application complying with these terms and conditions Council shall, after consideration of the matters in Clauses 1.3.4 and 1.3.5, either:
 - a) approve the application and inform the applicant of the type of supply, the size of the connection, any
 particular conditions the applicant shall meet, and the general terms and conditions including Level
 of Service under which water will be supplied
 - b) refuse the application and notify the applicant of the decision giving the reasons for refusal
 - c) put application on hold pending further investigation. The applicant shall be informed immediately.
- 3. The applicant must have the authority to act on behalf of the owner of the premises for which the supply is sought, and shall produce written evidence of this if required.
- 4. Council has the discretion to approve or not to approve any application for a water supply connection.
- 5. A new application for supply shall be required if a customer wishes to increase the consumption of water, change the Level of Service, change the use of the water, relocate the point of supply, or alter in any way the service pipe.
- 6. Where Council considers that the pipe and fittings for the required water demands are inadequate or oversized Council may specify the required pipe and fittings.
- 7. An approved application for supply which has not been actioned within six months of the date of application will lapse unless otherwise approved. Any refund will be at the discretion of Council.



Council will determine the sizes of all pipes, fittings and any other equipment required up to the Point of supply. Following installation Council or its appointed agents will maintain the service pipe up to the point of supply.

1.3.2 Point of supply

- 1. The point of supply to an individual customer is the point on the service pipe as deemed by Council, which marks the boundary of responsibility between the customer and Council.
- 2. Where there is a water meter or backflow prevention device then the point of supply is that point which is directly downstream of such water meter or backflow prevention device (see Figures 1 -7) unless 1.3.2.2.2 applies.
- 3. Where there is no water meter and/or backflow prevention device installed then the point of supply is the point where the service line crosses from Council's property (being generally road reserve) into private property so as to service an individual customer.

1.3.2.1 Typical layout at point of supply

The typical layout of the fittings at a point of supply is shown in Figure 7a to 7g.

1.3.2.2 Single ownership

- 1. For single dwelling units the point of supply shall be located as shown in Figure 1 or as close as possible to the property boundary where fences, walls or other permanent structures make it difficult to locate it at the required position. All pipework on the customer's side of the point of supply is the responsibility of the customer.
- 2. In situations where the meter and/or backflow prevention device is located on private property either before or after the coming into effect of these terms and conditions, the point of supply shall be either the:
 - a) tail piece of the water meter or backflow prevention device (if installed) where the meter is within 1.0m from the Council boundary; or
 - b) Council boundary where the meter is located more than 1.0m from the Council boundary.
- 3. For each individual customer there shall only be one point of supply, unless otherwise approved.
- 4. For individual customers on joint rights of way and common access ways, the point of supply shall be located as shown in Figure 2a, 2b or 2c unless otherwise approved.

1.3.2.3 Multiple ownership

- 1. The Point of supply for the different forms of multiple ownership of premises and/or land shall be as follows:
 - a) for Company Share/Block Scheme Body Corporate as for single ownership
 - b) for Leasehold/Tenancy in Common Scheme Cross Lease, Strata Title, and Unit Title Body Corporate

 each owner shall have an individual supply with the point of supply determined by agreement
 with Council generally as shown in Figures 3 and 4. In specific cases other arrangements may be
 acceptable subject to individual approval
 - c) for commercial properties in multiple occupation or ownership the point of supply shall be as shown in Figure 4
 - d) for commercial and industrial properties with both fire and service connections, the point of supply shall be as shown in Figures 5 and 6.
- 2. For a multiple ownership supply which was in existence prior to the coming into effect of these terms and conditions, the point of supply shall be as detailed above unless a documented agreement exists or as determined by agreement with Council for an individual case



1.3.3 Types of Supply

1.3.3.1 On demand supply

An on demand supply is a supply which is available on demand directly from the point of supply.. There are two types, which are defined as follows:

1. Ordinary supply

The supply of drinking water to a customer which is used solely for domestic purposes in a dwelling unit shall be deemed to be an ordinary supply. Such purposes shall include the use of a hose for:

a) washing down a car, boat etc.

b) garden watering by hand

c) garden watering by a portable sprinkler subject to the provisions of 1.3.6.1.

2. Extraordinary supply

All other purposes for which water is supplied other than ordinary supply shall be deemed to be an extraordinary supply and may be subject to specific conditions and limitations. Such purposes shall include:

- a) domestic filling spa or swimming pool, fixed garden irrigation systems
- b) commercial and business
- c) industrial

d) fire protection systems

- e) any customer outside a defined water supply area
- f) temporary supply

g) agriculture and horticulture.

1.3.3.2 Restricted flow supply

- 1. A restricted flow supply is as one where a small continuous flow is supplied by a flow control device across an air gap separation and storage is provided by the customer to cater for demand fluctuations. Restricted flow shall generally only be available to premises within a designated area, or under special conditions set by Council.
- 2. The supply shall be measured on the basis of an agreed number of water units supplied at a uniform flow rate.

1.3.4 On demand supply

1.3.4.1 Entitlement

- 1. Every premises may be entitled to an ordinary supply of water, subject to:
 - a) all buildings on the premises lie within a water supply area see 2.5.2 that can receive the minimum levels of service
 - b) exclusion of its use for garden watering and/or any other use under any restrictions made by Council under 1.3.6.1
 - c) payment of the appropriate water supply charges and development contribution fees in respect of that property
 - d) these terms and conditions
 - e) any other charges or costs associated with sub-divisional development having been met.
- 2. Council shall be under no obligation to provide or maintain an extraordinary supply of water.
- 3. For extraordinary supplies Council may choose to allocate an amount of water that is the entitlement for that connection.
- 4. For new extraordinary connections this entitlement may be by way of a developer agreement.

1.3.4.2 Metering

Both ordinary and extraordinary supplies of water shall normally be measured by a meter and charged for in accordance with1.4.8, alternatively Council may levy rates in accordance with the Local Government (Rating) Act 2002.

1.3.5 Level of Service



Council shall aim to provide water in accordance with the Level of Service contained in the Water Activity Management Plan of Council Council will make every reasonable attempt to achieve the specified values.

Council retains the right to increase or decrease pressures below normal minimum pressures within a water supply area or any part thereof if it benefits the wider network. No liability is accepted as a result of pressure alteration.

Where works of a permanent or temporary nature are planned which will substantially affect the continuity of an existing supply, Council will inform all known customers.

1.3.5.1 Continuity of supply or increased Level of Service

Wherever practical Council will make every reasonable attempt to notify affected customers of a scheduled maintenance shutdown of the supply before the work commences. Where immediate action is required and this is not practical, Council may shutdown the supply without notice.

If a customer has a particular requirement for an uninterrupted or increased Level of Service flow, pressure or quality, it will be the responsibility of that customer to provide any storage, back up facilities, or equipment necessary to the provision of that Level of Service. Examples of such requirements may include customers using water for renal dialysis, industrial or agricultural purposes or firefighting.

Council does not guarantee an uninterrupted or consistent quality supply of water, or maintenance of an existing pressure which is in excess of agreed current Level of Service, but shall do its best to meet the continuity of supply.

1.3.6 Demand management

The customer shall comply with any water use restrictions which may be approved by Council to manage high seasonal or other demands. Such restrictions will be publicly notified.

Council encourages customers to use water efficiently and to not waste or misuse water. For water saving tips etc visit Council's website. https://bewaterwise.https://bewaterwise.org.nz/

1.3.6.1 Emergency

Natural hazards such as floods, droughts, earthquakes or volcanic activity, or accidents which result in disruptions to the supply of water shall be deemed an emergency and shall be exempted from the Level of Service requirements.

During an emergency Council may restrict or prohibit the use of water for any specified purpose, for any specified period, and for any or all of its customers. Such restrictions shall be publicly notified.

The decision to make and lift restrictions, and to enact additional penalties, shall be made by the Chief Executive Officer (ref- Extraordinary Meeeting of Whangarei District Council 11 February 2020)

1.3.7 Liability

Council shall not be liable for any loss, damage or inconvenience which the customer or any person using the supply may sustain as a result of deficiencies in, or interruptions to, the water supply.

Without prejudice to the above Council may, under certain circumstances and solely at its discretion, make payments for any loss or damage sustained by the customer where it can be established to Council's satisfaction that such loss or damage was a direct result of a significant variation in the water supply. Any payment made by Council shall be in full and final settlement of any claim the customer may have against Council.

1.3.8 Fire protection connection

1.3.8.1 Connection application

Any proposed connection for fire protection shall be the subject of a separate application to Council for approval. Any such connection shall be subject to the terms and conditions specified by Council.

1.3.8.2 Supply

Council shall be under no obligation to provide a fire protection supply at any particular flow or pressure or maintain existing pressures or flows.

1.3.8.3 Metering

- In any case where the supply of water to any premises is metered, Council may allow the supply of water for the purposes of fire fighting to be made in a manner which bypasses the main meter, provided however that the drawing of water will only be permitted for fire fighting purposes and where a Council approved backflow prevention device has been fitted on the live connection and the backflow preventer incorporates a detector bypass meter with backflow devices or a main line meter.
- 2. For a fire connection installed prior to the coming into effect of these terms and conditions which is so constructed or so located that it is likely or possible that water will be drawn from it or from any part of it by any person for purposes other than fire fighting, Council may install a water meter and backflow prevention device suitable for the purpose on such a connection and recover the cost of the work from the owner.
- 3. Where it is discovered that a dedicated fire line is using water for purposes other than fire fighting the customer shall cease using water through the fire line.

1.3.8.4 Sprinkler systems

Any fire sprinkler system shall be constructed, installed and maintained in good order, and shall be so designed and fixed that water cannot be drawn there from for any other purpose. All sprinkler systems shall have a Council approved backflow prevention device and meter installed at the point of supply. These systems shall be designed to accommodate future reductions in network pressure and flows as a result of increased demands and network alterations.

Water Services recommends that all water sprinkler systems allow space for the future installation of booster pumps should they be required



1.3.8.5 Fire hose reels

In any case where the supply of water to any premises is metered, fire hose reels shall be connected only to the metered supply, not to a fire protection connection. Any supply feeding a fire hose reel shall have a Council approved backflow prevention device installed at the point of supply.

1.3.8.6 Charges

Water used for the purpose of extinguishing fires will be supplied free of charge. Whenever water has been used for fire fighting purposes and where such supply is metered, the customer may estimate the quantity of water so used, and subject to approval, a sum based on such estimate at the appropriate charge rate shall be credited to the customer's account.

1.3.9 Backflow prevention

- 1. Notwithstanding the provision of clause 1.4.6:
 - a) All connections to the council supply shall have a backflow prevention device at the point of supply
 - b) Council may require the customer to install a Council approved testable backflow preventer on Council side of the point of supply at the customer's expense
 - c) all fire connections shall have an approved testable backflow prevention device installed on Council side of the point of supply as shown in Figures 7d and 7e at the customer's expense
 - d) all water connections available to shipping shall have an approved backflow prevention device installed on Council side of the point of supply at the customer's expense
 - e) all extraordinary supplies as defined in 1.3.3.1 shall require a point of supply backflow prevention device unless agreed otherwise by Council
 - f) point of supply backflow prevention device shall remain the property of Council, unless agreed otherwise by Council.
- 2. Council will charge a fee in accordance with targeted rates for water supply as noted in the Long Term Plan or Annual Plan, for the annual inspection and maintenance of such devices and shall also require the customer to maintain the device to be accessible for testing. The fee may be added to the customers' water bill.
- 3. Where the property owner wishes to retain ownership of a point of supply backflow prevention device written agreement from Council is required. The property owners shall ensure all maintenance and inspection works are undertaken in compliance with Council's requirements. All costs are to be met by the property owners.
- 4. Any existing ordinary or extraordinary supplies which do not have backflow prevention at the point of supply, or have inadequate backflow prevention shall install a Council approved backflow prevention device as required by Council. All costs are to be met by the property owners.

1.3.10 Meters and flow restrictors

1.3.10.1 Installation

- 1. 1. Where a customer has an unmetered supply, the customer may request that a meter be provided, and Council shall undertake this work at the customer's expense. These devices shall remain the property of Council.
- 2. Where a customer has an unmetered supply, Council may install a meter at the Council's cost and charge the customer based on consumption. These devices shall remain the property of Council.

3. For new ordinary supply connections, meters and restrictors for restricted flow supplies, shall be supplied and installed by Council or their appointed agents at the customer's expense. All new meter installations shall have dual check valve devices within the meter box on the customer side of the meter. The meters and dual check valves shall become the property of Council who shall be responsible for their ongoing maintenance.

1.3.10.2 Location

Meters and restrictors will be located in a position which is readily accessible for reading and maintenance, and if practicable immediately on Council side of the point of supply, see Figure 1.



1.3.10.3 Accuracy

- 1. The accuracy of meters and restrictors shall be tested as and when required by Council to ensure performance within $\pm 4\%$ of its reading meters, or with $\pm 10\%$ of its rated capacity restrictors.
- 2. A customer who disputes the accuracy of a meter or restrictor may apply to Council for it to be tested provided that it is not within three months of the last test. If the test shows non-compliance with the accuracy requirement above then the customer will not be charged for the test. If the test shows compliance then the customer shall pay a fee in accordance with Council's current schedule of fees and charges.
- 3. Meters shall be tested by running a measured quantity of not less than 400 litres through the meter in accordance with BS 5728: Part 3 or OIML R49-2. Restrictors shall be tested by measuring the quantity that flows through the restrictor in a period not less than one hour at its normal operating pressure. A copy of independent certification of the test result will be made available to the customer on request.

1.3.10.4 Adjustment

Should any meter, after being tested be found to register outside the $\pm 4\%$, Council shall make an adjustment in accordance with the results shown by such tests backdated for a period at the discretion of Council but not exceeding 12 months, and the customer shall pay a greater or lesser amount according to such an adjustment.

1.3.10.5 Estimating consumption

- 1. Should any meter be out of repair or cease to register, or be removed, Council may estimate the consumption for the billing period. Council may use previous billing information or similar properties to estimate consumption as agreed with the customer. The customer shall pay the agreed amount.
- 2. If metering indicates a significant increase in consumption to a premises, which is established as being caused by a previously unknown leak, providing that the customer repairs the leak with due diligence, Council may reassess the account in accordance with current Council policy on the matter.
- 3. Where the seal or dial of a meter is broken, Council may declare the reading void and estimate consumption as provided above.
- 4. Where an unauthorised connection has been made to Council's water supply system Council may estimate the consumption for the period from when the connection was made. Council may use the uniform charge for water on a pro rata basis to make the estimation. Where a meter has been installed without approval the meter reading shall be used as the basis for the estimation provided it complies with Council's standards for meters and installations. The full consumption registered on the meter shall be payable by the current owner of the property. Development contribution fees may also be payable. Estimating and charging for water will be in addition to other legal action that Council decides to take for breaches of this bylaw or other acts and regulations. See clause 1.5.

1.3.10.6 Incorrect Accounts

Where a situation occurs, other than as provided for in 1.3.10.5**Error! Reference source not found.**, where the recorded consumption does not accurately represent the actual consumption on a property then the account shall be adjusted using the best information available to Council. Such errors include, but are not limited to, misreading of the meter, errors in data processing, meters assigned to the wrong account, and unauthorized supplies.

At the discretion of the Water Services Manager a customer maybe granted special payment terms.

1.3.10.7 Unread meters

Where a meter has remained unread for whatever reason, Council may charge for all water registered on the meter or shown since the previous reading.

1.3.11 Restriction or disconnection

The supply of water to any customer may be disconnected or have the flow restricted in some way by Council in the event of:



- 1. failure to pay the appropriate charges by the due date
- 2. failure to repair a leak, or in any way wilfully allow water to run to waste or be misused
- 3. provision of a non approved connection to, or interference with Council supply system
- 4. the fitting of quick-closing valves such being subject to 1.4.1
- 5. failure to prevent backflow in accordance with the requirements of clauses 1.3.9 and 1.4.6 of this bylaw
- 6. failure to install the appropriate backflow prevention device at the point of supply
- 7. non-compliance with, or breach of, any other requirements of these terms and conditions as detailed in clause 1.5.1 of this bylaw.

1.4 Customer responsibilities

1.4.1 Plumbing system

- 1. The customer's plumbing system shall be designed, installed and maintained, both in its component parts and its entirety, to ensure that it complies with the Building Act 2004 and the New Zealand Building Code.
- 2. Quick-closing valves of any kind, or any other equipment which may cause pressure surges to be transmitted, shall not be used on any piping directly connected to the service pipe, that is, in any position where they are required to close against mains pressure. In some specially approved circumstances they may be used, provided a suitable air chamber is fitted in the supply pipe as may be required in the particular case. In special circumstances non-concussive types of valve may be used as approved by Council.
- 3. In accordance with the New Zealand Building Code the plumbing system shall be compatible with the water supply. It shall be the customer's responsibility to establish any peculiarities or features of the water supply from Council in order to ensure compatibility. No responsibility will be accepted by Council for failure by the customer to make the necessary enquiries.
- 4. It should be noted that some naturally occurring water chemistries can have a plumbosolvency effect on plumbing systems and hot water cylinders. It is the customer's responsibility to check that equipment being installed is compatible with the water supply in that area. All tap ware shall comply with AS/NZS 3718:2005.

1.4.2 Change of use

Where a change in the end use of water supplied to a property occurs, and/or the supply changes from an ordinary to an extraordinary type refer to 1.3.3 or vice versa, a Public Utility Application shall be required. It is the customers' responsibility to notify Council if backflow prevention is required or if the level of backflow prevention required changes as in accordance with Whangarei District Councils Backflow Prevention Policy and Code of Practice 0020.

A change of use application will not normally incur a fee. However, if an increase in demand is required development contributions may be payable.

1.4.3 Access

1.4.3.1 Point of supply

1. The customer shall allow Council access to and about the point of supply or any meter or backflow prevention device located on private property between 7.30am and 6pm on any day for:

a) meter reading without notice

- b) checking, testing and maintenance work on the meter and/or backflow prevention device with notice being given whenever possible.
- 2. Outside these hours e.g. for leak detection Council will give notice to the customer.
- 3. Under emergency conditions the customer shall allow Council free access to and about the point of supply at any hour.



4. Where access is not made available for any of the above and a return visit is required by Council, a fee may be charged for a return visit.

1.4.3.2 Inspection

The customer shall allow Council with or without equipment, access to any area of the premises for the purposes of determining compliance with these terms and conditions.

1.4.4 Council equipment

1.4.4.1 Care of equipment

- 1. The customer shall take due care to protect from damage Council equipment up to the point of supply, including pipe work, valves, meters, backflow prevention devices and restrictors.
- 2. Where there is no customer stopcock, or where maintenance is required between the service valve and the customer stopcock, the customer may use the valve on the service line to isolate the supply. However Council reserves the right to charge for maintenance of this valve if damaged by such customer use.

Council gives no guarantee as to the serviceability of the service valve located on the service pipe.

1.4.4.2 Maintenance of access

The customer shall maintain the area in and around the point of supply free of soil, growth, or other matter or obstruction which prevents, or is likely to prevent convenient access. No persons shall plant trees or bushes over water lines or within close proximity to a water line such that the roots may cause damage or obstruct access to the water line. Council may remove any trees obstructing or damaging water lines and recover the cost from the owners of the trees. Where a Council maintained water pipeline crosses private land or runs down a shared access way, the owner or owners shall ensure that access to the pipeline is clear and unobstructed at all times for maintenance or repair purposes. The cost of removing obstructions or reinstating extraordinary surface features shall be met by the owners.

1.4.5 **Prevention of waste**

- 1. The customer shall prevent and not intentionally allow water to run to waste from any pipe, tap or other fitting. It is an offence to let water run to waste and may result in disconnection or restriction of the supply and or prosecution.
- 2. The customer shall not use water or water pressure directly from the supply for driving lifts, machinery, eductors, generators, condensers or any other similar device; unless specifically approved.
- 3. Using water for single pass cooling or heating systems, or to dilute trade waste prior to disposal is not permitted, unless specifically approved.

1.4.6 Backflow prevention

- 1. It is the customer's responsibility under the Health (Drinking Water) Amendment Act 2019 and Building Act 2004, to take all necessary measures on the customer's side of the point of supply to prevent water which has been drawn from Council's water supply from returning to that supply.
- 2. All point of supply backflow prevention device must comply with AS/NZS 2845 and Council's Backflow Prevention Policy and Code of Practice.
- 3. For premises covered by the Building Act 2004 customers are to ensure:
 - a) backflow prevention either by providing an adequate air gap separation or by the use of a backflow prevention device which complies with the New Zealand Building Code; and/or
 - b) the prohibition of any direct cross connection between Council water supply and:
 - i) any other water supply potable or non-potable
 - ii) any other water source
 - iii) any storage tank



- iv) any other pipe, fixture or equipment containing chemicals, liquids, gases, or other non-potable substances.
- 4. Customers with supplies serving agricultural or horticultural needs shall comply with the relevant sections of the Health (Drinking Water) Amendment Act 2007 regarding protection of potable water.
- 5. Compliance under the Building Act 2004 does not absolve the property owner from the requirements of the Health (Drinking Water) Amendment Act 2007 for point of supply backflow prevention.

1.4.7 Fire protection supply

1.4.7.1 Fire fighting

Where an unmetered connection has been provided to supply water to a fire protection system (including hydrants) this shall be used for no other purpose than fire system testing or for fire brigade drills conducted under the authority of the Chief Fire Officer with the consent of the WSA. Council reserves the right for backflow prevention devices and water meters to be installed at the property owners' expense for new or existing connections.

1.4.7.2 Adequacy of Supply

It shall be the customer's responsibility to ascertain and monitor whether the fire protection supply available is adequate for the intended purpose.

Council reserves the right to increase or decrease the pressures within the network. Council does not accept liability for fire protection systems whose effectiveness is reduced by a change in supply pressure.

1.4.8 Payment

- 1. The customer shall be liable to pay for the supply of water and related services in accordance with Council current targeted rates for water and schedule of fees and charges.
- 2. The items included in the schedule, and the terms on which they will be charged may be altered by Council from time to time by:

a) by resolution or special order as applicable pursuant to the Local Government Rating Act 2002

b) by resolution publicly notified.

1.4.9 Transfer of rights and responsibilities

- 1. No customer shall transfer to any other party the rights and responsibilities provided for under these terms and conditions.
- 2. A supply pipe shall serve only one customer, and shall not extend by hose or any other pipe beyond that customer's property.
- 3. No customer shall on-sell water drawn from Council supply without a written permission from Council.
- 4. In particular and not in limitation of the above, any water which a customer draws from Council supply shall not be provided to any other party without the approval of Council.

1.4.10 Change of ownership

In the event of a premise changing ownership Council will automatically record the new owner as being the customer at that premises. Where a premise is metered the outgoing customer shall give Council at least three working days notice in writing to arrange a final reading. A fee in accordance with the special reading fee will be charged. Where a final reading has not been taken on the sale of a property, the new property owner will be liable for payment of all outstanding accounts.

1.4.11 Termination

1. A customer shall give at least three working days notice in writing to Council of their requirement for termination of the supply. All terminations involving permanent disconnections must complete a disconnection application form.



- 2. Termination shall only be carried out by Council approved contractor and all costs are to be paid for by the applicant.
- 1.5 Breaches, offences and disputes

1.5.1 Breach of terms and conditions

- 1. The following may be taken by Council as a breach of these terms and conditions to supply and receive water:
 - a) an incorrect application for supply which fundamentally affects the terms and conditions
 - b) failure by the customer to meet and comply with these terms and conditions
 - c) failure to meet any obligation placed on the customer under all current Acts and Regulations specified in 1.1.2a of this bylaw
 - d) frustration of Council's ability to adequately and effectively carry out its obligations
 - e) an act or omission by the customer of any obligation arising out of any provision in Part 1 and Part 2 of this bylaw such including but not being limited to any of the following:
 - i) failure to pay the appropriate charges by the due date
 - ii) failure to repair a leak, or in any way wilfully allowing water to run to waste, or to be misused
 - iii) failure to prevent backflow
 - iv) failure to comply with water use restrictions or prohibitions introduced by Council for any specified purpose
 - v) extending by hose or any other pipe a private water supply beyond that customer's property
 - vi) providing water drawn from Council's supply to any other party without approval of Council.

1.5.2 Interference with equipment

Any tampering or interfering with Council equipment, either directly or indirectly, shall constitute an offence. Without prejudice to its other rights and remedies, Council shall be entitled to estimate in accordance with clause 1.3.10.5 of this bylaw and charge for the additional water consumption not recorded or allowed to pass where a meter or restrictor has been tampered with, and recover any costs incurred.

1.5.3 Penalties

- 1. Any action taken or thing done or omitted to be done in contravention of the terms of this bylaw shall constitute an offence.
- 2. Council may remove or alter any work or thing that is, or has been, constructed in breach of this bylaw and where any such removal or alteration is undertaken recover the costs of that removal or alteration from the person who committed the breach.
- 3. Upon conviction for any offence under this bylaw any person so convicted will be liable to the penalties set by the Local Government Act 2002.

2 Part 2 General requirements

2.1 Introduction

Part 2 addresses those matters relating to the supply of water which require enactment by bylaw. It generally covers the overall water supply system, excluding those matters which relate to the actual supply of water to an individual customer. It also defines the parameters of supply for on demand supplies for the purposes of the Local Government Rating Act 2002.

2.2 Types of supply

For the purposes of this part of the bylaw, the types of supply shall be as defined in Part 1, Clause1.d) 1.3.3.

2.3 Supply system

2.3.1 No person to connect to system

1. No person other than the authorised agents of Council, shall without express approval, make any connection to or otherwise interfere with any part of the water supply system.



- 2. Any authorised persons working on the water supply must have a valid Blue Card and work in accordance to the requirements of the Water Services Hygiene Code.
- 2.3.2 Fire hydrants
- 1. The right to gain access to and draw water from fire hydrants shall be restricted to:
 - a) Council or its agents
 - b) trained fire service personnel for the purpose of fighting a fire or training
 - c) fire hydrant permit holders using Council metered stand pipes during the period for which the permit has been issued.
 - d) water carriers shall only fill from designated filling points as agreed with Council's Water Services Manager.
- 2. Council reserves the right to revoke permits at Council's discretion. Possible reasons for revoking a permit could include changes to legislation, drought management, misuse of standpipes.
- 3. Without prejudice to other remedies available, Council may remove and hold any equipment used by any unauthorised person to gain access to, or draw water from, a fire hydrant.
- 2.3.3 Use of coloured pipe and ducts

Only blue pipe shall be used for new water mains and service pipes. Other services and ducting for other utilities should be generally in accordance with the Guide for Safety with Underground Services issued by the Occupational Safety and Health Service, October 2002. On no account shall blue pipe be used for carrying or ducting any products other than potable water.

2.3.4 Working around Buried Services

Council shall keep accurate permanent as built records of the location of its buried services. This information shall be available for inspection with copies available if required. Charges may be levied to cover the costs of making copies available.

1. Any person proposing to carry out excavation work shall view the as-built information to establish whether or not Council services are located in the vicinity. At least 2 days notice in writing shall be given to Council of an intention to excavate in the vicinity of its services.

Where appropriate Council will mark out to within 1m on the ground the location of its services and may nominate in writing any restrictions on the work it considers necessary to protect its services. Council may charge for this service.

- 2. When excavating and working around buried services due care shall be taken to ensure the services are not damaged and that bedding and backfill is reinstated in accordance with the appropriate Council specification. When drilling or excavating across or close to buried services the service must be exposed by hand digging or vacuum excavation to accurately locate its position. When laying pipes or ducts near to water mains the separations, both vertical and horizontal, as specified in WDC Engineering Standard. Excavation within roadways is also subject to the permit process of the appropriate roading authority.
- 2.4 Any damage which occurs to a Council service shall be reported to Council immediately with Council reserving the right to charge for all repairs including reinstatement and all Council consequential costs.Protection of supply
- 2.4.1 Catchment classes
- 1. Catchment areas from which untreated water is drawn for the purposes of water supply are divided into the following classes:
 - a) controlled



b) restricted

c) open.

- 2. These may apply to both surface water and/or ground-water catchments.
- 2.4.2 Controlled catchments

There are no controlled catchments in any of Council's water supplies.

2.4.3 Restricted catchments

The following schedule comprises the restricted catchment areas pertaining to Council's water supplies, and is limited to catchments of water supply dams.

2.4.3.1 Schedule

Wilson's Dam

239.99 ha being Part Allot M42 PSH OF Ruakaka, Lot 2 DP 126620, Part Lot 1 DP 179543, Lot 2 DP 33336, Lot 1 DP 176490, Lot 7 DP 166984, Lot 1 DP 176489, Lot 1 DP 183381, , Lot 9 DP 313809, Lot 5 DP 315046 and Section 3 SO 359862.

Whau Valley Dam

911.02 ha being Allot 38 OF Pukenui , Allot 8 OF Pukenui, Allots 52, 53, 54, NW55, SE55, 56, 58,74, 75, 76 PSH OF Whangarei Pt Allots 56, 74 Whangarei Parish, Lot 2 DP 63280 and Lot 2 DP 463854

Hikurangi Dam

312.69 ha being Pts Allot NE47, Pt Allots NE49, SW49, Hikurangi Parish, Secs 6, 7 and 9, Blk XVI, Hukerenui SD and Lot 2 DP 157301.

Takahiwai Dam

166.09 ha being Lots 1 to 17 DP 208533, Secs 1 and 6 Blk VI Ruakaka SD, Pukekauri 1B1 Blk.

2.4.3.2 Entry

1. No person shall enter a restricted catchment to undertake any of the following activities unless permitted in writing by Council

a) camping

- b) hunting, trapping or shooting of any animals or birds
- c) boating
- d) fishing
- e) bathing or washing of anything
- f) lighting or maintaining any fire
- g) taking or allowing to stray, any livestock
- h) using any pesticide, herbicide or toxic substance for any purpose whatsoever
- i) damaging or destroying any trees, shrubs or other existing cover or interfering with any building or structure
- j) taking or draining water unauthorised.
- 2. In granting any such permit Council may impose such conditions as it may consider necessary and appropriate.
- 3. Any person entering a restricted catchment must remain on designated walking paths.
- 4. Council may limit access to t restricted catchment areas if it is deemed necessary.

2.4.4 Open catchments

All other water supply catchments in the District administered by Council are open catchments and no specific controls or restrictions apply. However, in the event of a spillage or other event which has released or is likely to release hazardous substances into the waters of the catchment, Council shall be advised of the details with due urgency. This requirement shall be in addition to those other notification procedures to other authorities which are required.



2.5 Water supply area

2.5.1 Definition

A water supply area is a part of the District within which a supply of water can be made available for all buildings sited within the area.

2.5.2 Detail

1. A water supply area will include an area of 135 metres from all distribution mains, as measured along roads right of ways or access paths, which can be readily serviced with the performance requirements as defined within the Water Activity Management Plan, or as agreed with Council's Water Services Manager.

The Water Supply Areas are:

- Whangarei City (including Hikurangi and Whangarei Heads)
- Bream Bay
- Mangapai
- Maungakaramea.
- 1. The following provisions apply in a water supply area:
- Reticulation system

Distribution watermains provide the fire fighting capability of the network and service customers on one side of the street generally. These are usually 100mm to 200mm diameter.

• Operating water pressure and flows

For existing connection minimum pressure at boundary	25 metres static head minimum water pressure at time of connection.	To be measured at the meter or road boundary, whichever is the lower in altitude as per the bylaw.
For new connections minimum pressure at the building site	25 metres static head minimum water pressure at time of connection.	To be measured at the ground floor of the building envelope.
Maximum pressure at boundary	120 metres static head maximum water pressure.	To be measured at the meter or road boundary, whichever is the lower in altitude.
Minimum flow at boundary	15 litres/minute minimum flow rate of supply for existing properties 20 litres/minute minimum flow rate for all new connections.	To be measured at the boundary on the customers side of the meter.
New Zealand Fire Service	100% compliance with NZ Fire Service Code of Practice for all new developments and all new connections.	Minimum residual pressure at all hydrants should be 10 metres head for all urban and rural areas. All properties to be within 135 metres of a fire hydrant for all urban and rural connections as measured along practical access ways.

The applicant may, similar to subdivisions, extend the distribution watermain thereby extending the water supply area to cover the property in question, and enabling a connection to be granted. To ensure this is the case all service connections are to be perpendicular to the distribution watermain or ridermain.



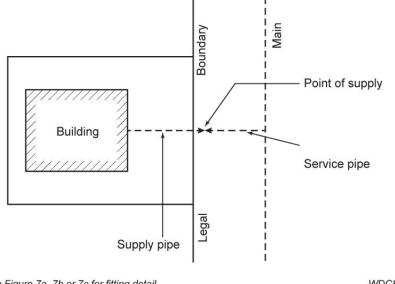


Figure 1. Point of supply single dwelling unit

See Figure 7a, 7b or 7c for fitting detail

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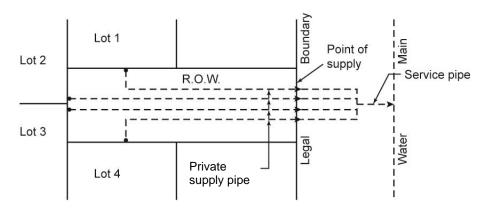
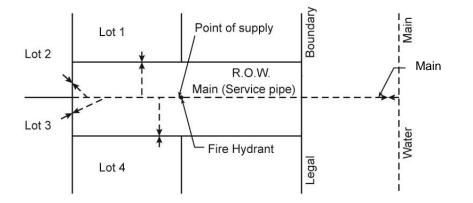


Figure 2. Point of supply multiple dwelling units 2a Private connections

Multiple connections in rights of way in joint private ownership See Figure 7a, 7b or 7c for fitting detail

2 b Public connections



 Applies only to service pipe accepted by WDC as public main (easement required). The point of supply is the last Fire Hydrant in the right of way unless otherwise approved.

 See Figure 7a, 7b or 7c for fitting detail
 WDC 8184-10



Figure 2. Point of supply multiple dwelling units 2c Existing mains in private ways

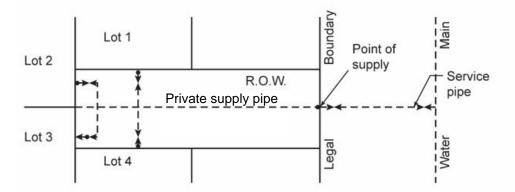
Connections in rights of ways in private ownership. Council will retain ownership and maintain the water meters. The supply pipes within the right of way are owned and maintained by property owners. See Figure 7a, 7b or 7c for fitting detail WDC 8184-11
WDC 8184-11

Legal

Nater

2d Existing master and slave metering arrangements

Private supply pipe



This arrangement is permitted only for existing Parent and child situations. New connections shall be as per Figure 2a or 2b.

See Figure 7a, 7b or 7c for fitting detail

Lot 4

Lot 3

WDC 8184-11



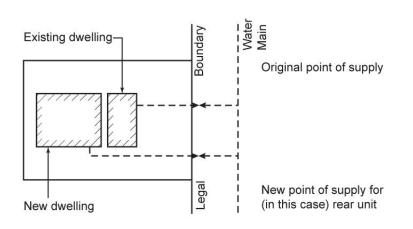


Figure 3. Point of supply cross leases

Where additional units are being built, additional points of supply will be required in such a position as to facilitate future subdivisions.

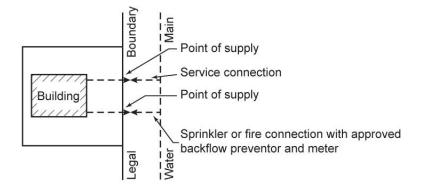
See Figure 7a, 7b or 7c for fitting detail

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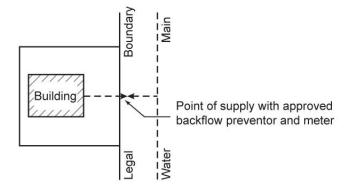


Figure 4. Point of supply commercial connections

4a Single ownership/multiple occupation (e.g. highrise or apartment block)

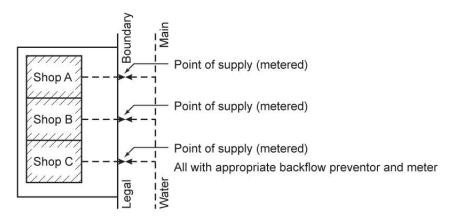


4b Commercial premises (single building)



Generally one point of supply at boundary. Metered consumption charged to property owner or uniform charge levied for each shop if in a multiple ownership and not separately metered.

4c Commercial premises (multiple buildings)

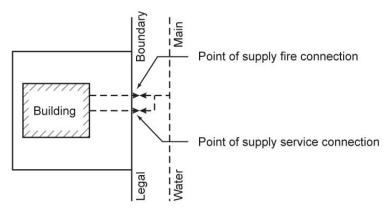


For 4a, 4b and 4c see Figure 7 for fitting detail

WDC8184-6

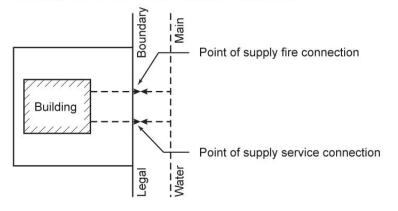


Figure 5. Point of supply industrial/commercial connections 5a Combined fire and service connection



See Figure 7d for fitting details

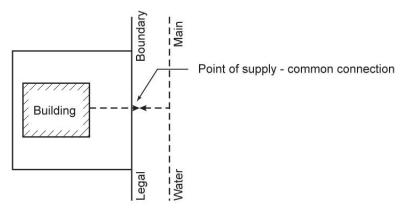
5b Separate fire and service connections



See Figure 7f and 7g for fitting details

WDC8184-1

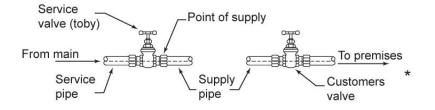
Figure 6. Point of supply industrial/commercial connections Common fire and service connection



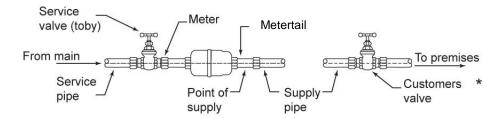
This arrangement is permitted only for existing common connections. All new connections to be as per Figure 5. See Figure 7e for fitting details WDC8184-2



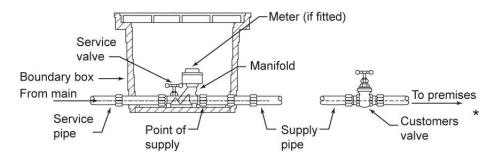
Figure 7. Examples of fitting details showing point of supply 7a Domestic unmetered supply



7b Domestic metered supply



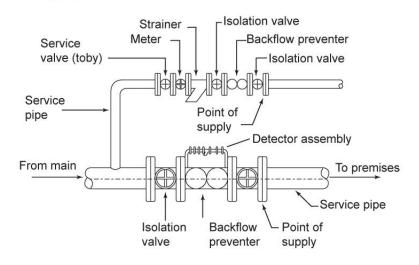
7c Manifold assembly at boundary box



* As provided for in N.Z. Building Code approved document G12/AS1

WDC8184-7

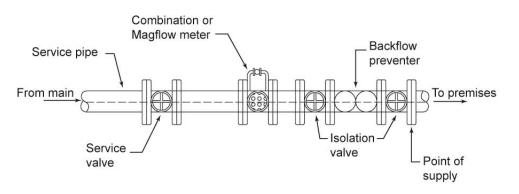
7d Separate fire and metered service connection with common line from main



WDC8184-8

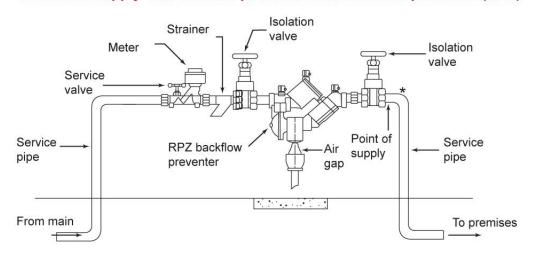


Figure 7. Examples of fitting details showing point of supply 7e Common fire and metered service connection



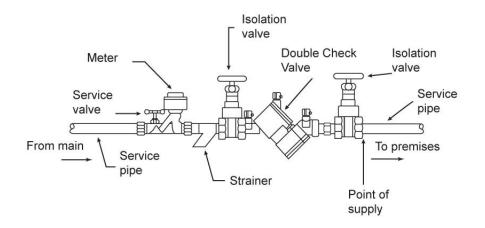
WDC8184-8

7f Metered supply with reduced pressure zone backflow preventer (RPZ)



WDC8184-3

7g Metered supply with double check valve backflow preventer



WDC8184-4



2.3 Graffiti Control

Meeting:	Council Briefing
Date of meeting:	9 th September 2021
Reporting officer:	Sue Hodge (Manager Parks and Recreation)

1 Purpose

To update the Council regarding graffiti control in the Whangarei district.

2 Background

In October 2005, Council entered into an agreement with Te Ora Hou Northland to provide a tagging and graffiti removal service throughout the city and surrounding areas. Te Ora Hou have provided a very effective service for the last 16 years, largely thanks to the dedication of Pomare Pou.

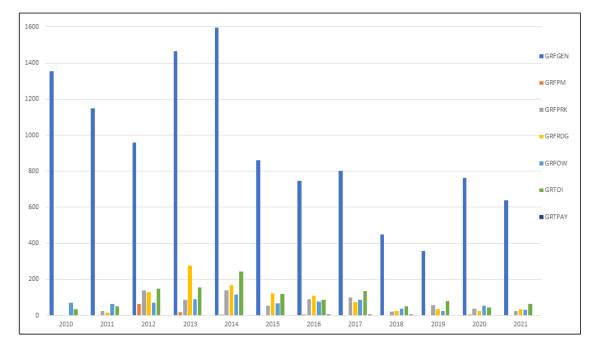
Te Ora Hou, through their youth programs, has in some cases also succeeded in stopping taggers from tagging. They have also been maintaining a centralised database (known as Stop Tag) of tags and graffiti removal jobs which has previously enabled successful prosecution of taggers.

The work of Te Ora Hou (operating as D'Tag) has been well recognised and many compliments have been directed to Pomare regarding the quick and efficient manner in which tagging is removed around the city.

The annual D'Tag contract costs are \$141,000. In addition, costs for some paint and tagging database subscriptions (Stop Tag) totalling \$12,000 per annum are provided by the Community Development Department.

The Contract was extended in 2017 and is due to terminate in June 2022. The contract scope of service includes the following:

- Remove graffiti/tags as Contractor becomes aware of these as they move around the City/ District.
- Respond to daily schedule of prioritised tag notifications.
- Remove tags on all property within the City limits within 24 hours of notification where reasonably practicable.
- Remove tags on all property within the District within 48 hours of notification where reasonably practicable.
- Digitally photograph all tags before removal and store in a suitable database for subsequent retrieval and identification.
- Liaise with the Police where required to facilitate the identification of taggers and the subsequent prosecution.
- Service bus shelters which shall include the cleaning of glass windows on a regular basis at least fortnightly, and the removal of graffiti as per the above requirements.
- Paint surfaces where graffiti/ tags have been removed or as required to cover the tag
- Purchase the necessary paint for the above requirement as per the Council's standard colours.
- Maintain and service all equipment used to provide this service.
- License, insure, maintain, fuel and operate the vehicle for which the Principal has provided the funds to purchase said vehicle.



There has been a significant reduction in the number of CRMs recoded in the Council's system over the last few years:

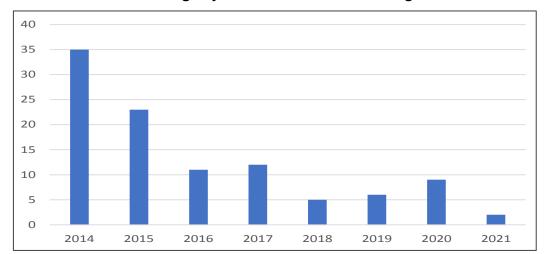
The data from Stop Tag database detailing each removal job confirms the trend in the CRMs by showing a significant reduction in graffiti removal jobs over recent years.



This reduction in incidents is very encouraging. Auckland Council's strategy of managing public spaces' graffiti vandalism has also been successful, achieving a 25% decrease in incidents between 2014 and 2019. See attachment 1, Auckland Graffiti Vandalism Prevention document.

The reduction may also be associated with the impact of the Summary Offences (Tagging and Graffiti Vandalism) Amendment Act which came into force in 2008. It created several new offences, aimed specifically at offenders causing less serious damage by tagging or graffiti, or for possession or supply of graffiti implements.

The data available about the Proceedings by Police for Graffiti since 2014 in Whangarei reinforces the finding that graffiti is less of an issue than it was a few years ago.



Proceedings by Police for Graffiti in Whangarei

3 Discussion

Unfortunately, in August it became apparent that D'Tag would need to cease operation for some time and may not be able to continue to provide the graffiti removal service in future.

The current low number of incidents makes it difficult to procure a dedicated contract for graffiti removal services. Many of the removal jobs are becoming more difficult due to traffic control requirements or the liability associated with working on assets not owned by Council.

In response to this situation the removal of graffiti from Council assets has been allocated to the Council's various contractors based upon the type of asset (roading, public toilet, playground etc.) and its location. This work will be done as part of existing contracts. A significant number of tagging reports are on Chorus or Northpower assets and these will be passed on to them for removal.

CRMs regarding tagging or graffiti on private property (both residential and commercial) will be recorded but no action taken unless the content is offensive. Using Council contractors to work on private assets raises some issues regarding the liability for any damage caused during the clean-up process and the need to get appropriate permissions.

If the above procedures are effective in managing graffiti over the coming months, then Council's involvement in graffiti management may evolve from being targeted at removal to having more of a focus on prevention. Council will need to consider how to enable and encourage members of the local community to be involved on a voluntary basis to assist with the beatification and removal of graffiti in their area by providing paint and applicators either directly or through Te Ora Hou or another organisation. This approach has worked previously however it may need to be reinvigorated.

This approach would be in line with best practice from other cities in New Zealand. For example, Porirua City Council have developed a Graffiti Management Strategy which has three broad objectives:

- Preventing graffiti.
- Painting out graffiti rapidly.
- Encouraging pride in our community to own and manage the problem.

They work with local groups, schools, young people and residents to clean up areas of concern and create beautiful community murals. This work helps to reduce the cost to the city of cleaning up graffiti and enhances public spaces.

Most Councils limit their graffiti removal service to Council owned assets. In Auckland Council's case their website states:

"We remove graffiti vandalism from the following council's public areas in Auckland:

- parks, reserves and beaches
- community halls
- council buildings
- roads and footpaths
- road signs
- street front walls and fences on residential and small business properties."

The equivalent restriction in Christchurch City Council's website is:

"The Council will remove graffiti if it is:

- offensive
- on footpaths, roads and lamp posts
- on boundary fences at schools, parks, property frontages and walkways
- on frontages of small business properties
- on Council facilities and neighbouring properties."

Over the next few months, we will find out if Te Ora Hau wish to start up D'Tag operations again. In the meantime, we are not in a position to remove graffiti from private property or commercial premises. Council will continue to remove graffiti from Council owned assets

Future options we may consider are:

- Partner with another not-for-profit
- Establish links with a commercial provider
- Reallocate some current funding towards murals in hot spot areas

Next step is to come back to Council with long-term options.

4 Attachments

1. Auckland Graffiti Vandalism Prevention document.



He wāhi atāhua

A beautiful city for all

Auckland Graffiti Vandalism Prevention Plan 2020 Auckland Graffiti Vandalism Prevention Plan



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Executive Summary

Tāmaki Makaurau - Auckland is New Zealand's face to the world, our global gateway and home to 1.6 million people. Making sure that our city is clean and safe for residents and visitors is crucial, not only for Auckland, but New Zealand also. With major international events on the horizon, in particular the America's Cup and APEC, it is even more important that our city is clean, safe and welcoming. An important aspect of that is a city free from the negative safety and wellbeing impacts of illegal graffiti vandalism.

Auckland Council's strategy of managing public spaces' graffiti vandalism has been very successful, achieving a 25% decrease in incidents since 2012. This document highlights the advantages of the regional approach and refreshes it for the next five years.

The 2012 plan aimed to provide a consistent approach to graffiti vandalism prevention within Auckland Council, and to focus on building partnerships with key regional organisations with a responsibility for maintaining graffiti-free assets. Auckland's eradication practice is now viewed as leading the sector. This is due to a commitment to rapid eradication, taking a coordinated regional approach, the extent of the asset list covered, and the service providers being geographically based.

The focus of the approach is "prevention first", delivered through rapid removal and community involvement. This means contractors removing reported graffiti within 24 hours, and within 2 hours for offensive vandalism. This is the most successful aspect in terms of prevention as it removes one of the key drivers for committing the offence - the name or tag recognition. In terms of prevention and enforcement this plan outlines how the methodology has developed since 2012, specifically with a stronger focus on restorative justice, community-led beautification opportunities and working more closely with community partners, including mana whenua and mataawaka. Auckland Council removes graffiti from public assets because it is a crime. While no longer covered by the Council's public nuisance bylaw, it is a crime under the Summary Offences Act. An act is illegal if permission from the asset or landowner has not been given to undertake the painting or tagging. Where no permission has been granted and it is a council asset, it is considered illegal vandalism and is removed quickly.

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There are also significant community wellbeing reasons to remove illegal graffiti vandalism. Clean and safe places free from graffiti contribute to increased feelings of safety, belonging and connection, and since 2012 the number of Aucklanders considering graffiti vandalism as a problem in their area has fallen from 67% to 41%. Large amounts of construction happening across the region create additional challenges for maintaining a world-class cityscape, meaning beautification initiatives such as graffiti removal are even more critical.

The 2020 Graffiti Vandalism Prevention Plan outlines how Auckland Council continues to provide a world-class service. Benchmarking with national and international standards indicates that the approach is sector-leading, as evidenced through strong performance figures, a consistent reduction in overall incidents, and positive feedback received from Aucklanders about the responsiveness and impact of the service. E Tāmaki Makaurau - Auckland home to 1.6 million people. 25% decrease in incidents. Aucklanders considering graffiti vandalism as a problem in their area has fallen from 67% to 41%.

The focus of the approach is "prevention first", delivered through rapid removal and community involvement. This means contractors removing reported graffiti within 24 hours, and within 2 hours for offensive vandalism.

Vision

Auckland communities and visitors enjoy a city free of graffiti vandalism.



Tāmaki Makaurau - Auckland

Auckland has a population of more than 1.6 million and is the largest city in New Zealand. As the nation's commercial capital and main gateway for international tourism, it is important that Auckland is a welcoming, safe place which aligns with and upholds the clean, green image of New Zealand.

The 2020 plan defines the prevention-focused approach to graffiti vandalism spearheaded by Auckland Council, building on the success of the 2012 plan. It highlights how Auckland Council delivers excellent service and great value to the ratepayers and residents, while contributing to making Auckland a world-class city, free of the negative safety and social impacts of graffiti vandalism.



Definition

Graffiti vandalism is the act of a person defacing any building, structure, road, tree, property or other thing by writing, drawing, painting, spraying or etching on it, or otherwise marking: it

- a. without lawful authority; and
- **b.** without the consent of the occupier or owner or other person in lawful control¹.

Graffiti vandalism is a crime associated with reduced perceptions of safety, increased criminal activity, a decline in property values and with perceived community instability ². Within a community it can also be viewed as an indicator that more serious crimes are present or have the potential to take place ³.

The successful management of graffiti vandalism is essential for Auckland Council to achieve outcomes relating to enhancing community safety and wellbeing, including:

- positively influencing perceptions of safety within communities ⁴
- developing and enhancing community pride and placemaking
- helping achieve the Mayor's vision for Auckland to be a world class city.

¹Ministry of Justice, STOP Strategy: A Strategy for Change.

² Nielsen Quality of Life Survey, 2018 showed 41% of participants raised graffiti vandalism as an issue in Auckland – down from 67% in 2010 - and Police Perceptions of Safety Survey, 2005 – graffiti vandalism identified as the fourth largest issue in Auckland. (This varies from suburb to suburb.)

Vandals can be charged under the Summary Offences Act (section 11, "Wilful damage") with a maximum penalty of three months' imprisonment or a fine of up to \$2,000 but can also be charged under the Crimes Act 1961 (section 269, "Intentional damage") with a maximum penalty of seven years' imprisonment.

History and context

As the lead agency for the management of graffiti vandalism, Auckland Council identified the need for a regional plan. Following a resolution by the Community Safety Committee, the 2012 plan was developed, building on the work of the Auckland Region Graffiti Free (ARGF) Project which preceded Auckland's local authority amalgamation in 2010.

Development of the plan included representatives from all previous councils together with a range of external stakeholders⁵ and agencies. The plan stated that council would work collaboratively with a wide range of stakeholders to address graffiti vandalism. It also aimed to:

- establish a single approach to graffiti vandalism for the whole of Auckland Council
- develop a collaborative stakeholder framework to enable the prevention, management and reduction of graffiti vandalism across the region
- encourage a complementary approach to service delivery among the stakeholders, and
- d. work with stakeholders to develop partnering opportunities.

With amalgamation in 2010, Auckland Council had inherited different methodologies and service levels from the legacy councils, and from 2013 a phased introduction of standardised services was achieved.

The prevention of graffiti vandalism remains essential for Auckland Council to achieve outcomes relating to enhancing community safety and wellbeing, including:

- improving perceptions of safety within communities;
- developing and enhancing community pride; and
- achieving the current Mayor's vision of Auckland as "a world class city".

The 2012 plan focused on prevention and incorporates the three Es approach of:

- eradication
- enforcement
- education.

A focus on prevention, together with the incorporation of eradication, enforcement and education activities provided a simple and effective service model to address graffiti vandalism.

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The Auckland Council Graffiti Management System was created providing an electronic database for recording graffiti vandalism incidents and conveying such information to eradication contractors in the respective sectors. It continues to be developed and provides a crucial operational link between all public sector agencies and private institutions working towards the achievement of a graffiti-free city.

The management of graffiti vandalism remains an important and ongoing issue, with residents and businesses continuing to experience the disruption and cost it causes. Auckland Council invested close to \$4.8 million per year into the graffiti vandalism prevention service between 2010 and 2013. From 2013 to 2019 this investment decreased to approximately \$4m per year. This efficiency saving was achieved without impacting the service response; however, it is arguably now at the minimum funding point to support the level of outcomes being achieved.

The 2012 plan contributed significantly to preventing and eradicating graffiti vandalism in the wider Auckland region. However, through consultation amongst some of the major stakeholders, it became clear that while the service model and guiding principles of the plan remained valid to maintain world-class standards, there was a need for more effective working relationships and sharing of information to assist in prevention and enforcement.

A Regional Graffiti Vandalism Prevention Forum ⁶ has been established to facilitate ongoing collaboration, communication and sharing of information to ensure that quality standards remain high, service approaches are streamlined, and that a high success rate in countering graffiti vandalism is maintained.

During the development of this 2020 plan, participation was sought from existing Auckland Council graffiti vandalism service providers along with relevant council departments and key community stakeholders. Where possible, people who were involved in graffiti vandalism prior to 2012 were interviewed.

[°]Council departments, council-controlled organisations, community groups and external organisations.

⁶ The regional forum coordinated by Auckland Council includes representatives from Auckland Transport (rail and roading); Auckland Systems Management (NZTA); Chorus; Vector; Watercare; Transdev; NZ Police.

Research statement

An independent researcher undertook much of the data collection to support this updated plan.

The primary research methods included:

 one to one interviews with key stakeholders and partners, including Auckland Council staff, contractors, community organisations and regional partners;

Performance since 2012

The 2012 plan led to new eradication contracts, some quite different from those issued previously. Four geographic service areas were established, each with a dedicated eradication contractor ⁷. Taking a geographic, rather than asset-based approach has contributed to a more coordinated delivery of graffiti eradication and reducing complexity and duplication, and improving response times.

Some New Zealand councils continue to use an asset-based approach, which can mean two eradication teams visiting the same area to remove vandalism on separate assets – the road carriageway and a park bench, for example. Auckland Council's geographic approach ⁸ aims to remove such inefficiency.

- a literature review and online research of international and national best practice in graffiti vandalism prevention management;
- review of customer feedback based on service call follow-ups and unprompted customer contact;
- analysis of service performance indicators from 2012 to 2019.

Number of overall incidents – a substantial and consistent decrease Since 2012, the overall total incidents per year have had a steady decline from 109,249 in 2013/2014 to 81,598 in 2018/2019 – a 25% decrease. Rapid eradication, along with a community and placemaking approach to prevention, has supported this substantial decrease across the region.

The results of the most recent visual survey, conducted by an independent research company and covering over 330 sites across Auckland, has shown that over the last seven years, visible graffiti at any given time has reduced by half.

Ongoing customer surveys are also in place, and these regularly show over 90 per cent of customers are satisfied with the removal service, while the perception of graffiti as a problem in the region has decreased from 67% in 2010, to 41% in 2018 ⁹.

Local board scores

Many local boards have seen improvements in their in-scope asset scores and this has helped improve the ambient (overall visual assets) scores 10.

	In scope			Out of Scope			Ambient		
	Oct-12	+	Mar-19	Oct - 12	+	Mar-19	Oct -12	*	Mar 19
Albert-Eden	88	+	99	95	+	98	82	*	97
Devonport-Takapuna	100	+	100	95	+	95	95	*	95
Franklin	100	+	100	96	+	100	96	*	100
Henderson-Massey	90	*	100	98	+	100	89	+	100
Hibiscus and Bays	98	+	99	92	*	100	82	*	99
Howick	98	+	100	96	+	100	95	*	100
Kaipatiki	99	+	100	100	+	100	99	+	100
Mangere-Otahuhu	92	+	85	85	+	98	81	+	84
Manurewa	97	*	98	89	+	97	88	*	95
Maungakiekie-Tamaki	98	+	97	96	+	98	95	*	95
Orakei	99	+	96	96	+	97	95	*	94
Otara-Papatoetoe	99	*	99	82	+	82	81	*	81
Papakura	94	+	100	99	+	93	93	+	93
Puketapapa	97	+	95	93	+	98	90	*	93
Rodney	84	+	100	98	+	100	83	+	100
Upper Harbour	98	+	100	100	+	97	97	*	97
Waiheke	99	+	99	100	+	100	99	+	99
Waitakere Ranges	94	+	100	98	+	100	92	*	99
Waitemata	95	+	97	88	+	96	84	*	93
Whau	92	+	98	91	*	91	85	*	89
Overall	95.4	+	98.0	94.3	+	96.9	90.0	+	95.0

North, south, central, west – which correspond roughly to the legacy council areas.

Ås mentioned, planned in 2012 and implemented in 2013.

, Neilsen (2018). Quality of Life survey 2018: Auckland report. A report prepared on behalf of Auckland Council. Wellington, NZ.

¹In-scope is what the council's service providers are responsible for, out-of-scope is what they're not (large commercial premises, for example) and ambient is whatever's present regardless of the asset's ownership.

Observation of 330 sites across Auckland has shown that over the last seven years, visible graffiti at any given time has reduced by half.

January 2020

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Ongoing customer surveys are also in place, and these regularly show over 90 per cent of customers are satisfied with the removal service, while the perception of graffiti as a problem in the region has decreased from 67% in 2010 to 41% in 2018.

90%

of customers are satisfied with the removal service.

Perception of graffiti as a problem decreased from

67% in 2010 to 41% in 2018.

Improving outcomes for mana whenua and mataawaka

As an active Treaty partner, it is crucial that Auckland Council works with mana whenua and mataawaka to deliver positive Māori outcomes across all services, including graffiti prevention. Service equity is a driving principle in the approach of the Graffiti Vandalism Prevention Service. This means ensuring that all communities and all places in Tāmaki Makaurau achieve the same outcomes in terms of having clean spaces, unblighted by graffiti vandalism.

The Manurewa and Henderson-Massey local board areas have the highest numbers of people identifying with Māori descent; 19,314 and 17,487 people respectively. The highest proportion of Māori in relation to the total local board area population can be found in Papakura (27.3%) and Manurewa (23.5%). The most recent independent survey figures show that the percentage of graffiti-free assets in these three local boards averaged 94% against the target of 95% for the region.

In relation to issues of graffiti prevention and enforcement, a change in the approach has moved towards restorative justice methods that include whānau and marae-based interventions. Over the last year, the service has engaged with organisations in support of restorative justice panels, including the Ōrākei Marae and the Te Pae Oranga Iwi Community Panels linked to the Whānau Ora Community Network. The Graffiti Vandalism Prevention Service will continue to grow and develop relationships with mataawaka and mana whenua and aim to extend the network of restorative justice providers and community organisations engaged to achieve positive and culturally appropriate outcomes.

Engaging with local organisations and supporting community-led beautification also offers the opportunity for Māori organisations to have greater input into placemaking. Examples include active involvement in community network groups which are strong on Māori engagement; utilising native planting to make spaces less accessible to taggers; and ensuring that preventative mural projects are mindful of local culture and history, and align with Māori values.

This approach recognises the impact the service plays in kaitiakitanga for the spaces and places which are important to Māori and all Aucklanders, as well as providing opportunity for increased participation and greater visibility of Māori identity and culture.

Purpose of the 2020 plan

The purpose of this revised plan is to refine the single approach for Auckland Council's graffiti vandalism prevention service and enable the management and reduction of graffiti vandalism across the region ¹¹.

This will be achieved by Auckland Council:

- fulfilling its regional leadership role in the prevention of graffiti vandalism
- establishing an integrated approach to addressing graffiti vandalism
- working collaboratively with a wide range of partners to coordinate action on the prevention, management and reduction of graffiti vandalism across the region

- gathering high quality service delivery information
- delivering excellent customer service
- delivering leadership via the council and local board shared governance framework
- championing partnerships to impact positively on graffiti vandalism eradication
- allocating and aligning resources to maximise benefits.

Benefits

The anticipated benefits from the adoption and implementation of the plan include:

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- maintaining the reductions in graffiti vandalism across Auckland
- improved region-wide levels of graffiti, as strategic partners are engaged
- continuing to deliver high quality services that are cost-effective and provide good value for council's investment
- council and its partners working collaboratively and achieving beneficial graffiti vandalism prevention outcomes
- communities and visitors experiencing an environment where the negative impacts of graffiti vandalism are significantly reduced.
 Positive impacts of the plan include enhanced civic pride, reduced anti-social behaviour and improved perceptions of safety.

Strategic alignment

The 2012 plan stated that council will work collaboratively with a wide range of stakeholders ¹² to address graffiti vandalism.

It also had the aim of developing a collaborative stakeholder framework to enable the coordinated management, prevention and reduction of graffiti vandalism across the region, encourage a complementary approach to service delivery among the stakeholders, and working with stakeholders to develop partnering opportunities.

The Auckland Graffiti Vandalism Prevention Plan and the council's Graffiti Vandalism Prevention Service deliver on a range of strategies, plans and statements for the city, which include:

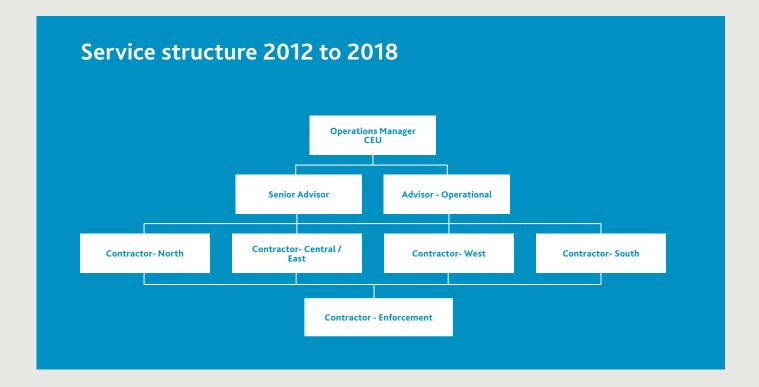
- key focus areas of the Auckland Plan 2050:
 - o to create safe opportunities for people to meet, connect, participate in and enjoy community and civic life;
 - o to create urban places for the future;
 - o providing a safe transport network;
 - protecting Auckland's significant natural environments and cultural heritage from further loss; restoring environments
- local board plans
- the Mayor's vision of Auckland as a "world class city".

¹² Including council departments, council-controlled organisations, community groups and external organisations

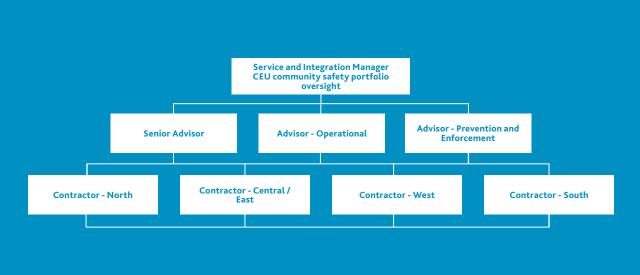


Service model

With a continuing focus on including social value in Council's procurement process, and a prevention-first mindset, the proactive service model will also provide frontline rapid eradication complemented by a range of holistic enforcement measures.



New service structure 2019 onwards



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This approach provides a simple and effective service model to address graffiti vandalism that is recognised both nationally and internationally. It streamlines the previous plan's "three Es" approach, and creates greater clarity on the wider prevention and enforcement approaches which recognise some significant changes since 2012 including:

- efficiency savings for the service which removed the specific education budget
- a significant change in the way enforcement services are provided, from being delivered by outsourced contractors with an investigative approach, to an in-house function with a restorative justice focus governance framework
- the removal of graffiti vandalism from the Public Safety and Nuisance Bylaw following its revision in 2019.

Prevention

- preventing graffiti vandalism is prioritised using a range of social and placemaking initiatives
- developing, supporting and implementing evidenced-based prevention projects and methodologies
- encouraging CPTED ¹³ principles within policy, planning, projects and training delivery
- recognising that combining rapid eradication, focused enforcement and social/community interventions offers enhanced preventative opportunities.

Eradication

- delivering a rapid eradication and restoration service across our scope of assets – which covers council property, and residential property and small commercial property with the owner's permission
- service providers admirably representing Auckland Council when providing eradication services
- standardising methodology, resources and supplies supporting consistency and economies of scale both internal and with other major asset-based agencies
- maintaining an active "no-paint' list for relevant private property/asset owners.

Enforcement

- proactively supporting the police to ensure recidivist graffiti vandalism offenders and hot spot locations are targeted
- utilising internal resources to support police investigations
- communicating enforcement achievements to the community
- encouraging the reporting of offences and offenders.

- proactively engaging and cooperating with iwi panels, family-based interventions and the restorative justice system
- seeking reparation from graffiti vandalism offenders.

Quality service delivery

Establishing quality service delivery definitions and measures for service providers.

Service delivery measures and targets:

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- completing requests for service (RFS) delivery received into council within 24 hours
- removing offensive graffiti vandalism within two hours of reporting
- providing an eradication service that maximises resource availability seven days a week
- delivering proactive services focusing on priority areas, currently at a ratio of 40:1 proactive to reactive removal of incidents
- recording and collating images (before and after service delivery) of all incidents of graffiti vandalism attended to
- promoting the adoption of complementary service delivery measures and targets to external stakeholders
- providing an equitable service across all local boards.



13 Crime Prevention Through Environmental Design. This might include "green walls" as well as moving vandalism away from high-risk areas, such as within 5m of the rail corridor.

Service providers

- consistently providing a high standard of customer service to the Auckland community focusing on the prevention of graffiti vandalism
- encouraging and supporting communities to proactively report instances of graffiti vandalism and enable timely eradication
- providing and promoting opportunities for communities and volunteers to become involved in preventative programmes
- involving, listening to and engaging communities in addressing graffiti vandalism.

Information management

- utilising leading information management technology to identify graffiti hot spots, record tags, identify graffiti vandals, and supporting customers, service providers and communities through effective data capture of this information
- developing an integrated database supporting local and city-wide contract management, analysis and action
- continuing to take advantage of the latest mobile technology to immediately inform service providers of new graffiti and the location thereof
- encouraging the involvement and accommodating the needs of external stakeholders.

Stakeholders

- working collaboratively with a wide range of stakeholders, including council departments, council-controlled organisations, community groups and external organisations, to address graffiti vandalism
- developing a collaborative stakeholder framework enabling the coordinated management, prevention and reduction of graffiti vandalism across the region
- encouraging a complementary approach to service delivery among the range of stakeholders
- working with stakeholders to develop partnering opportunities
- working with stakeholders that oversee assets not maintained by Auckland Council including:
 - o Auckland Transport
 - o Auckland Systems Management
 - o New Zealand Transport Agency
 - o KiwiRail
 - o Transdev
 - o New Zealand Post
 - o Watercare
 - o Vector
 - o Counties Power
 - o Chorus
 - o Key corporate partners in waste management and advertising

Evaluation

- implementing an evaluation framework to support the success of the plan and ensure continual improvement
- completing independent visual audits twice-annually
- carrying out ongoing monthly customer satisfaction surveys
- performance reporting to all local boards twice-annually
- reporting annually to council on the progress of the plan
- quarterly internal impact reporting
- comprehensively evaluating the plan every five years.





Auckland's ambient result is 95% graffiti-free -Wellington 88% -Porirua 86%

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Achieving world-class service and standards

In terms of national benchmarking, external independent research has been conducted in the form of visual surveys for Auckland, Wellington, Hutt City, Kapiti Coast and Porirua. While direct comparisons for the in-scope scores are not exact, Auckland's ambient result is 95% graffiti-free, Wellington 88% and Porirua on 86%.

While the prevention and enforcement approach is being refined, Auckland's eradication practice is seen as leading the sector. This is due to a coordinated regional approach, the extent of the asset scope list, and the service providers being geographically based. In other centres, the service providers are assetbased, so two trips by different providers might be made to the same location with two pieces of graffiti on different types of assets, e.g. one in a park and one on a roading asset nearby.

Direct value for money assessments with these councils are not possible, as they don't have a single graffiti budget. Their eradication budgets are often split by the department responsible for the specific asset, which complicates service delivery. Some councils just have a maintenance budget and the graffiti allowance is not specified.

Looking at the international approach, while most major cities have a programme to deal with graffiti vandalism, they vary the focus of their plan as well as their stated aims.

That said, they are broadly the same as Western Australia's graffiti vandalism strategy which has three main aims:

- decrease the number of graffiti vandalism offenders
- keep neighbourhoods free from graffiti vandalism
- ensure all graffiti vandalism is reported.

A major difference between approaches lies in the size of the asset scope list, and what the local body has taken responsibility for. It is difficult to get a clear picture of what this is for each area internationally, but just in New Zealand alone there are significant differences between councils: some include private residences and small businesses, others do not. With a wide scope list Auckland is very much at the forefront of thinking. While this has an impact on the level of investment, it significantly reduces the amount of ambient graffiti. In taking a regional leadership role, Auckland Council continues to work with stakeholders who own assets not maintained by current service providers. This ensures positive beautification impacts beyond the existing asset list.

In terms of measuring success, there are a number of ways different councils do it. Such methods include:

- financial investment
- items removed
- visual surveys
- direct customer surveys those who reported graffiti, either to council or a service provider
- indirect customer surveys those who have not reported graffiti but may have a view on the amount of graffiti in the city.

Financial investment is a common measure but can be misleading as many councils fix the budget and the service providers work within that envelope. Therefore, a reduction in total spend on graffiti may not reflect the reality of the scale of vandalism.

Items removed is also commonly used but can suffer from the same issue as financial investment – less money allocated means fewer items removed which may look like a success but it just shows the service provider is overworked.

Visual surveys use a stratified longitudinal approach, so local authorities can track the amount of graffiti in their area at a given time. This measure provides an effective and efficient, on-the-ground approach to assess the effectiveness of the eradication service from the perspective of the general public.

Independent direct customer surveys are essential in measuring the success of any graffiti vandalism removal programme. It is unwise to rely on the feedback of the small percentage of customers who call back to complain or congratulate.

Indirect customer surveys are useful to measure the opinions of a wider group of residents who may not report or be directly impacted by graffiti vandalism. The biannual Quality of Life survey is an example of this type of measure.

Auckland Council measures all five of these aspects, which provides a wellrounded tool to measure progress and success.

For the visual survey, Auckland Council employs an independent research company to measure the amount of graffiti in the city. Covering over 300 sites, this survey is conducted twice a year. The way graffiti is measured is based on a United Kingdom (UK) NI195 measurement scale which considers the amount of graffiti visible from a 50m line, as well as how obvious it is. While there are some minor differences between the methodology applied here and the official NI195 standard as applied in the UK, the resultant scores are broadly comparable.

The overall NI195 benchmark for the UK is 96 out of 100, with the actual average falling around 92. If the same weightings were applied here, Auckland Council's score would be 99 for the March 2019 survey. It has been at or about this level for several years. In agreement with Auckland and other New Zealand councils, slightly different weightings are used to give a more sensitive result.

Monthly customer surveys covering all four Auckland eradication service providers ensures direct customer interaction and feedback is used to improve the level of service. The service providers regularly achieve satisfaction results above 95% and council staff work closely with them to address any service concerns that arise.

External evaluation of the efficiency and co-ordination of Auckland's approach indicates that it provides value for money for the level of service and impact. While requiring significant and consistent investment, the proactive and rapid eradication methodology and the focus on holistic prevention approaches, places the service at world-class standard. With a continuing focus on including social value in Council's procurement process, and a prevention-first mindset, the proactive service model will also provide frontline rapid eradication complemented by a range of holistic enforcement measures.

I want to say a great big THANK YOU to Auckland Council for the great work you do getting rid of graffiti vandalism. I have recently returned from a holiday touring Europe. We saw many beautiful places but very sadly most were ruined with ugly tagging everywhere. When we arrived back in Auckland I was so delighted to find that I didn't see a single piece of ugly tagging on the whole journey to our home. I was so proud that our council has taken such a proactive stance on this issue! having seen what our environment could look like without this expenditure, I for one think it is worth every cent!



Conclusion

Auckland Council's 2012 graffiti prevention plan led the way for a highly successful service that delivers to world-class standards, delivers great value for ratepayers and residents and makes the most of the organisation's size and scale. Incidences of graffiti vandalism have been declining ever since the new service was initiated and Auckland Council leads the way internationally with a unique proactive service.

With significant high-profile international events taking place in the region over the next few years, ongoing success requires a continual investment. National and international experience shows that if eradication is not maintained at a proactive and intense level, vandalism increases quickly and exponentially. The model of "prevention-first" is at the heart of the plan and ensures that the issue of graffiti vandalism is considered from a community wellbeing perspective. Doing so ensures council takes an empowered communities approach to what in many other organisations is simply considered an asset maintenance function.

This refreshed plan provides the framework for the continued operational success achieved since 2012. It reinforces the direction and gives confidence to create a city free from the blight of graffiti vandalism, while delivering social and financial value for the residents and ratepayers of Auckland.

¹⁴The in-scope is whatever the council service providers are responsible for. The reason in-scope scores are not totally comparable is that different councils have different scopes. Porirua doesn't include small businesses, for example.

²³The scientific methodology for the visual survey was based on the UK's Best Value Performance Indicators (BVPI) which, until April 2008, provided a view of local authority performance delivery by monitoring the progress of local authorities. The relevant measure was BV199, but this was replaced with NI195 – the National Indicator Set – in April 2008.

¹⁶Ambient is whatever is present regardless of who owns the asset.

¹⁷As surveyed in June 2019.

¹⁸As surveyed in June 2016.

¹⁹As this plan was written, changes were already underway to bring the enforcement function into council.

²⁰Tough on Graffiti Strategy 2011-2015.

²¹ An example of this is the Quality of Life survey (various authors and dates).

²²Select two to five locations per suburb (depending on size) and balance the sample at the local board level in terms of parks, streets and shops, as well as by type: cul-de-sac vs main road, corner dairy vs strip mall, regional park vs local park. Then re-visit each secretly selected site each measurement wave to remove that source of variation.





2.4 Infrastructure Acceleration Fund Update

Meeting:	Council Briefing
Date of meeting:	9 September 2021
Reporting officer:	Simon Weston (General Manager Infrastructure)
	Shelley Wharton (Manager Infrastructure Programmes)

1 Purpose

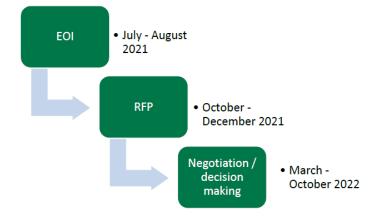
The purpose of this agenda item is to update elected members on the Expression of Interest applications made to the Infrastructure Acceleration Fund.

2 Background

The Infrastructure Acceleration Fund Invitation for Expression of Interest document issued by Kainga Ora in June 2021 states that the Housing Minister announced on 22 June 2021 that at least \$1 billion of grant funding is available under the Infrastructure Acceleration Fund (IAF). The IAF is designed to allocate funding to new or upgraded infrastructure (such as transport, three waters and flood management infrastructure) that unlocks housing development in the short to medium term and enables a meaningful contribution to housing outcomes in areas of need.

Territorial Authorities were generally expected to be the applicants as they would ultimately own and operate the infrastructure. Private developers and Maori were also able to apply, however they were expected to liaise with councils in the first instance. There was also an expectation that developers and landowners would contribute their fair share, whether through development contributions, land or other means. The IAF is not to replace existing development contributions, or territorial authority project budgets.

Kainga Ora is administering the IAF and is conducting a multi-stage tendering-style process to identify projects for funding. The first stage is an Expression of Interest (EOI) which closed on 20 August 2021. Applicants with successful EOI's will receive a Request for Proposal (RFP) seeking more detailed information. Applicants with successful RFP's will then be progressed to Negotiation stage prior to the Minister's final funding decisions.



The IAF seeks proposals that will contribute to housing outcomes, are highly likely to advance at pace, where IAF funding is critically required, and where other parties are prepared to contribute their fair share.

All EOI proposals are going to be assessed against set evaluation criteria, which are summarised as follows:

- a) **Housing Outcomes (40%)**: how will the proposal, if delivered, contribute to the housing outcomes that are the purpose of the IAF?
- b) **Impact of Funding (20%)**: how critical is this funding to advancing the infrastructure and housing development?
- c) **Cost and co-funding (20%)**: how cost effective is the proposal and is everyone paying their fair share?
- d) **Capability and Readiness (20%)**: *if funding is approved, how certain is it that the project will advance, and at what pace?*

3 Discussion

The applications submitted by Whangarei District Council are summarised below.

3.1 Port Nikau

Working in partnership with the developer, the proposal is to deliver 440 houses between 2024-2031 within Precinct 1 of the Port Nikau area, with the infrastructure ultimately supporting the delivery of 1100 houses plus mixed use and commercial development. Based on council's LTP and development contributions, the total IAF funding requested is \$38.836m. The infrastructure included for funding is:

- Upgrade of Port Rd for 2.5km length including the Port/Kioreroa Rd intersection to a 4 lane arterial road including services relocations/renewals, a separate shared path, stormwater quality treatment and landscaping
- Shared paths and associated land within Port Nikau area of 2km length, from Port Rd end through Precinct 1 and along the waterfront to the end of the point
- Trunk watermain 250mm diameter for 1.4km length
- Trunk wastewater rising main 180mm diameter for 0.6km length

3.2 Weddel Farm

Working in partnership with the developer, the proposal is to deliver approximately 150 houses between 2024-2027 within a 20 hectare property located off Morningside Rd and Kotata Rise, adjacent to Limeburners Creek. Some of the infrastructure would also support a further 75 houses on a separate development to the east. Based on council's LTP, development contributions, and the developer's contribution of land, the total IAF funding requested is \$6.148m. The infrastructure included for funding is:

- Link Rd for 700m length providing connectivity between Kotata Rise and Morningside Road
- Shared path for 2km length alongside Limeburners Creek
- Wastewater pump station and rising main to Kioreroa Rd to replace an existing small pump station in the wrong location for the development

3.3 Ruakaka/Marsden/One Tree Point

The proposal is for funding of infrastructure that is required to support growth in the area but is currently a constraint to that growth. Based on council's LTP and development contributions, the total IAF funding requested is \$44.7m. The infrastructure included for funding is:

- Ruakaka wastewater treatment plant upgrades
- New coastal outfall from the wastewater treatment plant

3.4 Springs Flat

Infrastructure required involves a new four leg roundabout constructed on SH1 and Springs Flat Road with a new extension off the roundabout to Alcoba Street. The proposal also includes a two lane bridge at the end of Gillingham Road to replace the existing one lane bridge. This provides significant better access that in turn opens up +500ha of land for subdivision and will include the extension of the shared path from Station Road to provide a link connection to the new roundabout and new developments.

Based on council's LTP and development contributions, the total IAF funding request is \$10.4m. The infrastructure included for funding is:

- Springs Flat roundabout on SH1
- New road link to Alcoba Street
- New 2 lane bridge on Gillingham Road
- Shared path link from Station Road

3.5 Sands Road

Infrastructure required involves a new three leg roundabout constructed on Ngunguru Road at the Sands Road intersection. There are 2 existing proposed subdivisions (both currently at pre-lodgement stage for 96 lots and 112 lots) with more expected due to the high growth currently in Whangārei.

Based on council's LTP and development contributions, the total IAF funding request is \$2m. The infrastructure included for funding is:

- New roundabout at the Ngunguru Road and Sands Road intersection
- Shared path link connecting the roundabout to the city's shared path network