

# Whangarei District Council Meeting

## Agenda

**Date:** Thursday, 30 August, 2018

**Time:** 10:30 am

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

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

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

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8.2 Closed Minutes Whangarei District Council 31 July 2018

**9. Closure of Meeting**





## 4 Public Forum

**Meeting:** Council  
**Date of meeting:** 30 August 2018  
**Reporting officer:** C Brindle (Senior Democracy Adviser)

### 1 Purpose

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

### 2 Background

#### **Public Forum**

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

The time allowed for each speaker is 5 minutes.

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

#### **Speaker:**

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

### 3 Significance and engagement

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



**Item 5.1****Whangarei District Council Meeting Minutes**

**Date:** Thursday, 26 July, 2018  
**Time:** 10:30 a.m.  
**Location:** Council Chamber  
Forum North, Rust Avenue  
Whangarei

**In Attendance**

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

**Not in Attendance**

Cr Anna Murphy

**Scribe** C Brindle (Senior Democracy Adviser)

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**1. Karakia/Prayer**

Her Worship the Mayor opened the meeting with a karakia.

**2. Declarations of Interest**

**3. Apology**

Cr Anna Murphy

**Moved By** Cr Tricia Cutforth

**Seconded By** Cr Sharon Morgan

That the apology be sustained.

**Carried**

#### **4. Public Forum**

There were no speakers at today's public forum.

#### **5. Confirmation of Minutes of Previous Meeting of the Whangarei District Council**

##### **5.1 Minutes Whangarei District Council 28 June 2018**

**Moved By** Cr Greg Innes

**Seconded By** Cr Sharon Morgan

That the minutes of the Whangarei District Council meeting held Thursday 28 June 2018, including the confidential section, having been circulated, be taken as read and now confirmed and adopted as a true and correct record of proceedings of that meeting.

**Carried**

#### **6. Decision Reports**

##### **6.1 Fires in the Open Air Bylaw revocation**

**Moved By** Her Worship the Mayor

**Seconded By** Cr Cherry Hermon

That Council revokes the Fires in the Open Air Bylaw 2015 and publicly notifies its decision.

**Carried**

*Cr Cocurullo requested his vote against be recorded.*

##### **6.2 Community loan change request - Ngunguru Sports and Recreation Society**

**Moved By** Cr Crichton Christie

**Seconded By** Cr Greg Martin

That Council approve an increase of the interest-free community loan from \$30,000 to \$40,000 for Ngunguru Sports and Recreation Society for carpark sealing, subject to the outcome of any community grant allocation made before loan drawdown.

**Carried**

##### **6.3 Review of Grants, Concessions and Loans Policy 0031**

**Moved By** Cr Cherry Hermon

**Seconded By** Cr Sue Glen

That Council approves the revised Grants, Concessions and Loans Policy (Policy 0031).

**Carried**

#### **6.4 Representation Review - Initial Proposal**

**Moved By** Cr Greg Innes

**Seconded By** Cr Phil Halse

That Council:

1. Receives the Senior Legal Advisor's Report 'Representation Review – Initial Proposal'.
2. Resolves, pursuant to sections 19H and 19J of the Local Electoral Act 2001, to adopt, as its initial proposal for the review of representation arrangements for the 2019 and 2022 triennial elections, the following:
  - (i) Whangarei District Council to comprise 13 councillors elected under the ward system, plus the mayor elected at large;
  - (ii) Whangarei District Council be divided into six wards, these being:
 

**Bream Bay Ward** (two councillors) being the existing ward comprising the area delineated on Plan LG-002-2012-W-4 deposited with Land Information New Zealand with the exclusion of a small northern area (Smeaton Drive, Acacia Drive, Wattle Lane area). The proposed new ward boundary is shown on Attachment 1;

**Denby Ward** (three councillors) being the existing ward comprising the area delineated on Plan LG-002-2012-W-5 deposited with Land Information New Zealand, with the inclusion of a small northern area from the current Hikurangi-Coastal Ward (Dip Road, Georgia Lane, Waipanga Road, Springs Flat Road). The proposed new ward boundary is shown on Attachment 2;

**Hikurangi-Coastal Ward** (two councillors), being the existing ward comprising the area delineated on Plan LG-002-2012-W-3 deposited with Land Information New Zealand, with the exclusion a small southern area (Dip Road, Georgia Lane, Waipanga Road, Springs Flat Road).

The proposed new ward boundary is shown on Attachment 2;

**Mangakahia-Maungatapere Ward** (one councillor) being the existing ward comprising the area delineated on Plan LG-002-2012-W-2 deposited with Land Information New Zealand;

**Okara Ward** (four councillors) being the existing ward comprising the area delineated on Plan LG-002-2012-W-6 deposited with Land Information New Zealand, with the inclusion of a small southern portion (Smeaton Drive, Acacia Drive, Wattle Lane area). The proposed new ward boundary is shown on Attachment 1;

**Whangarei Heads Ward** (one councillor) being the existing ward comprising the area delineated on Plan LG-002-2012-W-7 deposited with Land Information New Zealand;

- (iii) no community boards be established;
- (iv) the reason the total number of councillors is proposed to remain at 13 (plus the mayor) is to provide effective representation to Whangarei District residents and ratepayers (ensuring accessibility to a large and diverse area made up of populated towns and villages and sparsely populated rural areas);
- (v) the reason for the minor ward boundary alterations are to better reflect communities of interest.

3. Issues a public notice on 1 August 2018 that informs the public of the initial proposal and the opportunity to make a submission in the period 1 to 31 August 2018.

**Carried**

## 8. Public Excluded Business

**Moved By** Cr Sue Glen

**Seconded By** Cr Shelley Deeming

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

General subject of each matter to be considered	Reason for passing this resolution in relation to	Ground(s) under Section 48(1) for passing this

		<b>each matter</b>	<b>resolution</b>
1.2	Civic Centre – Project Initiation	Good reason to withhold information exists under Section 7 Local Government Official Information and Meetings Act 1987	Section 48(1)(a)

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

<b>Item</b>	<b>Grounds</b>	<b>Section</b>
1.1	To enable Council to carry on without prejudice or disadvantage negotiations (including commercial and industrial negotiations).	Section 7(2)(i)

**Carried**

## **9. Closure of Meeting**

The meeting closed at 11.28am

Confirmed this 30<sup>th</sup> day of August 2018

Her Worship the Mayor Sheryl Mai (Chairperson)





**Item 5.2****Whangarei District Council Meeting Minutes**

**Date:** Tuesday, 24 July, 2018  
**Time:** 9:00 a.m.  
**Location:** Council Chamber  
Forum North, Rust Avenue  
Whangarei

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

**Also present:**

**Complainant** Wayne Deeming  
Warren Slater (McKenzie friend)

**Respondent** Councillor Shelley Deeming  
David Grindle (Legal representative)  
Murray Dunn (McKenzie friend)

**Council Solicitor** Graeme Mathias (Thomson Wilson)

**Scribe** C Brindle (Senior Democracy Adviser)

- 
1. Karakia/Prayer
  2. Declarations of Interest

### 3. Apologies

There were no apologies for absence however it was requested that it be recorded that because of her direct involvement, Cr Shelley Deeming will have no involvement in the decision making on the complaint against her.

### 4. Decision Reports

#### 4.1 Hearing - Code of Conduct Complaint

By way of introduction Her Worship advised:

- the hearing will follow the procedure is as outlined in the agenda report.
- the matter is being dealt with in terms of the 2007 Elected Members Code of Conduct as that was the Code of Conduct which applied at the date of the complaint.
- for a breach to be upheld two thirds (2/3) of the elected members need to vote in support of that conclusion.

#### Presentations

Mr Wayne Deeming tabled and spoke to his written submission.

Mr David Grindle, representing Cr Shelley Deeming, tabled and spoke to Cr Deeming's written submission. Cr Deeming responded to questions raised through the Chair.

At the end of each presentation the Elected Members asked questions of clarification.

*The meeting adjourned from 9.20am to 9.30am part way through Mr Deeming's submission.*

*At the conclusion of the presentations the meeting adjourned from 10.42am to 11.00am.*

*Cr Cocurullo was absent from the meeting immediately following the tea break. Cr Cocurullo re-joined the meeting at 11.10am.*

#### Deliberations

The following motion was taken in parts. Council debated and voted on each resolution separately.

**Moved By** Her Worship the Mayor

**Seconded By** Cr Sharon Morgan

That Council:

1. Finds Councillor Shelley Deeming has breached the 2007 Elected Members Code of Conduct in that she released a complaint that

Mr Wayne Deeming sent to the Mayor in respect of an incident at the Mid Western Rugby and Squash Club on the 8<sup>th</sup> of August 2009 as is alleged.

*On the motion being put Her Worship the Mayor called for a division:*

<b>Recorded</b>	<b>For</b>	<b>Against</b>	<b>Abstain</b>
Her Worship the Mayor	X		
Cr Stu Bell	X		
Cr Gavin Benney	X		
Cr Crichton Christie	X		
Cr Vince Cocurullo			X
Cr Tricia Cutforth	X		
Cr Sue Glen	X		
Cr Phil Halse	X		
Cr Cherry Hermon	X		
Cr Greg Innes	X		
Cr Greg Martin	X		
Cr Sharon Morgan	X		
Cr Anna Murphy	X		
<b>Results</b>	<b>12</b>		<b>1</b>

**Upheld**  
**The motion was Carried**

2. Finds Councillor Shelley Deeming has breached the 2007 Elected Members Code of Conduct in that she provided false information in claiming there had been an investigation when there had not as is alleged.

*On the motion being put Her Worship the Mayor called for a division:*

<b>Recorded</b>	<b>For</b>	<b>Against</b>	<b>Abstain</b>
Her Worship the Mayor		X	
Cr Stu Bell	X		
Cr Gavin Benney		X	

Cr Crichton Christie		X
Cr Vince Cocurullo		X
Cr Tricia Cutforth		X
Cr Sue Glen		X
Cr Phil Halse		X
Cr Cherry Hermon		X
Cr Greg Innes		X
Cr Greg Martin		X
Cr Sharon Morgan		X
Cr Anna Murphy		X
<b>Results</b>	<b>1</b>	<b>12</b>

**Not Upheld**  
**The motion was Lost**

3. Finds Councillor Shelley Deeming has breached the 2007 Elected Members Code of Conduct in that she continued to liaise with and advise the licensee who was the subject of the complaint while she was a member of the District Licensing Agency as is alleged.

Procedural motion

**Moved By** Cr Greg Martin  
**Seconded By** Cr Phil Halse

That the motion now be put.

**Procedural motion Carried**

*Prior to the motion being put Cr Deeming advised she did not require a right of reply on matters arising from the Council deliberations.*

*On the motion being put Her Worship the Mayor called for a division:*

<b>Recorded</b>	<b>For</b>	<b>Against</b>	<b>Abstain</b>
Her Worship the Mayor		X	
Cr Stu Bell	X		
Cr Gavin Benney		X	

Cr Crichton Christie		X	
Cr Vince Cocurullo			X
Cr Tricia Cutforth		X	
Cr Sue Glen		X	
Cr Phil Halse		X	
Cr Cherry Hermon		X	
Cr Greg Innes			X
Cr Greg Martin		X	
Cr Sharon Morgan		X	
Cr Anna Murphy			X
<b>Results</b>	<b>1</b>	<b>9</b>	<b>3</b>

**Not Upheld**  
**The motion was Lost**

*The meeting adjourned from 12.29pm to 12.45pm. Cr Cocurullo re-joined the meeting at 12.57pm.*

### Penalty

Having determined Councillor Deeming has breached the 2007 Elected Members Code of Conduct, council proceeded to decide on a penalty, if any.

Mr Grindle requested and was granted leave to make a submission on sanctions. Mr Grindle proceeded with his submission on behalf of Cr Deeming.

**Moved By** Her Worship the Mayor

**Seconded By** Cr Halse

That the complaint is upheld but no penalty imposed.

*On the motion being put Her Worship the Mayor called for a division:*

<b>Recorded</b>	<b>For</b>	<b>Against</b>	<b>Abstain</b>
Her Worship the Mayor	X		
Cr Stu Bell		X	
Cr Gavin Benney	X		
Cr Crichton Christie	X		

Cr Vince Cocurullo	X	
Cr Tricia Cutforth		X
Cr Sue Glen	X	
Cr Phil Halse	X	
Cr Cherry Hermon		X
Cr Greg Innes	X	
Cr Greg Martin	X	
Cr Sharon Morgan	X	
Cr Anna Murphy		X
<b>Results</b>	<b>9</b>	<b>4</b>

**The motion was Carried**

## **5. Closure of Meeting**

The meeting concluded 1.26pm

Confirmed this 30<sup>th</sup> day of August 2018

Her Worship the Mayor Sheryl Mai (Chairperson)

## 6.1 Notice of Motion – Cr Bell

**Meeting:** Council  
**Date of meeting:** 30 August 2018  
**Reporting officer:** C Brindle (Senior Democracy Adviser)

### 1 Purpose

To consider a Notice of Motion received from Councillor Stu Bell.

### 2 Recommendations

- 1) That Council Staff prepare and present a report to the September 2018 Council meeting that details the projects that can, and the projects that cannot be considered for removal from years 1 to 3 of the 2018-28 Long Term Plan to fund the unbudgeted \$3.382 million Council has agreed to spend and the \$580,000 additional unbudgeted capital expenditure it is considering if it also decides to spend that amount to support the hosting of the 2021 Women's Rugby World Cup should the bid to host this event be successful.
- 2) That Council Staff prepare and present a report to the September 2018 Council meeting that details the communication strategy that will be used to inform event organisers and other organisations considering hosting major events in the Whangarei District that they will not be able to apply for financial assistance from the WDC Major Events fund until the 2023/24 financial year, and the wider community on which of the projects that have been included in the 2018/28 Long Term Plan that will be removed from years 1 to 3 if it is necessary to offset the unbudgeted \$3.382 million Council has agreed to spend and the \$580,000 additional unbudgeted capital expenditure it is considering if it also decides to spend that amount to support the hosting of the 2021 Women's Rugby World Cup should the bid to host this event to be successful.

### 3 Background

The Chief Executive has received a Notice of Motion, within the timeframe specified in Standing Orders, from Councillor Bell for inclusion on the agenda for the 30 August 2018 council meeting.

Cr Bell's signed Notice of Motion is appended as Attachment 1.

Council are asked to note that the Chief Executive, using his delegation, has released the confidential resolution of Council 31 July, in regard to the hosting of the Women's Rugby World Cup, to open record. The bid to host the Women's Rugby World Cup has been accepted, therefore the commercial sensitivity reasons to withhold that information no longer apply to the resolution, consequently discussion on the Notice of Motion can be held in open meeting.

#### **4 Significance and engagement**

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

#### **5 Attachment**

1. Notice of Motion



## Notice of Motion

### Standing Order 26 – Notices of Motion

Notices of Motion must be in writing signed by the mover, stating the meeting at which it is proposed that the notice of motion be considered, and must be delivered to the chief executive at least 5 clear working days before such meeting.

### Notice of Motion

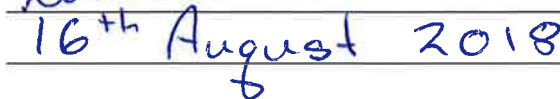
I hereby give notice that at the Whangarei District Council meeting on the 30<sup>th</sup> of August 2018 I intend to move the following motion:

- 1) That Council Staff prepare and present a report to the September 2018 Council meeting that details the projects that can, and the projects that cannot be considered for removal from years 1 to 3 of the 2018-28 Long Term Plan to fund the unbudgeted \$3.382 million Council has agreed to spend and the \$580,000 additional unbudgeted capital expenditure it is considering if it also decides to spend that amount to support the hosting of the 2021 Women's Rugby World Cup should the bid to host this event be successful.
- 2) That Council Staff prepare and present a report to the September 2018 Council meeting that details the communication strategy that will be used to inform event organisers and other organisations considering hosting major events in the Whangarei District that they will not be able to apply for financial assistance from the WDC Major Events fund until the 2023/24 financial year, and the wider community on which of the projects that have been included in the 2018/28 Long Term Plan that will be removed from years 1 to 3 if it is necessary to offset the unbudgeted \$3.382 million Council has agreed to spend and the \$580,000 additional unbudgeted capital expenditure it is considering if it also decides to spend that amount to support the hosting of the 2021 Women's Rugby World Cup should the bid to host this event to be successful.

Signed:



Date:



Signed CE:





## 6.2 Notice of Motion

**Meeting:** Council  
**Date of meeting:** 30 August 2018  
**Reporting officer:** Senior Democracy Adviser (C Brindle)

### 1 Purpose

To consider a Notice of Motion received from Councillor Crichton Christie.

### 2 Recommendation

That Council

- a. Expands and develops the car park on the corner of Hatea Drive and Riverside Drive in the 2018/2019 financial year; and
- b. That staff report back within 3 months on how this will be funded.

### 3 Background

The Chief Executive has received a Notice of Motion, within the timeframe specified in Standing Orders, from Councillor Christie for inclusion on the agenda for the 30 August 2018 council meeting.

Cr Christie's signed Notice of Motion is appended as Attachment 1.

### 4 Significance and engagement

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

### 5 Attachment

1. Notice of Motion



## Notice of Motion

### Standing Order 26 – Notices of Motion

Notices of Motion must be in writing signed by the mover, stating the meeting at which it is proposed that the notice of motion be considered, and must be delivered to the chief executive at least 5 clear working days before such meeting.

### Notice of Motion

I hereby give notice that at the Council meeting on 30 August I intend to move the following motion:

That council:

- a) expands and develops the car park on the corner of Hatea Drive and Riverside Drive in the 2018/2019 financial year; and
- b) That staff report back within 3 months on how this will be funded.

### Explanation:

*The car park is to be developed before the other car park is closed for the car park to park development which is planned to start at the end of 2019.*


Signed:



Date:

9 August 2018

Signed CE:





## 6.3 Consultation – proposed Alcohol Control Bylaw 2018

**Meeting:** Whangarei District Council  
**Date of meeting:** 30 August 2018  
**Reporting officer:** Shireen Munday – Strategic Planner

### 1 Purpose

To adopt the Statement of Proposal for the proposed Alcohol Control Bylaw and approve the consultation documents for the associated individual alcohol control areas.

#### 1. Recommendations

That Council

1. Approves the 'Legislative assessment – Alcohol Control Bylaw and alcohol control areas' as provided in Attachment 2.
2. Determines that in accordance with section 155(1) of the Local Government Act 2002, a bylaw is the most appropriate way of addressing the perceived problems.
3. Approves the 'Legislative process, analysis and consultation approach' for the proposed bylaw outlined in Attachment 1.
4. Adopts the Statement of Proposal contained in Attachment 3 for public consultation
5. Approves the draft proposed individual alcohol control areas in Attachment 3 for public consultation.
6. Authorises the Chief Executive, in consultation with Her Worship the Mayor, to make any edits to the Statement of Proposal and/or draft proposed individual alcohol control areas to reflect any decisions made by Council at this meeting.
7. Authorises the Chief Executive to make any necessary minor drafting or presentation amendments to the Statement of Proposal and to approve the final design and layout of the documents prior to final printing and publication.

### 2 Background

Council has been presented with various background items on the requirement to make a new bylaw to control alcohol in public places since March this year through the Planning and Development Committee scoping meetings. Council approved an informal working group of Councillors to support the development process and this group has been meeting monthly since April this year. A Briefing item was presented to Council on 31 July 2018 on this matter.

As has been outlined to Council, the scope of this development process is limited to the current alcohol control areas, due to the technical differences in evidence requirements for new alcohol control areas.

The purpose of the scope is to replace the expiring bylaw with a new bylaw that is 'to the same effect' or 'substantially to the same effect' as the expiring bylaw under S147A(3) of the Local Government Act 2002 (LGA). The proposed bylaw, together with the proposed alcohol control areas are considered to be 'to substantially the same effect' as the expiring bylaw and therefore as a package meet the criteria of s147A(3).

Any requests for new alcohol control areas through this process will be looked at through a programme beginning in 2019. Where appropriate any new alcohol control areas can then be incorporated into the Bylaw by resolution of Council.

This agenda item seeks to start the first steps in a bylaw development process in accordance with section 155(1) LGA, and to proceed with public consultation on the draft Alcohol Control Bylaw (the Bylaw) as well as the associated individual alcohol control areas.

All attachments to this report should be read in conjunction with each other to support Council's decisions on the recommendations.

### **3 Discussion**

The key legislative steps and requirements for the development process, including the association consultation requirements, are summarised in Attachment 1. Key components of this review process are to make the relevant determinations of sections 147A, 147B and 155 of the LGA.

This agenda report focuses on the following steps in the development process:

- determine that a bylaw is the most appropriate way of addressing the perceived problem
- consult on the proposed Bylaw to provide a framework for resolutions on the current and any future proposed alcohol control areas to be declared
- consult on the proposed individual alcohol control areas to be declared under the proposed Bylaw.

Attachment 2 provides a report to support Council's decision-making and covers both the proposed Bylaw and the individual proposed alcohol control areas. This assessment is supported by reports from NZ Police (Attachment 4) and Council's Community Safety officer (Attachment 5).

#### **3.1 Assessment summary**

##### **Bylaw**

The first step for the proposed Bylaw is for Council to determine that a bylaw is the most appropriate way of addressing the perceived problem. This matter is assessed in Attachment 2. Council must also consider the other matters contained in the assessment report prior to finalising the proposed Bylaw. While this is not required for the consultation step, these have been included for completeness.

##### **Individual alcohol control areas**

Council currently has 13 specified community alcohol control areas plus the generic '300 metre coastal control area'. The assessment recommends that all 13 specified areas are retained, including the existing '24 hours a day, seven days a week' prohibition. For 11 of these areas, some minor changes to the boundaries are proposed, and these are shown in



the maps in Attachment 3. An administrative adjustment is proposed to split the current Whananaki alcohol area into two areas (refer to attached maps), due to the large geographic area covered.

NZ Police have provided mixed feedback on the 300 metre coastal area ban. There are only a few communities where the Police consider they actively use this provision as a tool (Ruakaka Reserve, Waipu Cove, Langa Beach and Uretiti), and only during the summer period. For the remainder of the District, the feedback is that all other necessary areas are covered through the individual bans and this is not required.

The recommendation in Attachment 2 is that the 300 metre coastal control area should be retained, but that the period which it applies to should be reduced to 1 December to 1 March.

### **3.2 Consultation**

The scope of this consultation is limited to the proposed Bylaw and all existing alcohol control areas. In addition to general feedback on the proposed Bylaw, Council is seeking further evidence to substantiate the need for these existing alcohol control areas, as well as feedback on whether the community considers the alcohol control areas are appropriate and/or necessary.

This scope means the proposed changes outlined in section 3.1 of this report are a starting point for discussion and community feedback. However there are some constraints to this process. The following examples intend to illustrate what is within, or outside of, scope:

- if the community feedback for a specific area is to retain the existing boundaries as they are, instead of the proposed changes, this is still an option available to Council, Council is not required to keep the boundaries as proposed. This fits within the 'same, or substantially the same' test.
- If the community requests an existing alcohol control area to be substantially increased, this would then need to meet the higher test of evidence of crime and disorder for a new area. Such a change would therefore not be available to Council as part of this process as it does not meet the 'same or substantially the same' test.

The nature of this process means that the consultation for the individual alcohol control areas needs to be very focussed. If the community supports the retention of an alcohol area, then feedback that provides clear evidential statements is preferable. A specific consultation form (Attachment 6) has been developed to assist with this.

A Statements of Proposal (SOP) has been developed for the proposed Bylaw as well as a consultation document for the proposed individual alcohol control areas. These are combined into an overall consultation document, which is provided in Attachment 3. The SOP includes the necessary content as required by legislation.

## **4 Significance and engagement**

### **4.1 Significance**

Council's Significance and Engagement Policy (the Policy) requires an assessment of the significance of every issue requiring a decision in accordance with the Policy's criteria for determining significance. Staff consider the decisions to adopt the Statement of Proposal

and approved the associated consultation materials are not significant as these do not trigger two or more of the significance criteria.

## **4.2 Engagement**

The Policy refers to the legislative requirements of the LGA for bylaw development processes, including consultation activities. The attachments to this report outline how the proposed process will meet these requirements.

# **5 Considerations**

## **5.1 Financial/budget considerations**

There are no financial or budget considerations in relation to the proposed consultation. However, implementation of the new bylaw and associated individual alcohol control areas may incur some initial additional costs. It is expected these costs can be met within current budgets.

## **5.2 Policy and planning implications**

Nothing in this report is inconsistent with any Council policy, plan or strategy.

## **5.3 Risks**

The key risks associated with the proposal at this stage of the process relate to the consultation activities. It can be difficult to ensure all members of the community are aware of the consultation process and are therefore able to make their views known to Council. The consultation activities discussed in Attachment 1 aim to address these matters to the best practicable extent.

# **6 Attachments**

- 1 Legislative process, analysis and consultation requirements
- 2 Legislative assessment – Alcohol Control Bylaw and alcohol control areas
- 3 Consultation Document
- 4 NZ Police feedback
- 5 Community Safety Officer report
- 6 Submission form

## Legislative process, analysis and consultation requirements

### Alcohol Control Bylaw and individual alcohol control areas

This document summarises all relevant legislative requirements for the process of reviewing Council's current alcohol control bylaw provisions, provides an overview of the associated analysis undertaken and includes the consultation activities proposed in accordance with legislative requirements. Noting these steps are based on Council resolving to accept all recommendations in the main agenda report as tabled relating to the proposed process.

#### Process overview

1. The Local Government Act 2002 (LGA), specifically s147, provides councils with the power to make bylaws for alcohol control purposes.
2. The Local Government (Alcohol Reform) Amendment Act 2012 (LGARAA) came into force on December 18 2013.
3. The LGARAA amended s147 of the LGA, inserted new sections and amended other sections of the LGA relating to alcohol control bylaws.
4. The LGARAA provides that all bylaws made under s147(2) of the LGA prior to 18 December 2013 expire on 18 December 2018 unless earlier revoked.
5. Council's current Liquor Management Bylaw 2011 has not been reviewed since prior to 18 December 2013. It will expire on 18 December 2018.
6. The amendments include a change to the definition of 'public place'. A public place can now also be a public place that is not under the control of Council, such as a supermarket carpark and a Department of Conservation Reserve.
7. Section 147A LGA provides new criteria for making or continuing bylaws for alcohol control purposes. For new bylaws, or new alcohol control areas, Council must now be satisfied there is a high level of alcohol-related crime and disorder in the area.
8. Section 147A(3) provides specific criteria for bylaws that are intended to replace expiring bylaws. The intent for this section is for Council to make new a new bylaw that is 'to the same effect', or 'to substantially the same effect' as the expiring bylaw. Under this section, Council must also be satisfied that:
  - the bylaw can be justified as a reasonable limitation on people's rights and freedoms
  - a high level of crime or disorder (relating to alcohol consumption) is likely to arise again if the bylaw is not made
  - the bylaw is appropriate and proportionate in the light of that likely crime or disorder.
9. Historic evidence of crime and disorder can be provided to Council by the community, Council is not limited to evidence provided by the NZ Police on these matters.
10. Council must also make the relevant bylaw determinations required by s155 LGA.
11. Under s155 Council must determine whether a bylaw is the most appropriate way of addressing the perceived problem, before commencing the process for making a bylaw.
12. If Council determines that a bylaw remains the most appropriate way of addressing the perceived problem, Council, before making the bylaw, needs to determine:
  - whether the proposed bylaw is the most appropriate form of the bylaw
  - whether the bylaw gives rise to any implications under the New Zealand Bill of Rights Act 1990.

# Attachment 1

13. If Council determines to proceed with a bylaw, Council is required to consult with the community before making a final decision.
14. S156 LGA requires Council to use the special consultative procedure (s83 LGA) as modified by s86 LGA, when making, amending or revoking a bylaw if Council considers there is likely to be a significant impact on the public due to the proposed bylaw. Otherwise it can consult in accordance with the principles of s82 LGA.
15. The special consultative procedure requires the adoption of a Statement of Proposal.
16. S86 LGA prescribes the content of a Statement of Proposal (s83(1)(a)) for the purposes of public consultation in relation to bylaws:
  - a statement that a bylaw is to be revoked and/or a draft of an amended or new bylaw
  - the reasons for the proposal
  - a report on the relevant determinations under s155 LGA. This report is required to confirm that Council has determined that a bylaw is the most appropriate way of addressing the perceived problem.
17. Section 83 (1)(a)(ii) of the LGA provides that where necessary to enable public understanding of a proposal, a summary of information may also be required.
18. Section 151(2) LGA provides that a bylaw may leave any matter or thing to be regulated, controlled or prohibited by Council by resolution. This allows Council to make a 'skeleton' bylaw, with specific alcohol control areas made by resolution under the bylaw.
19. S147B provides that when making resolutions relating to an alcohol control bylaw for specific alcohol control areas, Council must also consider specific matters before making such resolutions.

## **Analysis and application of the process requirements – Alcohol Control Bylaw 2018 and associated individual alcohol control areas**

**This overview should be read in conjunction with the Legislative assessment in Attachment 2.**

1. The process overview has described the key components that apply:
  - if Council wishes to retain a bylaw for alcohol control purposes. Council must make a new Alcohol Control Bylaw (ACB).
  - Council's considerations in making a new ACB must include the relevant requirements of s147A and s155 of the LGA.
2. The analysis provides that a bylaw remains the most appropriate way of addressing the perceived problem and that a new bylaw should be made (s155 LGA).
3. The proposed bylaw is considered to meet the criteria of s147A(3), as it is substantially to the same effect as the expiring bylaw. Council's considerations are therefore limited to the matters of s147A(3).
4. The proposed bylaw allows for Council to make individual alcohol control areas by resolution, after consultation. Therefore, the process to make individual alcohol control areas has two distinct steps:
  - (1) the making of the new bylaw under s147 of the Act to provide the framework for resolutions on individual alcohol control areas to be made, and
  - (2) making resolutions for individual alcohol control areas under s151(2) and s147A(3)/S147B of the Act.

# Attachment 1

5. These two matters are addressed separately in the analysis.
6. Due to the nature of this review it is considered that Council can, in making resolutions under s147B for individual alcohol control areas that are substantially to the same effect as those contained in the existing bylaw, apply s147(3)(b) to these, as opposed to the higher test of 147B(a) which relates to new alcohol control areas.
7. Council is not required to make the determinations under s155(2)(a)(b) for consultation on the proposed bylaw, however this analysis has been included for completeness. These matters will be reviewed as part of the final deliberations process for the associated resolutions when Council makes the bylaw.
8. Council's determinations under 147A(3)/147B are also not specifically required for consultation, however these have been included in the analysis and support the rationale for the reasons for the proposal required under s86(2)(b) LGA.
9. The agenda report, together with all attachments, provides Council with a basis to propose a draft Alcohol Control Bylaw through the adoption of the Statement of Proposal for public consultation.
10. These documents also provide the appropriate analysis for Council to consult with the community on the existing alcohol control areas.
11. The scope of the consultation process is limited to the content of the new proposed bylaw and which existing individual alcohol control areas the community wishes to see retained, removed or changed. New individual alcohol control areas are outside of the scope of this process.
12. The ACB has implications for a large proportion of the community and this warrants consultation in accordance with the special consultative procedure in accordance s156(1)(a) LGA.
13. For completeness, the existing individual alcohol control areas will be consulted on in conjunction with the Statement of Proposal, in accordance with the requirements of s82 LGA.
14. Due to the nature of the proposal, the inclusion of the draft ACB in the Statement of Proposal, and maps of the proposed individual alcohol control areas, it is not considered that a summary of the information is necessary.
15. The Statement of Proposal includes the necessary components as prescribed in s86 LGA to make the new bylaw.
16. Information for consultation on the individual proposed alcohol control areas in accordance with s82, including maps of each area, is provided.

## Summary of consultation activities

This section of the report details the proposed process and activities designed to meet the consultation requirements of the LGA for the proposed new bylaw. It also includes the consultation on individual alcohol control areas.

1. The Statement of Proposal (SOP) is adopted at a meeting of Council.
2. Council resolves to consult on the individual proposed alcohol control areas in conjunction with the SOP at the same meeting.
3. Due to the nature of the bylaw, a specialised consultation form has been developed to support the community in providing detailed and specific feedback on the individual alcohol control areas.

# Attachment 1

4. The SOP and the proposed alcohol control areas will be combined into a single Consultation Document (Attachment 3).
5. Council gives public notice of the proposals on the WDC website and in the Whangarei Leader inviting members of the public to make submissions.
6. The consultation document is made available for public inspection on Council's website and at Council offices in Whangarei and Ruakaka and at public libraries at Whangarei, Kamo and Onerahi, and the Mobile Library.
7. The period within which views on the proposal may be provided must be no less than one month. The submission period for the proposal is scheduled to start 5 September and close 5 October 2018.
8. All stakeholders identified during the development process of the draft bylaw will be directly advised of the consultation event.
9. A hearing is scheduled for 16 October 2018 to provide an opportunity for persons to present their submissions to Council.
10. Council will consider all feedback received and any other comment or advice sought from staff or other persons and deliberate on these matters at a public meeting. This meeting is scheduled for 13 November 2018.
11. Based on the decisions made at the deliberations meeting, staff will make any necessary amendments to the draft bylaw and the associated alcohol control areas and prepare a final report.
12. Subject to the above process and all associated decisions of Council, the new bylaw is scheduled to be made by resolution at the Council meeting in December 2018, together with resolutions for individual alcohol control areas.

## Legislative assessment – Alcohol Control Bylaw and alcohol control areas

This report provides the required legislative analysis details for both the proposed new bylaw process (Part 1), as well as the process to make new individual alcohol control areas (Part 2) in accordance with the Local Government Act 2002 (LGA). This report should be read in conjunction with Attachment 1 – legislative process, analysis and consultation requirements.

### 1 Alcohol Control Bylaw 2018

#### 1.1 Assessment summary

1. The problems identified relate to the consumption of alcohol in public places and the associated concerns regarding nuisance, crime and disorder. The expiring bylaw provides a largely appropriate approach to the problem for specific areas, however some proposed changes are identified to better address some matters.
2. A bylaw is the most appropriate way of addressing the perceived problems and is the most reasonably practicable option to achieve the desired objective.
3. The expiring bylaw is not the most appropriate form of bylaw.
4. The proposed bylaw is the most appropriate form of bylaw.
5. The proposed bylaw does not give rise to any NZ Bill of Rights implications.
6. The bylaw can be justified as a reasonable limitation on people's rights and freedoms.
7. A high level of crime or disorder (relating to alcohol consumption) is likely to arise again if the bylaw is not made to allow existing alcohol control areas to be retained.
8. The bylaw is appropriate and proportionate in the light of that likely crime or disorder.
9. A high level of crime or disorder (relating to alcohol consumption) is likely to arise again if most of the current individual alcohol control areas are not retained.
10. That generally all specific community existing alcohol control areas remain warranted and should be retained together with the current 24/7 prohibition. However, due to the more detailed information and mapping tools available, and the inclusion of non-Council controlled land in the new definition of 'public place', there are some changes warranted to some of the alcohol control area boundaries.
11. NZ Police generally support all existing alcohol control areas, but do not see the need to retain the general 300 metre coastal alcohol control area year-round and have recommended a summer period control instead.
12. That the proposed individual alcohol control areas:
  - provide a reasonable limitation on people's rights and freedoms
  - are appropriate and proportionate.

#### 1.2 Perceived problems

1. The consumption of alcohol in public places can be a cause of concern for both the general public, as well as for those consuming the alcohol, in that it can incur alcohol related harm situations.

2. Often the problem is experienced in areas where people congregate, either in the vicinity of licensed premises or in public areas where social gatherings occur, such as beaches or parks.
3. Alcohol related crime and disorder through the consumption of alcohol in public places can include:
  - damage to private property or public assets
  - aggressive, intimidating or offensive behaviour towards others
  - public disorder/nuisance behaviour such as fighting
  - nuisance issues through noisy and disruptive behaviour.
4. Constables do have powers under other statutes to address the behaviors described above, once the behavior has occurred and the harm is already done. However, the tools available to constables under a bylaw if the matter is alcohol related, are more preventative and constables can therefore reduce offending or even bad decision-making in public. This is simpler and less time-consuming than waiting for offending to occur, to then deal with it by arrest and prosecution, as well as supporting increased community safety.

### 1.3 Is a bylaw the most appropriate way of addressing the problems?

The first step in the process is to assess what the perceived problem is and what mechanisms are available to Council to address the perceived problem (s155 LGA). Table 1 outlines the assessment for each option available.

**Table 1**

Option	Outcome	Comments
Option A – no action taken to address perceived problems, allow existing bylaw to expire	The existing bylaw expires on 18 December 2018. Council would have no mechanisms available to control alcohol consumption in public places in the District.	This option would not provide Council with any abilities to address the perceived problems and is therefore not recommended.
Option B – provide a non-regulatory policy on alcohol consumption in public places to address the perceived problem	The existing bylaw expires on 18 December 2018. Council would develop a policy approach to the perceived problem. This would rely on voluntary compliance as it would not have any associated enforcement powers.	The fundamental difficulty with any voluntary compliance regime in this area is that individuals do not have an adequate incentive to comply. This option is not recommended.
Option C – provide a bylaw for alcohol control purposes.	Council has a bylaw that provides clear rules for the community and this can be supported with enforcement activities undertaken by the NZ Police.	This is the recommended option. Council has specific bylaw-making powers that allows it to make bylaws to address the perceived problems as outlined in this report. This options allows constables to take necessary actions to reduce alcohol related incidents of crime and disorder.

Option C is the preferred option as it is considered the most appropriate mechanism to address the perceived problem, which is to reduce alcohol related harm as a result of crime and disorder.



# Attachment 2

## 1.4 Is the expiring bylaw the most appropriate form of bylaw?

The current bylaw is not the most appropriate form of bylaw. The bylaw:

- needs to be revised to reflect current legislation
- does not reflect modern drafting practice or use 'plain English' language.
- includes individual alcohol controls areas within the bylaw, making it more onerous for Council to add or remove alcohol control areas in the future.

## 1.5 Is the proposed bylaw the most appropriate form of bylaw?

The proposed bylaw addresses the perceived problems and overcomes the issues with the current bylaw. It:

- is not overly prescriptive
- removes duplicated powers already prescribed in the LGA
- reflects legal developments and modern drafting practice
- uses plain English
- allows Council to make or revoke individual alcohol control areas by resolution.

## 1.6 Does the proposed bylaw give rise to any implications under the New Zealand Bill of Rights Act 1990 / can the proposed bylaw be justified as a reasonable limitation on people's rights and freedoms?

The Bill of Rights protects the human rights and fundamental freedoms of all people in New Zealand, including the right to freedom of movement. The proposed bylaw, together with the associated enforcement provisions, provides that constables can ask people to leave public places that are subject to a permanent or temporary alcohol control, if they are in possession of alcohol (s169 and s170 LGA).

The proposed restrictions are fair and reasonable in the interest of reducing alcohol related harm as a result of crime and disorder in public places. The bylaw does not restrict the movement of people who are not in possession of alcohol or those drinking alcohol in private premises. Further, constables have complete discretionary powers in enforcing the bylaw. If constables witness alcohol consumption within an alcohol control area and they do not consider the activity to be of concern relating to potential alcohol related crime and disorder, they are not obliged to enforce the bylaw.

It is considered that the proposed bylaw does not give rise to any implications under the New Zealand Bill of Rights Act 1990 and that for public health and safety reasons the proposed bylaw can be justified as a reasonable limitation on people's rights and freedoms.

## 1.7 A high level of crime or disorder (relating to alcohol consumption) is likely to arise again if the bylaw is not made

The proposed bylaw provides the framework for Council to retain some, or all the existing individual alcohol control areas. Council must decide for each individual alcohol control area whether a high level of crime or disorder relating to alcohol consumption is likely to arise again if the bylaw is not made. The analysis for this matter is therefore provided in section 2 of this report. If the outcome of the process would be that there are no areas where alcohol controls are warranted, then the bylaw would not be required.

## 1.8 the bylaw is appropriate and proportionate in the light of that likely crime or disorder

In the same vein as section 1.7 above, Council is required to determine whether each individual alcohol control area is appropriate and proportionate, therefore again the analysis for these matters is provided in section 2 of this report.

# Attachment 2

## 2 Individual Alcohol control area analysis

### 2.1 Overview

The proposed form of the bylaw discussed in 1.5 above is to change the structure of the bylaw so that individual alcohol control areas can be made, changed or revoked by resolution of Council after consultation, rather than through an amendment to the bylaw. This approach is specifically provided for in the legislation (s151(2) and s147B LGA).

The scope of this review process is limited to the current alcohol control areas, made under the 2011 Liquor Management Bylaw. This is due to the technical differences in analysis required to make new alcohol control areas. For new alcohol control areas, evidence of a high level of crime and disorder related to alcohol consumption is required.

This scope limit allows Council to replace the expiring bylaw with a new bylaw that is 'to the same effect' or 'substantially to the same effect' as the expiring bylaw under S147A(3). While the new bylaw is a 'two step' mechanism as outlined above, the proposed bylaw together with the proposed alcohol control areas are considered to be 'to substantially the same effect' as the expiring bylaw and therefore as a package meet the criteria of s147A(3).

Council must consider the following matters relating to this:

- whether a high level of crime or disorder linked to alcohol consumption is likely arise in the individual alcohol control area
- whether the individual alcohol control area is appropriate and proportionate in the light of that likely crime or disorder
- whether the individual alcohol control area can be justified as a reasonable limitation on people's rights and freedoms

In undertaking the analysis to support Council in making these determinations, staff have sought feedback from NZ Police and Council's Community Safety Officer. A review of the current alcohol control areas to identify the public places within the current boundaries as well as any public places immediately outside the current boundaries has also been completed. The analysis has incorporated the review of public places that are not under the control of Council, in accordance with the revised definition of public places as outlined in Attachment 1 of the main agenda report. The time periods that the prohibitions apply for have also been reviewed.

The key outcomes of this analysis are:

- NZ Police have confirmed their views that all current existing alcohol control areas should be retained to ensure alcohol related crime and disorder is prevented from re-occurring (Attachment 4 of the main report).
- the CBD alcohol control area is strongly supported by the Community Safety Officer report
- for the 300 metre coastal ban, NZ Police have provided feedback that they only utilise this tool in a few of the Bream Bay communities and that it is only necessary there over the summer months.
- the matters relating to appropriate and proportionate have been considered in light of the current boundaries of the alcohol control areas as well as the times of that prohibitions apply
  - the 24/7 prohibition is appropriate and proportionate for 14 of the 15 existing control areas (see table 2 below).

- in some cases, the boundaries of the control areas should be slightly adjusted to better reflect the intent of the control as it relates to public places, as well as incorporating public places that border the existing control area boundaries. Additionally, the boundaries of all coastal alcohol control areas have been expanded to incorporate all public beach areas up to mean low water springs
- the proposed restrictions for the specific alcohol control areas are a reasonable limitation on people's rights and freedoms.

Table 2 on the following page details the outcomes of this analysis for each area.

## Attachment 2

Table 2

Alcohol Control area	Appropriate and proportionate		Crime and Disorder	Reasonable limitation
	Area	Times and days		
Kamo	Boundary changes proposed, see map.	All existing alcohol control area prohibitions are in place 24 hours a day, 7 days a week.	Each of these existing control areas is supported by anecdotal NZ Police feedback. The feedback highlights NZ Police concerns about the crime and disorder risks related to the potential removal of the current control areas. (Attachment 4 of the main agenda report).  Council's Community Safety Officer has provided a report for Council's CBD alcohol control area which provides additional data to support the continuation of this alcohol control area (Attachment 5 of the main agenda report).	Each area is considered a reasonable limitation on people's rights and freedoms considering the concerns raised regarding potential crime and disorder and the associated impacts on public health and safety.
Marsden Village				
Matapouri	Current boundaries appropriate.			
Oakura	Boundary changes proposed, see map.			
Onerahi	Boundary changes proposed, see map.			
Otaika				
Otangarei				
Pataua North & South				
Tikipunga				
Waipu				
Whananaki (2 areas)				
Whangarei CBD				
Otuhau; Whangarei Falls	Current boundaries appropriate.			
300 metre coastal control	This control covers a very large area. While the intent of the original rule is evident, there may be some concerns regarding how appropriate and proportionate this area is, relative to the problem experienced.	The existing 24 hours a day, 7 days a week prohibition that applies to the area is also potentially disproportionate to the problems experienced. Alcohol control requirements at beach locations is often seasonal and peaks during the key holiday period. The NZ Police have recommended this control is limited to the summer season only.	NZ Police feedback is that there is no requirement for this control area due to concerns about crime and disorder for most of the area it covers, however the provisions are used in within communities within the Bream Bay area (Ruakaka Reserve, Waipu Cove, Langs Beach, Uretiti) where there is no specific control in place.	Due to the broad nature of this current provision it is less of a reasonable limitation than the other specific alcohol control areas.

## Attachment 2

### 2.2 Recommendations

1. That for the 14 proposed alcohol control areas that are mapped, the consumption, bringing in and possession of alcohol, including inside a vehicle is prohibited 24 hours a day, seven days a week.
2. That the boundaries for the Matapouri and Otuihau; Whangarei Falls alcohol control areas remain unchanged.
3. That the existing Whananaki alcohol control area is split into two separate areas with associated maps to better reflect the public places within the areas and provide aerial maps with higher resolutions for ease of use.
4. That for the following alcohol control areas, minor changes to the boundaries are made (as shown in the maps provided in Attachment 3 of the main agenda report):
  - Kamo
  - Marsden Village (extension only)
  - Oakura (extension only)
  - Onerahi
  - Otaika
  - Otangarei
  - Pataua North & South
  - Pataua South
  - Tikipunga
  - Waipu (extension only)
  - Whananaki – Moureeses Bay
  - Whananaki
  - Whangarei CBD
5. For the 300 metre coastal rule the following options were considered:
  - A. remove the generic 300 metre coastal rule, but retain the prohibition for Ruakaka Reserve, Waipu Cove, Uretiti and Langa Beach by creating additional maps for those areas showing the existing 300 metre boundaries rule
  - B. retain the alcohol control area boundary as it is, including the 24 hours a day, 7 days a week prohibition
  - C. retain the alcohol control area boundary as it is, but change the period of time that applies for the prohibition to 24 hours a day, between 1 December and 1 March.

The recommended option is C.



# Attachment 3

## Part 1 – Statement of Proposal

### Introduction

A 'Statement of Proposal' (SOP) document is a legal requirement when Council is proposing to make, amend or revoke a Bylaw. The SOP is the document that is made available to you as part of the consultation process to provide background information on the proposal to assist you in providing your thoughts to Council on the topic. Much of the content of this document is legally required.

### Reason for proposal

Council's current Liquor Management Bylaw 2011 will automatically expire on 18 December this year due to legislative changes. If Council wishes to retain a Bylaw that addresses the consumption of alcohol in public places it must now make a new Bylaw.

Council wishes to continue to effectively manage the issues associated with the possession and consumption of alcohol in public places. This is supported through feedback from NZ Police which indicates that the control of alcohol through a Bylaw has been effective. Council wishes to see the continuation of these positive results of the control of alcohol in public places.

Council must consider what is an appropriate balance between the rights of individuals and the well-being of the community at large. The objective is to address the issue in a way that serves the interests of the community, without unduly compromising the opportunity for individuals to consume alcohol in a manner that does not adversely affect community health, well-being and safety.

Council has determined that a Bylaw to control alcohol in public places is the most appropriate way of addressing problems around alcohol consumption and associated crime and disorder concerns and is therefore proposing to make a new Bylaw.

The proposed Bylaw is similar to the existing one, but has been reviewed and updated to provide a more simplified plain English version that will:

- reflect legislative and technological change
- remove duplication
- include missing provisions and powers
- allows Council to make temporary alcohol control areas for events
- Will allow Council to make or revoke individual alcohol control areas by resolution, after public consultation.

### Legal Considerations

Before deciding to make a new Bylaw, Council is required to consider several legislative requirements. The full report on these determinations can be found in the 30 August report to Council, where this SOP for public consultation was adopted. This section summarises the key aspects of the assessment undertaken.

### Is a Bylaw the most appropriate way of addressing the problems?

Council is responsible for:

- protecting the public from nuisance
- protecting, promoting, and maintaining public health and safety
- minimising the potential for offensive behaviour in public places.

Bylaws are one of range of tools available to Council to achieve this, other mechanisms are policy approaches and/or media campaigns to support safe community behaviours.

Council has considered non-regulatory options for addressing the problems addressed in the proposed Bylaw. Council does not consider that non-regulatory measures will be sufficient to adequately address the problems. The difficulty with any voluntary compliance regime is that

## Attachment 3

individuals may not have an adequate incentive to comply. A Bylaw is the most effective method for Council to control the consumption of alcohol in public places to support community health and safety.

### **Is the proposed Bylaw the most appropriate form of Bylaw?**

The proposed Bylaw addresses the perceived problems and overcomes the issues with the current Bylaw. It:

- is not overly prescriptive
- removes duplicated powers already prescribed in the LGA
- reflects legal developments and modern drafting practice
- uses plain English
- allows Council to make or revoke individual alcohol control areas by resolution.

The proposed Bylaw provides a framework for Council to make, amend or remove individual alcohol control areas by resolution after public consultation. This provides Council with a more flexible approach to meet community and/or NZ Police requests for new alcohol control areas. The draft Bylaw uses modern drafting practice and is not overly prescriptive. The proposed Bylaw is considered the most appropriate form of Bylaw.

### **Does the proposed Bylaw give rise to any implications under the New Zealand Bill of Rights Act 1990 (NZBORA)?**

The only right or freedom under NZBORA potentially affected by the proposed Bylaw is potentially the right to freedom of movement. Limitations on that right in the Bylaw must be no more than is reasonably necessary to achieve the purpose of the Bylaw. The proposed restrictions are fair and reasonable in the interest of reducing alcohol related harm as a result of crime and disorder in public places. The Bylaw does not restrict the movement of people who are not in possession of alcohol or those drinking alcohol in private premises. Council will have to bear this requirement in mind when it comes to establishing individual alcohol control areas by resolution as provided for in the Bylaw and these matters are addressed in Part 2 of this consultation document.

### **Does the justification for the Bylaw exist as required by sections 147 to 147C of the Local Government Act 2002?**

These provisions were amended or added to the Local Government Act 2002 as part of the wider alcohol reform that took place through the implementation of the Sale and Supply of Alcohol Act 2012. In making a Bylaw that is intended to replace the expiring Bylaw, Council must be satisfied that:

- the Bylaw can be justified as a reasonable limitation on people's rights and freedoms
- a high level of crime or disorder (relating to alcohol consumption) is likely to arise again if the Bylaw is not made
- the Bylaw is appropriate and proportionate in the light of that likely crime or disorder.

For public health and safety reasons the proposed Bylaw can be justified as a reasonable limitation on people's rights and freedoms. The Bylaw provides that when making, amending or revoking an individual alcohol control area, Council must consult with the community and take the necessary legislative matters into account before deciding.

The matters relating to a high level of crime and disorder and whether the Bylaw is appropriate and proportionate are relevant to the individual alcohol control areas, rather than the Bylaw itself, and are discussed in Part 2 of this consultation document.



## Attachment 3

# Alcohol Control Bylaw 2018

Pursuant to the Local Government Act 2002, Whangarei District Council makes the following bylaw about alcohol control in public places

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# Attachment 3

## Title

This Bylaw is the Alcohol Control Bylaw 2018.

## Commencement

XX December 2018.

## Application

This Bylaw applies to the Whangarei District.

## Part 1 – Preliminary Provisions

### Purpose

The purpose of this bylaw is to provide for prohibition and control of the consumption or possession of alcohol in public places (including vehicles in public places) to reduce alcohol related harm.

*Explanatory notes:*

*The provisions of the Act provide explicit details about what this type of bylaw can control. Generally, any transporting of alcohol in unopened containers within an alcohol control area is permitted, subject to certain conditions. See section 147 of the Act for further details.*

*Alcohol control areas do not apply to licensed premises, which can include situations where a special license has been issued for a specific event. Licensed premises can include areas of public places such as footpaths.*

*Under the Act only constables (New Zealand Police Officers) can take enforcement action under this Bylaw. Constables have powers of arrest, search and seizure under the Act and they can also issue infringement notices.*

### Interpretation

Any word used in this Bylaw that is defined in section 5, 147, 169, 169A and 243 of the Act, or section 5 of the Sale and Supply of Alcohol Act 2012 has, for the purposes of this Bylaw, the same meaning as in those sections, unless otherwise provided for in this clause.

In this Bylaw, unless the context otherwise requires -

**Act** means the Local Government Act 2002

**Council** means the Whangarei District Council.

**Whangarei District** means the area within the boundaries of the Whangarei District and includes all coastal areas to the line of mean low water springs.

Any explanatory notes and attachments are for information purposes only and do not form part of this Bylaw.

The Interpretation Act 1999 applies to this Bylaw.

# Attachment 3

## Part 2 – Control of alcohol

### Alcohol control areas

Council may, by resolution, declare alcohol control areas in which the consumption, bringing in, and possession of alcohol in public places is prohibited or controlled.

Any resolution made under clause 6.1 must also:

- (a) include a map of the alcohol control area
  - (b) specify the time(s) that any prohibition or control applies, and whether the alcohol control area is permanent or temporary
  - (c) if consumption, bringing in, and possession of alcohol is controlled rather than prohibited, specify the nature of the control.
- 6.3. No person shall consume, bring into, or possess alcohol in any public place (including inside a vehicle) in an alcohol control area in contravention of a resolution made under clauses 6.1 and 6.2.
- 6.4. Clause 6.3 does not apply to a person who is acting pursuant to, and in accordance with any conditions of, a consent granted under clause 12.1.

*Explanatory note: As at 01 April 2014, The Act defines a public place for the purposes of alcohol control as:*

*“a place that is open to or is being used by the public, whether free or on payment of a charge, and whether any owner or occupier of the place is lawfully entitled to exclude or eject any person from it; but does not include licensed premises.”*

### Permanent alcohol control areas

Council may under clause 6.1 declare an area to be a permanent alcohol control area at all times, or for specified, repeated periods of time.

Council will consult in accordance with section 82 of the Act on any proposal to declare, amend or revoke a permanent alcohol control area.

*Explanatory note: All resolutions of Council declaring alcohol control areas are contained within the additional information to Alcohol Control Bylaw 2018 - Register of Resolutions, attached to this Bylaw.*

### Temporary alcohol control areas

Council may under clause 6.1 declare an area to be a temporary alcohol control area for a specific period not exceeding seven consecutive days.

Council will give public notice of a temporary alcohol control area at least 14 days before the temporary alcohol control area comes into force.

# Attachment 3

## Matters to be considered before declaring alcohol control areas

Before declaring a permanent alcohol control area Council:

- a. must consider views presented to the Council through consultation on the proposal to declare a permanent alcohol control area
- b. must consider the relevant criteria in sections 147A and 147B of the Act, as applicable
- c. may consider any other matter it considers relevant.

Before declaring a temporary alcohol control area Council:

- a. must consider the relevant criteria in sections 147A and 147B of the Act, as applicable
- b. where the temporary alcohol control area applies to an event:
  - i. may consider the nature and type of the event
  - ii. the history (if any) of the event
  - iii. the number of people expected to attend the event
  - iv. the area in which the event is to be held
  - v. whether the Police support the proposed temporary alcohol control area, and whether the Police will be present at the event to enforce it
- c. may consider any other information it considers relevant.

*Explanatory note: Records of resolutions made for temporary alcohol controls will not be included in the 'register of resolutions' but are permanently recorded through the appropriate Council records of meetings, minutes and resolutions.*

## Part 4: Enforcement Powers

### Enforcement

A constable may use their powers under the Act enforce this Bylaw.

This Bylaw authorises a constable to exercise the power of search under sections 169(2)(a) and 170(2) of the Act for temporary alcohol control areas declared in accordance with clauses 6 and 8.

*Explanatory note: Section 170(2) provides constables with additional powers of search in relation to temporary alcohol controls that have been notified and indicated by signs in accordance with section 170(3) of the Act.*

## Part 5: Offences and Penalties

### Bylaw breaches

Every person who breaches this bylaw commits an offence.

Every person who commits an offence under this bylaw is liable to a penalty under the Act.

*Explanatory note: As at 29 October 2013 the penalty for breaching an alcohol control bylaw is an infringement fee of \$250 under the Local Government (Alcohol Control Breaches) Regulations 2013.*

# Attachment 3

## Part 6: Exceptions

### Exceptions

Council may, issue a consent to any person, or class of persons, to allow the consumption, bringing in and possession of alcohol in a public place (including inside a vehicle) within an alcohol control area.

In considering an application for a consent under clause 12.1, Council will consider the following matters:

- a. The purpose of the exception
- b. The proposed duration of the exception
- c. The area of the proposed exception
- d. Whether the area is under the control of, or managed by, Council
- e. Whether any other permits are required from Council for the event
- f. Any other matter Council considers relevant

Council prescribe conditions for any such consent, including, but not limited to:

- a. the duration of the consent
- b. the exact location to which the consent applies
- c. the maximum number of people the consent applies to.

Council may by resolution made after consultation that gives effect to the requirements of section 82 of the Act:

- a. prescribe a fee for receiving and processing an application and issuing a consent
- b. determine situations when consent fees may be remitted, refunded or waived.

A consent may be cancelled by Council at any time.

*Explanatory note: Exceptions for events with special licences do not require consent under clause 11.1, as they are excluded from the definition of public places that applies to this Bylaw.*

# Attachment 3

## Part 2 – individual alcohol control areas

This proposal includes changing the structure of the Bylaw so that individual alcohol control areas can be made, changed or revoked by resolution of Council after consultation, rather than through an amendment to the Bylaw.

Council is consulting on our individual alcohol control areas at the same time as the proposed Bylaw.

Due to the technical differences in analysis required to make new alcohol control areas, Council is only considering our existing alcohol control areas and will not be making new alcohol control areas as part of this process.

Council is still interested in collating your views on whether new alcohol areas are required. If through this process we receive community feedback asking for new areas, Council will incorporate those requests into the 2019 work programme and will work with NZ Police as well as consulting with the specific communities on determining whether to add those areas to the Bylaw.

Council must consider the following matters for the existing alcohol control areas:

- whether a high level of crime or disorder linked to alcohol consumption is likely arise in the individual alcohol control area
- whether the individual alcohol control area is appropriate and proportionate in the light of that likely crime or disorder
- whether the individual alcohol control area can be justified as a reasonable limitation on people's rights and freedoms

The full analysis of these matters is contained in the Council agenda report and associated attachments of 30 August 2018.

In summary, the outcomes of the analysis were:

- all existing alcohol control areas should be generally retained.
- some minor changes have been made to the boundaries of the alcohol control areas to better reflect the public places that are both within and immediately adjacent to, the existing boundaries of the areas. This includes public places that were previously excluded from being covered through an alcohol control area.\*
- that the existing '24 hours a day, seven days a week' prohibition remains appropriate for the specific mapped alcohol control areas.
- that general 300 metre coastal rule should be retained, but is only necessary over the summer months.

*\* Before 2013, Council could only make alcohol control areas in public places that were owned or managed by Council. Now, Council can apply an alcohol control area to all public places, which includes for example supermarket carparks and Department of Conservation Reserves.*

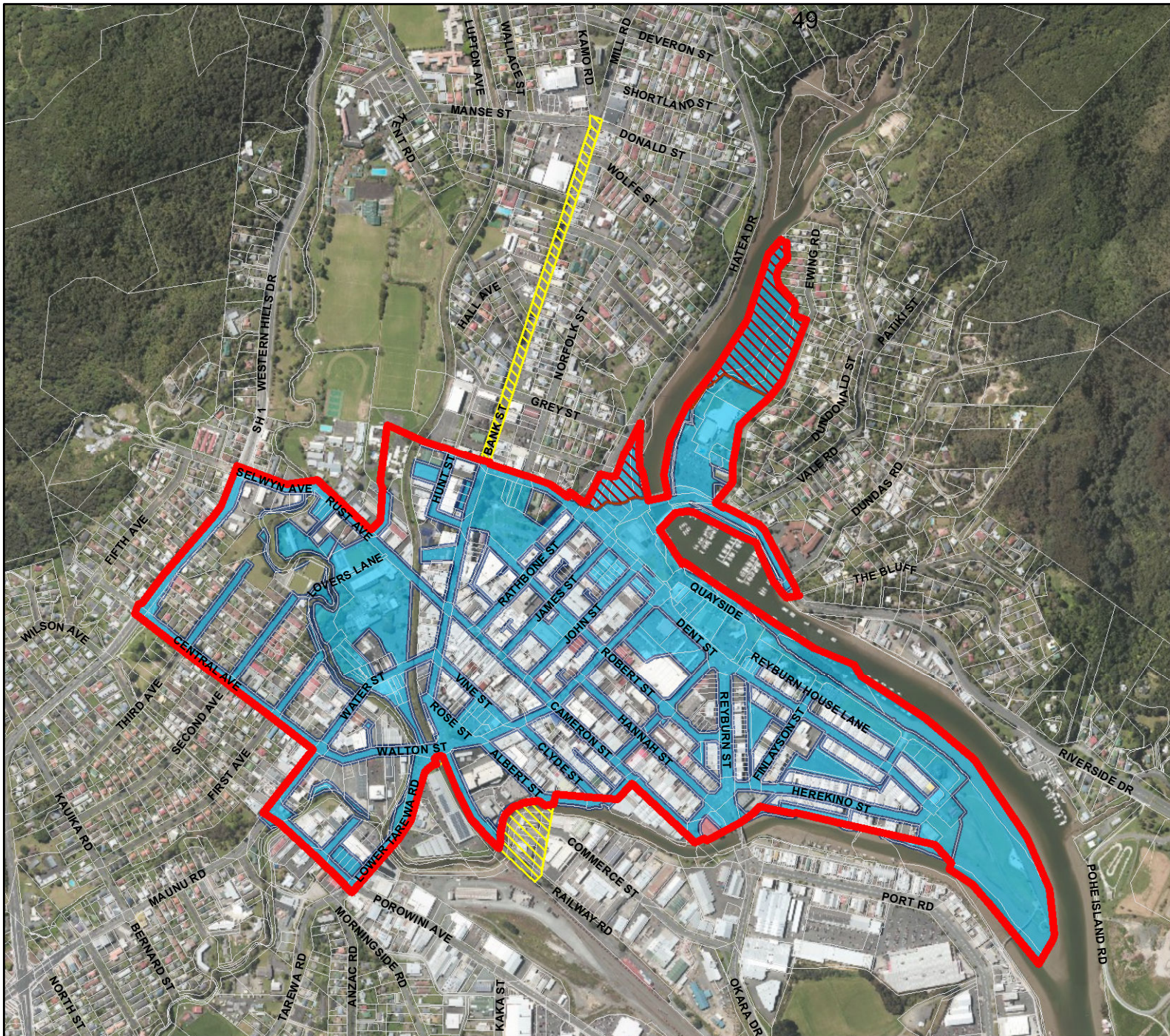
# Attachment 3

## Proposals for individual alcohol control areas





The table below summarises Council's proposal for each of the existing alcohol control areas.

Map #	Area	Boundary	Operative times
1	Whangarei CBD	Boundary changes proposed, see map.	24 hours a day, seven days a week
2	Kamo	Boundary changes proposed, see map.	
3	Marsden Village		
4	Matapouri	Current boundaries appropriate.	
5	Oakura	Boundary changes proposed, see map.	
6	Onerahi		
7	Otaika		
8	Otangarei		
9	Otuhau; Whangarei Falls	Current boundaries appropriate.	
10	Pataua North & South	Boundary changes proposed, see map.	
11	Tikipunga		
12	Waipu		
13	Whananaki – Moureeses Bay	Split existing Whananaki area into two maps. Boundary changes proposed, see maps.	
14	Whananaki		
NA	All public places 300 metres landwards from the line of mean low water springs	NA	1 December to 1 March





## MAP 1 - CENTRAL BUSINESS DISTRICT

-  Alcohol Control Area Boundary
-  Proposed inclusion to current Alcohol Control Area
-  Proposed exclusion to current Alcohol Control Area
-  Public Place

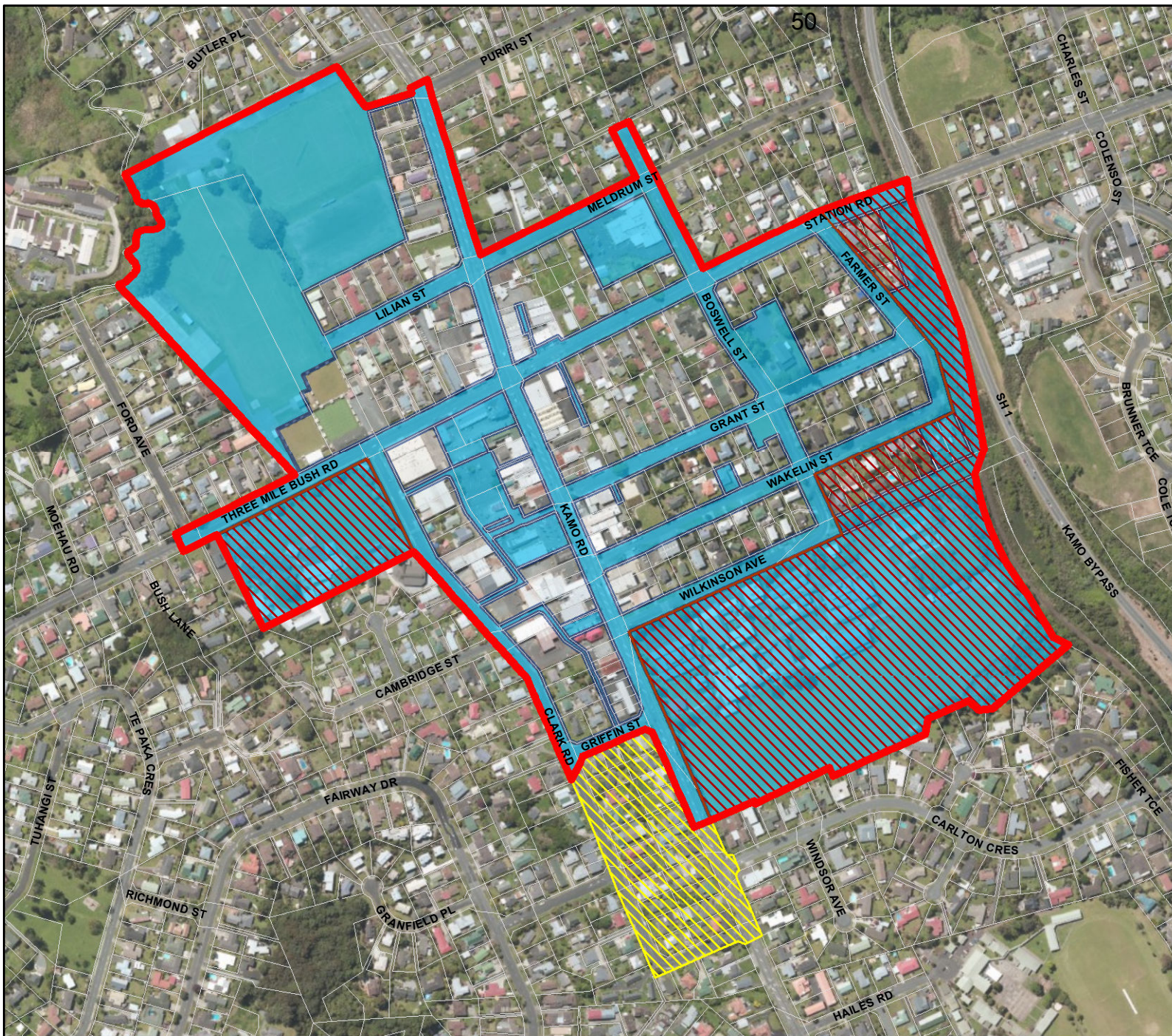
Operative times:  
24 hours a day, 7 days a week

This map provides indicative public places within the alcohol control area. It is up to constable discretion to determine whether a place is a public place in accordance with section 147 of the Local Government Act 2002 for enforcement purposes, and may include a location that is not indicated as a public place within the alcohol control area boundaries.







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Public places shown as indicative. Mean low water springs shown as indicative.



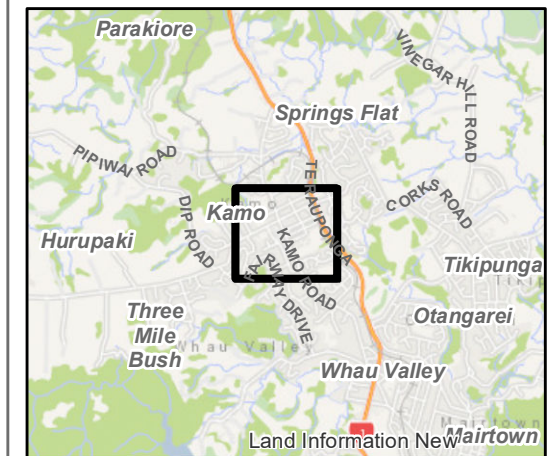


## MAP 2 - KAMO

-  Alcohol Control Area Boundary
-  Proposed inclusion to current Alcohol Control Area
-  Proposed exclusion to current Alcohol Control Area
-  Public Place

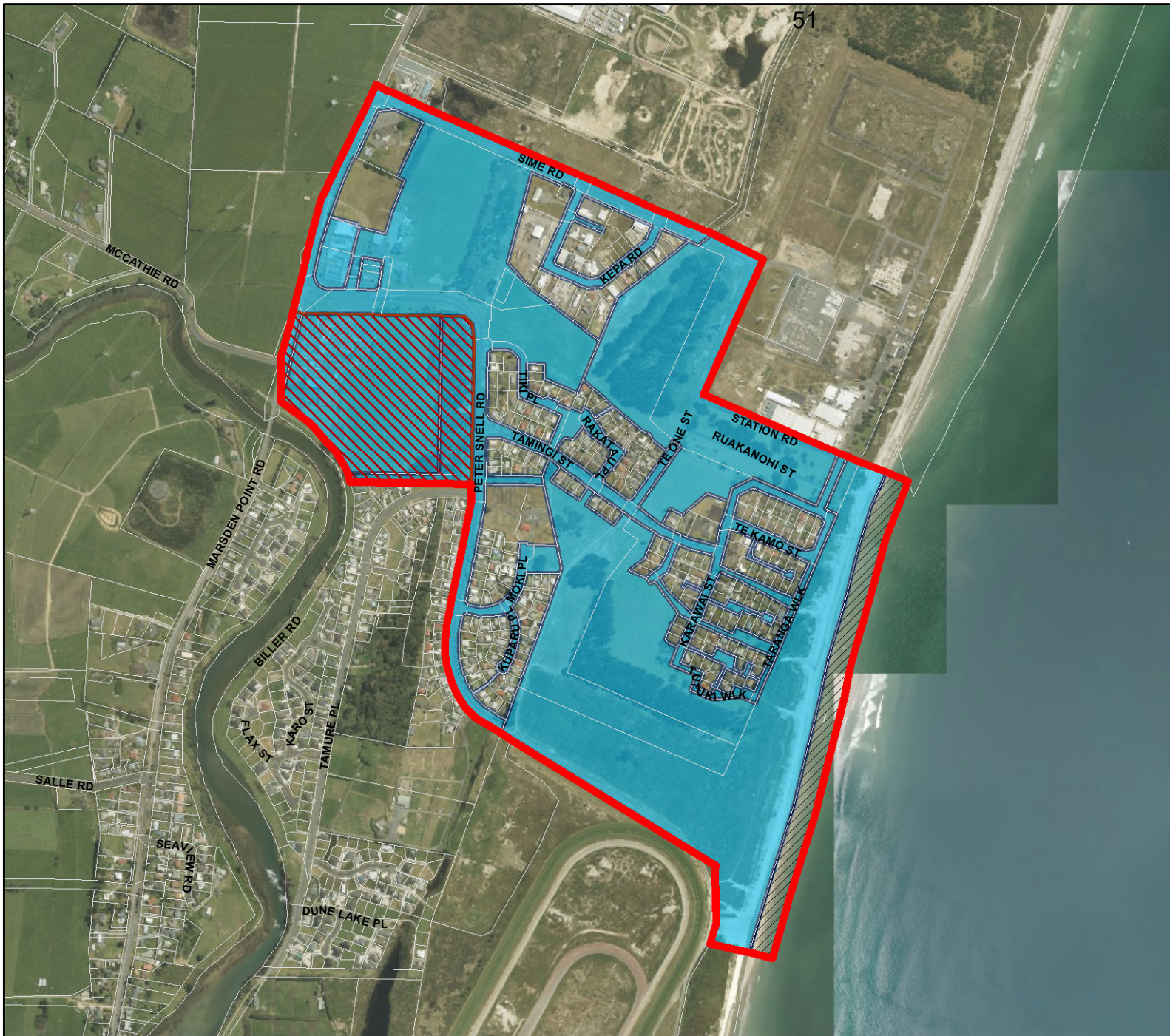
Operative times:  
24 hours a day, 7 days a week

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



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Public places shown as indicative. Mean low water springs shown as indicative.



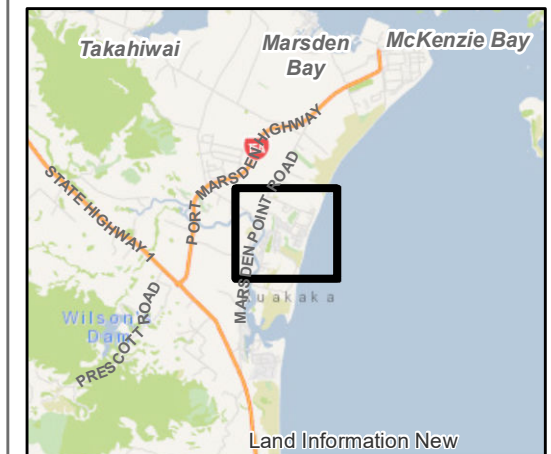


### MAP 3 - MARSDEN VILLAGE

-  Alcohol Control Area Boundary
-  Proposed inclusion to current Alcohol Control Area
-  Public Place
-  Beach to mean low water springs

Operative times:  
24 hours a day, 7 days a week




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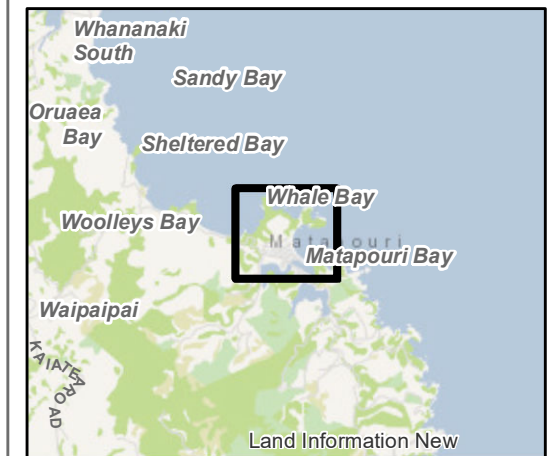


## MAP 4 - MATAPOURI

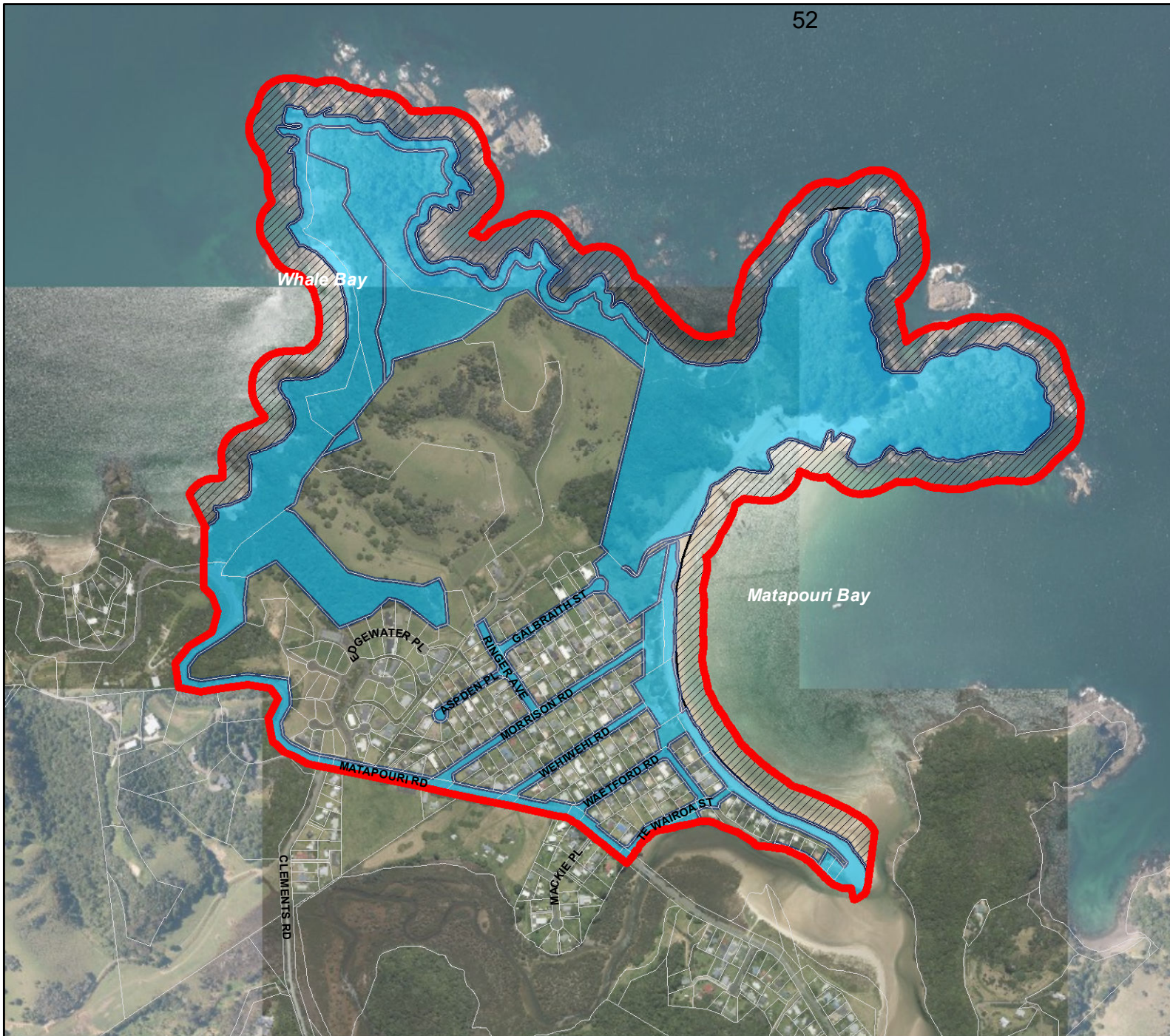
-  Alcohol Control Area Boundary
-  Public Place
-  Beach to mean low water springs

Operative times:  
24 hours a day, 7 days a week

This map provides indicative public places within the alcohol control area. It is up to constable discretion to determine whether a place is a public place in accordance with section 147 of the Local Government Act 2002 for enforcement purposes, and may include a location that is not indicated as a public place within the alcohol control area boundaries.







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Public places shown as indicative. Mean low water springs shown as indicative.





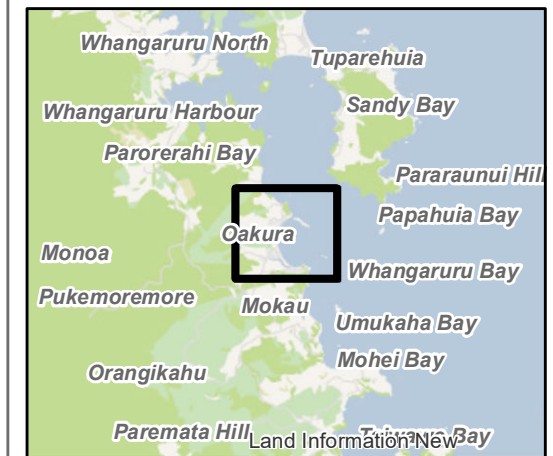


## MAP 5 - OAKURA

-  Alcohol Control Area Boundary
-  Proposed inclusion to current Alcohol Control Area
-  Public Place
-  Beach to mean low water springs

Operative times:  
24 hours a day, 7 days a week

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



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Public places shown as indicative. Mean low water springs shown as indicative.





## MAP 6 - ONERAHI

-  Alcohol Control Area Boundary
-  Proposed inclusion to current Alcohol Control Area
-  Proposed exclusion to current Alcohol Control Area
-  Public Place

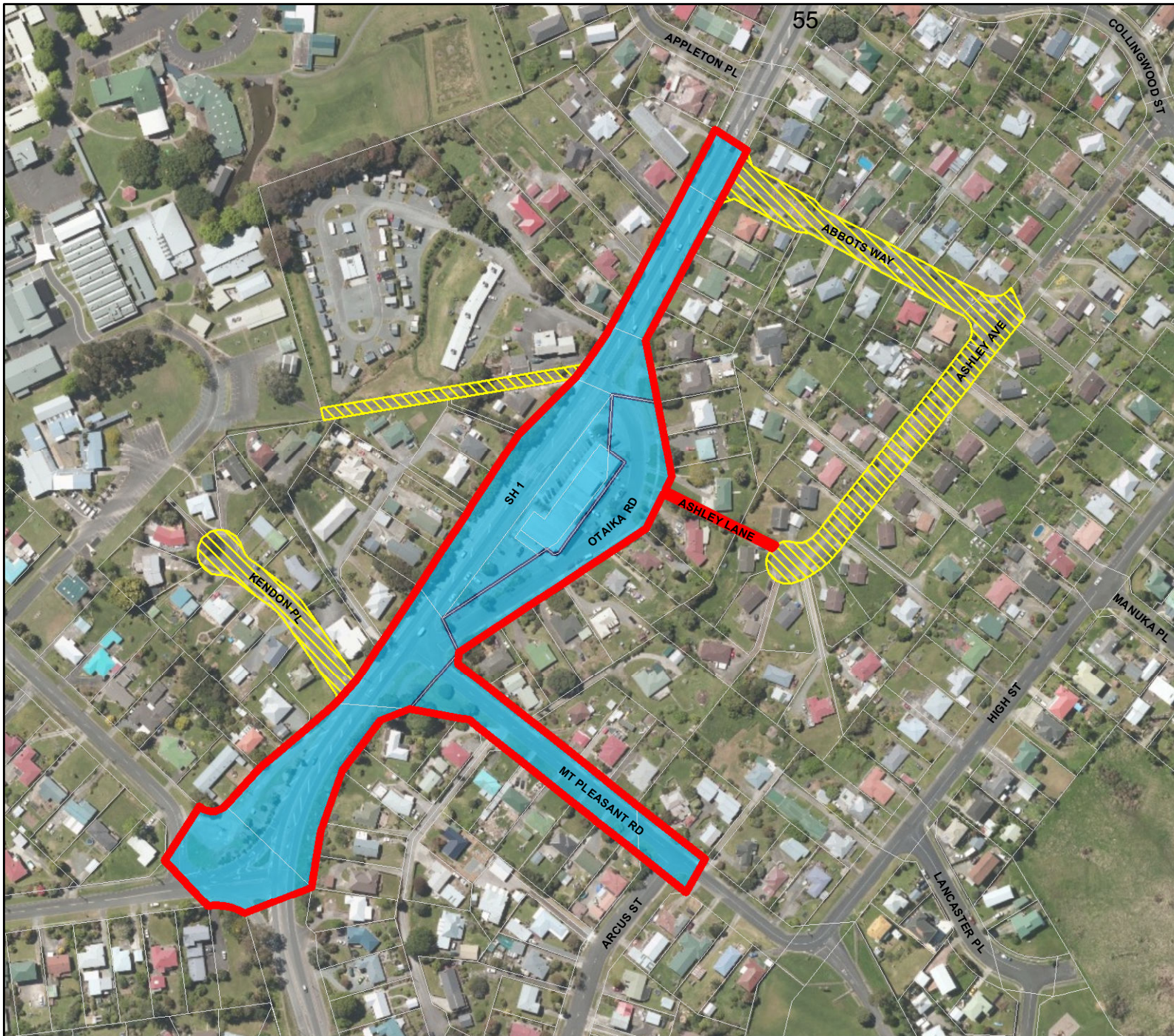
Operative times:  
24 hours a day, 7 days a week

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



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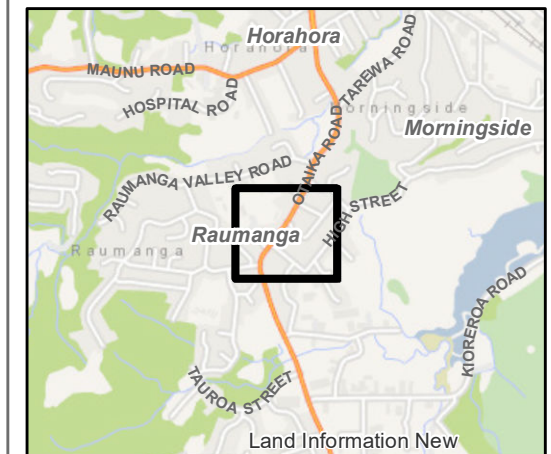


## MAP 7 - OTAIKA

-  Alcohol Control Area Boundary
-  Proposed exclusion to current Alcohol Control Area
-  Public Place

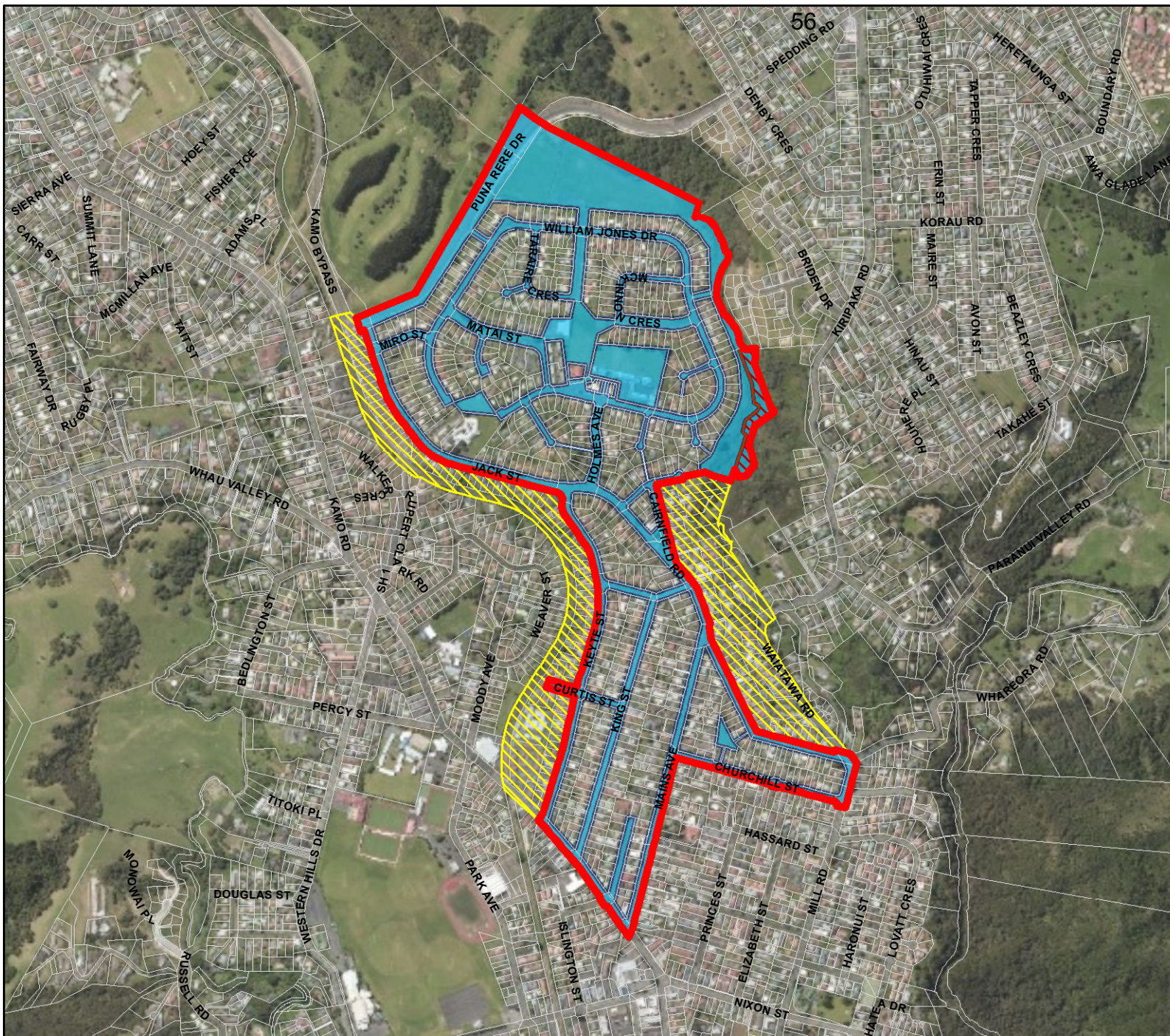
Operative times:  
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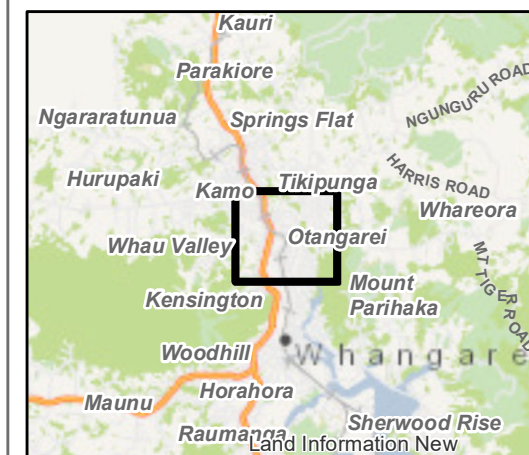


## MAP 8 - OTANGAREI

-  Alcohol Control Area Boundary
-  Proposed inclusion to current Alcohol Control Area
-  Proposed exclusion to current Alcohol Control Area
-  Public Place

Operative times:  
24 hours a day, 7 days a week

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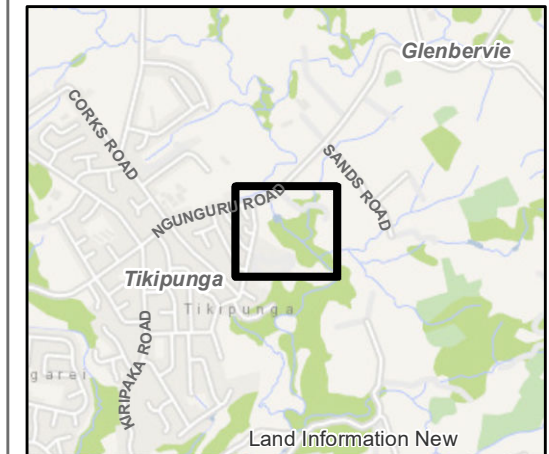


## MAP 9 - OTUIHAU; WHANGAREI FALLS

-  Alcohol Control Area Boundary
-  Public Place

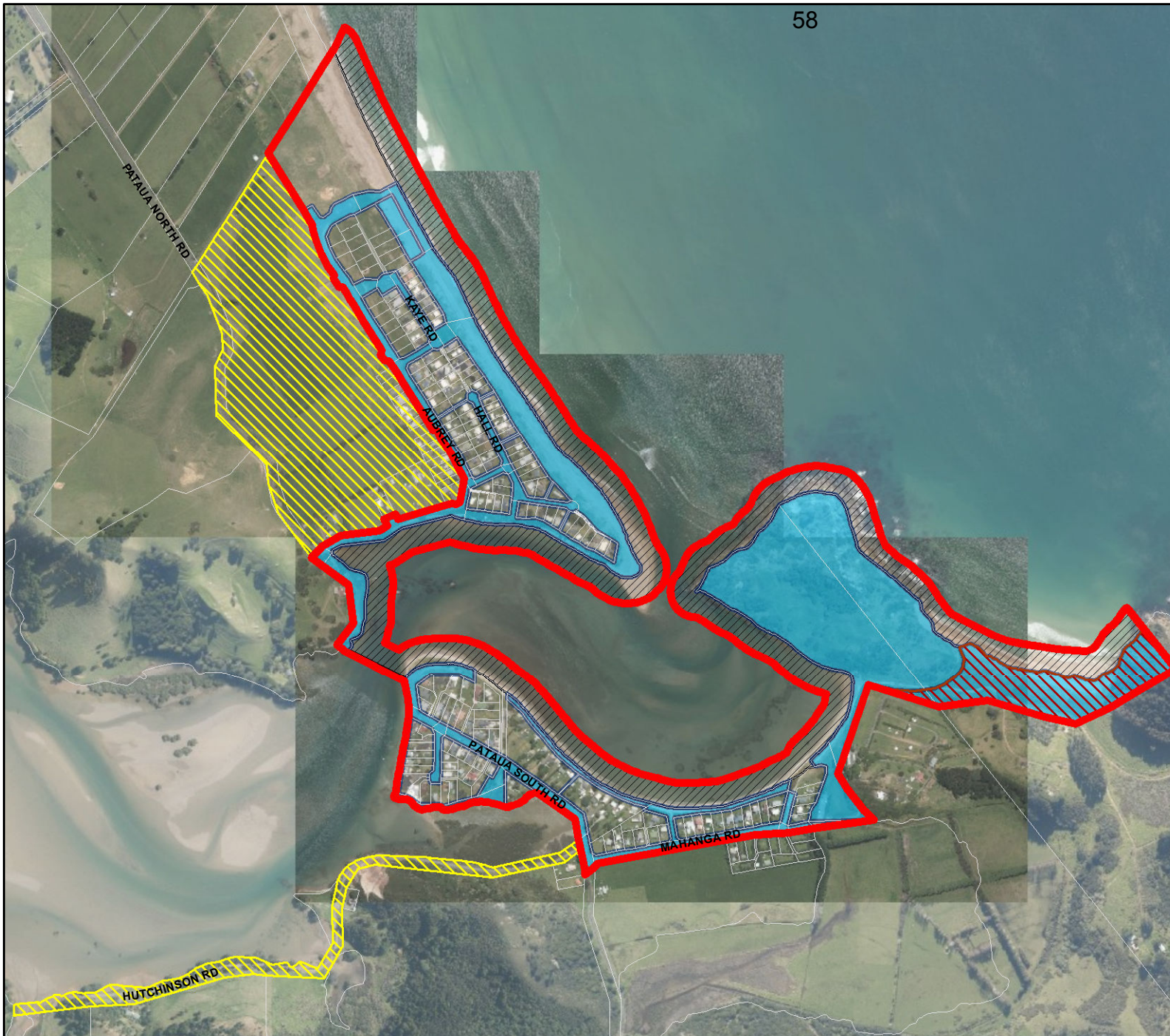
Operative times:  
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Public places shown as indicative. Mean low water springs shown as indicative.





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## MAP 10 - PATAUA NORTH AND SOUTH

-  Alcohol Control Area Boundary
-  Proposed inclusion to current Alcohol Control Area
-  Proposed exclusion to current Alcohol Control Area
-  Public Place
-  Beach to mean low water springs

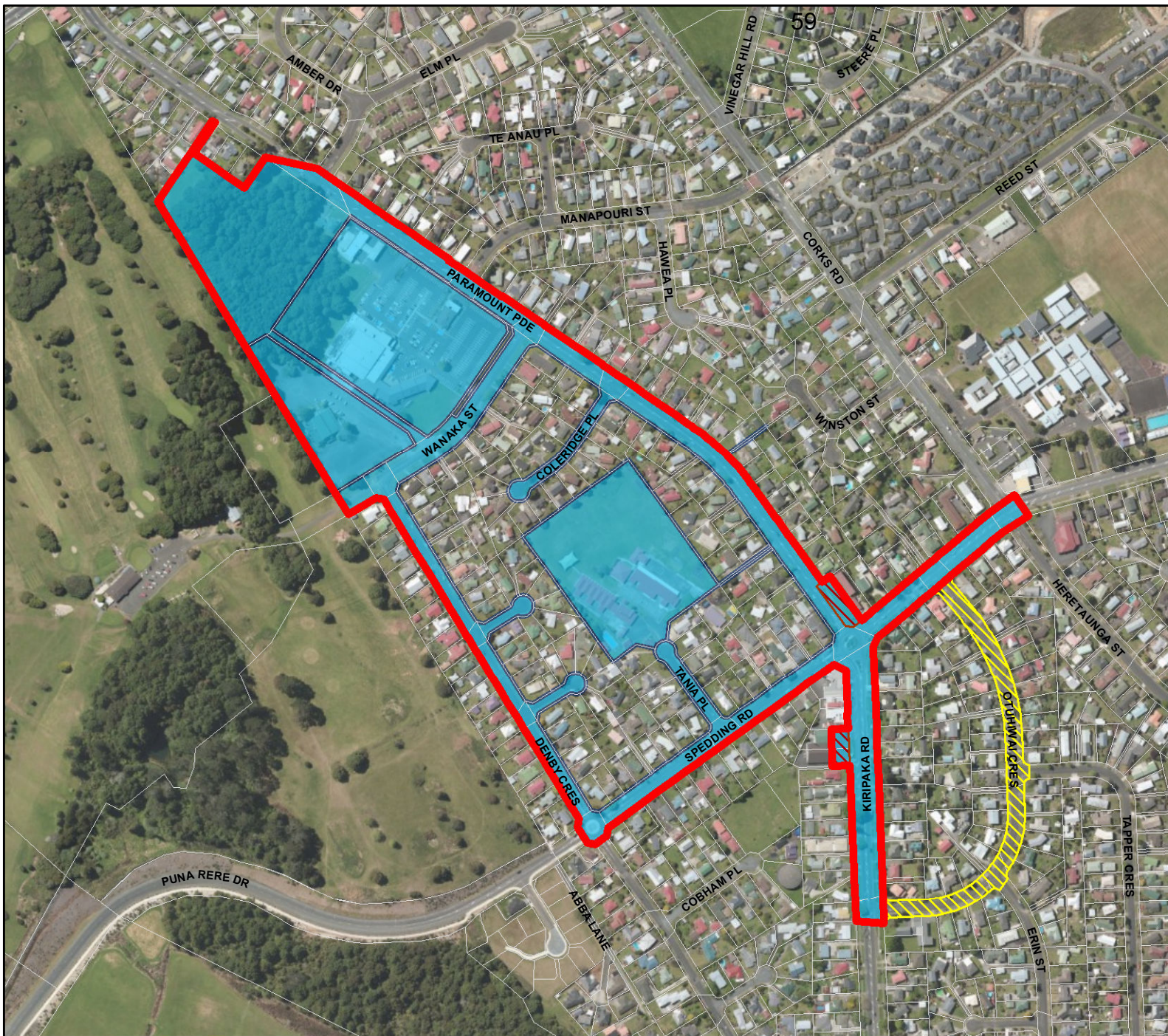
Operative times:  
24 hours a day, 7 days a week

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



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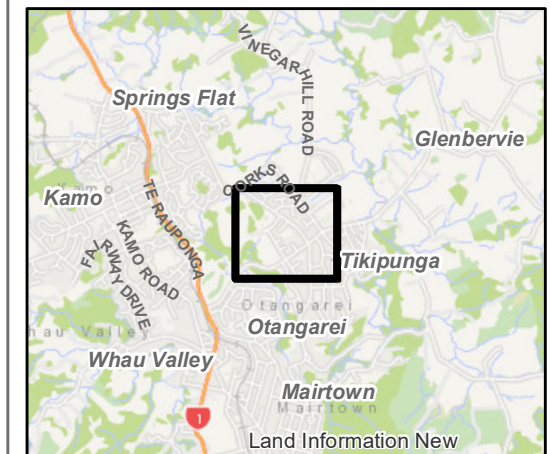


## MAP 11 - TIKIPUNGA

-  Alcohol Control Area Boundary
-  Proposed inclusion to current Alcohol Control Area
-  Proposed exclusion to current Alcohol Control Area
-  Public Place

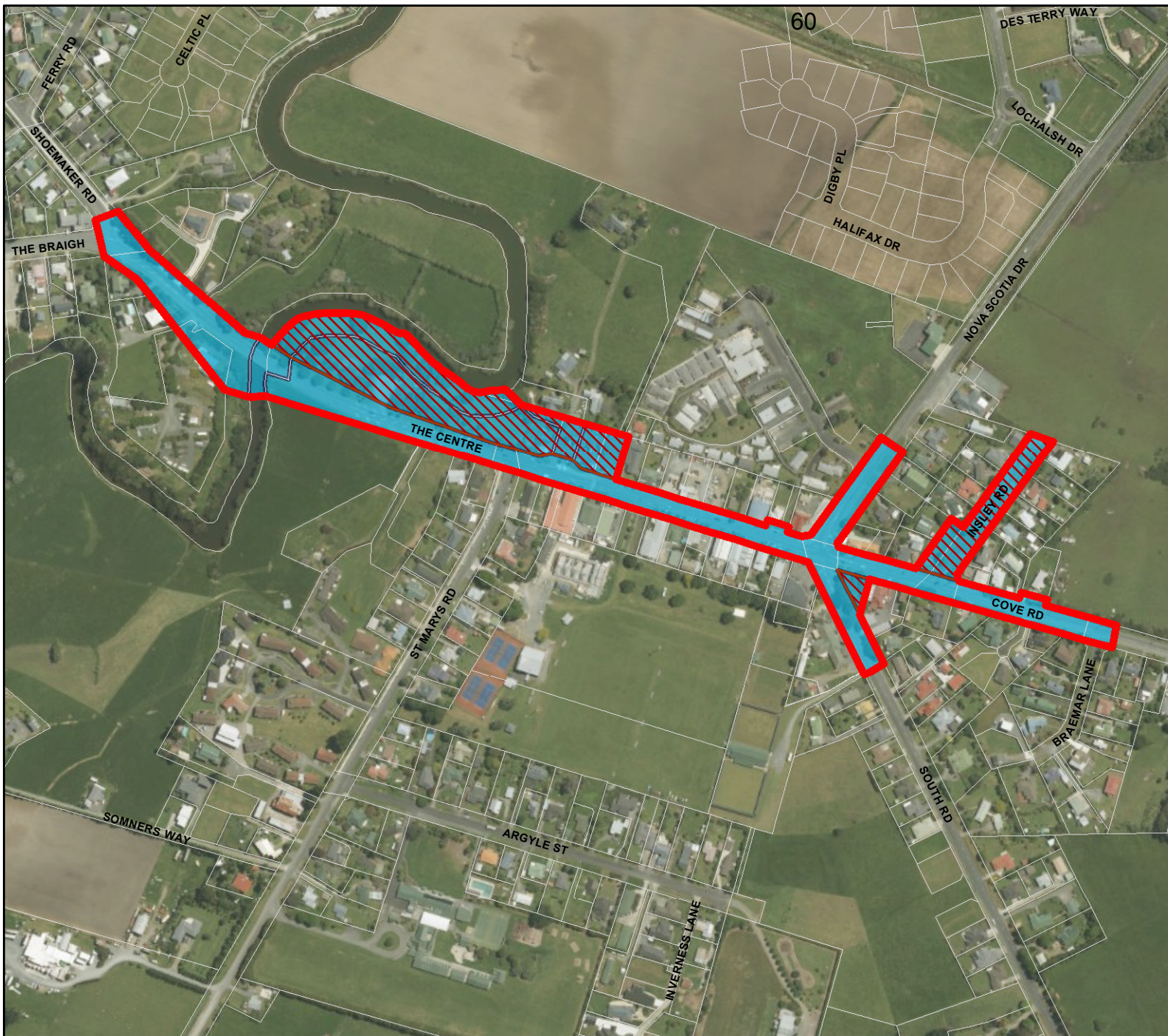
Operative times:  
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


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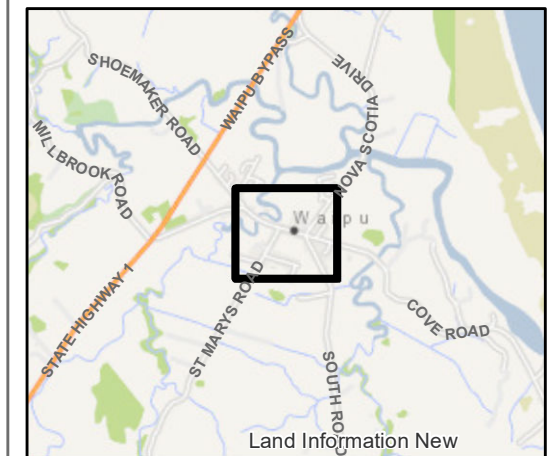


## MAP 12 - WAIPU

-  Alcohol Control Area Boundary
-  Proposed inclusion to current Alcohol Control Area
-  Public Place

Operative times:  
24 hours a day, 7 days a week

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




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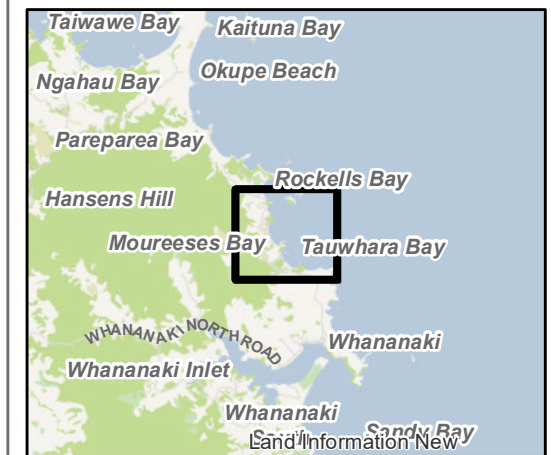


## MAP 13 - WHANANAKI - MOUREESES BAY

-  Alcohol Control Area Boundary
-  Proposed exclusion to current Alcohol Control Area
-  Public Place
-  Beach to mean low water springs

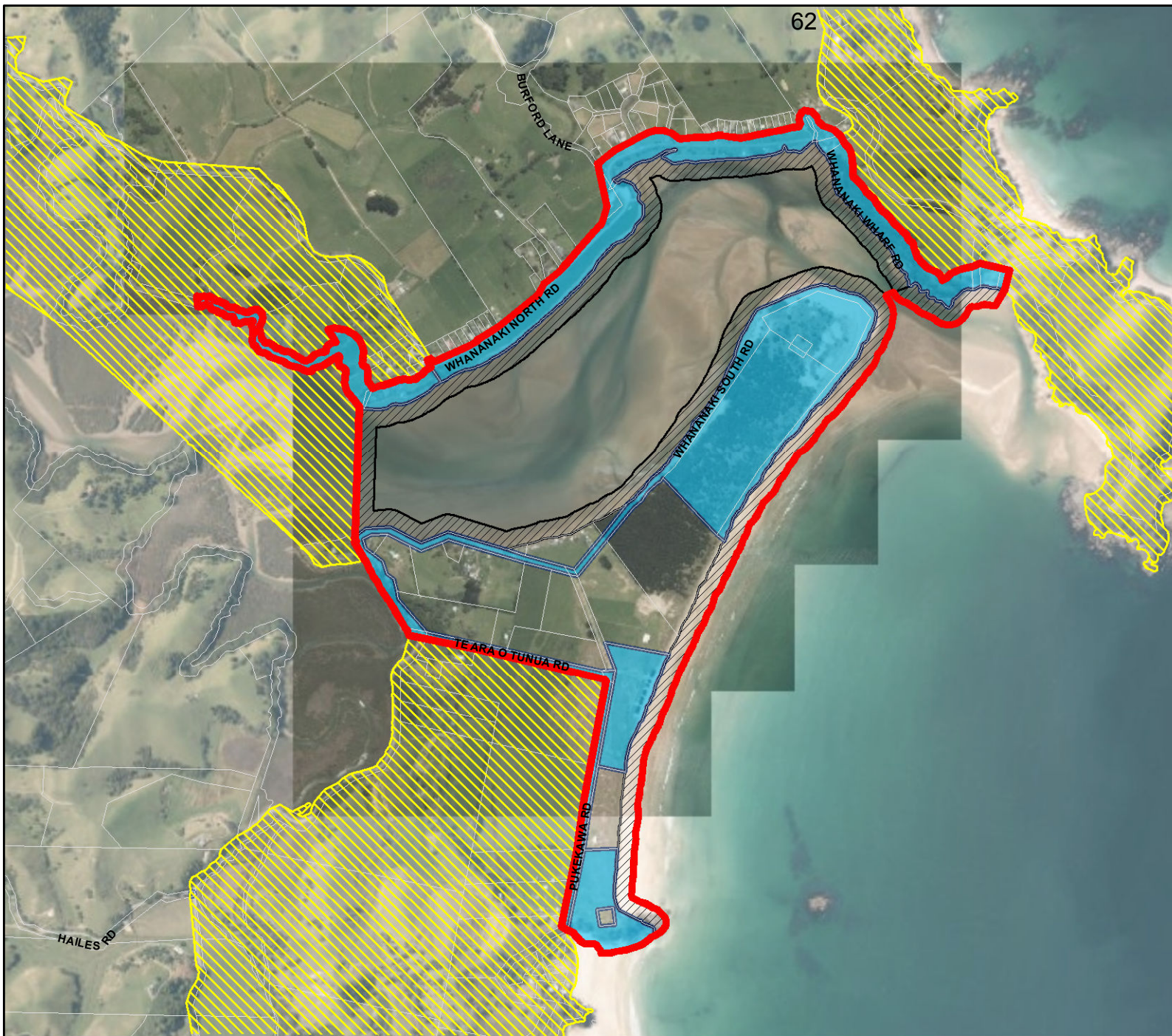
Operative times:  
24 hours a day, 7 days a week

This map provides indicative public places within the alcohol control area. It is up to constable discretion to determine whether a place is a public place in accordance with section 147 of the Local Government Act 2002 for enforcement purposes, and may include a location that is not indicated as a public place within the alcohol control area boundaries.







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The information in this map was derived from digital databases. Care was taken in the creation of this map, however, Whangarei District Council and its contactors cannot accept any responsibility for errors, omissions or positional accuracy. Not to be used for navigation.  
Public places shown as indicative. Mean low water springs shown as indicative.



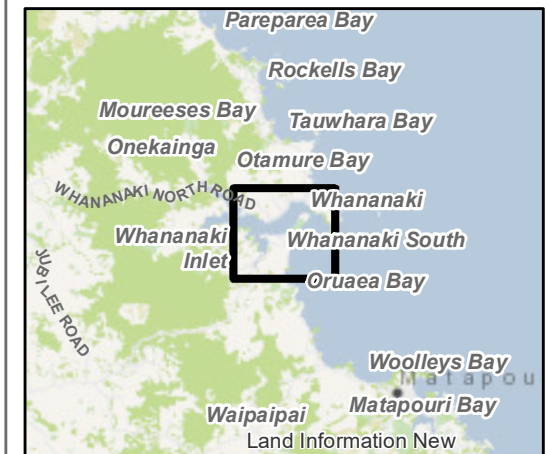


## MAP 14 - WHANANAKI

-  Alcohol Control Area Boundary
-  Proposed exclusion to current Alcohol Control Area
-  Public Place
-  Beach to mean low water springs

Operative times:  
24 hours a day, 7 days a week

This map provides indicative public places within the alcohol control area. It is up to constable discretion to determine whether a place is a public place in accordance with section 147 of the Local Government Act 2002 for enforcement purposes, and may include a location that is not indicated as a public place within the alcohol control area boundaries.



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Public places shown as indicative. Mean low water springs shown as indicative.







## Alcohol Control Bylaw reviews

Feedback form for New Zealand Police Officers

Name: John FAGAN

Title: Senior Sergeant – Area Prevention Manager

Police Station (if applicable): Whangarei/Kaipara

Which alcohol control area are you commenting on?

Area Whangarei CBD

District WDC

Please briefly describe the problems experienced in the area before the ban was put in place, either through personal experience, or through feedback from colleagues or the community. Leave empty if you cannot comment.

The area of the CBD was the central focus for alcohol related offending & victimisation. There were several poorly run licenced premises that promoted excess drinking resulting in disorder, fights, assaults and in some cases extreme intoxication.

This atmosphere attracted a lot of undesirable behaviours & people. Many people didn't actually enter any of the licenced premises and sat out in the street side loading from vehicles in the carparks like Vine Street & down at the Town Basin. There were groups of youth who would congregate in the Cameron St Mall or in Vine St, drinking and waiting to target a vulnerable person and rob them or just assault them.

Often Police would have to have permanently stationed staff in Vine St where the majority of the late night licenced premises were to prevent any violence erupting on the street. And often when Police were called away to attend another incident almost immediately an issue would occur back in the CBD. This was a very resource intensive role for Police especially on our busy Friday/Saturday nights. Often these assault/fights resulted in serious injury & hospital/ambulance treatment and often involved more than two or three people against a single victim.

People would have no problem walking between venues taking their drink with them (remember the majority of licenced premises were poorly run), discarding their empty bottle/can in the street. There were also many incidents of vomit and urination in the street as a result, a popular place to urinate was the alleyway behind the Indian Restaurant on Vine St. This obviously wasn't pleasant for business owners the following day.

Please briefly describe the types of alcohol related crime and disorder issues that have occurred, or currently occur in this area:

The liquor ban has allowed Police to intervene at a much earlier stage before a person becomes intoxicated. There is not the mass and blatant drinking in carpark anymore and often people breaching the liquor ban have just arrived into town and are finishing off their last drink before going into the licenced premises.

There isn't the same attraction for people to 'hang around' in town and congregate and look for trouble since the implementation of the liquor ban area.

Where you have alcohol you will still have trouble and the liquor ban has not solved all the issues in the CBD. Along with stronger controls through the Supply & Sale of Liquor Act for the licenced premises and the introduction of the One Way Door policy has led to a vastly improved CBD.

The level of offending is not severe and the serious injury assaults are rare compared to what they were prior to the liquor ban and the other changes made to improve public safety.

The standard of our licenced premises has also had an impact and no longer do we see patrons leaving one venue carrying with them their drink on their way to another premises. The introduction of certified security has also had an impact.

We no longer have a dedicated Police patrol just for Vine St & Cameron St on a Friday/Saturday night.

The public have accepted the liquor ban areas and along with other control measures have greatly improved the CBD as a place for entertainment compared to the time before the liquor ban introduction.

Please describe how the alcohol control in this area assists you in supporting community safety:

Early intervention is the key, Police are able to identify and approach potential people who could be an issue later in the night. Often the Police approach is graduated and usually a breach of the liquor ban is resolved by asking the person to tip out their liquor and deposit their bottle/can in a bin.

It takes up minimal time is more often than not a positive interaction with Police and does not involve a visit to the cells.

There is also no longer any attraction for people to come into town and drink cheaper liquor out of their vehicles in a carpark.

As Police have less demand in the CBD it allows for resourcing to be directed towards other matters like family harm incidents or road policing.

For this alcohol control area, what would you like to see in the future?

Retain the area as it is.





## Alcohol Control Bylaw reviews

Feedback form for New Zealand Police Officers

Name: Craig BURROWS

Title: Sergeant

Police Station (if applicable): Kamo

Which alcohol control area are you commenting on?

Area Kamo

District WDC

Please briefly describe the problems experienced in the area before the ban was put in place, either through personal experience, or through feedback from colleagues or the community. Leave empty if you cannot comment.

The regular problems included disorder, drunkenness, rubbish about the place (bottles) both broken and unbroken, just regular nuisance and it occurred on a regular occasions. On occasions we have had crime committed against tourists in these areas (thefts/violence) this impacts on our reputation as a tourist destination and often these crimes involved alcohol being consumed prior to the offending. A large amount of time was spent in these areas by police directly related to alcohol consumption and the effects it has on people (as mentioned above).

Please briefly describe the types of alcohol related crime and disorder issues that have occurred, or currently occur in this area:

Compared to what we used to respond to there has been a marked difference. We no longer spend the vast amounts of time in Kamo with drunkenness and those people wanting some food (McDonalds). The alcohol related crimes have dropped off which has allowed Police to spend time more wisely in other areas. Yes they occasionally still occur but I believe it was the original enforcement and help form local community that has us where we are today. Police take a discretionary approach to dealing with breaches of the alcohol ban, different approaches are taken when you have a group with a box of alcohol obviously intent on having a party as opposed to a family having a picnic on the beach and having a drink with their meal. We think this approach works well and is intended to make the beaches and surrounding beachside areas attractive to all members of the community without feeling intimidated by larger groups wanting to have more than one drink at the beach.

Please describe how the alcohol control in this area assists you in supporting community safety:

It has put trust and confidence back into the community. We work together in Kamo like most communities. We need to ensure it is safe for them to come and meet there needs in a safe environment any time of the day. The alcohol by laws has given us an extra power (if needed) top help deal with matters. We have a good communication system in place and any breaches (few and far between) are reported immediately. By removing the drunkenness the public can do what they need to do without any fear of being harassed by an intoxicated person nor see the other effects eg spew, broken bottles etc. Time spent has changed from more of a responding model to more of a proactive role. It also makes these area more attractive to tourists that visit these areas.

For this alcohol control area, what would you like to see in the future?

Retain the area as it is.



## Alcohol Control Bylaw reviews

Feedback form for New Zealand Police Officers

Name: John LARKIN

Title: Sergeant

Police Station (if applicable): Otangarei

Which alcohol control area are you commenting on?

Area Otangarei

District WDC

Please briefly describe the problems experienced in the area before the ban was put in place, either through personal experience, or through feedback from colleagues or the community. Leave empty if you cannot comment.

- Large amounts of alcohol consumed on the streets, outside the shops and on the playing fields, The Top Field by Marae, School, Rugby Club and the bottom field known as Fishbone Park.
- Continual disorder and assaults were common regularly.
- General carriage and consumption of alcohol around the streets and public spaces.
- This elevated feelings of vulnerability amongst the majority of the community.

Please briefly describe the types of alcohol related crime and disorder issues that have occurred, or currently occur in this area:

- Continual calls to disorder and fighting within the streets of Otangarei on a daily basis.
- Members of the public being attacked and feeling unsafe to walk around the area.
- Public urination/defecation.
- Sexual offending inappropriate behavior.

Please describe how the alcohol control in this area assists you in supporting community safety:

- The alcohol ban has been a proven prevention tool within the Community. We are able to identify and respond to calls of people consuming alcohol thus enforcing the alcohol ban early and preventing alcohol fueled offending.
- Sense of safety and security maintained as a result.
- The community is well aware of the ban locations and will call for enforcement which in my view strengthens ties between police and the community
- The alcohol ban plays a vital role in keeping this community safe

For this alcohol control area, what would you like to see in the future?

Retain the area as it is.



## Alcohol Control Bylaw reviews

Feedback form for New Zealand Police Officers

Name: John FAGAN

Title: Senior Sergeant – Area Prevention Manager

Police Station (if applicable): Whangarei/Kaipara

Which alcohol control area are you commenting on?

Area Tikipunga

District WDC

Please briefly describe the problems experienced in the area before the ban was put in place, either through personal experience, or through feedback from colleagues or the community. Leave empty if you cannot comment.

Within the Tikipunga liquor ban is a large shopping area, a suburban tavern and a primary school. The carparks to the tavern & the shopping centre in the past were popular meeting places including late at night.

The Tavern was very popular and often saw large crowds for bands and over events. Many people would use the carpark to side load rather than stay in the licence premises. This often attracted different groups in the carpark and interactions between these groups often led to trouble.

Though not as prolific as offending that occurred in the CBD it was significant on occasions and would almost always involve intoxicated persons.

Please briefly describe the types of alcohol related crime and disorder issues that have occurred, or currently occur in this area:

Now this location especially the tavern is not as popular as it had previously been, it still has occasional bands playing that attract larger crowds.

The nearby supermarket is open late and has workers stacking shelves most of the night and I'm sure that it is a comfort to know that it is unlikely they will be harassed by intoxicated persons in the carpark as they walk to their car after they have finished work. Same for the staff the work at the nearby service station.

With the liquor ban there is no attraction for groups of people to congregate, drink and cause issues either among themselves or with other persons.

Please describe how the alcohol control in this area assists you in supporting community safety:

This is a suburban shopping precinct and any alcohol should be restricted to the licenced premises, business owners, staff and customers should be free to conduct their business without the fear of having people drinking nearby in a public place.

The Police use the liquor ban bylaw to address potential issues early and use a graduated response to any persons breaching the liquor ban. This allows quick and easy enforcement and a practical way to resolve issues before they get more serious.

For this alcohol control area, what would you like to see in the future?

Retain the area as it is.



## Alcohol Control Bylaw reviews

Feedback form for New Zealand Police Officers

Name: James Calvert

Title: Sergeant – Area Prevention Team Supervisor

Police Station (if applicable): Whangarei

Which alcohol control area are you commenting on?

Area Otaika

District WDC

Please briefly describe the problems experienced in the area before the ban was put in place, either through personal experience, or through feedback from colleagues or the community. Leave empty if you cannot comment.

This area is a block of shops located on State Highway 1, Otaika Road, in Raumanga. The shops are a Four Square, dairy, pharmacy, Lotto/Post shop/book store, butchers, fish and chips shops and a liquor outlet. It is highly utilized by the local community with plenty of off street parking and an almost nonstop flow of customers all day long.

Issues that arose leading to the ban were:

Alcohol consumed around the shops. People brought alcohol then started to consume it there and then. This led to them continuing to linger by the shops becoming more and more intoxicated. This public drunkenness led to offending in the way of disorder, assaults, theft both from shops and people and the occasional robbery.  
General carriage of alcohol around the streets and public spaces surrounding the area  
This elevated feelings of vulnerability amongst the community

Please briefly describe the types of alcohol related crime and disorder issues that have occurred, or currently occur in this area:

The Otaika Caravan and Holiday park is located across the road. This is of particular concern. This location is a high demand area for police with issues from across the crime spectrum including family harm violence, stranger violence, theft, robbery, disorder and sexual offending. Due to this Police recently conducted a Community Policing Operation through this park, speaking to the majority of residents. While most are good people operating on low incomes there is a group of residence for whom alcohol is an issue. Reports from the park indicate this group drink often and for long periods of time during the day and night. My own experience connects this group to the crime problems outlined above.  
Other crime problems currently related to the shop include

- Aggravated robbery from the alcohol shop and Four Square.
- Disorder and begging. Often police attend these incidents and locate the offenders intoxicated
- 

Please describe how the alcohol control in this area assists you in supporting community safety:

- People lingering and consuming alcohol in the area brings about crime. Our ability to intervene early and stop the drinking prevents this from happening. Once the ability to linger and drink has been taken away, the incentive to linger has gone and people often move on after doing
- This has proved a wonderful prevention first tool. We are able to respond to calls of people consuming alcohol and to enforce the alcohol ban early which mitigates further offending
- General feeling of security maintained as a result
- The community is well aware of the ban locations and will call for enforcement which in my view strengthens ties between police and the community
- The alcohol ban plays a vital role in keeping this community safe and removal of it will bring problem in particular with the proximity of problem drinkers in the caravan park.

For this alcohol control area, what would you like to see in the future?

Retain the area as it is.



## Alcohol Control Bylaw reviews

Feedback form for New Zealand Police Officers

Name: John FAGAN

Title: Senior Sergeant – Area Prevention Manager

Police Station (if applicable): Whangarei/Kaipara

Which alcohol control area are you commenting on?

Area Whangarei Falls

District WDC

Please briefly describe the problems experienced in the area before the ban was put in place, either through personal experience, or through feedback from colleagues or the community. Leave empty if you cannot comment.

The Whangarei Falls is a popular tourist spot and one for local youth especially in the summer time.

Prior to the liquor ban being introduced and the redevelopment of the carpark & toilet areas there were many incidents of vehicles being interfered with, assaults and burglaries to nearby houses along Ngunguru Rd.

Tourist vehicles being interfered with had detrimental effects towards our reputation and were often reported in the media as such.

The falls carpark was also a popular place for people to meet late and night and conduct activities including drinking alcohol. These were often people well known to Police.

Please briefly describe the types of alcohol related crime and disorder issues that have occurred, or currently occur in this area:

The liquor ban, the City Safe carpark ambassadors and the development of the carpark/toilet area including CCTV cameras has greatly reduced the amount of offending in the area of the falls.

Rarely do we have vehicle crime committed, tourists are free to visit the falls without the feeling of being unsafe and locals enjoy the swimming opportunities during summer.

The community group Tikipunga Pride often hold community events at the falls to promote Tikipunga and this has really turned this area into a must visit attraction.

Please describe how the alcohol control in this area assists you in supporting community safety:

The community have really taken ownership of the falls with Tikipunga Pride being the ultimate hosts for our tourists by keeping the carpark safe and therefore being the capable guardians.

The Police use the liquor ban bylaw to address potential issues early and use a graduated response to any persons breaching the liquor ban. This allows quick and easy enforcement and a practical way to resolve issues before they get more serious.

For this alcohol control area, what would you like to see in the future?

Retain the area as it is.



## Alcohol Control Bylaw reviews

Feedback form for New Zealand Police Officers

Name: Mark Stuart

Title: Senior Constable

Police Station (if applicable): Ruakaka

Which alcohol control area are you commenting on?

Area Marsden village

District WDC

Please briefly describe the problems experienced in the area before the ban was put in place, either through personal experience, or through feedback from colleagues or the community. Leave empty if you cannot comment.

- Large amounts of alcohol consumed on grass verges, parks, playgrounds and the beach
- General disorder and assaults were common
- General carriage of alcohol around the streets and public spaces
- This elevated feelings of vulnerability amongst the community

Please briefly describe the types of alcohol related crime and disorder issues that have occurred, or currently occur in this area:

- Mass disorder 30 people fighting along Karawai Street
- Parties on the beach which contribute to assaults, property damage (arson of walkways to the beach) dangerous and alcohol fueled driving in parks and the beach
- Public urination/defecation
- Sexual offending inappropriate behavior eg public masturbation, indecent exposure

Please describe how the alcohol control in this area assists you in supporting community safety:

- This has proved a wonderful prevention first tool. We are able to respond to calls of people consuming alcohol and to enforce the alcohol ban early which mitigates further offending
- General feeling of security maintained as a result
- The community is well aware of the ban locations and will call for enforcement which in my view strengthens ties between police and the community
- The alcohol ban plays a vital role in keeping this community safe

For this alcohol control area, what would you like to see in the future?

Retain the area as it is.



## Alcohol Control Bylaw reviews

Feedback form for New Zealand Police Officers

Name: Craig BURROWS

Title: Sergeant

Police Station (if applicable): Kamo but in charge of Onerahi and Hikurangi

Which alcohol control area are you commenting on?

Area Oakura

District WDC

and: Matapouri, Oakura, Onerahi, Pataua North and South, Whananaki

Please briefly describe the problems experienced in the area before the ban was put in place, either through personal experience, or through feedback from colleagues or the community. Leave empty if you cannot comment.

Although I have named Oakura I am replying to all liquor ban areas including beaches from Onerahi/ Whangarei Heads all the way up to Whananaki.

The regular problems included disorder, drunkenness, rubbish about the place (bottles) just regular nuisance and it occurred on a regular occasions. On occasions we have had crime committed against tourists in these areas (thefts/violence) this impacts on our reputation as a tourist destination and often these crimes involved alcohol being consumed prior to the offending.

Please briefly describe the types of alcohol related crime and disorder issues that have occurred, or currently occur in this area:

The problems have not vanished, I will be honest they are however very few and far between because the majority of the people respect the liquor ban notices and are aware of the areas where the bans are in place.

All the eastern coastal areas are considerable distances from our policing bases of Onerahi/Kamo/Hikurangi and any calls for service relating to alcohol do take Police staff some time to attend.

Police take a discretionary approach to dealing with breaches of the alcohol ban, different approaches are taken when you have a group with a box of alcohol obviously intent on having a party as opposed to a family having a picnic on the beach and having a drink with their meal. We think this approach works well and is intended to make the beaches and surrounding beachside areas attractive to all members of the community without feeling intimidated by larger groups wanting to have more than one drink at the beach.

Please describe how the alcohol control in this area assists you in supporting community safety:

The massive reduction in alcohol related problems has reduced the regular need to go to the areas to sort these problems out. This has allowed visitation for proactive and community matters. Time spent has changed from more of a responding model to more of a proactive role. It also makes these area more attractive to tourists that visit these areas.

For this alcohol control area, what would you like to see in the future?

Retain the area as it is.





## Alcohol Control Bylaw reviews

Feedback form for New Zealand Police Officers

Name: Martin Geddes

Title: Senior Constable

Police Station (if applicable): Waipu

Which alcohol control area are you commenting on?

Area Waipu

District WDC

Please briefly describe the problems experienced in the area before the ban was put in place, either through personal experience, or through feedback from colleagues or the community. Leave empty if you cannot comment.

I have Policed the Waipu / Ruakaka areas for seventeen years. It was evident right from the start that there were issues with alcohol in Public areas causing concern for both local residents, business and Police. One example of this was regular drinking over the Christmas holiday periods at Ruakaka Reserve at Ruakaka Beach and Waipu Reserve at Waipu Cove. Police were called to these locations on numerous occasions to deal with disorder, vehicle crime and assaults. We regularly required back up to deal with large crowds of unruly young people who would turn on the often lone Officer who had been called out to deal with the offending. The main street of Waipu was an often targeted by drunken youths smashing shop windows, willful damage and disorder. Every year the annual Waipu Christmas parade would degenerate into mass disorder, brawling, assaults and driving offences. I recall being the lone officer dealing with mass disorder and brawling on the main street of Waipu early one Christmas morning. There were up to sixty people fighting on the main street trying to tip vehicles over. This type of behavior was a common occurrence following the annual parade requiring Police to bring in extra staff to deal with the aftermath. I recall nother incident where a local was jabbed in the face with a broken bottle during a fight at the Waipu Cove Reserve and another male was thrown through a plate glass window from a fight that was initiated at the same reserve. I could go on and on recalling and reliving these types of incidents.

Please briefly describe the types of alcohol related crime and disorder issues that have occurred, or currently occur in this area:

The bans for Ruakaka reserve, Waipu main street and Waipu Cove have made a huge difference to the crime states in the district. We are now able to move people on before matters escalate. In fact the bans have worked so well that we are rarely called to any incidents in these previous hot spots.

Please describe how the alcohol control in this area assists you in supporting community safety:

The community feels a lot safer due to these bans. In fact they are safer as very rarely are the bans breached. The number of harm incidents in these public areas has dramatically dropped. In my view the bans have been a spectacular success. If the bans were lifted I have no doubt that the associated problems would become evident again.

For this alcohol control area, what would you like to see in the future?

Retain the area as it is.



## Alcohol Control Bylaw reviews

Feedback form for New Zealand Police Officers

Name: John Fagan

Title: Senior Sergeant – Area Prevention Manager – Whangarei/Kaipara

Police Station (if applicable): Whangarei

Which alcohol control area are you commenting on?

Area	Mean low water springs to 300 metres inland on coast where WDC public land	District	WDC
------	--	----------	-----

Please briefly describe the problems experienced in the area before the ban was put in place, either through personal experience, or through feedback from colleagues or the community. Leave empty if you cannot comment.

In regards to the 300m liquor ban throughout the district, Police don't overly use this provision. The majority of problem areas are covered by the specific coastal liquor bans.

However throughout the summer period where our coastal areas are significantly busier, then a liquor ban for such places as Ruakaka Reserve, Waipu Cove, Langs Beach and Uretiti which aren't covered under a specific liquor ban would be useful as the Waipu Officer Constable Geddes.

I think if we maintain this ban across the District through the warmer months, it would provide a clear guideline for the community and ease of enforcement for Police.

Please briefly describe the types of alcohol related crime and disorder issues that have occurred, or currently occur in this area:

See comments from Constables Geddes on Waipu form – I have confirmed with him he is specifically talking about:

- Ruakaka Reserve
- Uretiti
- Waipu Cove
- Langs Beach

With his comments (in addition to Waipu township)

Please describe how the alcohol control in this area assists you in supporting community safety:

as above

For this alcohol control area, what would you like to see in the future?

Modify the boundaries of the area or modify the timeframes that apply (e.g. weekends or summer only)

## **Alcohol Control Bylaw Review**

### **Community Safety Report Community Development**

**Prepared by:**  
**David Palmer**  
**Community Safety Officer**  
**Community Development**

# Attachment 5

## 1 Summary

The following information is supplied to the Alcohol Control Bylaw Review Working Group to support the retention of the current central business district (CBD) alcohol control area (CBD alcohol ban). This is based on data collected by our City Safe Community Officers working from midnight to 4:00am on Friday and Saturday nights since the introduction of the One-Way Door Policy in April 2015. The data collated over a 3-year period, shows the strong correlation between the prevalence and availability of alcohol and antisocial behaviour; including crime and disorder activities. This is particularly in relation to the number of people pre-loading and breaching the alcohol ban before entering licensed premises, and the continuation of fights and associated disorder offending. The information provided confirms the need, not only to retain the alcohol ban in the CBD, but to also have the alcohol ban vigorously enforced by Police to further reduce the incidences of crime, disorder and antisocial behaviour.

## 2 Introduction

The area of the current CBD alcohol ban is provided in Appendix 1. Since the introduction of the One-Way Door Policy from the 7th April 2015, Community Development has employed night City Safe Community Officers to work on Saturday and Sunday mornings, for two 4-hour shifts from midnight to 04:00am, when 4 Community Officers were contracted for the first year and 2 Community Officers contracted thereafter, due to reduced funding. The role of the Community Officers is to act as ambassadors and capable guardians in the CBD, moderating antisocial behaviour by their presence and acting as the “eyes and ears” for the Police through radio contact with the Police Volunteer CCTV Operators at the Whangarei Police Station, and intervening in situations that does not put the officers at personal risk, such as giving people the option to tip out their alcohol when breaching the alcohol ban, over being prosecuted by the Police. Additionally, the City Safe Community Officers record the number and types of antisocial behaviour they witness, including crime and disorder type activities, which forms a baseline as to the effectiveness of the One-Way Door Policy on moderating antisocial behaviours arising from the sale and supply of alcohol.

## 3 Antisocial Behaviour Overview

The data that the Community Officers collect, is recorded on the form detailed in Appendix 2, where they record on an hourly basis:

1. the “vibe” or atmosphere of the CBD
2. the number of taxi drop-offs and pick-ups
3. the number of youths present

In addition to this, they record the date, time and location of:

4. The number of times that they pick up bottles (as well as the number of bottles being picked up) and;
5. Antisocial behaviour they witnessed, which is categorised as: Assault, Breach of the One-Way Door Policy (BO1WD), Breach of Alcohol Ban (BOL), Damage, Drugs, Fighting, Intoxicated, Loitering on Road, Suspicious, Urinating, Vomiting, and Other.

As indicated, some of the activities recorded above go beyond mere antisocial behaviour and are recorded as ‘disorders’, which are further categorised as: 1WD Aggro, Assault, Damage, Fighting, and Other Disorder Offences (Broken Glass/Bottles; Drugs; Suspicious and Vehicle).

# Attachment 5

## 3.1 Correlation between antisocial behaviour and bottle/can pick-ups

Graph1 below shows the monthly totals since the start of the One-Way Door Policy in April 2015, showing the correlation between antisocial behaviour (red line) and the number of times that alcohol vessels were picked up (blue line) and the overall decline of these, since the commencement of the policy in April 2015.

**Graph 1**

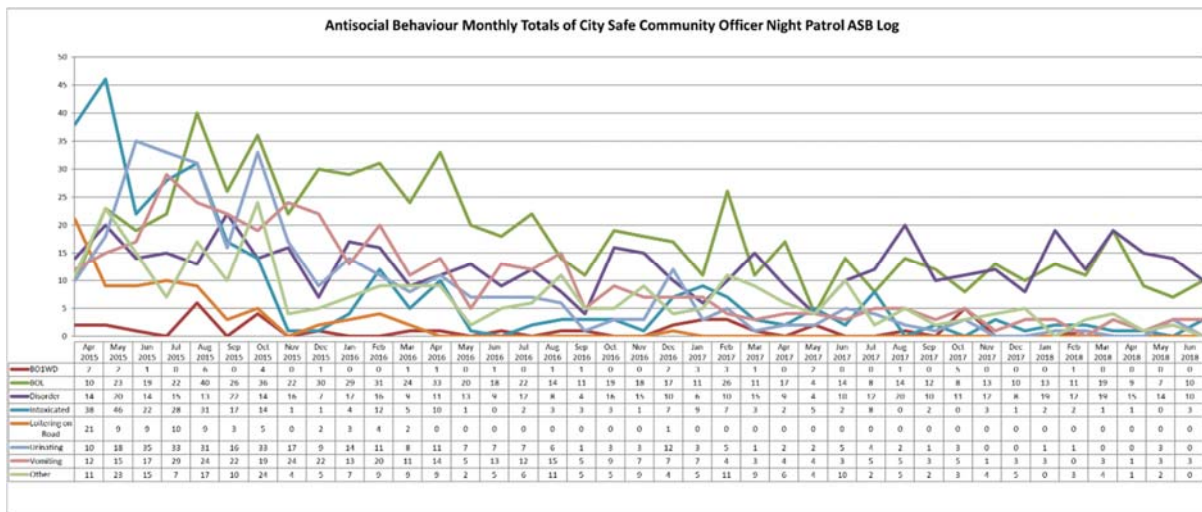


## 3.2 Antisocial behaviour breakdown

Graph 2 below, shows the monthly totals of antisocial behaviour by type: Assault, Breach of the One Way Door Policy (BO1WD), Breach of Alcohol Ban (BOL) (green line), Damage, Drugs, Fighting, Intoxicated, Loitering on Road, Suspicious, Urinating, Vomiting, and Other. This graph also groups all disorder type behaviours into a single overall trend (the purple line).

The consistently high incidences of breach of the alcohol ban and disorder activities continue to dominate the night-time behaviours between midnight and 4:00am over the weekends. On the positive, there has been a noticeable decrease in intoxication, public urination and vomiting since 2015.

**Graph 2**

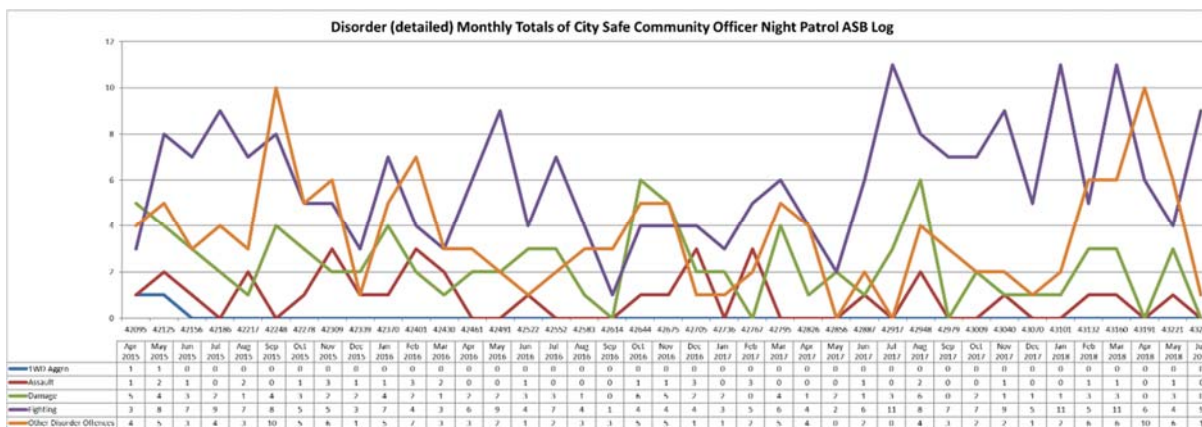


# Attachment 5

## 3.3 Disorder breakdown

Graph 3 below further breaks down the above disorder categories: 1WD (One-Way Door) Aggro, Assault, Damage, Fighting, and Other Disorder Offences. The prevalence of Fighting (purple line) and Other Disorder Offences (orange line) have increased over the period to June 2018, and this is a cause for concern, particularly in regards to maintaining the current alcohol ban in the CBD.

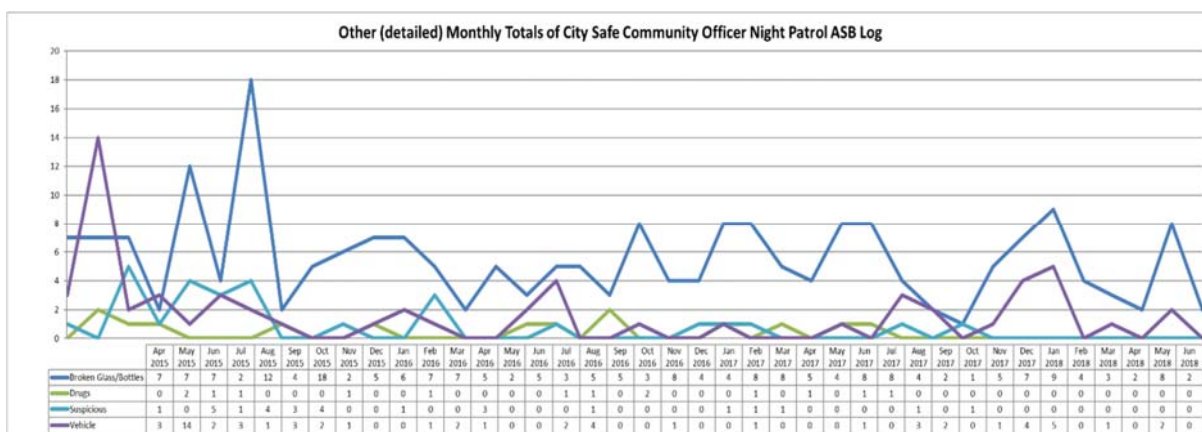
**Graph 3**



## 3.4 Other disorder breakdown

Graph 4 below, shows Other Disorder Offences being broken down to the categories of: Broken Glass/Bottles, Drugs, Suspicious and Vehicle. Broken glass / bottles and vehicles to a lesser extent, are the predominant factors for Other Disorder Offences, with broken bottles being consistent with people preloading and breaching the alcohol ban and the effect that alcohol has on increasing antisocial behaviour.

**Graph 4**



## 4 Conclusion

Despite a reduction in overall antisocial behaviour since the One-Way Door Policy came into force in April 2015, the data collated from the Night City Safe Community Officers shows a strong correlation between alcohol and antisocial behaviour, particularly with the number of people preloading and breaching the alcohol ban before entering into licensed premises and the number of fights and associated disorder offending. The alcohol ban is essential to limit availability and consumption of alcohol in the CBD to licensed premises. The data shows the need for retaining

# Attachment 5

the alcohol ban, and for it to be enforced more vigorously by the Police to further reduce the amount of antisocial behaviour in the CBD.

## Appendices

Appendix 1 – Alcohol Ban Area – Inner City

Appendix 2 – Night City Safe Community Officer Datasheet

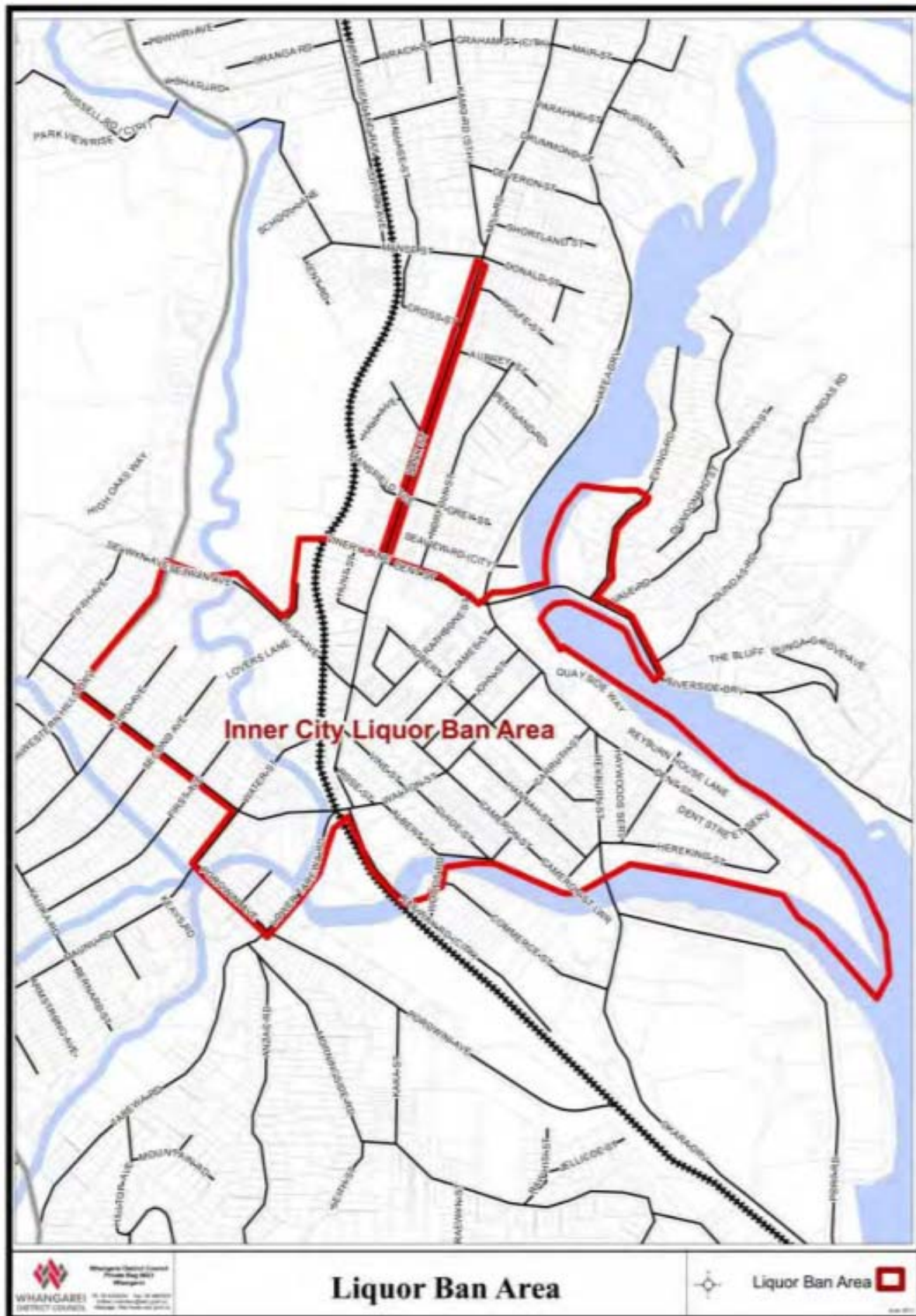
## References

Kete: City Safe - Community Officer - One Way Door Policy Behaviour Changes - Combined.xlsb



# Attachment 5

## Appendix 1 – Alcohol Ban Area – Inner City





## Attachment 5

## Appendix 2 – Night City Safe Community Officer Datasheet

Date     /     /     Name(Print).....

00:00 - 00:59	(circle one)* Vibe: 1 2 3	Taxi Pick Up Activity: (Tally)     Total:	Taxi Drop Off Activity: (Tally)     Total:	Minors:     Total:
01:00 - 01:59	(circle one)* Vibe: 1 2 3	Taxi Pick Up Activity: (Tally)     Total:	Taxi Drop Off Activity: (Tally)     Total:	Minors:     Total:
02:00 - 02:59	(circle one)* Vibe: 1 2 3	Taxi Pick Up Activity: (Tally)     Total:	Taxi Drop Off Activity: (Tally)     Total:	Minors:     Total:
03:00 - 03:59	(circle one)* Vibe: 1 2 3	Taxi Pick Up Activity: (Tally)     Total:	Taxi Drop Off Activity: (Tally)     Total:	Minors:     Total:

Time	STREET					LOCATION / PREMISES (eg Street, McMorrisys, Mall, Car park)	OFFENCE(S)											No. People Involved	
	Bank St	Cameron St	Rathbone St	Vine St	Other		Assault	BO 1WD	BOL	Damage	Drugs	Fighting	Intoxicated	Littering on Road	Suspicious	Urinating	Vomiting		Other
Comments/Other:																			
Comments/Other:																			
Comments/Other:																			
Comments/Other:																			
Comments/Other:																			
Comments/Other:																			
Comments/Other:																			
Comments/Other:																			
Comments/Other:																			

\*Vibe: 1 = GOOD (Safe/Lively/Social)    2 = FAIR (Cautious/Guarded/Bolsterous)    3 = BAD (Tense/Disorderly/Anti-social)

## Attachment 5

## SUBMISSION FORM

### Proposed Alcohol Control Bylaw and individual alcohol control areas

Thank you for taking this opportunity to comment, we welcome your feedback.

### Please enter your details below

First name(s):

Last name:

Postal address:

Best daytime phone number:

Mobile:

Email:

I am writing this submission (✓ box) ☐ as an individual / ☐ on behalf of an organisation

Organisation name:

### Tell us in person

If you are providing a written submission, you can also attend our hearing to tell us about your thoughts in person.

Alternatively, you don't have to write a submission to provide us with your feedback. You can use this form to register to attend the hearing and just tell us your thoughts in person.

Please register for the hearing if you are interested in talking to Council in person:

9.30am Tuesday 16 October 2018

(✓ box) ☐ Yes ☐ No

The Hearing will be held in Council Chambers.

Please get your submission and/or your hearing registration to us by 5pm Friday 5 October.

### Tell us in writing

Be sure to get your written comments to us by 5.00pm on Friday 5 October. Follow the instructions and provide your comments on the next page.

### How to register and/or get this form to us

#### In person:



By visiting Customer Service desks at either:  
Forum North, Rust Ave, Whangarei, or  
Ruakaka Service Centre, Takutai Place, Ruakaka, or  
by phoning 09 430 4200 or 0800 932 463 and one of  
our friendly Customer Service staff will fill out this  
form for you over the phone

#### By mail:



Alcohol Control Bylaw  
Whangarei District  
Council Private Bag 9023  
WHANGAREI 0148  
or fax to 09 438 7632

#### Online/email:



Complete this form online: [www.wdc.govt.nz](http://www.wdc.govt.nz) or email  
us: [mailroom@wdc.govt.nz](mailto:mailroom@wdc.govt.nz)

[illegible]

# Attachment 6

## 2. Existing alcohol control areas

Which area do you want to comment on?

Kamo		Oakura		Otangarei		Tikipunga		Whangarei Falls	
Marsden Village		Onerahi		Pataua North		Waipu		Whangarei CBD	
Matapouri		Otaika		Pataua South		Whananaki		Generic coastal area	

<p><b>1) Describe the crime or disorder you have experienced or witnessed, as a result of alcohol consumption, in this area</b></p> <p>Examples of alcohol-related crime or disorder may include property damage, fighting, broken glass, or aggressive, intimidating or offensive behaviour towards others as a result of drinking alcohol.</p> <p>If you need more space, please feel free to write on extra pages. If you have extra information, please attach it to your submission.</p>		
<p><b>3) When was (or is) the crime or disorder you have experienced or witnessed most likely to happen?</b></p> <p>Please select all that apply.</p>	<input type="checkbox"/> Weekend <input type="checkbox"/> Weekdays <input type="checkbox"/> Summer time <input type="checkbox"/> Winter time	<input type="checkbox"/> A particular holiday (please specify): _____ <input type="checkbox"/> Other (please specify): _____
<p><b>4) What time of the day was (or is) the crime or disorder you have experienced or witnessed most likely to happen?</b></p> <p>Please select one.</p>	<input type="checkbox"/> Daytime (between 7am and 7pm) <input type="checkbox"/> Evening time (between 7pm and 10pm) <input type="checkbox"/> Night-time (between 10pm and 7am) <input type="checkbox"/> Other (please specify): _____	
<p><b>5) How often was (or is) the crime or disorder you have experienced or witnessed happening?</b></p> <p>Please select one.</p>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Holidays <input type="checkbox"/> Weekends	<input type="checkbox"/> One off (please specify): _____ <input type="checkbox"/> Other (please specify): _____
<p><b>H) What else do you think could be done to prevent the crime or disorder you have experienced or witnessed from happening?</b></p> <p>Examples may include better lighting or locked gates.</p>		

# Attachment 6

## 3. New alcohol control areas

Please provide a detailed description of the area.

<p><b>1) Describe the crime or disorder you have experienced or witnessed, as a result of alcohol consumption, in this area</b></p> <p>Examples of <u>alcohol-related crime or disorder</u> may include property damage, fighting, broken glass, or aggressive, intimidating or offensive behaviour towards others as a result of drinking alcohol.</p> <p>If you need more space, please feel free to write on extra pages. If you have extra information, please attach it to your submission.</p>		
<p><b>3) When was (or is) the crime or disorder you have experienced or witnessed most likely to happen?</b></p> <p>Please select all that apply.</p>	<input type="checkbox"/> Weekend <input type="checkbox"/> Weekdays <input type="checkbox"/> Summer time <input type="checkbox"/> Winter time	<input type="checkbox"/> A particular holiday (please specify): <hr/> <input type="checkbox"/> Other (please specify): <hr/>
<p><b>4) What time of the day was (or is) the crime or disorder you have experienced or witnessed most likely to happen?</b></p> <p>Please select one.</p>	<input type="checkbox"/> Daytime (between 7am and 7pm) <input type="checkbox"/> Evening time (between 7pm and 10pm) <input type="checkbox"/> Night-time (between 10pm and 7am) <input type="checkbox"/> Other (please specify): <hr/>	
<p><b>5) How often was (or is) the crime or disorder you have experienced or witnessed happening?</b></p> <p>Please select one.</p>	<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Holidays <input type="checkbox"/> Weekends	<input type="checkbox"/> One off (please specify): <hr/> <input type="checkbox"/> Other (please specify): <hr/>
<p><b>H) What else do you think could be done to prevent the crime or disorder you have experienced or witnessed from happening?</b></p> <p>Examples may include better lighting or locked gates.</p>		

## 6.4 Final Capital Projects Report 2017-2018 and Adoption of Carry Forwards to 2018-2019

**Meeting:** Whangarei District Council  
**Date of meeting:** 30 August 2018  
**Reporting officer:** Alan Adcock (General Manager Corporate / CFO)

### 1 Purpose

To provide the final report of the 2017-2018 capital projects expenditure compared to budget and to seek approval of carry forwards to 2018-2019 to revise the annual plan budget.

### 2 Recommendations

That the Council:

- a) Notes the Capital Projects Report for the year ending 30 June 2018;
- b) Approves the proposed carry forwards of \$26.1m from 2017/18 to 2018/19;
- c) Approves the amended 2018/19 Capital Projects Budget of \$84.9m.

### 3 Background

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

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

When the 2018-2028 Long Term Plan was adopted in June 2018 it included an estimated amount of \$20.7m of the 2017/18 projects budget to be carried forward to the 2018/19 year.

Now that the process for accruing end of year capital expenditure has been completed and the final Capital Projects Report 2017/18 has been finalised, the actual amount of carry forwards (\$26.1m) can be revised and approved for the 2018/19 financial year.

### 4 Discussion

#### 4.1 Final Capital Projects Report 2017/18 (Attachment 1)

The end of year capital expenditure accruals for 2017/18 have now been completed. The Capital Projects Report 2017/18 has been updated to reflect these accruals (Attachment 1).

The report confirms:

- Final expenditure of \$53.2m against the revised budget for the 2017/18 year of \$75.3m, giving an under spend of \$22.1m.
- Carry forwards of \$26.1m.
- This is an increase of \$13.5m on last year's total expenditure and an increase of \$14.0m from last year's carry forwards (see table below).

#### **Analysis of Capital Expenditure and Carry Forwards 2017/18 trends**

	2017/18		2016/17		2015/16	
	\$m	%	\$m	%	\$m	%
Total Projects Budget	75.3		56.8		63.6	
Total Projects Expenditure	53.2	71%	39.7	70%	45.6	72%
Total Variance	22.1	29%	17.1	30%	18.0	28%
Total Carry Forwards	26.1	35%	12.1	21%	15.7	25%
Carry forward made up of:						
I&S CF	14.3	55%	8.8	73%	12.7	81%
Non I&S CF	11.8	45%	3.3	27%	3.0	19%

#### **Significant variances to budget include**

##### **Transport:**

- Sealed Road Pavement Rehabilitations \$3.1m less than budget which has been used to optimise subsidy available in other areas.
- LED Streetlight Upgrades of \$3.4m less than budget due to delay in the supply of LED lights to NZ. This is to be carried forward with an 85% subsidy.
- Land for roads \$1.3m more than budget due to unbudgeted \$342k purchase of land from Saorsa and \$989k toward a private developer agreement.

Note: Due to the NZTA subsidies available for Transportation projects, Council's share of the \$6.0m carry forwards is only \$2.3m.

##### **Water:**

- Whau Valley Water Treatment Plant of \$268k less than budget which is to be carried forward.
- Ruddells Raw Water Line Renewal of \$482k less than budget of which \$307k is to be carried forward to fund other watermain renewals.

##### **Wastewater:**

- Wastewater City Service Level improvements of \$1.6m less than budget, which is predominately for the Tarewa Park Storage Tank which had works delayed due to weather. This is to be carried forward in to the 2017/18 year.



### Community Facilities and Services:

- Sports and Recreation Level of Service \$2.1m less than budget was mainly due to \$1.1m for Pohe Island Carpark being delayed until the 2018/19 year and \$720k for Bike Northland (note: a separate agenda has been taken to the Infrastructure Committee to transfer these funds to the main Pohe Island Car Park).
- Seawalls Renewal of \$1.3m mainly due to delays in consenting and consultation for Matapouri and Ngunguru Seawalls.

### Support Services:

- Council Premises \$7.2m less than budget as it is still in the preliminary phase. This is to be carried forward.
- Parihaka Transmission Mast \$1.0m less than budget, has been delayed due to consultation with Iwi on whether it is moved or upgraded and will be carried forward.
- Property Purchases \$3.4m more than budget due to the purchase of the RSA site. This was funded via the Property Reinvestment Reserve.
- Old Harbour Board Building Development is \$1.5m more than budget due to the full \$3m grant to Whangarei Art Museum Trust being accrued in to the 2017/18 year.
- Digitisation \$386k less than budget due to resourcing constraints. This is required to be carried forward.
- One Council (OC) Project \$366k less than budget due to delays as a result of the vendor's early adoption process. This is required to be carried forward.
- New Airport Evaluation \$1.4m less than budget which has been shifted to years 1 and 2 of the 2018-28 Long Term Plan

## 4.2 Capital Projects Carry Forwards Detail (Attachment 2)

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

## 4.3 2018/19 Long Term Plan (Year 1) Capital Projects – Revised Carry Forwards (Attachment 3)

The total carry forward figure estimated in year 1 of the 2018-2028 Long Term Plan has been restated as per the attached; with the difference summarised in the table below:

	2018/19 Long Term Plan Carry Forward (Estimate) \$m	Revised Carry Forwards \$m	Variance \$m
Total	20.7	26.1	5.4

The monthly Capital Projects Reports for the year will have the 2018/19 Annual Plan capital expenditure budget revised for the finalised carry forward figures as per the table below.

	2018/19 Long Term Plan Total Budget \$m	Revised Budget adjusted for Carry Forwards \$m	Variance \$m
Total	79.5	84.9	5.4

## **5 Significance and engagement**

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

## **6 Attachments**

1. Final Capital Projects Report 2017-18
2. Capital Projects Carry Forwards Detail
3. 2018/19 Annual Plan Capital Projects - Revised Carry Forwards

# CAPITAL PROJECTS REPORT

AS AT 30 June 2018

(Figures include both Operating and Capital Expenditure)

	Full Year Actual \$000	Full Year Revised Budget \$000	Variance (Underspent)/ Overspent \$000	Forecast Carry Forwards \$000	Total (Underspent)/ Overspent \$000
<b>Transportation</b>					
Bus Shelters	9	0	9	0	9
Coastal Protection Structures - Roothing	0	80	(80)	0	(80)
Cycleways - Additional government fundin	47	0	47	0	47
Cycleways - Subsidised	4,313	4,215	97	791	888
Cycleways - Unsubsidised Programmed Work	8	91	(83)	91	8
Drainage Renewals	623	444	179	0	179
Footpaths Renewals	287	340	(53)	0	(53)
Land for Roads	1,321	500	821	500	1,321
LED Streetlight Upgrades	3,158	6,600	(3,442)	3,440	(2)
Lower James Street Upgrade	0	518	(518)	518	0
Mill Rd/Nixon St/Kamo Rd - Roothing	29	0	29	0	29
Minor Improvements to Network	3,264	2,608	655	0	655
New Footpaths	244	223	21	0	21
Parking Renewals	304	124	180	0	180
Parking Upgrades	0	100	(100)	0	(100)
Replacement of Bridges & Other Structures	1	0	1	0	1
Roothing Property Renewals & Improvements	16	0	16	0	16
Seal Extensions - House Frontage Sealing	1,416	151	1,265	0	1,265
Seal Extensions - Wright/McCardle	0	1,250	(1,250)	0	(1,250)
Sealed Road Pavement Rehabilitation	3,703	6,840	(3,137)	0	(3,137)
Sealed Road Resurfacing	4,274	3,736	538	0	538
Southern Entrance Intersection Improvement	37	645	(608)	0	(608)
Structures Component Replacement	825	429	395	0	395
Traffic Sign & Signal Renewals	553	529	24	0	24
Transport Planning Studies & Strategies	91	0	91	0	91
Unsealed Road Metalling	1,383	1,102	281	0	281
Urban Intersection Upgrades	381	1,088	(707)	707	(0)
<b>Transportion Total</b>	<b>26,286</b>	<b>31,615</b>	<b>(5,329)</b>	<b>6,047</b>	<b>718</b>
<b>Water</b>					
Minor Projects - Emergency Works	81	315	(235)	235	0
Pipeline Bridges - Programmed Work	0	21	(21)	0	(21)
Reservoir Rehabilitation - Programmed Work	137	315	(179)	0	(179)
Reticulation - Programmed Work	824	654	170	307	477
Ruddells Raw Water Line Renewal	570	1,052	(482)	0	(482)
Water Meter Renewals	358	368	(10)	0	(10)
Water Treatment Plant & Equipment Replacement	530	315	214	0	214
Whau Valley New Water Treatment Plant	1,232	1,500	(268)	268	(0)
<b>Water Total</b>	<b>3,733</b>	<b>4,541</b>	<b>(809)</b>	<b>809</b>	<b>(0)</b>
<b>Solid Waste</b>					
Transfer Station Upgrades	17	200	(183)	183	0
<b>Solid Waste Total</b>	<b>17</b>	<b>200</b>	<b>(183)</b>	<b>183</b>	<b>0</b>
<b>Wastewater</b>					
Hikurangi Sewer Network Upgrade	810	960	(150)	150	0
Laboratory Equipment Renewals & Upgrades	50	34	16	0	16
Motor Starter Assessment & Upgrades	6	16	(10)	8	(2)
Public Toilets	(48)	0	(48)	15	(33)
Pump Station Upgrades	657	368	289	0	289
Ruakaka Waste Water Treatment Plant Upgrade	425	50	375	0	375
Treatment Plant Remote Monitoring	0	53	(53)	0	(53)
Treatment Plant Upgrades	97	672	(575)	0	(575)
Tutukaka Wastewater WWTP Renewals	0	53	(53)	53	0

Waipu Trunk Main Upgrades	53	56	(3)	3	0
Wastewater Assessment	0	42	(42)	0	(42)
Wastewater City Service Level Improvements	4,434	5,992	(1,558)	1,659	101
Wastewater Projects	(0)	200	(200)	0	(200)
Wastewater Strategy - Programmed Work	76	100	(24)	24	(0)
Wastewater Structures Earthquake checks	0	32	(32)	0	(32)
<b>Wastewater Total</b>	<b>6,559</b>	<b>8,626</b>	<b>(2,066)</b>	<b>1,911</b>	<b>(156)</b>
<b>Stormwater</b>					
Stormwater Catchment Management Plans & Assessment	14	126	(112)	112	(0)
Stormwater Projects - Programmed Work	507	934	(426)	23	(403)
<b>Stormwater Total</b>	<b>522</b>	<b>1,060</b>	<b>(538)</b>	<b>135</b>	<b>(403)</b>
<b>Community Facilities &amp; Services</b>					
<i>Community Development</i>					
CCTV Upgrades & Improvements	72	68	4	0	4
Community Buildings Renewals & Improvements	23	135	(112)	112	0
Pensioner Housing Renewals & Improvements	669	486	182	0	182
<b>Community Development Total</b>	<b>764</b>	<b>689</b>	<b>75</b>	<b>112</b>	<b>186</b>
<i>Libraries</i>					
Book Purchases	576	647	(71)	54	(17)
Furniture Renewals	5	5	(0)	0	(0)
IT Equipment Replacement	90	156	(66)	66	0
Library Improvements	42	50	(8)	25	17
Mobile Bus Replacement	3	7	(4)	4	(0)
<b>Libraries Total</b>	<b>716</b>	<b>865</b>	<b>(148)</b>	<b>148</b>	<b>(0)</b>
<i>Parks &amp; Recreation</i>					
Cemeteries Level of Service	96	85	11	0	11
Cemeteries Renewals	82	160	(78)	60	(18)
Coastal Structures Renewal	305	364	(59)	12	(47)
Emerald Necklace - Sense of Place	168	215	(47)	0	(47)
Hatea Activity Loop	693	863	(170)	237	66
Neighbourhood & Public Gardens Level of Service	57	176	(118)	141	23
Neighbourhood & Public Gardens Renewals	713	1,123	(410)	453	43
Parks Interpretation Information	13	42	(29)	10	(19)
Playgrounds & Skateparks Level of Service	12	260	(248)	248	(0)
Playgrounds & Skateparks Renewals	158	167	(8)	0	(8)
Public Art	24	42	(18)	18	(0)
Seawalls Renewal	731	2,027	(1,296)	1,297	1
Sport & Recreation Level of Service	744	2,850	(2,105)	1,926	(179)
Sport & Recreation Renewals	1,110	1,538	(429)	431	2
Town Basin - Conversion of Carpark to Park	0	203	(203)	203	0
Urban Design - Themed Communities & Settlements	75	190	(115)	107	(8)
Walkway & Track Level of Service	18	21	(3)	0	(3)
Walkway & Track Renewals	616	427	189	0	189
<b>Parks &amp; Recreation Total</b>	<b>5,615</b>	<b>10,752</b>	<b>(5,137)</b>	<b>5,142</b>	<b>6</b>
<i>Venue and Events Whangarei</i>					
FN Venue - Catering Kitchen Upgrades	0	46	(46)	46	0
FN Venue - Conference Centre Upgrades	0	201	(201)	201	0
FN Venue - Electrical Distribution Upgrades	0	103	(103)	103	0
FN Venue - Entrance/ Lighting Enhancements	3	52	(49)	49	0
FN Venue - Furniture Upgrades	0	38	(38)	38	0
FN Venue - Health & Safety Upgrades	0	30	(30)	30	0
FN Venue - Theatre Technical Equipment Upgrades	38	143	(105)	105	0
NECT - Exterior General Renewals	26	47	(22)	22	0
NECT - Floor Covering Renewals	0	80	(80)	80	0
NECT - Interior General Renewals	0	54	(54)	54	0
<b>Venue and Events Whangarei Total</b>	<b>67</b>	<b>794</b>	<b>(727)</b>	<b>727</b>	<b>0</b>
<b>Community Facilities &amp; Services Total</b>	<b>7,162</b>	<b>13,100</b>	<b>(5,937)</b>	<b>6,130</b>	<b>192</b>
<b>Economic Growth</b>					
Twin Coast Signage	0	30	(30)	30	0

Whangarei City Entrance Signage & Beautification	96	89	7	0	7
<b>Economic Growth Total</b>	<b>96</b>	<b>119</b>	<b>(24)</b>	<b>30</b>	<b>7</b>
<b>Planning &amp; Regulatory</b>					
Dog Pound Renewals	0	20	(20)	20	0
<b>Planning &amp; Regulatory Total</b>	<b>0</b>	<b>20</b>	<b>(20)</b>	<b>20</b>	<b>0</b>
<b>Support Services</b>					
<b>Business Improvement</b>					
Workflow Systems Development	0	158	(158)	158	0
<b>Business Improvement Total</b>	<b>0</b>	<b>158</b>	<b>(158)</b>	<b>158</b>	<b>0</b>
<b>Business Support</b>					
Council Premises	62	7,274	(7,212)	7,214	2
Council Vehicle Replacements	189	210	(22)	21	(1)
Information Centre Upgrade	22	148	(126)	126	0
Office Furniture	20	0	20	0	20
<b>Business Support Total</b>	<b>293</b>	<b>7,632</b>	<b>(7,339)</b>	<b>7,361</b>	<b>21</b>
<b>Civil Defence</b>					
Civil Defence Emergency Management Equipment Renew	1	21	(20)	20	(0)
Emergency Operations Centre - New Equipment	2	3	(1)	3	2
Tsunami Signage	9	11	(1)	1	0
Tsunami Sirens New	8	0	8	0	8
Tsunami Sirens Renewals	22	26	(3)	3	0
<b>Civil Defence Total</b>	<b>42</b>	<b>60</b>	<b>(18)</b>	<b>28</b>	<b>10</b>
<b>Democracy &amp; Assurance</b>					
Council Chambers Upgrades	16	0	16	0	16
<b>Democracy &amp; Assurance Total</b>	<b>16</b>	<b>0</b>	<b>16</b>	<b>0</b>	<b>16</b>
<b>District Development</b>					
Central City Carpark Upgrades & Improvements	2	204	(201)	201	0
Commercial Property Renewals & Improvements	66	0	66	0	66
Old Harbour Board Building Development	2,977	1,469	1,508	0	1,508
Parihaka Transmission Mast Upgrade	0	1,003	(1,003)	1,003	0
Port Road Site Remediation	711	1,500	(789)	650	(139)
Property Purchases	3,414	0	3,414	0	3,414
Town Basin Property Renewals & Improvements	27	0	27	0	27
Water Services Building Renewals	0	20	(20)	20	0
<b>District Development Total</b>	<b>7,197</b>	<b>4,196</b>	<b>3,001</b>	<b>1,874</b>	<b>4,875</b>
<b>ICT</b>					
Accounts Payable Automation	37	60	(23)	23	0
Asset Management Software Upgrade	48	94	(46)	46	(0)
Computer Tech for Building, Animal Control & Parking	0	124	(124)	124	0
Decision Support System Development	0	80	(80)	80	0
Digitisation of Records	461	850	(389)	389	(0)
Electronic Agenda Management System	14	0	14	0	14
IB Project	61	53	8	0	8
IT Network Upgrades	27	60	(33)	33	(0)
Minor ICT Projects	66	0	66	0	66
OC Project	284	650	(366)	366	(0)
Performance Management System Development	57	174	(117)	117	(0)
Web & Intranet Development	67	337	(269)	269	0
<b>ICT Total</b>	<b>1,121</b>	<b>2,482</b>	<b>(1,360)</b>	<b>1,448</b>	<b>88</b>
<b>Infrastructure Planning &amp; Capital Works</b>					
New Airport Evaluation	155	1,520	(1,365)	0	(1,365)
<b>Infrastructure Planning &amp; Capital Works Total</b>	<b>155</b>	<b>1,520</b>	<b>(1,365)</b>	<b>0</b>	<b>(1,365)</b>
<b>People &amp; Capability</b>					
Office Furniture	16	10	6	0	6
<b>People &amp; Capability Total</b>	<b>16</b>	<b>10</b>	<b>6</b>	<b>0</b>	<b>6</b>

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## CAPITAL PROJECTS CARRY FORWARDS REPORT

AS AT 30 June 2018

(Figures include both Operating and Capital Expenditure)

LTP Indicator	Project ID Description	Carry Forwards	Comments
<b>Transportation</b>			
Cycleways - Subsidised	Kamo Cycleway - Stage 1 Rust Ave to Kamo Rd	791	Funding reallocated from other savings to match available subsidy in 2018/19
Cycleways - Unsubsidised Programmed Work	Ngunguru/Waipu Cycleways	91	Community grants for shared path projects at Waipu \$30k and Ngunguru \$61k not uplifted due to delays to projects.
Land for Roads	Land for Roads - Budgeting only	500	Pataua Sth land purchase for road legalisation, still under negotiation
LED Streetlight Upgrades	Streetlights - LED upgrades	3,440	LED replacement programme, delay in the supply of LED lights to huge NZ demand on suppliers. 85% subsidy extended to 2020
Lower James Street Upgrade	Lower James St Upgrade	518	This funding was initially a Sense of Place project, that has now been earmarked for street enhancements as part of the CBD Plan
Urban Intersection Upgrades	Porowini/Tarewa Intersection improvements	707	No suitable tenders so had to retender
<b>Transportation Total</b>		<b>6,047</b>	
<b>Water</b>			
Minor Projects - Emergency Works	Emergency Renewals and Minor Projects	235	To complete Ruakaka UV upgrade and Scrappers
Reticulation - Programmed Work	Water Reticulation Renewals	307	Carry forward unspent money on Ruddells Raw Water Line Renewal. Amount capped to balance Water Department overspends in other accounts
Whau Valley New Water Treatment Plant	New Whau Valley Water Treatment Plant	268	Detailed design contract award delayed due to negotiations. Contract now signed.
<b>Water Total</b>		<b>809</b>	
<b>Solid Waste</b>			
Transfer Station Upgrades	Rural Transfer Station Upgrades	183	To fund mitigation works anticipated as a result of getting land use consent for the Parua Bay Transfer station. Consent applied for 20 July 2018
<b>Solid Waste Total</b>		<b>183</b>	
<b>Waste Water</b>			
Hikurangi Sewer Network Upgrade	Hikurangi Sewer Network Renewal	150	To complete works underway at Hikurangi wastewater due for completion mid August 2018. Works are to resolve sewer flooding properties in Union street
Motor Starter Assessment & Upgrades	Pump Starter Upgrades	8	Carry forward remaining minor balance
Public Toilets	Parihaka Public Toilet	15	To fund renewal works on Ocean beach toilet that was burnt down - estimated portion not covered by insurance.
Tutukaka Wastewater WWTP Renewals	Tutukaka Wastewater WWTP Renewals	53	UV equipment order in May 2018 however not yet arrived. Carry forward needed to pay for unit when delivered.
Waipu Trunk Main Upgrades	Waipu Wastewater Rising Mains Replacement	3	Minor carry forward to complete defect repair.
Wastewater City Service Level Improvements	Tarewa Park Storage Tank	1,020	Project complete in August 2018. Carryforward higher than forecast due to wet weather delays.
Wastewater City Service Level Improvements	Wastewater Sewer Line and Manhole Renewals	396	Carry forward to fund sewage overflow mitigation in Takahe st (Tikipunga). Currently \$290k budgeted in year 2 of the LTP.
Wastewater City Service Level Improvements	Tarewa Park Trunk Sewer Stage 2 ( SH1 Crossing)	242	Waiting on NZTA.WDC contribution for new pipe to be installed under SH1 when road widened. Carry forward to tie in with NZTA schedule
Wastewater Strategy - Programmed Work	Wastewater Environmental Improvements	24	Carry forward remaining minor balance
<b>Waste Water Total</b>		<b>1,911</b>	
<b>Storm Water</b>			
Stormwater Catchment Management Plans & Assessments	Stormwater Catchment Management	112	Morningside assessment. Carry forward to fund development of stormwater strategy to prioritize LTP funding and data collection. Contract let to Morphum in May 2018. Strategy expected to be completed Sept 2018.
Stormwater Projects - Programmed Work	Marsden City Stormwater	23	Carry forward for opus peer review and professional support of Marsden city
<b>Storm Water Total</b>		<b>135</b>	
<b>Community Facilities &amp; Services</b>			
Book Purchases	Adult Non Fiction Collection	31	Vacant role for five months and fluctuations in the exchange rate
Book Purchases	Children and Teens Collection	20	Unexpected delay in the cataloguing outsourcing project.
Book Purchases	Bestsellers	3	Carry forward remaining minor balance
Cemeteries Renewals	Cemetery Renewals	60	\$60K for sheds
Coastal Structures Renewal	Limestone Island Pontoon Renewal	12	Balance to complete project
Community Buildings Renewals & Improvements	Community Buildings Projects	112	Work on bathrooms and disabled access' on halls not completed. Projects placed on hold until after repaint at 116 in case unforeseen maintenance was required.
FN Venue - Catering Kitchen Upgrades	FN Venue - Catering Kitchen Upgrades	46	This project is planned to be completed in January 2019
FN Venue - Conference Centre Upgrades	FN Venue - Conference Centre Upgrades	201	Due to events scheduled this project will take place in January 2019
FN Venue - Electrical Distribution Upgrades	FN Venue - Electrical Distribution Upgrades	103	Event scheduling impact on the timing of this project, planned for January 2019
FN Venue - Entrance/ Lighting Enhancements	FN Venue - Entrance/ Lighting Enhancements	49	Awaiting decision regarding Civic Centre
FN Venue - Furniture Upgrades	FN Venue - Furniture Upgrades	38	Planned for October 2018
FN Venue - Health & Safety Upgrades	FN Venue - Health & Safety Upgrades	30	Theatre orchestra pit rams currently being re fabricated.
FN Venue - Theatre Technical Equipment Upgrades	FN Venue - Theatre Technical Equipment Upgrades	105	Project plan to be adjusted to suit latest requirement; Planned for November 2018
Hatea Activity Loop	Bascule Car Park Seal	237	Carrying forward net costs including TIF funding - construction in 2018/19
Library Improvements	Leonard Library Reserve	25	Carrying forward planned expenditure from bequest
Library IT Equipment	Library IT Equipment Replacement	66	Delays in and purchasing equipment
Mobile Bus Replacement	Library Mobile Bus Replacement	4	Minor adjustments to interior still required
NECT - Exterior General Renewals	NEC - Exterior General Renewals	22	Waterproofing & steel support beam rehabilitation currently underway

<b>LTP Indicator</b>	<b>Project ID Description</b>	<b>Carry Forwards</b> <b>Comments</b>
NECT - Floor Covering Renewals	NEC - Floor Covering Renewals	80 Re-carpeting of Level 2 & 3 corporate areas has been postponed for approx 2 years. Regular industrial cleans has extended the lifespan
NECT - Interior General Renewals	NEC - Interior General Renewals	54 Wall repairs & painting, canopy roof internal cleaning currently underway
Neighbourhood & Public Gardens Level of Service	Whangarei Falls Amenity	141 Tender awarded, weather & existing work program delayed starting project
Neighbourhood & Public Gardens Renewals	Neighbourhood Park Minor Renewals	100 Work delayed as contractor did not have resources to complete renewal of picnic tables/bollards, signs within financial year.
Neighbourhood & Public Gardens Renewals	Carparks and Path Renewals	40 Wehiwehi & Morrison invoiced in July 2018
Neighbourhood & Public Gardens Renewals	Laurie Hall Park	313 Project fell behind due to weather, balance required to completed tendered works
Parks Interpretation Information	Parks Interpretation Signage	10 To complete the agreed Heritage signs programme
Playgrounds & Skateparks Level of Service	Tikipunga Children's Park	203 Delayed while Council met the conditions of the Tikipunga Protestant Children's Home Trust donation
Playgrounds & Skateparks Level of Service	Otagarei Playground	45 Carry forward for project completion e.g. CCTV, furniture and water fountain etc
Public Art	Public Art	18 Bascule Park - Large stone sculpture purchased from the 2017 Sculpture Symposium to be installed 2018/2019
Seawalls Renewal	Matapouri Seawall	470 Delays experienced in consultation and consenting process, physical works now programmed to occur Spring 2018.
Seawalls Renewal	Ngunguru Seawall	751 Concept plan complete but community consultation has delayed the lodging of consent
Seawalls Renewal	Sandy Bay Seawall	23 Design of new structure underway
Seawalls Renewal	Taurikura/Richie Road/Princes Road Seawall Renewals	53 Carry forward to complete tendered work
Sport & Recreation Level of Service	Bike Northland Carpark - Pohe Island	720 Carry forward required for funding seed in line with BN programme
Sport & Recreation Level of Service	Camera Obscura	106 Awaiting additional funding for project to go ahead
Sport & Recreation Level of Service	Pohe Island Carpark (Master Plan)	1,100 Design & consultation process pushing construction into 18/19 year. Some fill importation completed this year
Sport & Recreation Renewals	Otaika Field Renewals	431 Contractor has fallen behind programme, remainder to be carried forward to complete tendered contract.
Town Basin - Conversion of Carpark to Park	Town Basin Conversion of Car Park to Park	203 Unable to complete design due to other commitments taking priority and delay acceptable as construction dates pushed out by Hundertwasser
Urban Design - Themed Communities & Settlements	Hikurangi Village Plan	47 Programmed work at Hikurangi
Urban Design - Themed Communities & Settlements	Kamo Village Plan	40 Grant St reserve project
Urban Design - Themed Communities & Settlements	Maungatapere Village Plan	20 Funds required for agreed work in community
<b>Community Facilities &amp; Services Total</b>		<b>6,129</b>
<b>Economic Growth</b>		
Twin Coast Signage	Twin Coast Signage	30 Carry forward unspent balance
<b>Economic Growth Total</b>		<b>30</b>
<b>Planning &amp; Regulatory Services</b>		
Dog Pound Renewals	Dog Pound Renewal	20 Decided to combine the concept design work with the detailed design into one professional services contract during 18/19
<b>Planning &amp; Regulatory Services Total</b>		<b>20</b>
<b>Support Services</b>		
Accounts Payable Automation	Accounts Payable (AP) Automation	23 To allow for some additional improvements
Asset Management Software Upgrade	Asset Management Software Upgrade	46 Carrying forward due to longer than expected procurement process
Central City Carpark Upgrades & Improvements	Central City Car Park Projects	201 Barrier arm technology and associated improvements - Project resourcing delays
Civil Defence Emergency Management Equipment Renewals	Civil Defence Emergency Management Equipment Renewals	20 AV equipment and radios invoiced in July 2018
Computer Tech for Building, Animal Control & Parking	Computer Tech for Building, Animal Control & Parking	124 Delayed until CiAnywhere project is live, due to available functionality.
Council Premises	Council Premises	7,214 Project still in preliminary phase.
Council Vehicle Replacements	Council Vehicle Replacements	21 Carry Forward \$21k of unspent Fleet Budget. We will be needing to replace multiple vehicles next financial year.
Decision Support System Development	Data Warehouse Development	80 Dependent on organisational strategy to develop scope.
Digitisation of Records	Digitisation	389 Delays due to resourcing
Emergency Operations Centre - New Equipment	Emergency Operations Centre - New Equipment	3 New Civil Defence Centre radio set invoiced in July
Information Centre Upgrade	Information Centre Upgrade	126 Delays due to Tarewa Tank project requiring access to the carpark.
IT Network Upgrades	Network Upgrades	33 Delays due to resourcing
OC Project	CIA - One Council	366 Delays due to vendor early adoption process.
Parihaka Transmission Mast Upgrade	Parihaka Transmission Mast Projects	1,003 Feasibility study in progress. Delays due to consultation with Iwi. Options paper to be considered by Council in the near future.
Performance Management System Development	Performance Management Development	117 Some timing delays. Phase 1 went live in July 2018
Port Road Site Remediation	201 - 209 Port Road Site Remediation/Demolition	650 Remaining budget to be used for environmental investigation and potential soil remediation in 2018/19. The cost of remediation will not be known until the investigation is undertaken.
Tsunami Signage	Tsunami Signage	1 Carry forward minor balance
Tsunami Sirens Renewals	Tsunami Sirens Renewals	3 To be put towards tsunami siren repairs
Water Services Building Renewals	Water Services Building Renewals	20 Carry forward \$20k for capital works on this building to next financial year. Work needs to be done to make it a habitable/tenantable asset.
Web & Intranet Development	Web & Intranet Development	269 Delays due to procurement process and resourcing Project Manager.
Workflow Systems Development	Workflow Systems Development	158 Moved full budget into 18/19 carry forward
<b>Support Services Total</b>		<b>10,868</b>
<b>Total</b>		<b>26,133</b>



## Capital Projects planned for 2018-19

Programme	Project	Carry Forward 2017/18 \$000	LTP Year 1 2018/19 \$000	Total LTP Year 1 2018/19 \$000
<b>Transportation</b>				
Bus Shelters	Bus Shelters	-	92	92
Coastal Protection	Coastal Protection Structures - Roading	-	82	82
Cycleways	Cycleways - Subsidised	791	2,772	3,563
Cycleways - Unsubsidised	Cycleways - Unsubsidised Programmed Work	91	-	91
Footpaths	Footpaths Renewals	-	355	355
Footpaths	New Footpaths	-	408	408
Land for Roads	Land for Roads	500	-	500
Minor Improvements to Roading Network	Minor Improvements to Network	-	6,712	6,712
Parking	Parking Renewals	-	224	224
Roading Drainage	Drainage Renewals	-	1,081	1,081
Roading Subdivision Works Contribution	Subdivision Works Contribution	-	51	51
Seal Extensions	Seal Extensions - Unsubsidised	-	1,032	1,032
Sealed Road Pavement Rehabilitation	Sealed Road Pavement Rehabilitation	-	3,978	3,978
Sealed Road Resurfacing	Sealed Road Resurfacing	-	4,182	4,182
Sense of Place	Lower James Street Upgrade	518	-	518
Streetlights	LED Streetlight Upgrades	3,440	-	3,440
Structures Component Replacement	Structures Component Replacement	-	1,020	1,020
Traffic Signs & Signals	Traffic Sign & Signal Renewals	-	867	867
Transportation Planning Studies & Strategies	Transport Planning Studies & Strategies	-	255	255
Unsealed Road Metalling	Unsealed Road Metalling	-	816	816
Urban Intersection Upgrades	Urban Intersection Upgrades	707	-	707
<b>Transportation Total</b>		<b>6,047</b>	<b>23,927</b>	<b>29,974</b>
<b>Water</b>				
Property	Water Property Renewals	-	49	49
Water Meters	Water Meter Renewals	-	357	357
Water Reservoirs	Reservoir Rehabilitation - Programmed Work	-	214	214
Water Reticulation	Minor Projects - Emergency Works	235	306	541
	Reticulation - Programmed Work	307	1,051	1,357
	Trunkmain Condition Assessments	-	61	61
	Waipu Water Reticulation	-	71	71
Water Treatment Plants	SCADA Upgrade	-	408	408
	Water Treatment Plant & Equipment Replacement	-	530	530
Whau Valley Dam Improvements	Dam Safety Review	-	10	10
Whau Valley Water Treatment Plant	Whau Valley New Water Treatment Plant	268	6,140	6,408
<b>Water Total</b>		<b>809</b>	<b>9,198</b>	<b>10,007</b>
<b>Solid Waste</b>				
Recycling	Recycling Bins Purchase	-	1,530	1,530
Transfer Stations	Transfer Station Upgrades	183	102	285
<b>Solid Waste Total</b>		<b>183</b>	<b>1,632</b>	<b>1,815</b>
<b>Wastewater</b>				
Laboratory	Laboratory Equipment Renewals & Upgrades	-	20	20
Public Toilets	Public Toilets	15	-	15
Wastewater Asset Management	Wastewater Assessment	-	43	43
	Wastewater Strategy - Programmed Work	24	-	24
Wastewater Network	Hikurangi Sewer Network Upgrade	150	1,020	1,170
	Sewer Network Renewal	396	1,020	1,416
	Sewer Network Upgrades	1,265	26	1,290
Wastewater Pump Stations	Motor Starter Assessment & Upgrades	8	-	8
	Wastewater Pump Station Remote Monitoring	-	133	133
	Wastewater Pump Station Renewals	-	386	386
Wastewater Treatment Plants	Wastewater Reticulation Upgrade	-	41	41
	Wastewater Treatment Plant Biogas Generator	-	153	153
	Wastewater Treatment Plant Renewals	53	835	888
	Wastewater Treatment Plant Upgrades	-	505	505
<b>Wastewater Total</b>		<b>1,911</b>	<b>4,181</b>	<b>6,092</b>
<b>Stormwater</b>				
Stormwater Asset Management	Stormwater Catchment Management Plans & Assessments	112	352	464
Stormwater Improvements	Stormwater Renewals	-	981	981
	Stormwater Upgrades	23	275	299
	Teal Bay Stormwater Improvements	-	546	546
<b>Stormwater Total</b>		<b>135</b>	<b>2,154</b>	<b>2,290</b>
<b>Community Facilities and Services</b>				
<b>Civil Defence</b>				
Civil Defence & Emergency Management	Civil Defence Emergency Management Equipment Renewals	3	5	8
	Civil Defence Emergency Management New Equipment	20	-	20
	Tsunami Signage	1	26	27
	Tsunami Sirens Renewals	3	17	21
<b>Civil Defence Total</b>		<b>28</b>	<b>48</b>	<b>76</b>
<b>Community Development</b>				
CCTV Network	CCTV Upgrades & Improvements	-	133	133
Council-Owned Community Buildings	Community Buildings Renewals & Improvements	112	58	170
Pensioner Housing	Pensioner Housing Renewals & Improvements	-	589	589
Sense of Place	Community Led Development	107	409	516

<b>Community Development Total</b>	<b>219</b>	<b>1,189</b>	<b>1,407</b>
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**Libraries**

Digital Council	Library IT Equipment	66	102	168
Library Asset Renewals	Library Renewals	-	5	5
	Mobile Bus Replacement	4	-	4
Library Books	Book Purchases	54	660	714
Library Improvements	Library Improvements	25	-	25

<b>Libraries Total</b>	<b>148</b>	<b>767</b>	<b>915</b>
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**Parks & Recreation**

Cemeteries	Cemeteries Level of Service	-	82	82
	Cemeteries Renewals	60	58	118
Coastal Structures	Coastal Structures Level of Service	-	61	61
	Coastal Structures Renewal	1,309	710	2,019
Neighbourhood & Public Gardens	Dog Park Upgrades	-	306	306
	Neighbourhood & Public Gardens Level of Service	141	153	294
	Neighbourhood & Public Gardens Renewals	453	552	1,005
Playgrounds & Skateparks	Playgrounds & Skateparks Level of Service	248	108	355
	Playgrounds & Skateparks Renewals	-	160	160
Sense of Place	Hatea Activity Loop	237	326	563
	Parks Interpretation Information	10	43	53
	Pohe Island Development	1,926	1,285	3,211
	Public Art	18	43	61
	Town Basin - Conversion of Carpark to Park	203	-	203
	Whangarei City Centre Plan Implementation	-	51	51
Sportsfields & Facilities	Sport & Recreation Growth	431	1,418	1,849
	Sport & Recreation Level of Service	-	202	202
	Sport & Recreation Renewals	-	788	788
Walkways and Tracks	Walkway & Track Renewals	-	436	436

<b>Parks &amp; Recreation Total</b>	<b>5,035</b>	<b>6,781</b>	<b>11,816</b>
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**Venue and Events Whangarei**

Forum North Venue	Forum North Venue Renewals	467	147	614
	Forum North Venue Upgrades	105	88	193
Northland Events Centre	NECT Building Renewals	155	151	307
	NECT Field Renewals	-	31	31
	NECT Light Tower Renewals	-	100	100

<b>Venue and Events Whangarei Total</b>	<b>727</b>	<b>516</b>	<b>1,243</b>
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<b>Community Facilities and Services Total</b>	<b>6,157</b>	<b>9,301</b>	<b>15,458</b>
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**Governance and Strategy**

Commercial Property	Central City Carpark Upgrades & Improvements	201	-	201
	Parihaka Transmission Mast Upgrade	1,003	-	1,003
	Port Road Site Remediation	650	-	650
	WAMT Air Conditioning Upgrade	-	61	61
	Water Services Building Renewals	20	-	20
District Development	District Development Projects	-	300	300
New Airport Evaluation	New Airport Evaluation	-	612	612
Twin Coast Signage	Twin Coast Signage	30	-	30

<b>Governance and Strategy Total</b>	<b>1,904</b>	<b>973</b>	<b>2,878</b>
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**Planning and Regulatory Services**

Dog Pound	Dog Pound Renewals	20	204	224
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<b>Planning and Regulatory Services Total</b>	<b>20</b>	<b>204</b>	<b>224</b>
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**Support Services**

Business Improvement	Business Improvement Projects	-	102	102
	Workflow Systems Development	158	68	226
Business Support	Business Support Projects	-	100	100
Civic Buildings	Furniture Renewals	-	20	20
	Information Centre Upgrade	126	-	126
Civic Centre	Civic Centre	7,214	2,754	9,968
Council Vehicle Replacements	Council Vehicle Replacements	21	214	235
Digital Council	Accounts Payable Automation	23	-	23
	Asset Management Software Upgrade	46	808	854
	CIA Upgrade	366	1,114	1,480
	Computer Tech for Building, Animal Control & Parking	124	-	124
	Corporate Performance Management	117	318	435
	Decision Support System Development	80	81	161
	Digital Platform	269	858	1,127
	Digitisation of Records	389	510	899
	IT Equipment New	-	51	51
	IT Network Upgrades	33	-	33
	LIDAR	-	128	128
	Minor ICT Projects	-	82	82

<b>Support Services Total</b>	<b>8,967</b>	<b>7,207</b>	<b>16,174</b>
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<b>Project Total</b>	<b>26,133</b>	<b>58,778</b>	<b>84,911</b>
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## 6.5 Naming Potter Park

**Meeting:** Council  
**Date of meeting:** 30 August 2018  
**Reporting officer:** Sue Hodge (Parks and Recreation Manager)

### 1 Purpose

To formally name the gifted land from Tikipunga Protestant Children's Home Trust, Potter Park.

### 2 Recommendation

That the Council approves the recreation reserve described in the Schedule being named Potter Park pursuant to Section 16 (10) of the Reserves Act 1977:

Schedule

Area	Description
0.4008ha	Lot 1, DP 511465

### 3 Background

In 2016 representatives of the Tikipunga Protestant Children's Home Trust (The Trust) approached Council with a proposal to provide land for a children's park on the corner of Corks and Vinegar Hill Road, Tikipunga. Furthermore, the Trust proposed to contribute \$100,000 towards the park development.

The site was the original Potter Children's Home site, a long time charitable trust benefitting children. A condition of the gifting was that the park be named Potter Park or a similar name and that a suitable plaque or commemorative sign be erected to reflect this name.

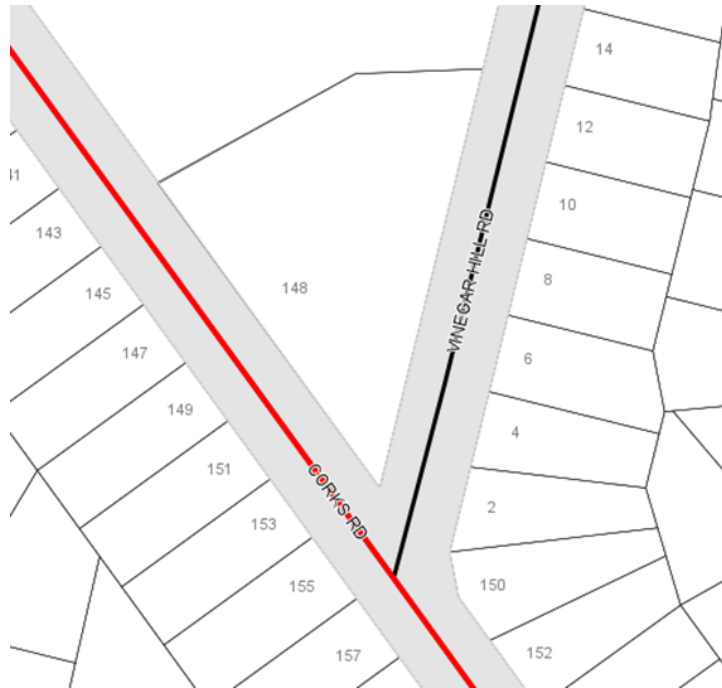
### 4 Discussion

The site has been vested in Council as a recreation reserve on deposit of a subdivision plan. The Trust has transferred \$100,000 to Council. The final step to meet the gifting requirements is to formally name the reserve and install suitable signage.

The Reserves Act sets out under Section 16 (10) how a territorial authority can by notice in the Gazette declare a reserve shall be known by a specific name.

It is proposed that to meet the conditions of the gifting Council shall name the reserve Potter Park as this name was suggested by the Trust and respects their wishes.

The Infrastructure Committee considered this name at its 8 August 2018 meeting and resolved to recommend that Council approve the name Potter Park as recommended by the Tikipunga Protestant Children's Home Trust.



Location of Potter Park

#### 4.1 Financial/budget considerations

There are minor financial or budget considerations being installation of a sign and costs to publish in the New Zealand Gazette.

#### 4.2 Risks

There is a risk to Council's reputation if it does not formally name the park along the lines that were suggested by the Trust as it will be in breach of the conditions of the gifting.

### 5 Significance and engagement

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

## 6.6 Ruakaka Town Centre – disposal of land

**Meeting:** Council  
**Date of meeting:** 30 August 2018  
**Reporting officer:** Sue Hodge (Manager - Parks and Recreation)

### 1 Purpose

To seek agreement of Council to initiate a public consultation process to consider the disposal of two pieces of land at the Ruakaka Shopping Centre to Town Centre Properties (or nominees thereof).

### 2 Recommendation

That Council approves initiating a public consultation process pursuant to Section 138 of the Local Government Act 2002 to consider the disposal of the land in the schedule below to Mr K Orr (or nominees thereof);

#### Schedule

2300m<sup>2</sup> being part Lot 1 DP 396871

840m<sup>2</sup> being All of Lot 2 DP 65791

### 3 Background

In 2007 Whangarei District Council (Council) signed a sale and purchase agreement with Town Centre Properties Limited (TCP) to purchase land located in Ruakaka, adjacent to the existing Council-owned sports fields. This agreement included the setting aside of a Right of Way (ROW) through Council-owned land, in favour of TCP, and an offset of TCP's development contributions liability against the formation costs of the ROW.

It also gave TCP a right of first refusal should Council wish to sell land bounded to the west by Marsden Point Road, to the south by Peter Snell Road, to the north by Sime Road and to the east by Takutai Place.

TCP would also like to purchase 2 small parcels of land (Attachment 1). They propose that the sale proceeds are committed towards developing the first stage of the proposed ROW (Attachment 2).

The land parcels are small and are not considered strategic.

Section 138 of the Local Government Act 2002 (LGA) stipulates that Council must consult on selling a park (or part of a park) before it does so. Although this request has been considered and supported by the Infrastructure Committee, the Committee does not have a delegation to initiate a public consultation process under s138 of the Local Government Act 2002.



## 4 Discussion

Mr Ken Orr (the director of TCP and Elric Investments Ltd) expressed an interest in purchasing two pieces of land described within Attachment 1.

Area A relates to an area of land of approximately 2300m<sup>2</sup> identified as an 'existing open drain'. This land is part of the overall 8.9ha title, Lot 1 DP 396871, which is owned by WDC Parks and Recreation and retained for sports fields and recreation. Area A is located within the area of land leased to the Ruakaka Recreation Centre, however as denoted by the photographs, is essentially an open drain separated from the sports fields by a ROW with no current recreational value or use.

Area B - Lot 2 DP 65791 of 840m<sup>2</sup>, is described on the plan as "roadside grass verge" is a former spite strip. This land currently forms part of the road reserve, however is no longer required by WDC Roading. Historically, this land was necessary to provide additional corridor width to support heavy vehicle movements associated with port and refinery activities. Upon construction of State Highway 15, it was no longer necessary to protect the further widening of Marsden Point Road, and other similar slivers of land have since been disposed of.

Mr Orr has proposed that in lieu of a cash payment for this land he will form the first stage of the ROW immediately outside the Recreation Centre, as shown on Base Group Consulting Plan, dated 5 December 2017 - Attachment 2. The full extent of the ROW/Takutai Place extension is shown in Attachment 3.

The Infrastructure Committee considered this request at the 9 August 2018 meeting and resolved:

*That the Committee recommends to Council to enter into a public consultation process pursuant to Section 138 of the Local Government Act 2002 to consider the disposal of the land in the schedule below to K Orr (or nominees thereof);*

### **Schedule**

*2300m<sup>2</sup> being part Lot 1 DP 396871*

*840m<sup>2</sup> being All of Lot 2 DP 65791*

## 5 Options

Section 138 of the Local Government Act 2002 (LGA) stipulates that a local authority proposing to sell or otherwise dispose of a park (or part of a park) must consult on the proposal before it sells or agrees to sell or disposes of the land.

Area A forms part of a broader title which is not held as reserve, but is used for recreational purposes, and is, therefore, subject to the statutory requirements of Section 138. Although Area B, the 'roadside grass verge', is not subject to Section 138, as it effectively forms part of the road reserve, it is recommended that WDC consults with the public on the disposal of both parcels, in the interests of transparency.

The following options have been identified:

### **Option 1:** Retaining or Developing the land for Recreational Use

Area A could be retained for recreational use or development, however the disposal of this relatively small area within the overall 8.9ha title is unlikely to impact future recreational use or development opportunities.

Area B currently forms part of the road reserve and is no longer required by WDC Roading. Historically, this land was necessary to provide additional corridor width to support heavy vehicle movements associated with port and refinery activities. Upon construction of State

Highway 15, it was no longer necessary to protect the further widening of Marsden Point Road, and other similar slivers of land have since been disposed of. Given its small size and separation from the larger sports field title, it is not considered to provide any recreational value.

**Option 2:** Enter into a Public Process to Consider the Sale of the Subject Land on the Open Market

The plan below denotes the pattern of land ownership at the Ruakaka Town Centre. The titles fronting Marsden Point Road are located within the Business 3 Environment and have been developed by TCP. The three titles on the western side of Takutai Place are owned by NZ Police, and the balance of land is owned by WDC Parks. The Ruakaka Recreation Centre holds a lease over the majority of this area.

The area of land between Areas A and B is owned by TCP.

The small scale and configuration of Area A and Area B means that these land parcels are unlikely to have strategic value to any other party other than the surrounding owners.



Figure 1: Map Depicting Land Ownership

**Option 3:** Entering into a Public Process to Consider the Sale of the Subject Land by Private Treaty

This is the preferred option whereby Council initiates a public consultation process to consider the disposal of the land and the land is sold at market value to TCP.

The 2007 Sale and Purchase Agreement provided for TCP to have a right of first refusal for a 10-year period, should Council wish to sell land bounded in the west by Marsden Point Road, to the south by Peter Snell Road, to the north by Sime Road and to the east by Takutai Place/ROW.

## **6 Financial/budget considerations**

There will be no financial implications for Council. The cost of this work has been estimated to be \$230,000 plus GST. The land has a market value of \$141,500 plus GST. The difference in value of \$89,500 is proposed to act as a credit against TCP's future development contribution liabilities.

## **7 Policy and planning implications**

This proposal has been reviewed by the Infrastructure Group's Infrastructure Planner and there are no implications.

## **8 Risks**

This proposal has been floated in the community for many years. There would be reputational risk if this proposal was not supported by Council.

## **9 Significance and engagement**

This is significant and Section 138 of the Local Government Act 2002 (LGA) stipulates that a local authority proposing to sell or otherwise dispose of a park (or part of a park) must consult on the proposal before it sells or agrees to sell or disposes of the land.

To ascertain community support for this proposal it was presented to the Ruakaka Recreation Centre Inc (RRC) at their AGM on 18th June 2018. RRC agreed that this land was not strategic and resolved to support the land sale in principle subject to the proceeds being committed to development as shown on Attachment 2.

A letter of support has also been received from Ruakaka Parish Residents and Ratepayers Association Inc.

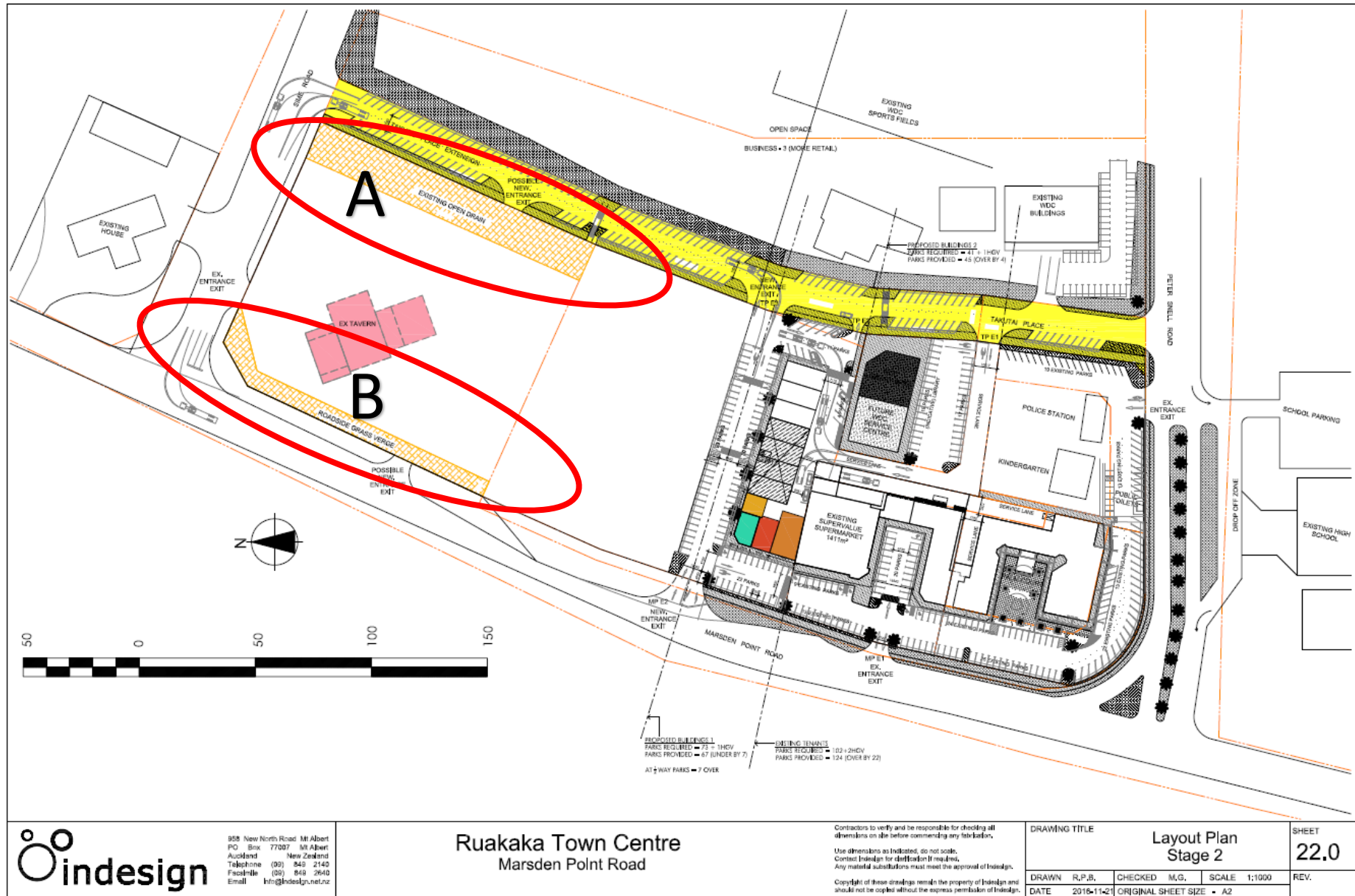
## **10 Attachments**

Attachment 1 – Land to be sold

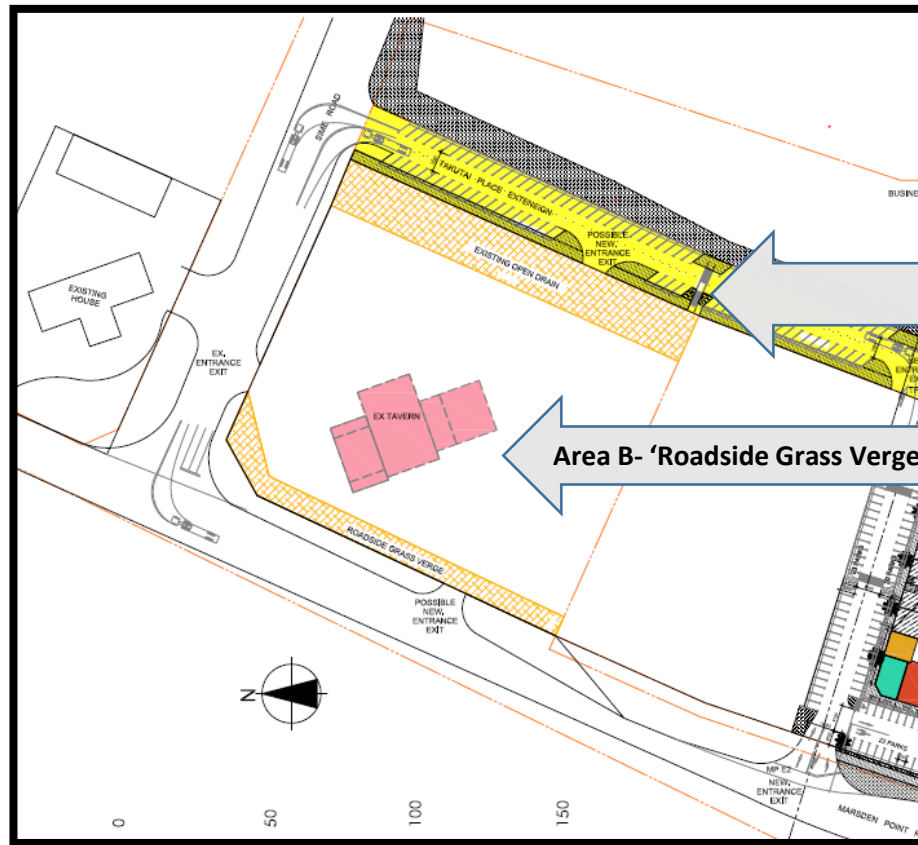
Attachment 2 – Base Group Consulting Plan dated 5 December 2017

Attachment 3 - Full extent of the ROW/Takutai Place extension

## Attachment 1









## Area A- “Existing Open Drain”

<b>Parent Title</b>	Approximately 2300m <sup>2</sup> of Lot 1 DP 396871 (parent title is 8.9ha)
<b>Owner</b>	Whangarei District Council - Parks & Recreation. Within area of lease to Ruakaka Recreation Centre
<b>Environment (Zoning)</b>	Business 3 Environment
<b>Existing Use</b>	Land adjoining sportsfield. Described as a drain. Conveys water under road from dune lake on Sime Road, water drains to cesspit to south ( Orr land). Land needs to be able to convey water Right to drain land over Lot 3 DP 396871 required (see image below). Overland flow path. If land to be used for access a culvert or piped solution would be required.
<b>Proposed Use</b>	Town Centre Properties seek to purchase to provide additional area for commercial development/parking/ access.
<b>Comment</b>	Land not reserve, but considered a “Park” under the Local Government Act 2002.
<b>Strategic Context</b>	As this land is separated from the main sports fields by the ROW it is not considered strategic



Area B Details “Roadside Grass Verge”		
Land Description	All of Lot 2 DP 65791 being 840m <sup>2</sup> more or less	
	Whangarei County Council managed by WDC Roading	
	Business 3 Environment	
	Verge adjoining road reserve. Title is a former spite strip which provided additional road corridor width to support activities at Marsden Point. The need for additional width became redundant upon construction of SH15.	
	Town Centre Properties seek to purchase to provide additional area for commercial development/parking/ access.	
	Not subject to section 138 of the Local Government Act (recommended that disposal process be applied.	
Strategic Context	Due to SH15 development this land is not considered strategic	

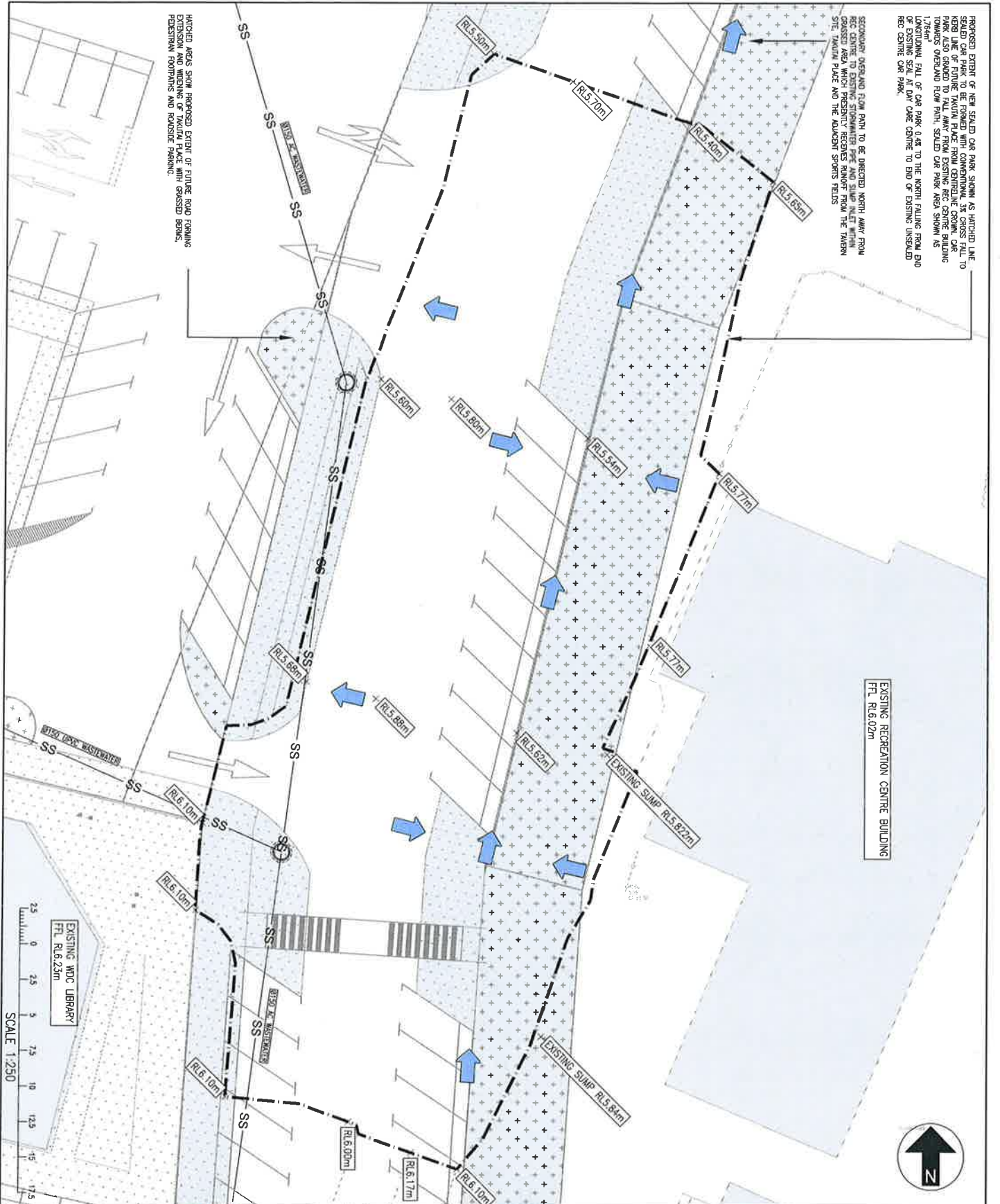
## Area B Details “Roadside Grass Verge”

<b>Land Description</b>	All of Lot 2 DP 65791 being 840m <sup>2</sup> more or less
<b>Title Owner</b>	Whangarei County Council managed by WDC Roading
<b>Environment (Zoning)</b>	Business 3 Environment
<b>Existing Use</b>	Verge adjoining road reserve. Title is a former spite strip which provided additional road corridor width to support activities at Marsden Point. The need for additional width became redundant upon construction of SH15.
<b>Proposed Use</b>	Town Centre Properties seek to purchase to provide additional area for commercial development/parking/ access.
<b>Comment</b>	Not subject to section 138 of the Local Government Act (recommended that disposal process be applied).









1. THIS DRAWING IS NOT TO BE SOLD.
2. THIS DRAWING IS TO BE READ IN CONJUNCTION WITH ALL RELEVANT ARCHITECTURAL, DRAWINGS, SPECIFICATIONS, AND MATERIALS.
3. ALL DRAWINGS COMPLY WITH THE MINIMUM STREET COUNCIL ENVIRONMENTAL ENGINEERING STANDARDS 2010 AND NCS440-22010.
4. TOPOGRAHY, SURVEY AND DISTING SERVICES BASED ON INFORMATION PROVIDED BY BOUNDARY HANDED.
5. THE DRAWING IS TO BE READ IN CONJUNCTION WITH ANY OTHER DRAWINGS AND NOT BE USED IN ISOLATION. ANY CHANGES OR MAKE IN MODIFICATIONS AS TO ITS ACCURACY.
6. THIS DRAWING IS TO BE READ IN CONJUNCTION WITH BASE DATA CONSULTING INFRASTRUCTURE SPECIFICATION 1613.
7. THE DRAWING NOT ALL OF THE EXTERNAL SPACES AT THE SITE HAVE BEEN SHOWN ON THIS DRAWING. CONSTRUCTOR TO CONFIRM LOCATION OF ALL EXISTING SERVICES PRIOR TO CONSTRUCTION.
8. FOR EXISTING LEVELS PLAN REFER TO DRAWING NO. 1613/01/01.
9. THE SITE AREA FOR EXIST OR FOR EXTEND OF OAK PARK ROAD IS INDICATED ON PLAN.
10. CONTRACTOR IS RESPONSIBLE FOR A CONSIDERABLE ACCESS REQUEST FROM THE WCC PRIOR TO UNDERTAKING ANY WORKS WITHIN THE LEGAL ROAD THE ROAD BEHIND IS TO BE REINSTATED TO THE SATISFACTION OF WCC SEE 11.03.
11. COMPLETED IN TERMS OF THE EES 2010 (CLAUSE 11.03) AND THE WCC PENDING FUND AS PARTIAL LITTERATION. THE CONTRACTOR MUST PROVIDE AS-LITTERATION IN ACCORDANCE WITH WCC EES REBUILDINGS

Rev	Description	Date	App
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# PRELIMINARY

**TOWN CENTRE PROPERTIES  
MARSDEN POINT ROAD  
RUAKAKA**



P.O. Box 1032 Whangarei 0140, New Zealand  
P 09 437 3432 E [office@basegroup.co.nz](mailto:office@basegroup.co.nz) [www.basegroup.co.nz](http://www.basegroup.co.nz)

## TAKUTAI PLACE FUTURE ALIGNMENT

Scale:	Date:	Drawn:	Checked:
1:250 @ A3	5 DEC 2017	AM	
Drawing No.: 16113/C103		Rev:	



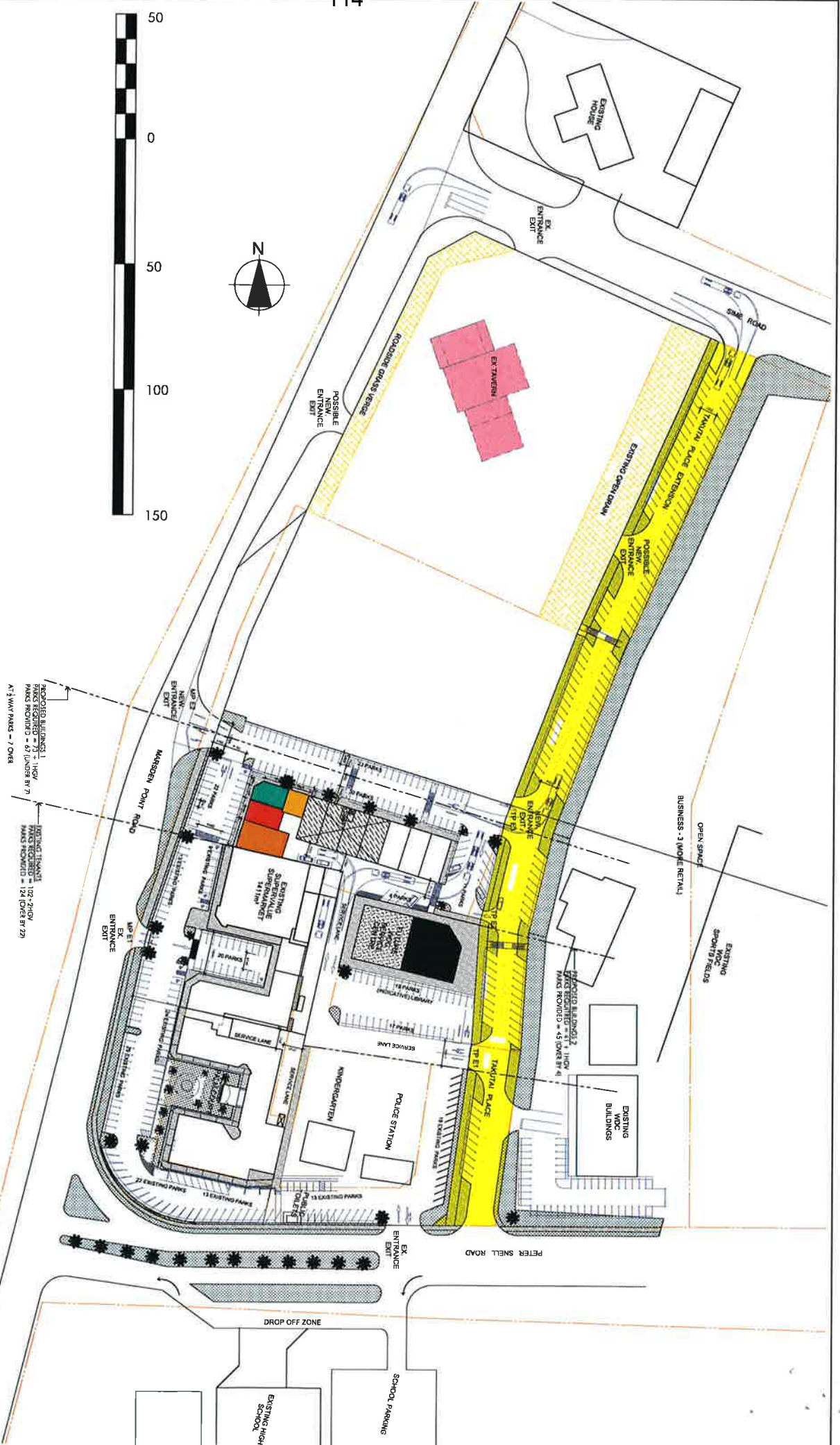


**Ruakaka Town Centre**  
Marsden Point Road

SHEET

should not be copied without the express permission of Indesign.

REV.





## 6.7 Tutukaka Reserves – Reserves Act Declaration and Classification

**Meeting:** Whangarei District Council  
**Date of meeting:** 30 August 2018  
**Reporting officer:** Robin Rawson (Infrastructure Planner – Planning and Capital Works)

### 1 Purpose

To seek Council's approval under the Reserves Act 1977 to declare three land parcels at Tutukaka as reserve and classify these parcels according to their principal purpose.

### 2 Recommendation

That the Council declares under Section 14 of the Reserves Act 1977 the following land to be reserves for the specified purposes:

- a) Section 25 Block XIV Opuawhanga SD held in Certificate of title NA31A/1170 from Fee simple to Recreation reserve; and
- b) Section 24 Block XIV Opuawhanga SD held in Certificate of title NA31A/1164 from Fee Simple to Scenic reserve; and
- c) Part Lot 2 DP 42662 held in Certificate of title NA42A/1263 currently held for Harbour Works to Scenic Reserve.

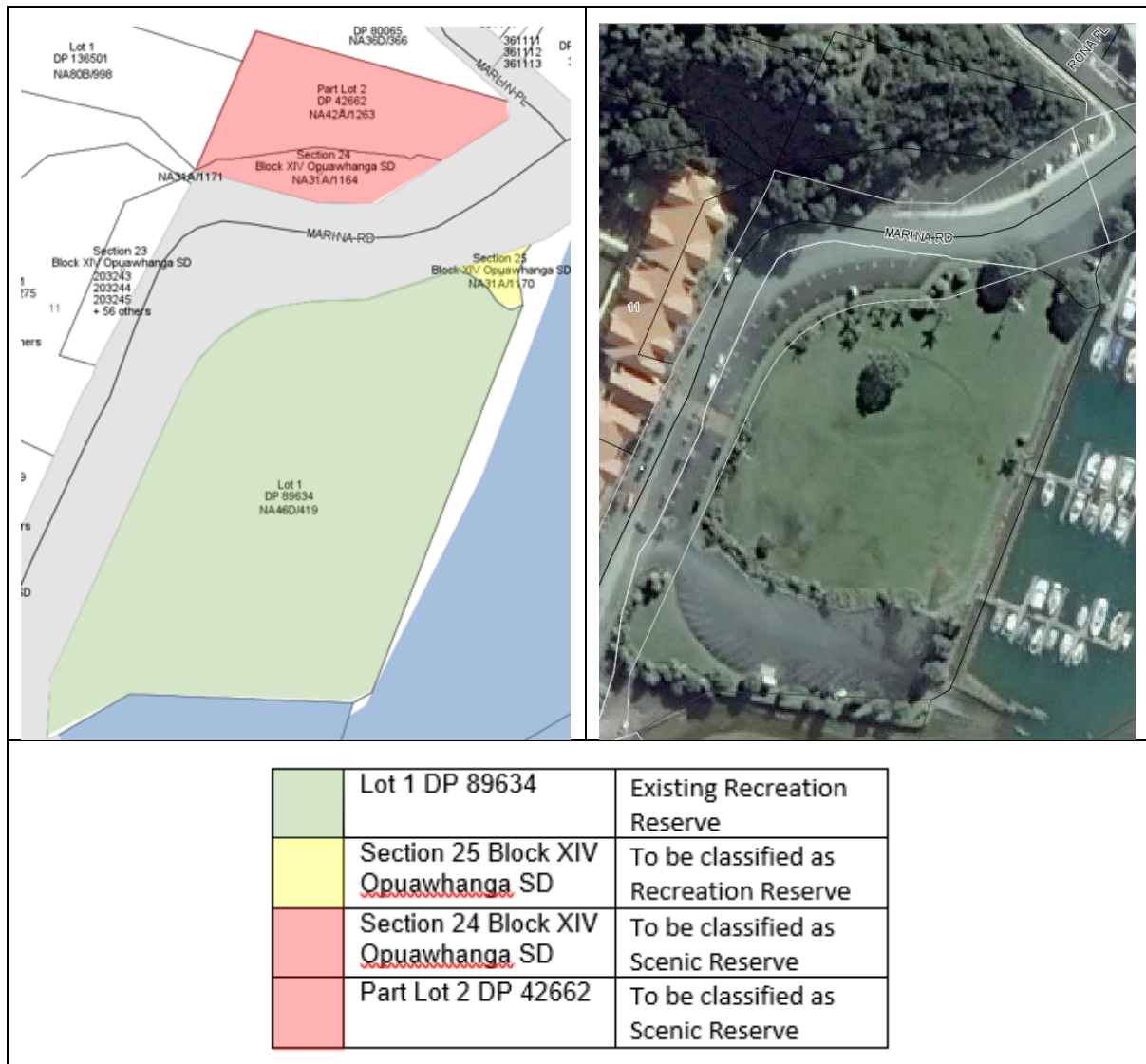
### 3 Background

Whangarei District Council approved the preparation of a reserve management plan for 4 parcels of land within Tutukaka Village in 2015. Only one of these parcels is a reserve under the Reserves Act.

Submissions were received following public advertisement of the preparation of a reserve management plan. Council cannot invite public submissions on the draft Tutukaka Reserves reserve management plan until all the reserves that it covers are classified reserves. The proposed classifications have been informed by public submissions to the proposed reserve management plan.

Section 16 of the Reserves Act 1977 requires that reserves are classified according to their principal or primary purpose, and that when classified, reserves are held and administered for the purpose for which they were classified. Council reserves can be classified as Recreation, Historic, Scenic, Nature or Local Purpose reserves.

### Plan of proposed areas of reserve:



Section 25 Block XIV Opuawhanga SD which adjoins the Recreation Reserve known as Tutukaka Village Green and is the remnant of an original headland is proposed to be declared and classified as Recreation Reserve.

Both Section 24 Block XIV Opuawhanga SD and Part Lot 2 DP 42662 form part of the hill bounded by Marina Place and Marlin Place, and are proposed to be vested as Scenic Reserve

Recreation reserves are intended to provide 'areas for the recreation and sporting activities and the physical welfare and enjoyment of the public, and for the protection of the natural environment and beauty of the countryside, with emphasis on the retention of open spaces and on outdoor recreational activities...'.

Scenic reserves have 'the purpose of protecting and preserving in perpetuity for their intrinsic worth and for the benefit, enjoyment, and use of the public, suitable areas possessing such qualities of scenic interest, beauty, or natural features or landscape that their protection and preservation are desirable in the public interest' or for the 'development and the introduction of flora, whether indigenous or exotic, will become of such scenic interest or beauty that their development, protection, and preservation are desirable in the public interest'.



## **4 Discussion**

### **4.1 Policy and planning implications**

Vesting and classification of land as reserve is required for these parcels to be included in the proposed reserve management plan.

### **4.2 Options**

Submissions to the draft reserve management plan largely focused on the existing recreation reserve known as Tutukaka Village Green. Activities on the small adjoining parcel of land (Section 25 Block XIV Opuawhanga SD) are continuous with Tutukaka Village Green, and it is appropriate that this area of land is held as a Recreation Reserve.

The rocky headlands clad with Pohutukawa are a prominent feature of the Tutukaka Harbour, and the land on the hill above Tutukaka included in the proposed reserve management plan is vegetated and recognised as an area of 'High Natural Character'. These parcels had previously designated to 'protect it from inappropriate development in the future' and to preserve a 'desirable view when approaching Tutukaka Harbour from both the water and the road'. Classification of these parcels as Scenic Reserve is appropriate to manage the land to retain these values.

## **5 Significance and engagement**

### **5.1 Significance**

Vesting and classification of these Reserves under the Reserves Act 1977 recognises the existing use and purpose of these parcels. Public comment was received to inform these processes through consultation on the reserve management plan.

### **5.2 Engagement**

Part Lot 2 DP 42662 and Section 24 Blk XIV Opuawhanga SD were both designated as Public Reserve, and so it is not necessary to publicly advertise Council's intention to declare such parcels as Scenic Reserve.

Section 25 Blk XIV Opuawhanga SD is presently zoned Open Space, and the policy of such zoning makes provision for such land to be used for local reserves, so it is therefore not necessary to publicly advertise Council's intentions to have it declared either a historic reserve or recreation reserve.

The proposed classification has been informed by public submissions to the proposed Reserve Management Plan. Appropriate levels of engagement are provided for provided for under Reserves Act processes involving the preparation of the proposed reserve management plan.



## 6.8 Communications Strategy

**Meeting:** Whangarei District Council  
**Date of meeting:** 30 August 2018  
**Reporting officer:** Alan Adcock (General Manager – Corporate/CFO)

### 1 Purpose

To adopt the proposed Whangarei District Council Communications Strategy and endorse a refresh of the current Council logo.

### 2 Recommendation/s

That the Council:

1. Adopts the Communications Strategy.
2. Endorses the refresh of the current Whangarei District Council logo, with implementation of any changes incorporated into existing operating budgets.

### 3 Background

At the Council Meeting held 31 May 2018 a report about the strategic brand direction was considered by Council. It was resolved:

1. *That Council notes the report.*
2. *That no changes are made to the Whangarei District Council logo or naming convention at this time.*
3. *That the draft Communications Strategy is returned to Council for consideration within two months.*

A Council Workshop was held on 12 July 2018 to present material relating to the strategic objectives of the Communications Strategy, which are to:

- provide the best possible customer experience (through service delivery)
- deliver understanding of what Council does
- encourage affinity (closeness and trust) with Council.

## 4 Discussion

### Communications Strategy

Discussion took place within the context that every piece of verbal, printed or digital communication we can influence or control is an opportunity to achieve our communications objectives and that promoting and focusing on them:

- is every Council staff members' responsibility
- will (over time) improve the overall reputation of Council within the community
- will aid in bringing the good work of Council to top-of-mind in the community.

The Communications Strategy at Attachment 1 incorporates feedback from Elected Members at the workshop and outlines the proposed approach to achieving the communication objectives stated above.

### Whangarei District Council – Brand Elevation Project

Following the resolution of the Council Meeting held on 31 May 2018, work on the development and introduction of a new Council logo and elevation of the Council brand was stopped.

While this project remains incomplete, a number of potential new brand devices to replace the current logo were developed. An indicative new logo is included at Attachment 2 for information.

There are no plans to continue this work or develop these concepts further at this time.

### Refresh of the current logo

While clear direction was given that work on a new Council logo was to stop, there was general support for a 'refresh' of the current logo, while retaining the key elements of the 'spiky W' and naming convention of 'Whangarei District Council'.

At the May Workshop some concepts were presented relating to a revised font and colour palette. There was also support to build better alignment between the Council logo and "Whangarei: Love it Here", which is covered in the Communications Strategy.

The proposed 'refreshed' Council logo is presented in Attachment 3.

There are numerous instances where Council logo is used, as outlined in the table below. While digital forms can be changed quickly and easily, changing physical forms (such as letterhead and signage) are more complicated.

Physical	Digital
<ul style="list-style-type: none"> <li>• Signage</li> <li>• Uniforms</li> <li>• Vehicles</li> <li>• Printed publications</li> <li>• Letterhead</li> <li>• Stationery</li> </ul>	<ul style="list-style-type: none"> <li>• Websites</li> <li>• Social Media</li> <li>• Email signatures</li> <li>• Letter templates</li> <li>• All Tech One proformas</li> <li>• GIS</li> <li>• Content for third party publications</li> </ul>

Rather than taking a 'big bang' approach, where everything is changed at a chosen point in time, it is proposed to use the refreshed logo only as existing stocks are run down or physical assets (such as signs) need replacing. In many cases stocks have been run down in anticipation of this situation. This approach means there is virtually no additional cost, as allowance has already been made for replacement or replenishment in normal operating budgets.

#### **Financial/budget considerations**

Execution of the Communications strategy and the rollout of the refreshed Council logo will be covered by existing operating budgets.

## **5 Significance and engagement**

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

## **6 Attachments**

1. Communications Strategy
2. Indicative new Council logo
3. Proposed 'refreshed' Council logo





# **Whangarei District Council Communications Strategy 2018 - 2021**

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Where we are today	4
The challenge and opportunity	5
Executing this strategy	6

## Executive Summary

This strategy sets the strategic framework for delivering the marketing and communications functions which are essential to the delivery of the Council's ambitions as articulated in the recently adopted Long Term Plan.

The challenge we face and the key issue this Communication Strategy seeks to rectify is that Council has been doing good work across a wide range of functions and services but has not always been effective in conveying this to our community. There is arguably:

- A lack of awareness of all the things Council does within the community
- a degree of disengagement with Council as an organisation
- negative association with Council as the provider of infrastructure, legislative, compliance and governance functions
- positive association with various sub-brands (some with no obvious alignment to Council) for the provision of 'fun' activities and facilities

So what lies at the heart of this strategy? Our customers should know what is available, why we have taken the decisions we have and how they can access our services. They must be able to trust not just what we tell them but that we will engage with them and place them at the core of our thinking.

Trust builds and maintains our reputation; brings customers, partners, stakeholders and staff on the journey we have mapped out and enables us to achieve our aims and objectives, be they at a broad place-based level or pertaining to specific initiatives.

What follows is a framework which identifies the strategy and tools we will engage to help create a vibrant, attractive and thriving District.

### **This strategy, is intended to deliver three key strategic objectives:**

1. provide evidence of the best possible customer experience (through service delivery)
2. deliver understanding of what Council does
3. encourage affinity (closeness and trust) with Council.

### **Key messaging is aligned with the Long Term Plan 2018-2025 and our Community Outcomes:**

- Council provides efficient and resilient core services
- we are positive about the future
- caring for the environment
- we are proud to be local.

### **Key actions allocated to the strategic objectives are:**

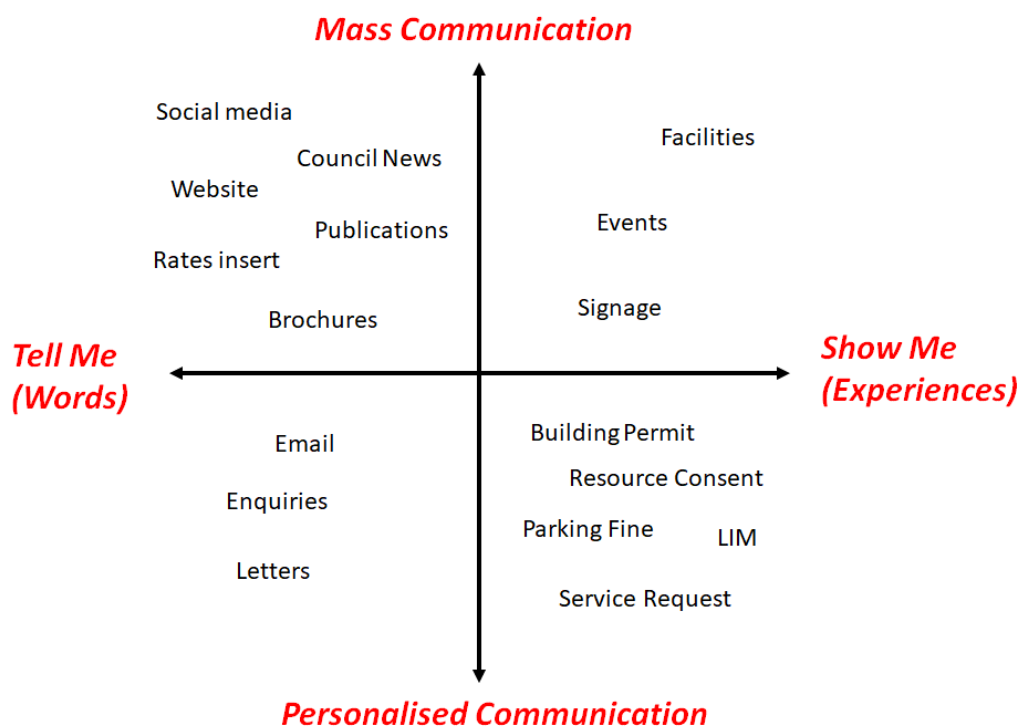
- overall review of current council advertising to improve understanding of relative activity, spend and gain information on the effectiveness of past campaigns
- analyse and regularly review Council's digital media
- social media should be used as a strategic communication channel
- print, radio and other more traditional media will continue as communication channels to:
  - target community members who are unreachable via digital and social channels
  - support digital, social messaging and campaigns
- define customer journeys – we need to know who we are speaking to and the outcomes they want for communication to be effective
- use tactics like storytelling to deliver a closer and more engaging understanding of who Council is and what we do.

## Where we are today

The Council Communications Department currently manages several key areas of the organisation's communication with the community, from media relations to communications and marketing risk management, brand management and content production. These activities focus on the parent Council brand and a wide range of its sub-brands, yet current communications do not leverage the success of these sub-brands such as *Whangarei: Love It Here*. Council's key messaging and core communication toward the community has not been focussed. In short, Council is missing an LTP aligned, mid-to-long-term communications strategy to focus key messaging on delivering strategic communication objectives, to humanise Council and make us more accessible to the community.

Every member of the organisation plays a part in our wider communication offering, as it is only when Council's actions match our words that stakeholders' trust in the organisation builds.

Our stakeholders form impressions of Council through things we tell them and their experiences when they interact with us. Some of these impressions are gained through personal experiences, while other messages are shared with a wider group e.g. a brochure. This is presented in the figure below, along with examples of publications or interactions currently used.



The Communications Department is directly involved with activity in the upper left quadrant, and works across the organisation to assist in the other areas. However, there are many other 'touch points' that influence how people perceive the organisation, and effective communication requires all staff to be aware of this and make sure their actions align with the core messages we are trying to communicate.

Whether it is dealing with a service request, replying to an email or hosting a Council event, the way our staff present information or conduct themselves needs to convey an appropriate message.

## Multiple channels, many brands and messages

Council currently uses multiple channels, to communicate many different brand messages for different Council entities.

In many cases, Council's sub-brands are well known but are not seen as part of the larger Council brand. Community members have affinity with many of Council's sub-brands, but not necessarily with Council itself,



because it is not clear what Council stands for or what all the services are that it delivers. An example is the [Whangarei: Love It Here](#) sub-brand, which is one of Council's most loved sub-brands and channels. However, *Whangarei Love It Here* is currently positioned as a stand-alone brand – so at a glance a community member could easily assume it is separate to Council i.e. the success of this sub-brand is simply not effectively leveraged by Council.

## The challenge and opportunity

The challenge this strategy seeks to rectify, is that Council has been doing good work but often has not promoted its direct involvement to our community. We need to portray the good work of Council through all aspects of our communication.

To do this we must respond to several challenges and opportunities:

### ***Our audience is large, diverse and evolving***

Whangarei District has an ageing population and our demographic is becoming increasingly multicultural, with Māori youth growing more quickly in proportion to other groups. Our District comprises urban communities together with more remote rural and coastal settlements.

### ***Council activities are broad and complex***

Council administers a wide range of functions from roads and pipes, to parks and community facilities. It also covers less tangible activities like regulatory compliance and planning – though these still often generate a good deal of interaction with our community. In carrying out these functions, we are often balancing competing community demands.

### ***Resources are constrained***

Funding is generally obtained through a combination of rates, user-pays systems, subsidies and debt. These resources are limited, which constrains what Council can and cannot do.

### ***Implementing technology requires training***

Digital communication plays a vital role in conveying messaging to the right people in a cost-effective manner. But it's ineffective if we don't use it effectively.

### ***Every person in Council communicates daily***

Local government is customer orientated. Most people within Council have contact with our community daily. This is a fundamental opportunity for Council to effectively communicate key values and goals with the community, through its employees.

## Executing this strategy

Successful execution of this strategy will require a range of actions, coupled with consistent use of several key messages aligned to our objectives that run through all communication activity. Indicative descriptions of planned activities and key messaging are shown below:

### Summary of proposed actions:

#### Communication roles and responsibilities

This includes a review of roles, responsibilities and resource distribution within Council to ensure clear, consistent messaging. New guides and processes will be created, including:

- Communications roles and responsibilities
- Media Manual that covers Council News, media release and public relations processes
- Style Guide
- Brand Book
- Content Production Process including a Content Production Brief
- social media channel process and policies.

#### Advertising Review

- Review the volume and range of paid advertising used across Council departments to ensure we are extracting the most value
- Ensure all content and messaging is aligned to core brand values and messaging

#### Websites & Social Media

- All Council websites to be re-developed to ensure:
  - clear communication of core Council values
  - effectiveness in communicating what Council does
  - effectiveness in how to contact and converse with Council.
  - content is prepared and presented from a customer/user perspective
  - sustainable processes are established to ensure content remains current, accurate and relevant
  - they can be consumed on various platforms, with smartphones as the primary device
- Roles are established for both reactive and proactive use of social media tools such as Facebook
- Use 'storytelling' that is from our customers' perspectives that is engaging, memorable, easily shareable and threaded with our brand values.
- Establish 'digital relationships' with our customers, where they can opt to receive communication digitally e.g. e-newsletters, rates notices.

#### Traditional media

- Continue to use traditional media as a core communication device in recognition of Whangarei's demographics and access to digital media. Content creation is as important for offline channels as it is for digital and social media.
- As with our digital channels, ensure that text and verbal communication always conveys key messages and brand values and is written from a customer perspective.

Traditional media channels include:

1. **Print Media** – this may include regular editorial presence in local newspapers, advertising via newspaper for upcoming events or brochure drops to raise awareness for community issues. It also includes Council's regular presence in the Council News section of the Whangarei Leader that includes advertising Council services, events and legally required Public Notices.

2. **Posted direct mailing** – many ratepayers receive their rates notices in print form only. Council includes some information on what projects rates are used for, but this messaging can be improved to better:
  - a. reinforce core Council messaging
  - b. inform ratepayers on the varied range of projects and events that Council helps to fund
  - c. tell stories of real ratepayer benefits from community projects
  - d. encourage communication with Council via various channels.
3. **Radio and Television:**
  - a. radio communication may include purchased advertorial or advertising space to inform the community of upcoming projects, to tell stories of community benefits from Council activity and to encourage two-way communication with Council
  - b. large news stories relating to major developments in our District should be pitched either via a media agency, to national television and media outlets – to ensure Whangarei developments are covered at a national level where appropriate.

### Written communication

- Review all form letters and templates to improve tone, style and content
- Train staff in letter and report writing

### Utilising Whangarei: Love it Here (WLIH) more

#### Step One

Inclusion of 'Whangarei District' into all uses of Love it here! going forward which includes the whole District and brings it closer to the revised Council brand. Reinforces pride in our District through our popular community led initiative which has visual consistency and a positive tone of voice for the District with revised Council brand. Consistent visual style connection to the revised council brand execution.

#### Step Two

Incorporating more community engagement. Revitalise WLIH platform with some fresh community led initiatives e.g.

- storytelling what we value in a Whangarei "District" brand story
- revitalise WLIH platform with some fresh community led initiatives e.g. *Show us why you Love it here in Winter!* (Winter photo competition):
  - community engagement focus
  - opportunity to slowly introduce new brand by leveraging WLIH reach and awareness in the Whangarei District.

#### Step Three

Continuation of WLIH brand style into external promotion of the District.

### Refreshed Brand Execution

This aims to nurture community affinity with Council, while improving the linkages between Council parent and sub-brands.

- Refresh the Whangarei District Council logo
- Improve visual consistency and an affiliation between the parent Council brand and its sub-brands.
- Leveraging the success of the *Whangarei Love It Here!* branding and messaging, the new Council branding can be introduced with a plan to roll-out a consistent, positive brand message which delivers the strategic objectives.

## Key messaging:

The following table lists key Council messaging to use in all forms of communication, that is matched with our Community Objectives to effectively convey Council's strategic goals.

1. Key message	2. Supporting detail	3. Explanation
<b>Efficient and resilient core services</b>  <i>It is easy and safe for everyone to travel around our District.</i>  <i>There are opportunities to walk and cycle.</i>  <i>Our District is well prepared for growth and can adapt to change.</i>  <i>Services are supplied in ways that benefit the environment.</i>	<ul style="list-style-type: none"> <li>● Whangarei District Growth Strategy: Sustainable Futures 30/50 (2010)</li> <li>● Whangarei District Growth Model (2017)</li> <li>● Whangarei District Council: Quarterly Monitoring Report for the National Policy Statement on Urban Development Capacity (2017)</li> <li>● Whangarei District Council Infrastructure Strategy 2017</li> <li>● Whangarei District Council Walking and Cycling Strategy (2018 Draft)</li> </ul>	<p><i>Whangarei is a growing District. With growth comes the challenges of how Council accommodates development and the increased demands on our District's services.</i></p> <p><i>We also recognise growing expectations around the quality of our infrastructure, and will continue to invest in renewing and improving key assets like water and wastewater treatment.</i></p>
<b>Positive about the future</b>  <i>Our District has productive land, people and a thriving city centre.</i>  <i>There is a fair urban/rural balance.</i>  <i>Council has clear, simple documents and rules.</i>  <i>Our District embraces new technology and opportunity.</i>	<ul style="list-style-type: none"> <li>● Whangarei District Growth Strategy: Sustainable Futures 30/50 (2010)</li> <li>● Whangarei District Council Environmental Scan (2017)</li> <li>● Whangarei City Centre Plan (2017)</li> </ul>	<p><i>Growth also brings significant economic opportunities and can be catalyst for continual improvements to our District.</i></p> <p><i>Council needs to positively respond to the needs of our District's changing demographics and growth if it is to maximise economic and social benefits.</i></p> <p><i>As an organisation, Council also needs to recognise how new technology can help Whangarei grow as a 'smart city'. Simple and clear administration, processes and plans can assist in making business transactions and development easier in our District.</i></p>

<p><b>Caring for the environment</b></p> <p><i>Communities work to keep the environment clean and healthy.</i></p> <p><i>People's access to the coast is protected.</i></p> <p><i>Open spaces in parks and streets are places where nature thrives.</i></p> <p><i>Our District is positively adapting to climate change.</i></p>	<ul style="list-style-type: none"> <li>● Whangarei District Council: Blue Green Network Strategy (2016)</li> <li>● Whangarei District Growth Strategy: Sustainable Futures 30/50 (2010)</li> <li>● Whangarei District Council Environmental Scan (2017)</li> <li>● Whangarei District Council: Corporate Climate Change Strategy</li> </ul>	<p><i>Whangarei District's environment is unique. The environment is also one of the key factors attracting people to live and visit our District. Council must work proactively with staff, partners and the community to care for it.</i></p>
<p><b>Proud to be local</b></p> <p><i>The District is neat and tidy, and looks attractive.</i></p> <p><i>Public areas feel and are safe.</i></p> <p><i>There is always something to do and see.</i></p> <p><i>There are opportunities for people of all abilities, ages and life stages to be active.</i></p>	<ul style="list-style-type: none"> <li>● Whangarei District Socio-Economic Profile (2016)</li> <li>● Whangarei District Council Environmental Scan (2017)</li> </ul>	<p><i>As Whangarei District continues to grow, Council must continue to meet rising expectations about the quality of public spaces, together with the variety plus vibrancy of events and amenities within our District.</i></p> <p><i>We invest right across the district, recognising that rural settlements are just as important as urban spaces.</i></p>









Primary Logo - Vertical



Primary Logo - Horizontal



Primary Colours



Secondary Logo - Vertical



Secondary Logo - Horizontal



Secondary Logo - Vertical - Black



Secondary Logo - Horizontal - Black







## 7.1 Remuneration of Elected Members

**Meeting:** Council  
**Date of meeting:** 30 August 2018  
**Reporting officer:** Dominic Kula (General Manager, Strategy and Democracy)

### 1 Purpose

To receive the information contained in the 2018/19 Determination and Information paper released by the Remuneration Authority.

### 2 Recommendations

That Council;

1. Notes that the Remuneration Authority has issued a new determination effective from 1 July 2018.
2. Notes that updates will be made to Elected Member Remuneration, and the Elected Member Allowances and Recovery of Expenses Policy, in accordance with the Determination.
3. Notes the new approach to Local Government Remuneration proposed in the Information Paper released by the Remuneration Authority.

### 3 Background

Under the Local Government Act 2002, the Remuneration Authority (RA) determines the base remuneration, allowances and expenses payable for elected members.

The 2018/19 Determination (the Determination) of the RA was issued on 27 July 2018, applicable for the period 1 July 2018 to 30 June 2019.

In 2015, the RA commenced an intensive review to formulate the future approach to local government remuneration. In July 2018 an information paper outlining changes to the methodology for setting Elected Member Remuneration was distributed to elected members.

This item summarizes both the changes to remuneration and allowances under the Determination (Attachment 1), and the future approach to local government outlined under the Remuneration Authority Information Paper – Local Government Remuneration (Attachment 2).

## 4 Discussion

### 4.1 Remuneration

Under the Determination the Mayor has been remunerated as a full-time role (assessment based on Council size), while Councillors receive the higher of a 1.5% increase or 25% of the figure currently under consideration for the council pool following the 2019 election (refer to section 4.3 for discussion of changes to the methodology for setting Elected Member Remuneration). The Deputy Mayor and chairs of standing committees will receive the existing allocation of the additional duties pool over and above the Councilor remuneration rate.

Changes to remuneration for 2018/19 are summarized below:

Role	2017/18	2018/19
Mayor	\$139,881	\$144,526
Deputy Mayor	\$60,684	\$62,493
Standing Committee Chair (x4)	\$60,684	\$62,493
Councillor	\$48,548	\$49,995

### 4.2 Vehicles and allowances

If Council provides the Mayor with a motor vehicle for partial or full private use, their annual remuneration payable will be adjusted in accordance with the new formula contained within the Determination.

Other key changes in the Determination relate to travel time allowances. As the Mayor is now remunerated as a full-time role the role can no longer claim a travel time allowance. In addition, the maximum amount of travel time allowance that other elected members can now claim in a 24-hour period is limited to eight hours.

There is no discretion for Council in applying the Determination. As a result the Policy on Elected Members Allowances and Recovery of Expenses will be updated to reflect these changes.

Changes to both remuneration and allowances can be met within existing budgets

### 4.3 Changes to the methodology for setting Elected Member Remuneration

The information paper included as Attachment One covers the following:

- The criteria and methodology used by the RA to determine the new approach;
- The changes made, and the rationale behind those changes;
- The process for and timing of implementation.

In summary the information paper proposes:

<b>Proposed change</b>	<b>Rationale behind change</b>	<b>Implementation of change</b>
Council sizing	To measure the relative size of councils in order to size a role for determination purposes.	2018/19 Determination
Creation of a local government pay scale for Remuneration of Mayors, Regional Council Chairs	To set an appropriate level of remuneration for the elected leader of each council.	Partially introduced in the 2018/19 Determination with further changes to follow the 2019 local government elections
The Authority will determine a “total remuneration” amount for each Mayor / Regional Council Chair	To align with the Authorities decision to remunerate Mayor and Regional Council Chair roles as full time roles	2018/19 Determination
The reintroduction of a pool approach for remuneration of Councillors	To rationalise the total cost of governance	Adjustments commenced in the 2018/19 Determination with the transition following the 2019 local government elections

The new approach will be fully implemented after the 2019 local government elections. Future changes will be brought to Council on receipt of further advice from the RA, or when due for implementation.

## **5 Significance and engagement**

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

## **6 Attachments**

1. Local Government Members (2018/19) (Local Authorities) Determination 2018
2. Remuneration Authority Information Paper – Local Government Remuneration





## Local Government Members (2018/19) (Local Authorities) Determination 2018

Pursuant to clause 6 of Schedule 7 of the Local Government Act 2002, and to the Remuneration Authority Act 1977, the Remuneration Authority, after having regard to the matters specified in clause 7 of that schedule, makes the following determination (to which is appended an explanatory memorandum).

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## **Determination**

### **1 Title**

This determination is the Local Government Members (2018/19) (Local Authorities) Determination 2018.

### **2 Commencement**

This determination is deemed to have come into force on 1 July 2018.

### **3 Expiry**

This determination expires on the close of 30 June 2019.

## *Interpretation*

### **4 Interpretation**

In this determination, unless the context otherwise requires,—

**ATA panel** means a panel appointed by an accord territorial authority under section 89 of HASHA

**board** means—

- (a) a community board of a territorial authority other than the Auckland Council; or
- (b) a local board of the Auckland Council

**determination term** means the period from the coming into force of this determination to its expiry

**HASHA** means the Housing Accords and Special Housing Areas Act 2013

**hearing** has the meaning given to it by clause 5

**hearing time** has the meaning given to it by clause 6

**local authority** means a regional council or a territorial authority

**member** means,—

- (a) in relation to a local authority (other than the Canterbury Regional Council) or a board, a person who is declared to be elected to that local authority or board under the Local Electoral Act 2001 or who, as the result of further election or appointment under that Act or the Local Government Act 2002, is an office holder in relation to the local authority or board (for example, a chairperson):
- (b) in relation to the Canterbury Regional Council, a person who has been elected or appointed to membership in the transitional governing body in accordance with the Environment Canterbury (Transitional Governance Arrangements) Act 2016, or who, as the result of further election or appointment, is an office holder in relation to the Canterbury Regional Council (for example, a chairperson)

**on local authority business** includes on the business of any board of the local authority

**regional council** means a regional council named in Part 1 of Schedule 2 of the Local Government Act 2002

**RMA** means the Resource Management Act 1991

**territorial authority** means a territorial authority named in Part 2 of Schedule 2 of the Local Government Act 2002.

## 5 **Meaning of hearing**

In this determination, **hearing** means—

- (a) a hearing that is held by an ATA panel arising from—
  - (i) a resource consent application under subpart 2 of Part 2 of HASHA; or
  - (ii) a request for a plan change or for a variation to a proposed plan under subpart 3 of Part 2 of HASHA; or
- (b) a hearing arising from a resource consent application made under section 88 of the RMA; or
- (c) a meeting for determining a resource consent application without a formal hearing; or
- (d) a hearing arising from a notice of requirement (including one initiated by the local authority); or
- (e) a pre-hearing meeting held under section 99 of the RMA in relation to a hearing referred to in paragraph (b) or (d); or
- (f) a hearing as part of the process of the preparation, change, variation, or review of a district or regional plan or regional policy statement; or
- (g) a mediation hearing in the Environment Court as part of an appeal from a decision of a local authority; or
- (h) a hearing on an objection against a charge fixed by a local authority under section 36 of the RMA.

## 6 **Meaning of hearing time**

In this determination, **hearing time** means the time spent on any of the following:

- (a) conducting a hearing;
- (b) in formal deliberations to decide the outcome of a hearing;
- (c) participating in an official group site inspection related to a hearing;
- (d) determining a resource consent application where a formal hearing does not take place:

- (e) up to a maximum of the aggregate of the time referred to in paragraphs (a) and (b), preparing for a hearing and participating in any inspection of a site for the purposes of a hearing (other than an official group site inspection under paragraph (c));
- (f) writing a decision arising from a hearing or communicating for the purpose of the written decision.

*Entitlement to remuneration, allowances, and hearing fees*

**7 Remuneration, allowances, and hearing fees payable**

- (1) A member of a local authority or a board is entitled to—
  - (a) the applicable remuneration set out in the Schedule (adjusted in accordance with clause 9 if applicable);
  - (b) the applicable allowances payable in accordance with clauses 10 to 13;
  - (c) the applicable hearing fees payable in accordance with clause 14.
- (2) If a member of a territorial authority is also elected or appointed to a board, the member is entitled only to the remuneration that is payable to the member as a member of the territorial authority.

**8 Acting mayor or chairperson**

- (1) This clause applies to a member who acts as a mayor or chairperson during a period when, because of a vacancy or temporary absence, the remuneration or allowances that would usually be paid to the mayor or chairperson are not being paid.
- (2) While acting as mayor or chairperson, the member must be paid the remuneration and allowances usually payable to the mayor or chairperson, instead of the member's usual remuneration, allowances, and hearing fees.

**9 Motor vehicles for mayors and regional chairpersons**

- (1) A local authority may provide to the mayor or regional chairperson of the local authority either—
  - (a) a motor vehicle (which may be provided for restricted private use, partial private use, or full private use); or
  - (b) a vehicle mileage allowance in accordance with clause 11.
- (2) The maximum purchase price that may be paid for a motor vehicle purchased by a local authority for provision to a mayor or regional chairperson during the term of this determination is,—
  - (a) in the case of a petrol or diesel vehicle, \$55,000 (including goods and services tax and any on-road costs); and
  - (b) in the case of an electric or a hybrid vehicle, \$65,000 (including goods and services tax and any on-road costs).

- (3) If a motor vehicle is provided to a mayor or regional chairperson for restricted private use, no deduction may be made from the annual remuneration payable to the mayor or regional chairperson under Part 1 or Part 2 of the Schedule in respect of the provision of that motor vehicle.
- (4) If a motor vehicle is provided to a mayor or regional chairperson for partial private use or full private use,—
- (a) the annual remuneration payable to the mayor or regional chairperson under Part 1 or Part 2 of the Schedule must be adjusted by the local authority in accordance with subclause (5) or (6) (as applicable); and
  - (b) the adjustment must take effect on and from—
    - (i) the date of commencement of this determination (in the case of a motor vehicle provided to the person before that date); or
    - (ii) the date of provision of the motor vehicle to the person (in the case of a motor vehicle purchased during the term of this determination).
- (5) If a motor vehicle is provided to a mayor or regional chairperson for partial private use, the amount calculated in accordance with the following formula must be deducted from the remuneration payable to that person:

$$v \times 41\% \times 10\%$$

where  $v$  means the actual purchase price of the vehicle, including goods and services tax and any on-road costs.

- (6) If a motor vehicle is provided to a mayor or regional chairperson for full private use, the amount calculated in accordance with the following formula must be deducted from the remuneration payable to that person:

$$v \times 41\% \times 20\%$$

where  $v$  means the actual purchase price of the vehicle, including goods and services tax and any on-road costs.

- (7) In this clause,—
- full private use** means—
- (a) the vehicle is usually driven home and securely parked by the mayor or regional chairperson; and
  - (b) the vehicle is available for the mayor or regional chairperson's unrestricted personal use; and
  - (c) the vehicle is used by the mayor or regional chairperson for a mix of local authority business and private use; and
  - (d) the vehicle may also be used by other local authority members or staff on local authority business, with the permission of the mayor or regional chairperson

**partial private use** means—

- (a) the vehicle is usually driven home and securely parked by the mayor or regional chairperson; and
- (b) the vehicle is used by the mayor or regional chairperson for a mix of local authority business and private purposes; and
- (c) the vehicle may also be used by other local authority members or staff on local authority business, with the permission of the mayor or regional chairperson; and
- (d) all travel in the vehicle is recorded in a log-book; and
- (e) the use of the vehicle for private purposes accounts for no more than 10% of the vehicle's annual mileage

**restricted private use** means—

- (a) the vehicle is usually driven home and securely parked by the mayor or regional chairperson; and
  - (b) the vehicle is otherwise generally available for use by other local authority members or staff on local authority business; and
  - (c) the vehicle is used solely for local authority business; and
  - (d) all travel in the vehicle is recorded in a log-book.
- (8) To avoid doubt, subclause (2) does not apply to a motor vehicle provided to a mayor or regional chairperson before 1 July 2018.

*Allowances*

**10 Definition of member**

For the purposes of payment of allowances under clauses 11 to 13, **member**, in relation to a territorial authority, includes a member of a board of the territorial authority.

**11 Vehicle mileage allowance**

- (1) A local authority may pay to a member a vehicle mileage allowance to reimburse that member for costs incurred in respect of eligible travel.
- (2) A member's travel is eligible for the allowance if—
  - (a) it occurs on a day when the member is not provided with a motor vehicle by the local authority; and
  - (b) the member is travelling—
    - (i) in a private vehicle; and
    - (ii) on local authority business; and
    - (iii) by the most direct route that is reasonable in the circumstances.
- (3) The allowance payable to a member is,—



- (a) for the first 10 000 kilometres of eligible travel in the determination term,—
  - (i) if the member uses an electric vehicle, \$0.81 per kilometre; and
  - (ii) in any other case, \$0.73 per kilometre; and
- (b) for any distance over 10 000 kilometres of eligible travel in the determination term, \$0.37 per kilometre.

## **12 Travel time allowance**

- (1) A local authority may pay a member (other than a mayor or a regional chairperson) an allowance for eligible travel time.
- (2) Travel time by a member is eligible for the allowance if it is time spent travelling within New Zealand—
  - (a) on local authority business; and
  - (b) by the quickest form of transport that is reasonable in the circumstances; and
  - (c) by the most direct route that is reasonable in the circumstances.
- (3) The travel time allowance is \$37.50 for each hour of eligible travel time after the first hour of eligible travel time travelled in a day.
- (4) However, if a member of a local authority resides outside the local authority area and travels to the local authority area on local authority business, the member is only eligible for a travel time allowance in respect of eligible travel time—
  - (a) after the member crosses the boundary of the local authority area; and
  - (b) after the first hour of eligible travel within the local authority area.
- (5) The maximum amount of travel time allowance that a member may be paid for eligible travel in a 24-hour period is 8 hours.
- (6) Despite subclause (1), the Chatham Islands Council may pay the Mayor of the Chatham Islands Council an allowance for eligible travel time.

## **13 Communications allowance**

### *Equipment*

- (1) If a local authority determines that particular information or communications technology equipment is required by members to perform their functions and requests that members use their own equipment for those purposes, the local authority may pay an allowance in accordance with subclause (2).
- (2) The matters in respect of which an allowance is payable and the amounts that may be paid for the determination term are as follows:
  - (a) for the use of a personal computer, tablet, or laptop, including any related docking station, \$200;
  - (b) for the use of a multi-functional or other printer, \$40;

- (c) for the use of a mobile telephone, \$150.

*Services*

- (3) If a local authority requests a member to use the member's own Internet service for the purpose of the member's work on local authority business, the member is entitled to an allowance for that use of \$400 for the determination term.
- (4) If a local authority requests a member to use the member's own mobile telephone service for the purpose of the member's work on local authority business, the member is entitled, at the member's option, to—
- (a) an allowance for that use of \$400 for the determination term; or
- (b) reimbursement of actual costs of phone calls made on local authority business upon production of the relevant telephone records and receipts.
- (5) If a local authority supplies a mobile phone and related mobile telephone service to a member for use on local authority business and allows for its personal use, the local authority may decide what portion, if any, of the local authority's costs reasonably attributable to such personal use must be paid by the member.

*Pro-rating*

- (6) If the member is not a member for the whole of the determination term, subclauses (2) to (5) apply as if each reference to an amount were replaced by a reference to an amount calculated in accordance with the following formula:

$$(a \div b) \times c$$

where—

- a is the number of days that the member held office in the determination term
- b is the number of days in the determination term
- c is the relevant amount specified in subclauses (2) to (5).
- (7) The Remuneration Authority may approve rules proposed by a local authority to meet the costs of installing and running special equipment or connections where, because of distance or restricted access, normal communications connections are not available.

*Hearing fees*

**14 Fees related to hearings**

- (1) A member of a local authority or a board who acts as the chairperson of a hearing is entitled to be paid a fee of up to \$100 per hour of hearing time related to the hearing.
- (2) A member of a local authority or a board who is not the chairperson of a hearing is entitled to be paid a fee of up to \$80 per hour of hearing time related to the hearing.

- (3) For any period of hearing time that is less than 1 hour, the fee must be apportioned accordingly.
- (4) Subclauses (1) and (2) do not apply to—
  - (a) a mayor or a member who acts as mayor and is paid the mayor's remuneration and allowances under clause 8(2); or
  - (b) a chairperson of a regional council or a member who acts as chairperson of a regional council and is paid the chairperson's remuneration and allowances under clause 8(2).

### *Revocation*

## **15 Revocation**

The Local Government Members (2017/18) (Local Authorities) Determination 2017 (LI 2017/167) is revoked.

## Schedule Remuneration

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### Part 1 Remuneration of members of regional councils

#### Bay of Plenty Regional Council

Office	Annual remuneration (\$)
Chairperson	143,742
Deputy Chairperson	80,624
Regional Direction and Delivery Committee Chairperson	79,602
Committee Chairperson (5)	67,339
Councillor	57,120

#### Canterbury Regional Council

Office	Annual remuneration (\$)
Chairperson	170,016
Deputy Chairperson	92,319
Chairperson, Audit and Risk Committee	82,429
Chairperson, Regulation Hearing Committee	79,482
Canterbury Water Management Strategy Zone Committee Member (9)	74,201
Councillor	65,943

#### Hawke's Bay Regional Council

Office	Annual remuneration (\$)
Chairperson	123,153
Deputy Chairperson	64,588
Committee Chairperson (5)	64,588
Councillor	51,670

#### Manawatu–Wanganui Regional Council

Office	Annual remuneration (\$)
Chairperson	135,054
Catchment Operations Committee Chairperson	68,244
Deputy Chairperson	61,184
Environment Committee Chairperson	61,184
Audit, Risk and Investment Committee Chairperson	56,478
Passenger Transport Committee Chairperson	56,478
Regional Transport Committee Chairperson	56,478
Catchment Operations Committee Deputy Chairperson	49,419
Environment Committee Deputy Chairperson	49,419

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<b>Office</b>	<b>Annual remuneration (\$)</b>
Manawatu River Users' Advisory Group Chairperson	47,065
Councillor	47,065

### Northland Regional Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	119,834
Deputy Chairperson	78,062
Committee Chairperson/Portfolio Leader (7)	68,502
Councillor	55,758

### Otago Regional Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	131,833
Deputy Chairperson	69,700
Regional Transport Committee Chairperson	57,254
Committee Chairperson (4)	57,254
Councillor	49,786

### Southland Regional Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	106,188
Deputy Chairperson	45,945
Committee Chairperson (4)	45,945
Councillor	38,288

### Taranaki Regional Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	102,550
Deputy Chairperson/Executive Committee Chairperson	58,325
Chairperson Policy and Planning Committee and Taranaki Solid Waste Management Committee	54,436
Chairperson Consents and Regulatory Committee	50,548
Committee Chairperson (Land Transport or Civil Defence Emergency Management Committee or Yarrow Stadium Joint Committee) (3)	46,660
Councillor and appointee to Taranaki Biodiversity Trust	44,715
Councillor	38,883



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### Waikato Regional Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	158,308
Deputy Chairperson	86,666
Committee Chairperson A and B	74,065
Committee Chairperson A (6)	74,065
Councillor	61,465

### Wellington Regional Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	168,437
Deputy Chairperson/Committee Chairperson	90,243
Committee Chairperson (3)	80,296
Portfolio Leader (1)	76,932
Chairperson, Hutt Valley Flood Management Subcommittee and Portfolio Leader	80,296
Committee Chairperson, Chief Executive Employment Review Committee	76,932
Chairperson, Wairarapa Committee	76,932
Councillor	64,223

### West Coast Regional Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	79,169
Deputy Chairperson and Chairperson of Resource Management Committee	42,381
Councillor	36,563

## Part 2

### Remuneration of members of territorial authorities and their community or local boards

#### Ashburton District Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	108,713
Deputy Mayor	36,440
Standing Committee Chairperson (3)	32,535
Councillor	26,029

#### *Methven Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	5,290
Member	2,646

### Auckland Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	279,562
Deputy Mayor	157,518
Chair of committee of the whole (3)	130,030
Councillor (16)	109,750

### *Albert–Eden Local Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	90,838
Deputy Chairperson	54,503
Member	44,129

### *Devonport–Takapuna Local Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	80,361
Deputy Chairperson	48,216
Member	43,149

### *Franklin Local Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	81,290
Deputy Chairperson	48,774
Member	42,426

### *Great Barrier Local Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	55,123
Deputy Chairperson	33,074
Member	24,103

### *Henderson–Massey Local Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	94,039
Deputy Chairperson	56,423
Member	44,645

### *Hibiscus and Bays Local Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	88,155
Deputy Chairperson	52,893
Member	43,820

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*Howick Local Board*

Office	Annual remuneration (\$)
Chairperson	98,477
Deputy Chairperson	59,086
Member	44,852

*Kaipātiki Local Board*

Office	Annual remuneration (\$)
Chairperson	87,277
Deputy Chairperson	52,366
Member	43,561

*Māngere–Ōtahuhu Local Board*

Office	Annual remuneration (\$)
Chairperson	85,316
Deputy Chairperson	51,189
Member	43,716

*Manurewa Local Board*

Office	Annual remuneration (\$)
Chairperson	87,845
Deputy Chairperson	52,707
Member	43,716

*Maungakiekie–Tāmaki Local Board*

Office	Annual remuneration (\$)
Chairperson	84,541
Deputy Chairperson	50,725
Member	43,458

*Ōrakei Local Board*

Office	Annual remuneration (\$)
Chairperson	86,813
Deputy Chairperson	52,088
Member	43,922

*Ōtara–Papatoetoe Local Board*

Office	Annual remuneration (\$)
Chairperson	86,503
Deputy Chairperson	51,902
Member	43,922

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*Papakura Local Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	76,904
Deputy Chairperson	46,142
Member	42,529

*Puketāpapa Local Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	80,155
Deputy Chairperson	48,093
Member	43,149

*Rodney Local Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	78,555
Deputy Chairperson	47,133
Member	42,013

*Upper Harbour Local Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	78,296
Deputy Chairperson	46,978
Member	42,839

*Waiheke Local Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	61,368
Deputy Chairperson	36,821
Member	25,755

*Waitākere Ranges Local Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	78,090
Deputy Chairperson	46,854
Member	42,736

*Waitematā Local Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	83,355
Deputy Chairperson	50,013
Member	43,251

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*Whau Local Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	85,316
Deputy Chairperson	51,189
Member	43,716

**Buller District Council**

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	81,840
Deputy Mayor and Hearings Committee Chair	33,718
Finance and Audit Committee Chair	28,611
Policy and Risk Committee Chair	24,012
Grants Committee Chair	22,480
Councillor	19,414

*Inangahua Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	7,018
Member	3,509

**Carterton District Council**

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	70,920
Deputy Mayor	24,318
Ruamāhanga Whaitua Representative (1)	21,410
Councillor	18,707

**Central Hawke's Bay District Council**

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	89,376
Deputy Mayor	36,742
Councillor	24,437

**Central Otago District Council**

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	96,484
Deputy Mayor	23,016
Committee Chairperson (4)	22,447
Councillor	21,240

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*Cromwell Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	13,966
Member	6,983

*Maniototo Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	6,772
Member	3,386

*Teviot Valley Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	6,772
Member	3,386

*Vincent Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	15,025
Member	7,513

**Chatham Islands Council**

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	52,225
Deputy Mayor	21,843
Councillor and Member of Civil Defence Emergency Management Group (7)	16,350
Councillor	13,743

**Christchurch City Council**

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	193,099
Deputy Mayor	118,220
Councillor	102,400

*Banks Peninsula Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	19,342
Member	9,670

*Coastal–Burwood Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	46,310
Member	23,155



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*Fendalton–Waimairi–Harewood Community Board*

Office	Annual remuneration (\$)
Chairperson	45,681
Member	22,841

*Halswell–Hornby–Riccarton Community Board*

Office	Annual remuneration (\$)
Chairperson	48,196
Member	24,098

*Linwood–Central–Heathcote Community Board*

Office	Annual remuneration (\$)
Chairperson	48,196
Member	24,098

*Papanui–Innes Community Board*

Office	Annual remuneration (\$)
Chairperson	46,310
Member	23,155

*Spreydon–Cashmere Community Board*

Office	Annual remuneration (\$)
Chairperson	46,310
Member	23,155

**Clutha District Council**

Office	Annual remuneration (\$)
Mayor	96,695
Deputy Mayor	28,070
Committee Chairperson (3)	26,733
Portfolio Leader A (2)	22,723
Portfolio Leader B (5)	21,387
Councillor	20,050

*Lawrence–Tuapeka Community Board*

Office	Annual remuneration (\$)
Chairperson	5,714
Member	2,857

*West Otago Community Board*

Office	Annual remuneration (\$)
Chairperson	6,772
Member	3,386

### Dunedin City Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	157,798
Deputy Mayor and Chair of Economic Development Committee	77,316
Committee Chairperson (4)	72,856
Sub-Committee Chairperson	65,192
Councillor	59,474

### *Mosgiel-Taieri Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	18,860
Member	9,429

### *Otago Peninsula Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	15,925
Member	7,963

### *Saddle Hill Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	16,135
Member	8,068

### *Strath Taieri Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	14,669
Member	7,334

### *Waikouaiti Coast Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	15,716
Member	7,858

### *West Harbour Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	16,135
Member	8,068

### Far North District Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	136,818
Deputy Mayor	78,830
Committee Chairperson (3)	60,166
Councillor	48,574

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*Bay of Islands–Whangaroa Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	30,660
Member	11,792

*Kaikohe–Hokianga Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	26,280
Member	10,107

*Te Hiku Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	26,828
Member	10,318

**Gisborne District Council**

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	141,171
Deputy Mayor	49,688
Standing Committee Chairperson (5)	45,867
Special Committee Chairperson (2)	42,045
Rural Councillor (4)	39,090
Councillor	38,222

**Gore District Council**

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	82,677
Deputy Mayor	25,188
Portfolio Leader (3)	22,376
Councillor	18,157

*Mataura Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	4,041
Member	2,020

**Grey District Council**

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	87,369
Deputy Mayor	31,697
Councillor	22,641

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### Hamilton City Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	162,928
Deputy Mayor	97,575
Chairperson Committee of the Whole (4)	90,069
Deputy Chairperson Committee of the Whole (4)	82,563
Councillor	75,057

### Hastings District Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	139,492
Deputy Mayor	64,369
Chairperson and Portfolio Leader A (4)	51,498
Portfolio Leader A (not a Chairperson) (3)	48,362
Portfolio Leader B (6)	47,316
Councillor	43,709

### *Hastings District Rural Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	14,741
Member	7,370

### Hauraki District Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	98,112
Deputy Mayor	40,403
Ward Committee Chairperson (3)	29,061
Councillor	21,265

### Horowhenua District Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	109,494
Deputy Mayor	39,105
Chairperson, Finance, Audit and Risk Committee	33,915
Chairperson, Hearings Committee	33,915
Chairperson, Community Wellbeing Committee	30,856
Chairperson, Community Funding & Recognition Committee	30,856
Councillor	27,798

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*Foxton Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	12,273
Member	6,137

**Hurunui District Council**

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	87,775
Deputy Mayor	33,767
Chair, Finance, Audit and Risk	27,463
Chair, Infrastructure and Zone Committee Representative	27,463
Chair, Public Services and Hanmer Springs Thermal Pools and Spa Management Committee (3)	27,463
Councillor with additional duties relating to earthquake recovery	20,634

*Hanmer Springs Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	7,868
Member	3,934

**Hutt City Council**

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	148,949
Deputy Mayor	81,442
Committee Chairperson (4)	62,438
Hutt Valley Services Committee Chairperson	58,366
Arts and Culture Sub-Committee Chairperson	58,366
Councillor	54,295

*Eastbourne Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	13,266
Member	6,633

*Petone Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	15,793
Member	7,897

*Wainuiomata Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	16,636
Member	8,318

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### Invercargill City Council

Office	Annual remuneration (\$)
Mayor	126,562
Deputy Mayor	55,019
Committee Chairperson (3)	47,793
Chairperson, Audit Committee	41,703
Venture Southland representative	41,703
Councillor	35,693

### *Bluff Community Board*

Office	Annual remuneration (\$)
Chairperson	8,423
Member	4,211

### Kaikōura District Council

Office	Annual remuneration (\$)
Mayor	63,614
Councillor	19,021

### Kaipara District Council

Office	Annual remuneration (\$)
Mayor	100,857
Deputy Mayor	58,938
Taharoa Domain Governance Committee Chairperson	35,363
Mangawhai Community Park Governance Committee Chairperson	35,363
Regional Land Transport Portfolio Holder	35,363
Representative Sport Northland	32,762
Councillor	29,470

### Kāpiti Coast District Council

Office	Annual remuneration (\$)
Mayor	122,899
Deputy Mayor	45,945
Committee Chairperson (3)	44,178
Appeals Committee Chairperson	38,876
Chairperson, Grants Allocation Committee	38,876
Councillor	35,342

### *Ōtaki Community Board*

Office	Annual remuneration (\$)
Chairperson	14,951
Member	7,475



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*Paekākāriki Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	7,791
Member	3,896

*Paraparaumu–Raumati Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	19,584
Member	9,792

*Waikanae Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	16,005
Member	8,002

**Kawerau District Council**

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	70,656
Deputy Mayor	23,660
Regulatory and Services Committee Chairperson	21,126
Councillor	16,900

**Mackenzie District Council**

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	65,421
Councillor with additional responsibilities (3)	23,089
Councillor	18,471

*Fairlie Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	3,828
Member	1,914

*Tekapo Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	3,828
Member	1,914

*Twizel Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	4,891
Member	2,445

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### Manawatu District Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	106,673
Deputy Mayor	40,574
Committee Chairperson (3)	36,227
Councillor	28,981

### Marlborough District Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	138,925
Deputy Mayor	47,907
Committee Chairperson (4)	47,907
Councillor	38,325

### Masterton District Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	102,740
Deputy Mayor	37,730
Chair Strategic Planning and Policy Committee, and Hearings Committee	37,730
Chair Infrastructure Committee	36,382
Councillor	26,950

### Matamata–Piako District Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	109,922
Deputy Mayor	32,027
Chairperson, Corporate and Operations Committee	32,027
Councillor	27,850

### Napier City Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	131,514
Deputy Mayor	51,085
Committee Chairperson (4)	48,711
Deputy Committee Chairperson (4)	45,361
Councillor	42,413

### Nelson City Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	137,869
Deputy Mayor	61,673

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Office	Annual remuneration (\$)
Committee Chairperson (5)	49,750
Deputy Committee Chairperson (3)	43,171
Councillor	41,115

### New Plymouth District Council

Office	Annual remuneration (\$)
Mayor	142,356
Deputy Mayor	62,015
Committee Chairperson (3)	55,370
Councillor	44,297

### *Clifton Community Board*

Office	Annual remuneration (\$)
Chairperson	12,213
Member	6,107

### *Inglewood Community Board*

Office	Annual remuneration (\$)
Chairperson	14,530
Member	7,265

### *Kaitake Community Board*

Office	Annual remuneration (\$)
Chairperson	13,056
Member	6,528

### *Waitara Community Board*

Office	Annual remuneration (\$)
Chairperson	14,530
Member	7,265

### Ōpōtiki District Council

Office	Annual remuneration (\$)
Mayor	75,284
Deputy Mayor	38,807
Chairperson Audit and Risk Committee	36,815
Coast Community Board Chair	27,026
Councillor	20,530

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*Coast Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	9,782
Member	4,891

*Otorohanga District Council*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	76,139
Deputy Mayor	30,347
Councillor	18,393

*Kawhia Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	3,828
Member	1,914

*Otorohanga Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	14,034
Member	7,018

*Palmerston North City Council*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	141,592
Deputy Mayor and Chair Hearings Committee and Chair CEO Performance Panel	71,933
Chair Finance and Performance Committee and Deputy Chair Hearings Committee	54,850
Chair Arts, Culture and Heritage Committee and Deputy Chair Community Development Committee	50,803
Chair Economic Development Committee	53,501
Chair Audit and Risk Committee	49,454
Chair Sport and Recreation Committee and Deputy Chair Economic Development Committee	52,826
Deputy Chair Finance and Performance Committee, and Deputy Chair Arts, Culture and Heritage Committee	49,680
Chair Planning and Strategy Committee and Deputy Chair Sport and Recreation Committee and CEO Performance Panel	56,199
Deputy Chair Audit and Risk Committee	46,308
Chair Community Development Committee and Deputy Chair Planning and Strategy Committee	52,826
Councillor	44,958

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### Porirua City Council

Office	Annual remuneration (\$)
Mayor	127,892
Deputy Mayor	49,822
Standing Committee Chairperson (2)	49,822
Councillor	38,325

### Queenstown–Lakes District Council

Office	Annual remuneration (\$)
Mayor	118,079
Deputy Mayor	41,587
Committee Chair (4)	39,070
Councillor	33,538

### *Wanaka Community Board*

Office	Annual remuneration (\$)
Chairperson	23,489
Member	11,745

### Rangitikei District Council

Office	Annual remuneration (\$)
Mayor	91,447
Deputy Mayor/Assets and Infrastructure Committee Chairperson	37,354
Committee Chairperson (2)	29,379
Deputy Committee Chairperson/Chairperson Chief Executive Review Committee	24,762
Deputy Committee Chairperson (2)	23,503
Councillor	20,985

### *Ratana Community Board*

Office	Annual remuneration (\$)
Chairperson	4,253
Member	2,126

### *Taihape Community Board*

Office	Annual remuneration (\$)
Chairperson	8,506
Member	4,253

### Rotorua District Council

Office	Annual remuneration (\$)
Mayor	138,041

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<b>Office</b>	<b>Annual remuneration (\$)</b>
Deputy Mayor	69,893
Committee Chairperson (2)	58,860
Deputy Committee Chairperson (2)	58,860
Cultural Ambassador	53,343
Councillor	47,827

*Rotorua Lakes Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	16,468
Member	8,235

*Rotorua Rural Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	18,405
Member	9,203

**Ruapehu District Council**

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	90,226
Deputy Mayor	29,479
Committee Chairperson (1)	23,582
Councillor	19,663

*National Park Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	5,742
Member	2,870

*Waimarino–Waiouru Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	8,506
Member	4,253

**Selwyn District Council**

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	122,795
Deputy Mayor	41,409
Councillor	36,115



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*Malvern Community Board*

Office	Annual remuneration (\$)
Chairperson	17,373
Member	8,686

*Selwyn Central Community Board*

Office	Annual remuneration (\$)
Chairperson	20,847
Member	10,424

*South Taranaki District Council*

Office	Annual remuneration (\$)
Mayor	109,787
Deputy Mayor	34,569
Chairperson, Environment and Hearings Committee	31,637
Member Environment and Hearings Committee (4)	28,892
Member Audit and Risk Committee (1)	27,840
Community Board Councillor (1)	25,956
Councillor	25,310

*Egmont Plains Community Board*

Office	Annual remuneration (\$)
Chairperson	12,062
Member	6,030

*Eltham Community Board*

Office	Annual remuneration (\$)
Chairperson	11,639
Member	5,820

*Hawera–Tangahoe Community Board*

Office	Annual remuneration (\$)
Chairperson	13,755
Member	6,878

*Patea Community Board*

Office	Annual remuneration (\$)
Chairperson	10,792
Member	5,397

### South Waikato District Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	100,101
Deputy Mayor	36,451
Committee Chairperson A	32,545
Committee Chairperson B	31,285
Councillor with additional duties (7)	27,311
Councillor	24,620

### *Tirau Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	6,560
Member	3,280

### South Wairarapa District Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	77,209
Deputy Mayor	31,010
Councillor/Committee member (1)	21,586
Councillor	18,314

### *Featherston Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	6,379
Member	3,190

### *Greytown Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	6,379
Member	3,190

### *Martinborough Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	6,379
Member	3,190

### Southland District Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	113,742
Deputy Mayor	37,380
Committee Chairperson (4)	32,575
Councillor	26,700

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*Edendale–Wyndham Community Board*

Office	Annual remuneration (\$)
Chairperson	4,656
Member	2,327

*Otautau Community Board*

Office	Annual remuneration (\$)
Chairperson	7,406
Member	3,704

*Riverton/Aparima Community Board*

Office	Annual remuneration (\$)
Chairperson	6,560
Member	3,280

*Stewart Island/Rakiura Community Board*

Office	Annual remuneration (\$)
Chairperson	2,751
Member	1,376

*Te Anau Community Board*

Office	Annual remuneration (\$)
Chairperson	10,580
Member	5,290

*Tuatapere Community Board*

Office	Annual remuneration (\$)
Chairperson	4,444
Member	2,223

*Wallacetown Community Board*

Office	Annual remuneration (\$)
Chairperson	2,751
Member	1,376

*Winton Community Board*

Office	Annual remuneration (\$)
Chairperson	9,099
Member	4,550

*Stratford District Council*

Office	Annual remuneration (\$)
Mayor	75,248
Deputy Mayor	25,749

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<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson Major Committee (2)	21,115
Representative on External Committee (2)	21,115
Chairperson Minor Committee (1)	19,209
Councillor	18,393

### **Tararua District Council**

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	96,136
Deputy Mayor	37,127
Member Forestry Committee (2)	29,226
Member Audit and Risk Committee (2)	29,226
Councillor	26,519

### *Dannevirke Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	11,427
Member	5,713

### *Eketahuna Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	7,406
Member	3,704

### **Tasman District Council**

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	141,981
Deputy Mayor and Standing Committee Chairperson	49,739
Standing Committee Chairperson (3)	45,913
Committee Chairperson (2)	42,088
Councillor	38,262

### *Golden Bay Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	12,846
Member	6,423

### *Motueka Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	14,320
Member	7,160

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### Taupō District Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	119,404
Deputy Mayor	42,336
Chair, Fences, Roding, Reserves and Dogs Committee	40,571
Chair, Emergency Management Committee	40,571
Chair, Mangakino-Pouakani Representative Group	38,807
Councillor	35,279

### *Turangi–Tongariro Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	16,506
Member	8,253

### Tauranga City Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	155,896
Deputy Mayor	92,588
Committee Chairperson (5)	78,699
Deputy Committee Chairperson (1)	77,928
Councillor	77,156

### Thames–Coromandel District Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	115,060
Deputy Mayor	50,668
Committee Chairperson (3)	45,940
Councillor with external appointment (3)	38,509
Councillor	33,780

### *Coromandel–Colville Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	15,406
Member	7,703

### *Mercury Bay Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	18,432
Member	9,216

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*Tairua–Pauanui Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	15,406
Member	7,703

*Thames Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	19,533
Member	9,766

*Whangamata Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	16,781
Member	8,390

**Timaru District Council**

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	120,782
Deputy Mayor	49,831
Committee Chairperson (4)	44,493
Deputy Committee Chairperson (4)	37,375
Councillor	35,595

*Geraldine Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	10,792
Member	5,397

*Pleasant Point Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	8,464
Member	4,233

*Temuka Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	11,004
Member	5,502

**Upper Hutt City Council**

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	115,381
Deputy Mayor	45,749



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<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson, Policy Committee	40,847
Chairperson, City Services Committee	39,214
Chairperson, Audit and Finance Committee	39,214
Chairperson, Hutt Valley Services Committee	35,946
Councillor	32,678

### Waikato District Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	133,792
Deputy Mayor	58,129
Committee Chairperson (2)	51,901
Discretionary and Funding Committee Chairperson	49,826
Councillor	41,521

### *Huntly Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	10,318
Member	5,159

### *Ngaruawahia Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	10,318
Member	5,159

### *Onewhero–Tuakau Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	10,740
Member	5,369

### *Raglan Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	8,634
Member	4,317

### *Taupiri Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	2,737
Member	1,369

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### Waimakariri District Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	123,068
Deputy Mayor	46,913
Portfolio Holder (9)	42,011
Councillor	38,184

### *Kaiapoi–Tuahiwi Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	17,137
Member	8,569

### *Oxford–Ohoka Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	16,145
Member	8,072

### *Rangiora–Ashley Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	22,105
Member	11,052

### *Woodend–Sefton Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	14,158
Member	7,080

### Waimate District Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	71,434
Deputy Mayor	26,630
Councillor	19,021

### Waipa District Council

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	122,455
Deputy Mayor	54,295
Committee Chairperson (4)	41,133
Councillor	32,906

### *Cambridge Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	18,410
Member	9,206

Schedule	Local Government Members (2018/19) (Local Authorities) Determination 2018	2018/124
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*Te Awamutu Community Board*

Office	Annual remuneration (\$)
Chairperson	17,776
Member	8,887

Wairoa District Council

Office	Annual remuneration (\$)
Mayor	80,081
Deputy Mayor	32,706
Committee Chairperson (3)	25,586
Councillor	23,362

Waitaki District Council

Office	Annual remuneration (\$)
Mayor	101,840
Deputy Mayor/Customer Service Core Committee Chairperson	33,976
Core Committee Chairperson (3)	30,577
Core Committee Deputy Chairperson (3)	27,569
Other Committee Chairperson (3)	27,569
Councillor	24,269

*Ahuriri Community Board*

Office	Annual remuneration (\$)
Chairperson	11,639
Member	5,820

*Waihemo Community Board*

Office	Annual remuneration (\$)
Chairperson	11,850
Member	5,926

Waitomo District Council

Office	Annual remuneration (\$)
Mayor	80,979
Deputy Mayor	32,699
Councillor	24,222

Wellington City Council

Office	Annual remuneration (\$)
Mayor	175,810
Deputy Mayor	116,325
Chair City Strategy Committee	103,086
Portfolio Leader (12)	95,747

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<b>Office</b>	<b>Annual remuneration (\$)</b>
Councillor	87,632

*Makara–Ohariu Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	9,429
Member	4,716

*Tawa Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	18,441
Member	9,220

**Western Bay of Plenty District Council**

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	123,206
Deputy Mayor	47,281
Committee Chairperson (4)	42,216
Councillor	33,609

*Katikati Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	10,792
Member	5,397

*Maketu Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	5,713
Member	2,857

*Omokoroa Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	7,830
Member	3,915

*Te Puke Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	10,792
Member	5,397

*Waihi Beach Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	8,887
Member	4,444

Schedule	Local Government Members (2018/19) (Local Authorities) Determination 2018	2018/124
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### Westland District Council

Office	Annual remuneration (\$)
Mayor	77,620
Deputy Mayor, Committee Chairperson and Portfolio Holder (2)	29,148
Portfolio Holder (6)	21,200
Councillor	18,550

### Whakatāne District Council

Office	Annual remuneration (\$)
Mayor	115,849
Deputy Mayor	56,215
Committee Chairperson (2)	46,847
Councillor	31,230

### *Murupara Community Board*

Office	Annual remuneration (\$)
Chairperson	7,830
Member	3,915

### *Rangitāiki Community Board*

Office	Annual remuneration (\$)
Chairperson	10,157
Member	5,079

### *Tāneatua Community Board*

Office	Annual remuneration (\$)
Chairperson	7,830
Member	3,915

### *Whakatāne–Ōhope Community Board*

Office	Annual remuneration (\$)
Chairperson	16,981
Member	8,490

### Whanganui District Council

Office	Annual remuneration (\$)
Mayor	122,870
Deputy Mayor	43,492
Chair, Strategy and Finance Committee	39,718
Chair, Property and Community Services Committee	39,718
Chair, Infrastructure and Special Projects Committee	39,718
Chair, Forestry Joint Committee	39,718
Deputy Chair, Strategy and Finance Committee	35,108

2018/124	<b>Local Government Members (2018/19) (Local Authorities) Determination 2018</b>	Schedule
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<b>Office</b>	<b>Annual remuneration (\$)</b>
Deputy Chair, Property and Community Services Committee	35,108
Deputy Chair, Infrastructure and Special Projects Committee	35,108
Deputy Chair, Forestry Joint Committee	35,108
Councillor	33,531

*Whanganui Rural Community Board*

<b>Office</b>	<b>Annual remuneration (\$)</b>
Chairperson	11,004
Member	5,502

**Whangarei District Council**

<b>Office</b>	<b>Annual remuneration (\$)</b>
Mayor	144,526
Deputy Mayor	62,493
Committee Chairperson of Standing Committee (4)	62,493
Councillor	49,995

Dated at Wellington this 23rd day of July 2018.

Fran Wilde,  
Chairperson.

Geoff Summers,  
Member.

Len Cook,  
Member.



## Explanatory memorandum

*This memorandum is not part of the determination, but is intended to indicate its general effect.*

This determination is deemed to have come into force on 1 July 2018 and expires on the close of 30 June 2019.

Under the system used for the past several years by the Remuneration Authority (the **Authority**) for local government members, the Authority set a base councillor rate for each council and councils then made submissions on the additional remuneration for those councillors undertaking additional duties. Under the system, a relationship between the size of a council (measured using a size index) and mayor, chairperson, and base councillor salaries was determined every 3 years in an election year. A similar approach has been used to set the remuneration of community board or local board members, where the remuneration of each board member is related to population.

The Authority has now reviewed and consulted with local authorities on changes to the remuneration framework and made decisions on a new approach in future. A detailed paper setting out all the policy changes and the reasons for them is available on the Authority's Internet site [www.remauthority.govt.nz](http://www.remauthority.govt.nz)

The new approach will be fully implemented after the 2019 local government election and in this determination some transitional changes have been made. The new system continues to be based on a council size index, which is only intended for the purposes of the Remuneration Authority. The size index has been revised to include extra sizing factors relevant to the responsibilities of territorial, unitary, and regional authorities. The revised and updated council size index has resulted in changes to where councils are placed on the Authority's index. The Authority has also created a local government pay scale using parliamentary remuneration as a comparator. Because of their extreme sizes, Auckland and Chatham Islands councils will sit outside the pay scale, which will be anchored at the top by Christchurch City Council (the largest council aside from Auckland) and at the bottom related to a pro rata proportion of the average wage. The largest role in local government (the Mayor of Auckland) will receive no more than a cabinet minister.

All these changes are reflected in this determination in varying levels of remuneration increase between councils as we begin adjusting councils on the pay scale. These changes will be applied in 3 tranches—the first in this determination, the second in next year's determination, and the third after the 2019 election. This does not apply to community boards or Auckland local boards, whose members have all received an increase of 1.5% in this determination to reflect changes in the Statistics New Zealand Labour Market Statistics (wage inflation) for the public sector in the year to March 2018. Deputy chairpersons of Auckland local boards will receive an increase to take their remuneration to 60% of the new rate for their respective board chairpersons in recognition of the extra workload attached to those positions.

Following the 2019 local government election, and in each local government election year thereafter, each council and Auckland local board will have allocated a remuner-

ation pool reflecting its rank on the size index. Each council will make recommendations on appropriate remuneration for a base councillor salary and for positions of responsibility. The Authority will normally then apply these recommendations in its determination but will reserve the right to intervene if it sees any reason to do so. This process will apply to all councillors, but not to mayors and chairpersons of regional councils, whose remuneration will continue to be determined by the Authority in relation to the council rank on the size index. The Authority has made no decisions yet regarding the possible inclusion of community boards in council remuneration pools.

Upper limits have been set by the Authority on the purchase prices (including on-road costs and goods and services tax paid) of petrol/diesel and electric/hybrid motor vehicles. These upper limits take account of the vehicle being fit for purpose, the safety of the driver, and fairness to the ratepayer. The primary reason the Authority has set a differential between the maximum purchase prices of a petrol or diesel vehicle and an electric or hybrid vehicle is that data from Inland Revenue and AA Motoring show that electric and hybrid vehicles have lower running costs, but higher fixed costs, when compared to petrol or diesel vehicles. The fixed costs of an electric or hybrid vehicle sit between those of a medium and large vehicle. The new purchase prices apply to all new or replacement motor vehicles from 1 July 2018.

However, the new purchase price limits do not apply to existing motor vehicles currently provided to mayors and regional chairpersons. In these cases the actual purchase prices are grandparented until the existing vehicles are replaced.

The annual remuneration for a mayor or regional chairperson, shown in *Part 1 and Part 2 of the Schedule*, is their “total remuneration” and it includes the annual value of their motor vehicle entitlement. The Authority had previously deducted the annual value from their annual remuneration as shown in earlier determinations.

If a council as at 30 June 2018 provides its mayor or regional chairperson with a motor vehicle it must deduct, from 1 July 2018, the annual value of the motor vehicle using the appropriate formula in *clause 9* from the mayor or regional chairperson’s annual remuneration as shown in *Part 1 or Part 2 of the Schedule*.

If a council chooses to provide its mayor or regional chairperson with a new or replacement motor vehicle on or from 1 July 2018, it must use the appropriate formula in *clause 9* of this determination to calculate the annual value that will need to be deducted from their mayor or regional chairperson’s annual remuneration as shown in *Part 1 or Part 2 of the Schedule*. The deduction commences on the date that the mayor or regional chairperson is provided with the vehicle.

The Authority expects that if a mayor or regional chairperson is provided with a motor vehicle, the local authority will publish in its annual financial statements the vehicle details, including its annual value as a component of the mayor’s or regional chairperson’s total remuneration.

The travel time allowance (*clause 12*) has been amended to take into account that, with the exception of the Mayor of the Chatham Islands, all other mayors and

regional council chairpersons are deemed by the Authority to have full-time roles. Therefore, those roles are no longer eligible to receive the travel time allowance.

To be fair to ratepayers, if a member lives outside of the member's local authority area and travels on local authority business to and from the member's place of residence and the local authority area, the member can only claim the travel time allowance when travelling within the boundary of the local authority area.

The allowance has been adjusted to place a cap on the amount of travel time that can be claimed within a 24-hour period. The maximum payable is capped at 8 hours, based on a member who travels for 9 hours during a 24-hour period (as the first hour of travel cannot be claimed).

No amendments have been made to other allowances in this determination.

Issued under the authority of the Legislation Act 2012.  
Date of notification in *Gazette*: 26 July 2018.



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## Information Paper

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### **Determining the Remuneration of Local Government Elected Members – Oversight of Issues**

**30 June 2018**

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## Introduction

1. This paper describes the changes that the Remuneration Authority is making to its approach to setting remuneration for local government elected members. The paper does not cover in detail allowances or expense reimbursements, which were addressed by the Authority in the 2017 Local Government determination and which will be further addressed again when the current work programme on remuneration is completed. The significant changes will be introduced following the 2019 local government elections, with some adjustments prior to that in the 2018/19 determination and the 2019/20 determination.
2. The Authority would like to thank all the councils and individuals who assisted in this process. We appreciated the interest of the sector and the ideas that were put forward. While not all have been able to be picked up and implemented by us, the range of suggestions and the conversations we had with many of you certainly gave us a deeper and more nuanced understanding of the issues facing local government.

## Background to this Review

3. The Local Government Act 2002 gave the Remuneration Authority the responsibility for setting remuneration for local government elected members. To prepare for its first determination under this regime (dated 24<sup>th</sup> June 2003), the Authority undertook a review of roles and responsibilities of members, issued a discussion paper and received submissions. It then *“established appropriate models to assist in determining the cost and representation for each local and regional authority.”*<sup>1</sup> The model used four criteria – population, operational expenditure, assets controlled and rate of population change. The June 2003 Determination said that *“the application of these models resulted in an indicative pool of money notionally attributable to each local and regional authority. These indicative pools were used in general by the Authority in ultimately determining the major portion of remuneration for each member”*. Some meeting fees were still in place at that time. To assist the Authority to *“recognise the diversity of local government”*, councils were given the opportunity of recommending a suggested remuneration appropriate for the responsibilities of each position within the council and its community boards. This process remained in place for successive years till 2012.
4. In 2010 the Authority conducted a review of remuneration of mayors and regional chairs, observing that the time commitment and responsibilities of these roles had grown disproportionately to those of other elected members, particularly since the 2002 Act came into force. Between 2008 and 2011 the negative impact of the Global Financial Crisis on the New Zealand economy was recognised by the Authority in depressing increases in local government remuneration. In the 2011 Determination the factors used by the Authority to

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<sup>1</sup> Remuneration Authority Local Government Determination 2003

help assess size were changed to population, expenses and assets. In late 2011 the Authority issued a discussion document <sup>2</sup> outlining possible approaches and issues. This was followed in November 2012 by a further document <sup>3</sup> which presented the system that the Authority was proposing to institute from the 2013 local government election.

5. For a variety of reasons, in the years 2014 to 2016 the Authority did not completely implement the proposed process. However, significant elements are now in place. The key relevant elements of the 2013 proposal, since implemented, were:
  - a) Moving away from the traditional salary/meeting fee mix for local government remuneration.
  - b) Removing the pool system that allowed councils to recommend allocation of the pool.
  - c) Setting a base councillor rate for each council, with councils able to make submissions on additional remuneration for councillors undertaking additional responsibilities, paid out of a limited pool.
  - d) Basing the remuneration for councillors/mayors/chairs on:
    - the relative place of the council in the size index (derived from population and council expenditure).
    - the job size of the positions as assessed for sample councils;
    - the proportion of full time work as demonstrated by survey results;
    - the Authority's pay scale.
  - e) Basing remuneration for community board members on population.
  
6. In 2015 the Authority commissioned some work on local government role sizing from the Hay Group and in 2017 it conducted a survey of retiring local government members in an attempt to gain more understanding of work load. In 2017 the Authority issued a Consultation Document<sup>4</sup>, looking at both short term and longer-term measures. The Authority noted that it had decided to maintain several key approaches:
  - a) Maintaining a "total remuneration" approach rather than meeting fees.
  - b) Using a size index to determine relativity between various councils.
  - c) Adopting a "pay scale" for local government that is fair and seen to be fair.
  - d) Reviewing the components of the council size index every three years and applying appropriate factors to territorial authorities and regional authorities.
  - e) Recognising that unitary councils have dual responsibilities and sizing them accordingly.
  
7. Following input from the local government sector, the Authority issued the 2017 Determination, which updated key areas relating to expense reimbursements and allowances. In particular, we acknowledged the demands on councillors who are members

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<sup>2</sup> Remuneration Authority *Review of Local Authorities Setting – Discussion Document (September 2011)*

<sup>3</sup> Remuneration Authority *Remuneration Setting Proposals for Local Authorities – 2013 and Beyond (November 2012)*

<sup>4</sup> Remuneration Authority *Consultation Document (2017)*



of plan hearing panels, an activity which requires a significant amount of time. Our more recent focus has been on remuneration, which is the subject of this paper.

8. In 2017 we were assisted in our initial thinking by a group of senior local government elected members (the Local Government Leadership Group) and we also presented to and had question and answer sessions at the Local Government New Zealand (LGNZ) Zone meetings, except for Zones 1 and 4 which did not respond to our request for meetings. We then conducted three webinars to give individual councillors the opportunity to hear us first hand and have their questions answered, as well as providing feedback on any issues. In 2018 we met with the sector groups of LGNZ and through a survey sought information from all councillors in New Zealand, as well as members of Auckland Local Boards, to give us a snapshot overview of workload. We also had discussions with some of the democratic services staff of some councils.
9. In summary, during this exercise over the past two years the Authority has:
  - Issued a consultation document to local government and received responses from 66 councils/boards, 14 individual elected members, as well as other organisations associated with the local government sector, including LGNZ and the Society of Local Government Managers (SoLGM)
  - Gained initial input from a representative group of local government elected members (the Local Government Leadership Group)
  - Surveyed outgoing councillors
  - Requested information from all current councillors in New Zealand and members of Auckland Local Boards
  - Met with LGNZ zones 2, 3, 5, and 6
  - Met with sector groups of LGNZ
  - Conducted three webinars for individual councillors
  - Consulted periodically with LGNZ
  - Briefed the Local Government Commission
  - Briefed the Minister of Local Government
  - Briefed the Department of Internal Affairs
  - Met with the democratic services staff of some councils
  - Received assistance from a range of professionals including academics, statisticians and remuneration specialists
  - Researched approaches to local government remuneration in similar jurisdictions (Australia and the UK)

## The Role of Local Government

10. In our 2017 discussion paper on this subject, we quoted from a document<sup>5</sup> issued by LGNZ in 1997. It contained a thoughtful summary of the role of local government and we reproduce the excerpt here again as a summary of the role of this critical sector.

11. The document said:

*“The strength of representative democracy ultimately depends on two factors. One is the level of citizen participation and trust in democratic institutions. The other is the ability and commitment of elected representatives and their role in encouraging participation and promoting levels of trust.*

*Local government constitutes one of the underpinning structures of democratic society, providing ‘voice and choice’ to citizens and communities, and the mechanism for making decisions about local needs and preferences. It also provides a forum to debate issues of mutual interest and concern.*

*Good local government depends upon the goodwill and understanding of its citizens, and the quality of its staff. Most of all, however, it depends on the ability of those elected to govern. Attracting people with the capacity to lead and govern at local level involves a number of factors. These include:*

- *The opportunity to contribute effectively, be professionally valued and receive a sense of satisfaction at achieving a job well done*
- *The existence of structures and processes to support and professionally advise elected members and enable them to contribute constructively on matters of community importance*
- *The presence of consultative and participative arrangements that strengthen relationships between and with their communities*
- *The existence of a remuneration system that enables people from all sectors of the community to commit time and effort necessary to fulfil their responsibilities as elected members without being unduly disadvantaged.”*

12. In our view, this characterisation of local government has not changed since it was written more than two decades ago. What has changed is the scope and breadth of local government responsibilities and how elected members are held to account. This has particularly been the case since the changes introduced in the Local Government Act 2002, which saw local government through a much less prescriptive lens than had been the case in previous policy and legislation. Since then there has been an increasing degree of responsibility moved from central to local government.

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<sup>5</sup> *Options for Setting Elected Members’ Remuneration – A Discussion Document for Local Government and Stakeholders* prepared by the Local Government New Zealand Elected Members’ Remuneration Working Party (1997)

13. Major changes in the responsibilities of local government between 2006 and 2012 were summarised in a more recent LGNZ paper <sup>6</sup> which discussed what is often referred to amongst councils as “unfunded mandates” passed over from central government. The focus of the paper was cost, which is not per se the major focus of the Remuneration Authority. However, with additional responsibilities come not only extra cost, but also extra work and, in most cases, the requirement for substantially more specialist knowledge and understanding of legal frameworks. It was clear from reading the paper that there was significant additional responsibility and work involved in delivering the extra functions delegated to councils through legislation or regulation during the period it covered.
14. In the six years since then, a wide range of further responsibilities has been added, including statutory requirements around urban development, water quality and Treaty settlement co-governance arrangements. These have impacted on virtually all councils, though in different ways depending on local variables.
15. This trend of devolving work to councils was also noted by the Productivity Commission in its 2013 report <sup>7</sup>, which said:

*“There has been a steady stream of new statutes over the last decade, affecting local government regulatory activities to varying degrees.*

*Councils making decisions with environmental implications increasingly need access to:*

- *Technical information and skills in interpreting technical information;*
- *Methods of modelling uncertain scenarios; and*
- *Skills in engaging with communities and stakeholders on technical issues.”*

16. The Commission went on to say that there is often limited analysis of local government capability or capacity to implement regulations prior to the allocation of additional regulatory functions (or changes to existing functions). Earlier in its report, the Commission quoted both the stakeholder groups of local government and councils themselves on the issue of capability, noting that “councils – particularly smaller councils operating in rural areas – recognise that they face capability challenges”.<sup>8</sup> The Remuneration Authority took into account these observations in its deliberations. Those capability challenges may be able to be resolved by larger councils, which can afford the specialist staff required - though even in these cases, final decisions are routinely made by councillors. Being the representatives of the community in governance roles, elected members need to be skilled in interpreting and making decisions on complex (often technical or scientific) issues for which they experience the immediacy of local accountability. If a council is small and does not have the financial ability to attract the specialist staff required, this puts incredible stress on its elected

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<sup>6</sup> LGNZ *The Impact of Government Policy and Regulations on the Cost of Local Government*, November 2012

<sup>7</sup> New Zealand Productivity Commission *Towards better local regulation* May 2013 p.214

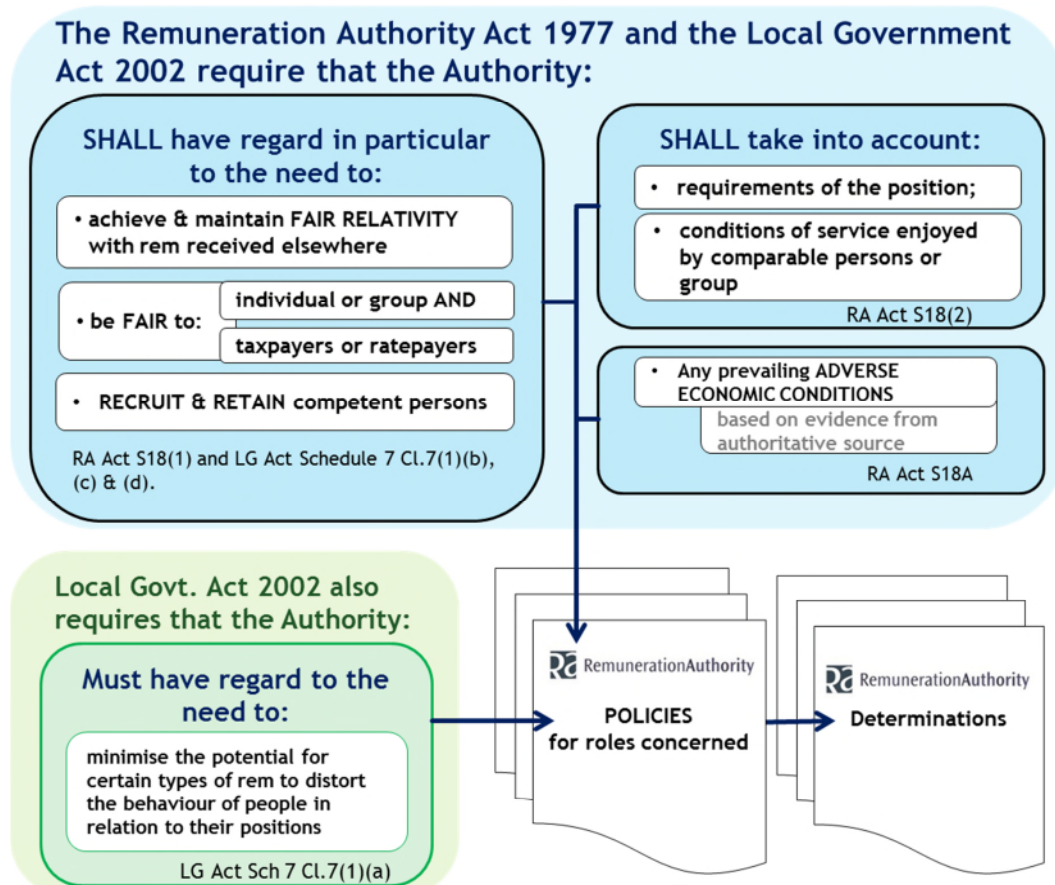
<sup>8</sup> New Zealand Productivity Commission *Towards better local regulation* May 2013 p. 80

members who, like their colleagues in larger councils, still have to make important decisions but frequently without the benefit of high quality expert advice. Such councils also have little distance between their members and those they represent.

17. In summary, in the 21<sup>st</sup> century local government elected members not only need time and commitment, but increasingly need to be able to grapple with complex policy issues that will shape our communities for generations. This situation is further exacerbated by modern technology and social media. Elected people are now far more accessible than they have ever been. In New Zealand we have always valued this accessibility and the fact that our politicians are close to and “amongst” the population. From the point of view of an elected member this accessibility means being constantly available.

## Criteria used by the Remuneration Authority

18. The setting of remuneration for elected members is an important part of the support for a robust and healthy representative democracy in New Zealand. The work of the Authority in relation to its local government mandate is covered by two pieces of legislation – the Remuneration Authority Act 1977 and the Local Government Act 2002. The table below sets out the requirements of that legislation. Each of these requirements is then discussed below in the context of local government remuneration.



19. Our survey of local government elected members elicited many comments from respondents, which were very helpful to us in understanding the pressures they face. We reproduce a sample of the more typical ones below in the relevant sections and elsewhere in this paper.

### **“Fair relativity”**

20. For local government, achieving fair relativity with remuneration received elsewhere is challenging. There is no other identical role. We looked at other jurisdictions to see if there were any benchmarks that would assist us. After examining a variety of other roles in New Zealand, we decided that the nearest occupation with similar but not identical characteristics was that of a Member of Parliament. We discuss this later in this paper.

### **“Fairness to individual/group”**

21. History would suggest that people do not run for election to local government for money. Most understand that it is not highly paid and that there is a significant degree of “public service” by the individuals concerned. However, the local government environment in New Zealand has changed substantially over time and, especially in the last decade, the role of local government has widened considerably. Many local government representatives give up comparatively well-paid roles to be able to serve on a council and the local government role can inhibit them from gaining other suitable work to “back fill” their council remuneration. It is important that those who are elected are paid fairly, while taking into account the public service nature of the role. In our survey responses, some councillors said they were paid adequately or would do the job for less, but within the majority of responders there was strong congruence on two themes – the job is far bigger than the remuneration, even taking into account public good, and the pay and conditions discouraged many from standing for office.

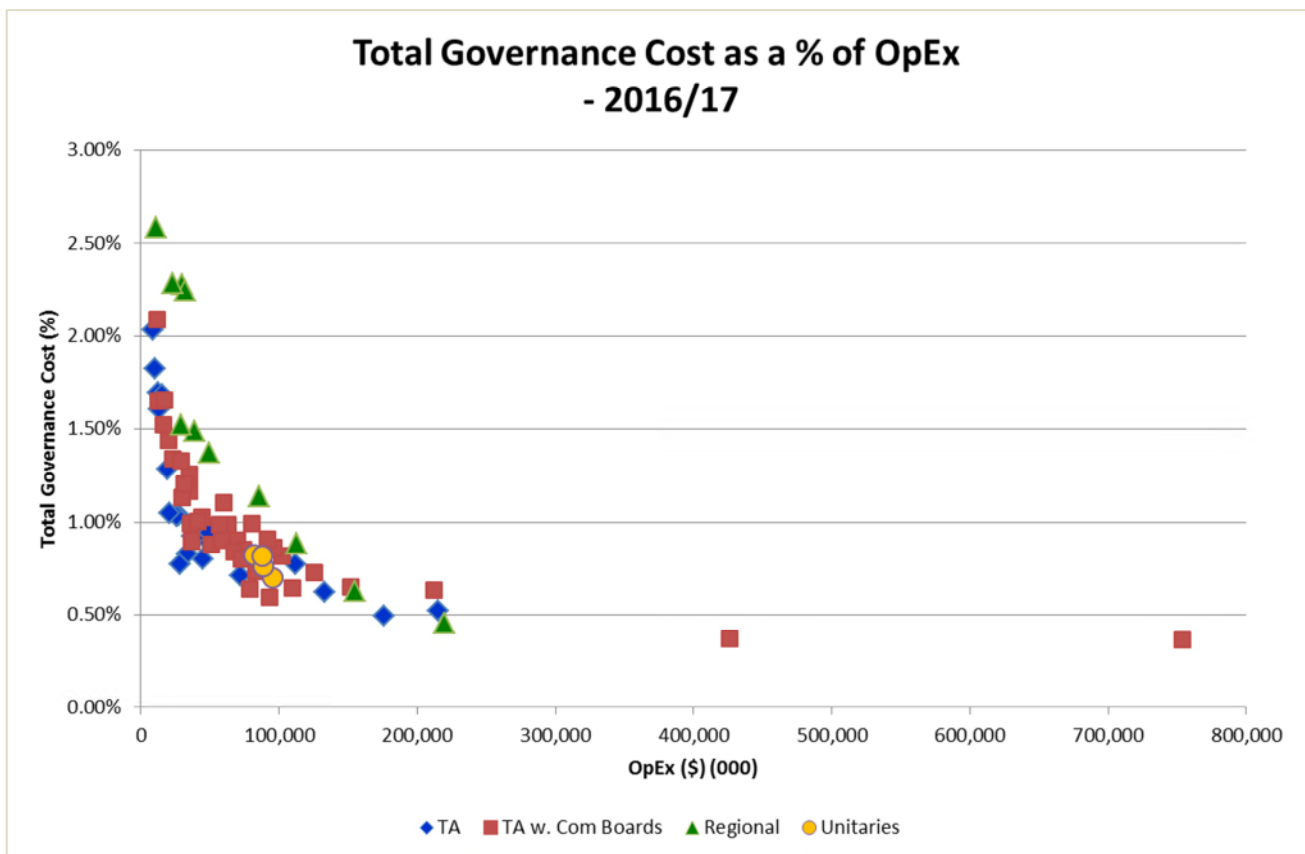
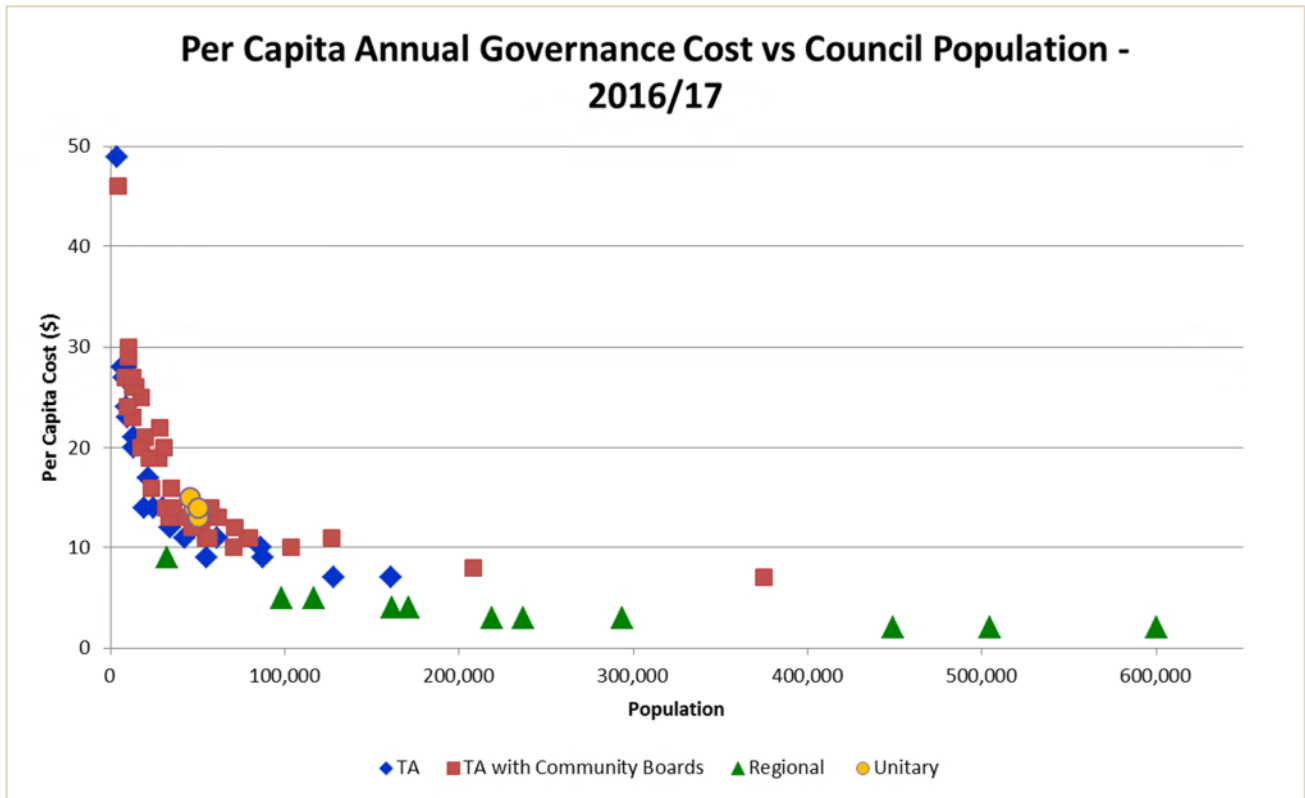
*“Even allowing for the public good element, it is very low remuneration for the hours spent, the skills required and the contribution to the community”.*

*“Remuneration is very low at our council, generally requiring councillors to partake in other employment, potentially negating the councillors’ efficiency and commitment. However I don’t think any of us would consider we participate as councillors for the money, more as a duty to the community.”*

### **“Fairness to ratepayers”**

22. This provision is a counterbalance to the one above. In metropolitan councils with big populations, the proportion of operational expenditure committed to governance costs - that is, the payment of elected representatives - may be quite small. However, for councils

with a small population and fewer ratepayers, it is likely to be a higher proportion of operational spend. This difference is illustrated by the graphs below.



23. Albeit that governance costs are far from the biggest expenditure on any council, for smaller councils, with comparatively fewer ratepayers to share the burden, any increases would have a greater impact on their ability to spend on other services for citizens. We have been acutely aware of this during the course of this review. Unsurprisingly, these graphs also show that councils with Community Boards tend to have a higher governance cost than those of councils with similarly-sized populations that do not have Community Boards. Obviously the number of councillors on each council also has an impact.

### **“Recruitment and retention of competent people”**

24. This requirement is related to the requirement for fairness to the individual or group so as to enable as wide a pool as possible to consider the role. Although the legislation does not define “competent” the Authority has for some time considered that for local government to represent its communities well, competencies amongst councillors must apply also to the diverse experiences and skills required to make decisions on behalf of those communities. Such diversity (or lack of it) was commented on by a number of survey respondents and would be easily observable in the makeup of many councils. There is a widely-held (and probably accurate) perception that this type of service is difficult for many people who have family or work responsibilities and would find a council role financially challenging.

*“Although it shouldn’t be about money and I am lucky personal circumstances allow me to be an elected member, the current setup might exclude anyone who isn’t financially comfortable or can supplement their remuneration with a pension or has a partner who is earning a reasonable wage or has another part time job with flexible hours”*

*“I am a young person at the peak of my earning potential. I am earning about half as much as I would in my previous role. I think we need more young and middle aged, skilled and energetic councillors. We need to pay people to attract these skills. I struggle to support my family”.*

*“Many councillors like myself see this time on council as more of a community service. There is, however, no doubt that the need to have an alternative source of income is a barrier to wider diversity round the table”.*



25. Many elected members need to rely on their partner's income to support their families, frequently at some cost to the family unit.

*"As a young elected member the financial constraints this puts on my family and I are untenable."*

26. Presumably other potential candidates cannot afford to give up their "day job" and are thus unable to offer their services to the community in this capacity. Many others endeavour to straddle both a representative role and another job in the workforce, often with great difficulty. There were frequent comments in our survey responses about this issue. In particular it was notable that those who were self-employed or who owned businesses found it less difficult to fit in council work, albeit that they paid the price in income loss.

*"I am absolutely committed to my council work but for hours spent on council matters and because I am representing a low rate paying base council, there is a definite impact on my business."*

*"I run a small business and the income from Council does not compensate for the additional cost I incur employing additional staff to cover for me when attending to council duties. In all reality, it costs me financially to be a councillor."*

*"It is very hard to attract young people into the Council as the pay makes it not worthwhile. I'm lucky as I'm self-employed so I can kind of make it work, but if I was employed by a business there is no way I could be involved".*

*"The remuneration is pretty low for the amount of time spent on the role. But one of the biggest issues is how it impacts on other work roles with meetings, workshops, and other commitments which means I have to juggle my other part time role to fit around council expectations. That can be very difficult, but I need my other work to be able to pay the bills."*

27. It is important that the remuneration level does not discourage diversity in local government. The Authority members understand the need to have wide demographic representation in these decision-making roles – gender, age, race and socio-economic status. Examples of local government leaders (mayors and regional council chairs) earning less than the average wage do not encourage people to see local government as a viable option because of personal financial constraints. In one instance we were told of a deputy mayor earning less than she might have had she been on an unemployment benefit – surely not a great example of the worthwhile nature of local government work.

*“Two of the three main towns in our district have a deprivation index of 10. But our district has historically been represented more by older, wealthier white men than anyone else. I believe a higher remuneration could encourage diversity and a better and fairer representative of our struggling communities.”*

28. Another issue that appears to be of growing concern in local government is that caring for dependents may limit options for some people, particularly younger women who may have child care responsibilities. This is seen by many as a barrier to participation. The Authority is looking at the carer issue and will make a decision prior to the 2019 election. We need to point out, however, that were we to approve councils providing reimbursement for carers, it would be up to each individual council to implement such a decision, as it is with all the allowances and reimbursements included in our local government determinations.

*“Elected members do need some help with childcare when they need to attend meetings in the evening/weekends”.*

29. Remuneration alone cannot address all these issues and obviously there are other determinants of participation. Most of these are beyond our jurisdiction. For example, there appears to have been a move from evening meetings to daytime meetings and possibly this has impacted on the ability of people to hold an outside position as well as a council role. This is something that has led to a type of “professionalisation” of councillor roles which may not always be appropriate, especially for smaller councils. We acknowledge that this is in direct conflict with the greater requirements to understand complex legal and technical issues that we refer to above. It is but one example of many contradictions in the democratic process of governing our local communities.

#### **“Minimise potential to distort behaviour”**

30. This requirement was the driver behind the 2013 proposal to replace the traditional meeting fee approach with remuneration for the whole role. The Authority recognises that attending formal council meetings is far from the only requirement for an elected member. Constituency work (including advocacy and now increasing expectation that politicians will

reach out to constituents on social media), council representation and meetings such as workshops are also a part of the basic role. There is also a significant amount of reading, some of it highly technical. In fact, with the increase in responsibilities of councils and the greater need for councillors to make legally binding decisions that are challengeable in court, the actual meeting time is probably less relevant than the preparation time (including workshops) prior to a formal decision being made. We see no reason to change the current approach of a “rate for the job” and few councils have suggested that we should.

### **“Requirements of position and conditions of service”**

31. This is a difficult criterion to fulfil because each council is very different. Nevertheless, there are some basics that are shared everywhere – being in the public eye, erratic hours and being “on call” to constituents at all times. These issues drew considerable comment in the survey of elected members. The requirement to “upskill” was also commented on in a number of responses, citing the need to undertake RMA and IOD courses, amongst other training that now appears to be reasonably regular.

*“Being the sole rep in a large area the role is more like full time than part time. For instance, my ten minute supermarket trips are now 30 mins. My 5-minute pop into town visits are now 30+ mins. I cannot step out the door at any private event without council business dominating a large part of the enquiries I receive. There is no box for day to day community interaction that is such an important part of our role”.*

*“I am a practicing solicitor – remuneration is poor for the work and skills involved.”*

32. In the case of mayors and regional council chairs, the Authority has for the last few years considered that those roles are full time or near to full time such that incumbents would find it difficult to find other employment that would allow for the full delivery of the council role. In the case of other elected members, the situation differs considerably between councils. The survey results around time use are discussed in greater detail later.
33. It should be noted in this context that local government elected members are treated for tax purposes as independent contractors rather than wage and salary earners. For example, elected local government representatives are not eligible for the same ACC or Kiwisaver provisions as wage and salary earners. This is an issue that needs to be taken up by local government itself with the relevant central government authorities if local government members believe it is important.

### **“Prevailing adverse economic conditions”**

34. The New Zealand economy is performing well, so we consider that there are no current prevailing economic conditions that would encourage us to provide a nil or extremely small increase in remuneration. Conversely, we have noted that the Government’s stated objective is to narrow the gap between the highest and lowest paid earners in a fiscally sustainable manner. Local government elected members are certainly not amongst the highest paid. We noted in particular the Prime Minister’s comment earlier this year that “the Government is particularly committed to raising pay levels for those on low and middle incomes.” On hours worked, many local government members would be in the category of low to middle earners. We see the current relatively strong economic conditions as an opportunity to re-align the local government remuneration system with a comparator group and correct obvious inconsistencies between councils, bearing in mind that there will always be a “public service” factor in elected member remuneration.

## **Performance pay and setting remuneration for groups**

35. When reaching conclusions about local government remuneration, it is necessary for the Authority to check its decisions against all the above requirements. Given the significant differences in the circumstances of individual councils, this creates some challenges in determining the remuneration of over a thousand individuals across the country. In respect of these differences, we note that, in moving away from the pool system in 2013, the Authority wrote that “over time, the Authority became concerned that the pool arrangement.....was leading to a disparity of remuneration between similar positions in similar sized councils.” This is a serious issue which we have looked at carefully. We have concluded that the “disparity of remuneration between similar positions on similar sized councils” is of less consequence than local councils not having the flexibility to meet local needs. The disparity we want to remedy with our future approach is between the total governance costs of councils of similar sizes, rather than the individual roles on different councils. These issues are further discussed in the section on Remuneration of Councillors.
36. The ability of the Authority to determine the remuneration of every individual in a fair way is further complicated by the fact that the Remuneration Authority is not permitted (nor would it be viable) to take account of individual performance in its determinations. This is an issue that appears to be not well understood by the public. Usually at the time of a Remuneration Authority determination for elected people (whether in central or local government) there is some adverse comment in the media about the inappropriateness of the pay rise and, occasionally, how surprising it is that politicians get paid at all. Over the years, successive public opinion polls on trust indicate that politicians generally do not rank highly, yet, ironically, most New Zealanders will speak favourably of some individuals (often people they know) who hold public office. People grizzle about their “useless” councillors. Frequently the same people are unwilling to put themselves forward for election, sometimes for reasons (noted above) around remuneration and time requirements – or because it is a public role that most people recognise will interrupt or take over their private life.

37. Well-performing local government elected members should not be penalised because some others are not up to scratch. Within councils, non-performers are often widely recognised by their peers. However, sometimes it is more difficult for the public to identify them because they may have created a high personal profile in local media, not necessarily by being positive and constructive. We understand how difficult it can be for a council to manage bad behaviour and, although it is beyond our jurisdiction, suggest that the strength and utility of council codes of conduct might be an issue that local government collectively should address through LGNZ. The Remuneration Authority is not able to take account of the quality of personal behaviour or contribution in setting remuneration. The ultimate “employer” – the voting public – makes these decisions every three years.
38. The final comment regarding the role of the Authority is in regard to the judgement that we are required to exercise when setting remuneration. For any of our client groups, if there were an easy way of setting remuneration that simply relied on feeding a formula into a computer and getting a result, there would be no need for an agency such as the Authority. Our legislation directs us to “have regard to” or “take into account” the issues outlined above, but beyond that it is silent. In all of our considerations, there is a high degree of judgement involved. We most certainly endeavour to gather as much data as possible on which to base decisions and, in terms of this local government review, have gone to some lengths to obtain granular information. However, “one doesn’t fit all” and there will always be some within any group who feel that they are disadvantaged because of their particular personal circumstances. We have endeavoured to be fair and to be seen to be fair to all groups concerned.
39. Taking into account all the issues outlined above, we have decided to re-introduce a pool approach, but in a simpler way than previously, in that it will not be mixed with meeting fees. The new approach will be implemented when new councils assume office following the 2019 local government election.

## Council Sizing

40. Normally, when sizing a role for remuneration purposes, the methodology takes into account characteristics of the job (including the responsibilities of the role – i.e. budget, management, other accountabilities) and then attributes required by the person filling the role e.g. “know how” (what the individual brings to the role) and problem-solving ability (related to the level or depth of issues to be dealt with). The Authority holds a considerable amount of information about what elected members, including council leaders, are required to do as part of their roles. However, it would be impossible to size every single elected role in each local authority. Thus we have in the first instance focussed on councils and their overall responsibilities, then created a council size index which we have applied to the roles. In the Consultation Document we defined council size as *“the accumulated demands on any council resulting from its accountability for its unique mix of functions, obligations, assets and citizenry”*. As we have progressed, this review it has become even more obvious to us that councils face such varying local conditions and challenges that even similarly populated councils may bear little relationship to one other. Nonetheless, we have endeavoured to

identify measures that provide an overall view of similarities, using characteristics that can be measured.

41. We initially proposed that the following factors should be used to measure the size of the different types of council (territorial, regional and unitary authorities):
  - Population (all councils)
  - Operational expenditure (all councils)
  - Asset size (all councils)
  - Number of guest nights (all councils)
  - Social Deprivation (TAs and unitary authorities only)
  - Land size (regional and unitary)
42. As well as considering the feedback we received, we also undertook detailed assessment of the availability, transparency and utility of various data sets to measure these and other factors that were suggested as appropriate for size indicators. Fundamentally we needed data that was consistent/comparable between all councils, that was from a reliable source and that was publicly available. These requirements eliminated some suggestions (either our proposals or from councils) that at face value were worthwhile exploring. There were many proposals, some quite similar, and others suggested by only one council.
43. In this section we discuss the main factors that we examined, either because they were on our list or because councils suggested them. Many of these potential factors for sizing councils are inter-related, so we have clustered them here under the broad headings of “people”, “economy”, “finances/assets” and “territorial characteristics”.

## People Issues

44. We will continue to use population as a significant factor for measuring size. Although many councils agreed with this, a minority told us that population made no difference to a council workload and that it should not be a factor used – i.e. all councils are the same “size” because the work is similar and may take the same amount of time. Most disagreed with this and we remain convinced that population is a significant factor. The number of people represented by each elected representative is relevant. This is reflected in the fact that both Parliamentary electorates and council wards are required to be based on population formulae – for council wards “plus or minus 10%” of the population of other wards. We note that in both the UK and Australia, arguably the two jurisdictions most similar to ours, population is a major (in some cases the sole) criterion on which local government remuneration is based.
45. We also received suggestions for variations to simple population. Rate of population change was one that was obviously challenging councils with their planning, so we considered this. Sudden significant increases or reductions can be equally demanding on councils, especially in terms of decisions around long-term investment in and maintenance of infrastructure. The extreme example of this recently was following the Christchurch earthquake series, where Waimakariri and Selwyn councils have had population increases of 19% and 33% since the 2013 census, largely as a result of people moving out of Christchurch. Population is estimated annually by Statistics New Zealand using multiple information sources, which

means there is no need to rely on census data which, if used, could be theoretically up to five years old by the end of a council triennium. We decided to use the annual estimate available immediately prior to the major determination at the beginning of each council triennium, which should pick up significant changes in a relatively short time.

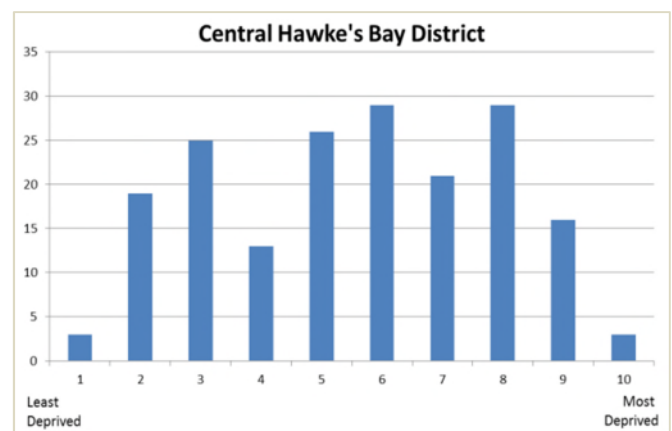
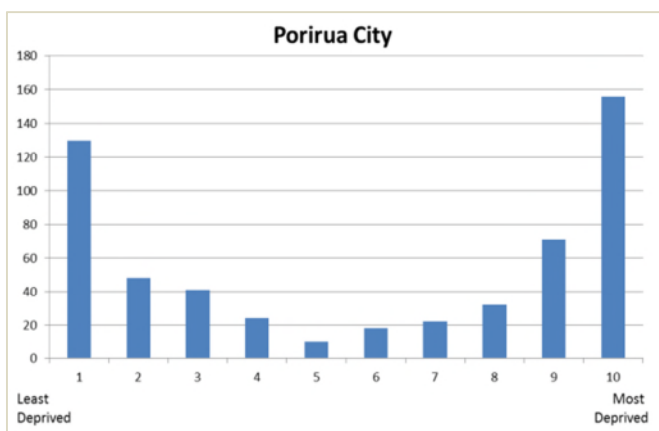
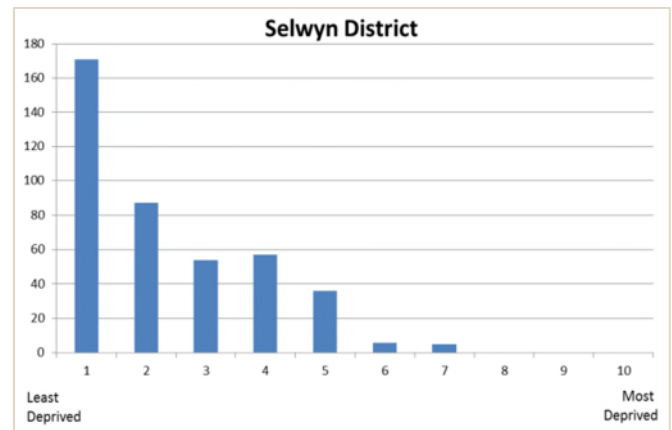
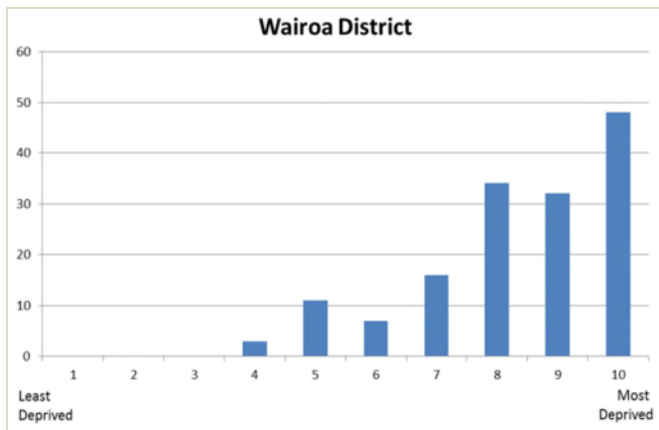
46. There were also suggestions for using population projections rather than retrospective numbers, but we considered this to be too risky. Projections do not always materialise into reality and can be impacted by large natural events or economic shocks either locally, nationally or globally.
47. The use of number of electors or number of ratepayers was also suggested. We were not convinced of the utility of these indicators rather than total population. Even if people are not electors (for example, under-age or unenrolled new residents) or not direct rate-payers (i.e. people in rental accommodation) they are nonetheless constituents of councils and require services and infrastructure.
48. The issue of transient populations was raised by several councils. Transient populations include seasonal workers, students, holiday-house owners and tourists. Although seasonal population variations are more difficult for a council to manage than a stable population, when looking at the different categories we felt that they were likely to be accommodated in properties already covered in the rating system. In considering these we took into account the impact of the presence of these people on a council's services and infrastructure and thus on the council's quantity and cost of delivery. Seasonal workers may live in private rental accommodation (flats/houses/holiday parks) or in accommodation provided by the employer. In all these cases the accommodation units used will be rated at the appropriate level by the local council which, as a consequence, should provide the required infrastructure. Continuous or periodic occupation should not affect the rate level and by implication should contribute towards the infrastructure required for when the buildings are occupied, even if not continuously. Students – generally in a district for longer than seasonal workers - likewise will be in flats or student hostels – properties that are also rated.
49. Holiday home owners are, of course, ratepayers. That means that they are paying rates for local infrastructure and services, even though they may not use them all year round. It is possible that some councils may choose to not provide sufficient infrastructure for the peak season, thereby keeping rates down, but risking infrastructure failure when the population swells to its peak. There have been examples of this. Conversely, building sufficient infrastructure for the peak season is likely to put an extra burden on the local population who live in the area all year round. This is an issue particularly in areas where the economic position of the resident population may be generally lower than that of many of the holiday-home owners. We recognise that this poses issues for councils in those circumstances and have looked at using an offsetting factor - the socioeconomic deprivation index of the generally-resident population, discussed further below.
50. The surge in tourist numbers in recent years has benefitted the national economy and many regional economies but has also spawned a cluster of challenges for local government. Rubbish collection and disposal, provision of toilets and ablution blocks and monitoring camping locations are but a few of the requirements. In particular, the impact of freedom



campers is a vexed issue, though not the only one. In our discussion paper we proposed that we should find some way of measuring tourist impact and suggested that guest night count was an obvious mechanism. Some councils agreed with this and others did not. Some suggested that measuring visitor spend was a more useful mechanism for gauging the impact of visitors. We examined both these in detail.

51. Visitor spend data is gathered by the Ministry of Business, Innovation and Employment (MBIE) through analysis of credit card use and the home base of the card holders. There are various processes in place to try to eliminate commuters, for example, and also to estimate spend at the 25% of New Zealand retailers that are not on the network that provides much of the data for the analysis. However, visitor spend as an indicator does not capture all visitors, especially those who pass through a local area and stop at attractions, using local facilities paid for by councils, but not buying any goods or services in the district. A good example of this is Matamata-Piako where between 500,000 and a million people each year visit Hobbiton, without overnighing, but requiring public toilet facilities. Many of those people will have paid for their entry to Hobbiton while they were somewhere else, so the spend may be attributed to another location.
52. We then turned to the proposal for using visitor bed nights as a measure. Unfortunately, this, too, fails to provide a complete picture because it does not pick up the transient visitors (discussed above) who do not use local accommodation. In any case, those visitors who are captured in this data would generally be staying in commercial accommodation which would be rated appropriately by the council and thus be contributing to the cost of infrastructure and services, which is a significant part of a council responsibility. Recently there has been much media focus on the issue of domestic properties being rented out as short-term accommodation. This too presents difficulties, but it appears that increasingly councils are addressing this by considering the application of a commercial rate to properties listed on sites such as Airbnb and rented out for more than a certain number of nights a year.
53. In summary, we found that using the size of the visitor sector as a sizing factor for councils was difficult because of the measurement anomalies. Towards the end of this review the Government announced its policy on the implementation of a “tourism tax”. It is unclear at this stage how this might be implemented and, more relevantly, whether there would be any revenue sharing with local government, which certainly benefits from tourism but also bears a significant proportion of the cost in both money and effort.
54. There were a number of suggestions that we should use as a sizing factor a council’s co-governance responsibilities arising from a Treaty of Waitangi settlement. We considered this carefully, looking at the different manifestations of co-governance round the country. These range from advisory committees for water bodies to full-on joint committees to develop Regional Plans. Co-governance responsibilities are difficult to define in quantity or nature because each one is so different. Nor is there any data source on the impact on the workload of specific councils arising from their co-governance responsibilities. We assume that over the whole country, even if it is manifest differently in different places, local government will ultimately end up as a significant partner with iwi, but at present we are unable to include it as a factor to measure relative size.

55. There were also suggestions for measuring ethnic diversity, especially the Maori population. We assumed that (aside from co-governance) this was suggested because of the impact on councils of the socio-economic indicators of any population. The adjustment for socio-economic mix is captured in the Otago University Socioeconomic Deprivation Index which we will be using. Similarly, socio-economic or age diversity were also raised as possible criteria. Some councils described these characteristics as heterogeneity. We thought about what aspects of such diversity might cause extra burdens on councils and concluded that those that did were picked up by the deprivation index, which includes factors that drive council delivery in many areas. It captures the socio-economic position of parts of the population, rather than diversity as such, but is a recognised and available index. We have decided to use the Otago University Socioeconomic Deprivation Index because it is currently the one most commonly used and known, although we are aware that the School of Population Health at the University of Auckland has more recently developed a New Zealand Index of Multiple Deprivation as a way of measuring concentrations of deprivation.
56. The deprivation index is built up from mesh block data collected in each population census and gives a picture of the degree of deprivation in each TA area. Although the data is census-based and hence does not fit in with our proposed three-year timetable, we were told by academics who created the index that, at the level of aggregation we would use, the incremental change in the index in most communities would be relatively stable and thus a reliable picture of the socio-economic status of the community. In any case, we currently have no other way of obtaining this measure which we consider to be important and which people in local government have told us is important to them.
57. The dimensions of the index include characteristics that we consider would be issues for councils when representing and providing for their citizens. They include:
- Working-age people:
    - on a means-tested benefit
    - with no internet access at home
    - unemployed
    - in a single parent family; or
    - without qualifications
  - Low income households
  - People not living in own home
  - People with no access to a car
  - People with fewer bedrooms than they need
58. Councils with higher proportions of their population in higher socio-economic deprivation bands (8 – 10) will be given a higher weighting. Some councils commented that their wealthier suburbs were more demanding but, acknowledging that wealthier citizens may be better equipped as lobbyists, we still felt that on balance a higher deprivation index was more challenging for councils in terms of overall service provision. The graphs below illustrate the differentials in the Deprivation Indices of some councils and show that there are clear, quantifiable differences. The first pair, Wairoa (population 7,880) and Selwyn (population 44,595) show completely opposite deprivation characteristics. In the second pair, Central Hawkes Bay has a reasonably “normal” distribution of deprivation, whereas Porirua has extremes at either end of the index.

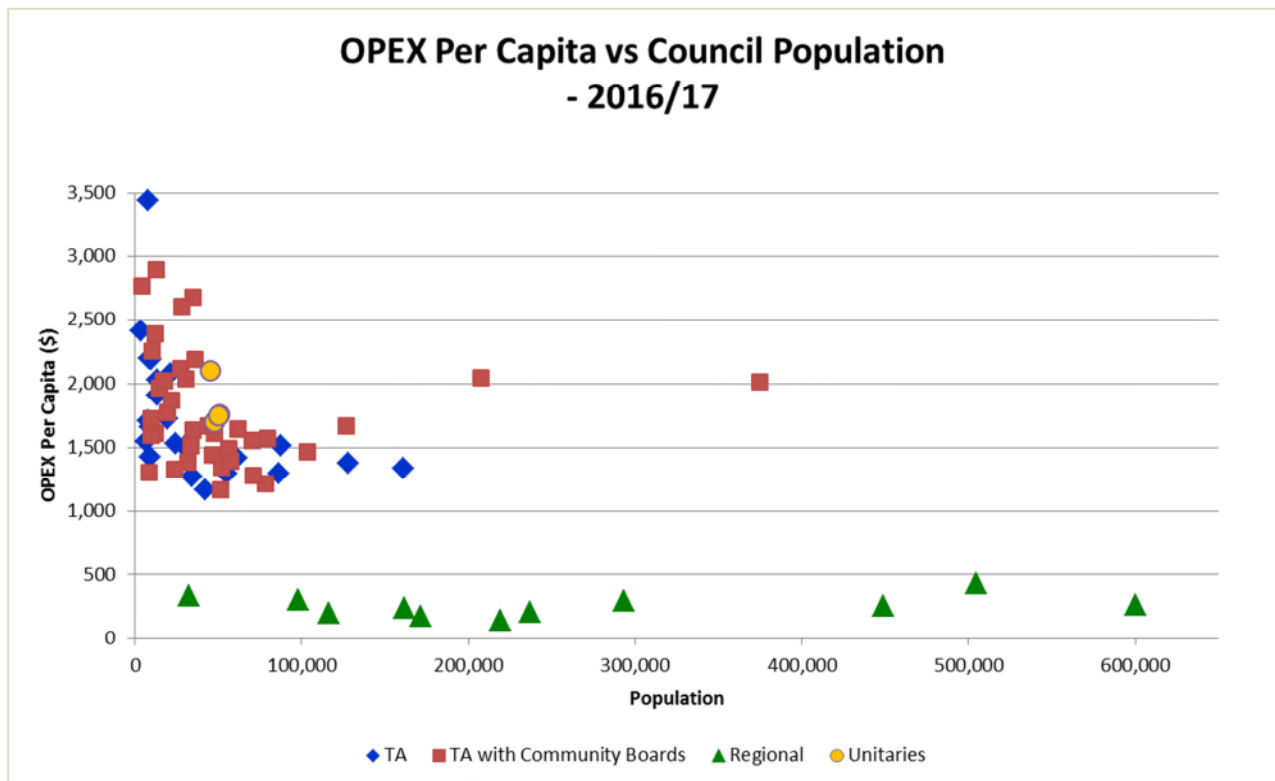


## Economic Issues

59. Economic growth was proposed as a factor by many councils. On face value it had some attraction, because there are serious challenges and a high degree of acumen required in making judgments on spending on infrastructure for fast-growing communities. It could also be argued that it is even more difficult for councils with the reverse problem: how do you decide what to do about aging infrastructure when your population is rapidly shrinking - and often those remaining are also aging and on fixed incomes? Regardless, regular data on economic growth is available only for regions, not for districts, so this proposal did not meet our criteria of readily available information.
60. We also received suggestions for using the number of rating units or the amount of rateable land within a council boundary. Clearly this type of data is available, but we were not sure what relevance it has, given the huge differences in the types of rating units/properties. For example, major commercial buildings in large metropolitan areas, small suburban residential properties and large farms all generate different types of both income and work for councils and are simply not comparable.

## Financial Issues/Assets

61. When we looked at financial indicators, we were aware that the operational expenditure of any council to a certain extent reflects population, but is not an exact parallel. Operational expenditure per capita does vary, with smaller councils often spending relatively more per capita than larger ones. The reasons for this revolve round the need for all councils to provide a basic level of services and infrastructure, regardless of population size. The graph below illustrates this.



62. We concluded that the use of operational expenditure as a measurement factor might give smaller councils a small advantage which could offset some of the perceived inequities of using population as a significant factor. In discussing operational expenditure, some councils raised the issue of shared services or contracting out to third parties. Shared services would naturally be included, with the cost to each particular council being measured. In the case of contracting out services, the cost and the ultimate responsibility (as demonstrated from time to time when something goes wrong) both lie with the council, with citizens expecting provision regardless of circumstances.
63. There was wide agreement to use asset value as a factor, though there were also some suggestions for refining the data. Some councils suggested weighting the assets according to various characteristics, e.g. “operational v. investment” or “different asset classes” such as “land v. other”. After considering these options, we decided to retain as a measure the total value of assets as reported in Statistic NZ’s Local Authority Financial Statistics which are

published annually for the 30 June year. Every council needs to provide an infrastructure platform appropriate for the needs of its district, which means that councils with similar populations may have major differences in the size/scale of their infrastructure. A good example of this is in Wairarapa. South Wairarapa District Council with a population just over 10,000 supports three wastewater treatment plants, but its next-door neighbour, Carterton, with a population of just over nine thousand, has only one. In both these cases there are also holiday home owners not normally resident. Where assets are shared, the value of the council's share will be used. We considered whether we should include assets owned/operated by CCOs on behalf of councils and decided that if the council were the ultimate shareholder, then the ultimate responsibility for the asset remained with the council, regardless of the governance structure. We also considered examples of councils whose investments include full or part ownership of large one-off assets such as ports. These are included.

64. Assets included will be those that are provided by councils to Statistics NZ (i.e. those required under schedule 10 of the Local Government Act 2002). By way of example, assets include:

- Land (Operational, Restricted and Infrastructural) including playing fields and sports grounds
- Buildings (operational and restricted)
- Three waters infrastructure
- Roads (local share) and council-owned rail assets
- Social assets such as libraries, collections and playgrounds
- Parks
- Maritime assets, including ports/ferries etc.
- Flood protection infrastructure
- Footpaths and footbridges
- Carparks
- Heritage assets
- Investment assets.

65. We note that the Government is investigating a possible new model for the delivery of the three waters. If this were to result in the ownership and operation of this infrastructure being removed from local government, then this would obviously impact on the size of councils.

### **Territorial Characteristics**

66. Some territorial authorities suggested that land area should be included as a sizing factor for TAs as well as regional councils. There were variations on this, including population "sparsity", geographic spread and remoteness/isolation of communities. For example, in the case of Tasman District, some communities are unable to be accessed by land, so council representatives' travel by water to reach residents. Many councillors round the country have long distances to travel between smaller communities. When we originally suggested land area as a measure for regional and unitary councils, it was as a proxy for their significant land/water regulatory responsibilities. In the case of the TAs who said they should also have that measurement, a number suggested it should be for rural/provincial districts because of the large distances covered and the consequent increase in working time for elected

members. We considered this carefully but concluded on balance that there is no common measure that would give a true picture of the relative difficulties of these circumstances, outside of the travel time requirement for elected representatives. There is already a travel time payment available for all councillors which, together with the car mileage allowance, is intended to compensate for these long-distance journeys on council work. The travel time allowance and the reimbursement of vehicle expenses will both be examined at least every three years to ensure that they remain up to date and fair.

67. We reviewed our own proposal to use land area as a proxy for the regional/unitary regulatory responsibilities and decided it needed to be more exact, in order to capture the water regulation role. We have decided to use the term “geographic size” which covers not only land area but also the extent of water bodies such as lakes, harbours and estuaries, as well as the coastal marine area.

## **Public Transport**

68. A further issue for regional and unitary councils was their role in the delivery of public transport. For the large metropolitan-based regions (in particular Auckland and Wellington) this work is a considerable part of their mandate, in Auckland delivered through the Auckland Transport CCO. Having looked at the spread and impact of this work on regional councils, we concluded that this responsibility could be measured by an indicator of public passenger vehicle boarding numbers and have included it as a factor in measuring regional and unitary councils.

## **Other Issues**

69. As well as the issues outlined above, councils gave us some very thoughtful comments relating to size measurement which have formed a background to our thinking on both size and the weighting of factors. We looked at all of the issues suggested but for a variety of reasons (usually data measurement availability) were not able to utilise many of them. For example, several councils pointed out that smaller councils have fewer staff and contractor resources to support and advise elected representatives, who consequentially often have to do more work within their communities and carry out more of their own research than do those in well-resourced councils. Some councils also commented on the loss of privacy for councillors in smaller communities – though we note this is a phenomenon also faced by well-known local politicians in larger centres.
70. Waimakariri District Council suggested that we should consider “exceptional circumstances of extended duration – e.g. recovery from natural disaster”. We considered this carefully, obviously in the light of the experience of councils impacted by the Christchurch earthquake sequence and, more recently, the Kaikoura earthquake. The issues for us were the scale and the impact of an event. Every year some councils round the country are impacted by various disaster events, especially flooding, which for parts of their population can be equally as catastrophic as a large earthquake. Recent examples include flood damage on the west coast of the South Island, in Edgumbe and the east coast of the North Island. This raises the issue of scale – what would be the cut-off point? We were unable to decide a formula upon which to base such an assessment. In addition, there is the question of impact – the breadth

of the impact and the duration of the response phase.. Again, there are serious challenges in drawing a line somewhere along the “disaster continuum”. We do note that in some cases there are interventions from central government in the form of financial support, for example through the Mayoral Relief Fund or an increase in the Financial Assistance Rate provided for councils by the New Zealand Transport Agency. This type of financial support is critical for both response and recovery, but it does not alleviate the extra work imposed on elected members, which we recognise is sometimes of heroic proportions, especially in the 12 months or so immediately following the event. Following the Christchurch earthquake, Christchurch Community Boards members did get an extra payment for their increased work as a result of the impact of the disaster on their populations. That was an ad hoc decision by the Authority following a request from the Christchurch City Council. We have decided to maintain that “ad hoc” approach for nationally significant disasters, rather than trying to formulate an exact policy to use when regularly sizing councils. This will allow us to tailor our response to fit the circumstances, including the scale of the event and the length of time that any council is in response mode following a disaster.

71. Hamilton City Council wrote that the proposed weighting for TAs does not appropriately capture the scale or complexity of attributes that contribute to the workload of a council and that it may be more helpful to cluster authorities by issues rather than size or “urbanicity”. We considered how this might work and again it appeared that the data on which to base our judgement in this case could be elusive and may be seen quite differently by different councils.

## **Unitary Councils**

72. In our discussion document we suggested that Unitary Councils could be measured by using the accumulated factors that we agreed for both territorial authorities and regional councils. The thinking behind this was that Unitary Councils had both TA and regional responsibilities and thus should be actually measured for these responsibilities rather than continuing the practice of adding an additional 12.5% across the board, which has been the practice in recent years. We decided to measure the unitary councils using the same characteristics as both TAs and regional councils and then created a scale for the unitary councils

## **Size Factors**

73. The final list of factors we have decided to use to measure the relative size of councils is as follows:

### **Territorial Authorities**

- Population (source = Stats NZ Estimated resident Population at 30 June each year)
- Total operating expenditure (source = Stats NZ Local Authority financial Stats at 30 June each year)
- Total assets (source = Stats NZ Local Authority financial Stats at 30 June each year)
- Socioeconomic deprivation index (source = University of Otago Socioeconomic Deprivation Indices compiled at each census)



### Regional Authorities

- Population
- Total operating expenditure
- Total assets
- Geographic size (includes land and marine/water area) (source = Stats NZ Geographic Areas)
- Public passenger transport boardings (source = Ministry of Transport Public Transport Passenger Boardings at November each year)

### Unitary Authorities

- Population
- Total operating expenditure
- Total assets
- Socioeconomic deprivation index
- Geographic size
- Public transport boardings

74. All factors we use will be retrospective but measured at “a point in time” as near as possible to the time of our decision. That means that, except for the Deprivation Index, no data sets should be more than three years old. The data sets are available either from Statistics New Zealand or from the annual reports of councils themselves.

## Standardising Data

75. Because most of the measures (whether assets, population or operational expenditure) have huge size differences and are non-linear we had to standardise them by the usual practice of applying logarithms. This is because the characteristics of the largest councils would have swamped the analytical methodology. Because the variables are of quite different magnitudes, we transformed all of them except the Deprivation Index data by logging the raw data. The measure based on the Deprivation Index was treated differently because it did not have the same exponential form.

## Weighting the Factors

76. The factors alone are not sufficient to generate a size index for councils. The importance and impact of each one in relation to the work of councils is critical. Because of the inherent differences between councils, even a decision on weighting different factors could be seen as advantaging or disadvantaging some councils. We spent considerable time discussing weightings and looked at the initial “intuitive” weightings the Local Government Leadership group had allocated more than a year ago when we first started working on this issue. Ultimately, the weightings we agreed were an informed call by members of the Authority. There is no scientific or statistically demonstrable way of allocating weightings in this instance. It is a matter of judgement informed by extensive consultation with local

authorities and empirical work we have undertaken. This exercise was one of the most challenging parts of our review. We used regression modelling as a means of validating our approach.

77. When we decided on the relative weightings of the factors, we then applied the weights we allocated to each variable to the transformed and scaled information about each council, which gave us consistency. This then gave us a size index which not only identifies the council rank when ordered by size, but also a measure of the magnitude of the differences. This approach was applied to the regional and unitary council indices as well.
78. The order of the Council rankings within the three size indices is attached to this paper as Appendix 1. Clearly the application of these factors has resulted in the movement of councils in relation to where they used to sit in the previous size index.

## A Local Government Pay Scale

79. Our Act requires the Authority to “have regard in particular to the need to achieve and maintain fair relativity with remuneration received elsewhere”. In past years this has meant assessing remuneration changes against those of other specified groups. For example, last year we increased remuneration in the sector by 1.7% across the board, reflecting the previous year’s increase in public sector remuneration<sup>9</sup>.
80. However, we feel that it is not sufficient to simply benchmark regular changes in remuneration in either the public sector or the whole workforce. We wanted to find some consistency between councils (using the council size index) then identify a similar occupation or group of occupations which could provide a demonstrable basis for linkages, as we are legally required to do. In our earlier consultation document, we set out the groups we considered as benchmarks and our conclusions on each of them. For the sake of completeness in this report, we reproduce below the section of the earlier report that dealt with our consideration of a comparator group:

*The Authority considered and rejected as inappropriate the following:*

- a) Local government senior managers’ salaries.

*Information on local government management remuneration is readily available in market salary surveys and through councils’ annual reports. However, employees of councils are selected for the knowledge, skills and experience they hold relative to the needs of the employment role. Elected members do not fit that profile at all. They are democratically chosen by the electors to represent the interests of the people of a particular area and provide governance over the council’s operations. There is no logical alignment that would connect the remuneration of the two groups.*

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<sup>9</sup> Statistics New Zealand Labour Market Statistics: March 2018 (wage inflation)

b) Central government sector senior managers' remuneration.

*Information on public sector management remuneration is readily available in market salary surveys and the State Services Commission's annual reports but this option suffers from exactly the same difficulties as option (a) above.*

c) Remuneration of directors on boards, including public sector boards, commercial boards and large not-for-profit boards.

*A significant part of the work of elected members consists of representational activities of one sort or another. Most boards of directors do not have this role. Those that do are often in the not-for-profit or NGO sector and, even there, the nature and time requirements of the representational work, including managing constituency issues, is different. Further, most boards are governing an enterprise that is essentially focused on a single group of goods or services within*

*one industry, whereas councils have a significant array of services that are not necessarily similar in any manner – for example, providing building consents compared to social services.*

*Other aspects of local government elected roles which differ from the above are:*

- *The sheer "visibility" of the people involved, resulting in a lack of privacy. In some cases where the elected person is very high profile or important in a community, or when the community is very small, this is extreme and often their close family members are also impacted by this.*
- *This visibility is associated with the need for publicly elected representatives to "front" on difficult issues. This is less common amongst other boards' members and managers. When something goes wrong on a council the councillors and mayor/chair are held to account by the public, whereas on a board it would normally (though we recognise not always) be the CEO.*
- *The meeting requirements on local government are more onerous than they are in other sectors. The Local Government Official Information and Meetings Act 1987 and public expectation is that meetings will be held in public and that information behind decisions and actions will be readily available.*
- *Finally, and perhaps related to all the above, local government entities hold far more frequent meetings/workshops than do other governance boards and the distinction between governance and management is less clear than it is in most other models.*

*In the light of this, the Authority looked at a possible alignment with parliamentary remuneration for comparative purposes. Even though (as we note above) local government is not an exact match to central government, parliamentarians are also democratically elected to represent sections of the populace, and those who are members of the Government of the day also exercise*

*governance over the public service. Within the parliamentary group there are different levels of remuneration between backbenchers, ministers and some other identifiable roles.*

*Given the obvious difference between central and local government elected members, any remuneration alignment could not be a direct one-on-one relationship. However, the nature of the roles is such that there are also similarities and this is the closest the Authority can find to “fair relativity with remuneration received elsewhere”. As in other areas of our work, this decision involved a degree of judgement – there is no exact science here and we would observe that the utility and value of any elected person is in the eye of the beholder.*

*We therefore propose that mayor/chair remuneration be related to that of MPs, but capped so that the highest remuneration for any individual mayor or chair cannot be more than that of a cabinet minister. All other mayor/chair roles would be provided with a relative alignment below that upper limit.*

81. Most councils responding to our consultation document agreed that (taking account of the difference in job sizes) parliamentary remuneration was a useful comparator for local government. Some disagreed, but there were virtually no useable examples of another appropriate comparator. Given our legal obligation to “have regard in particular to the need to achieve and maintain fair relativity with remuneration received elsewhere”, we have confirmed our proposal to use the parliamentary salary scale as a comparator for local government, which we stress does not mean that elected councillors would be paid the same as an MP, much less a Minister. We looked at the remuneration of various positions held by MPs. For example, cabinet ministers with portfolios currently get paid \$296,007, ministers without portfolio \$217,676, under-secretaries \$194,374 and party whips \$179,713. Backbench MPs are paid \$163,961 annually. We decided that it would be inappropriate for any local government elected member to earn more than a cabinet minister, which will thus become the top end comparator for the local government sector.
82. Having applied the weighted factors to all councils and ranked them within the size index, and having decided to use parliamentary salaries as a comparator, we then brought these two decisions together to create a local government pay scale. In doing this, there are a few issues that we have had to address:
  - The largest local government unit in New Zealand by population is Auckland Council and the smallest is the Chatham Islands Council. Because of their extreme sizes, these two outliers have been excluded from the size index to allow us to draw up a sensible and workable scale for the majority of councils.
  - Even within the rest of the group, there is a wide range of population sizes – e.g. for TAs from 375,000 (Christchurch) to 3,740 (Kaikoura). There is also a wide range of sizes within our newly devised index based on the weighted factors identified above.
  - While we have taken Auckland out of the size index because of its sheer scale, we had to consider carefully the current closeness of the remuneration of Auckland

governing body councillors and Christchurch councillors. This needs to be resolved but will take more than one year to do so.

## Remuneration for Mayors and Regional Council Chairs

83. Having settled on an appropriate size for each council, the Authority then decided on an appropriate level of remuneration for the elected leader of that council, using the pay scale we created. We have for some time considered these positions to be full time but the outstanding question in regard to “full time” is what to do in the case of mayors or chairs who are not formally working full time in the role - although even with smaller councils this is a small minority. Overwhelmingly we heard from councils round the country, and we know from our own experience and observation, that being a mayor/regional council chair is all-consuming. The exact hours of formal work in some cases may not constitute 40 hours a week – though in most they are much more. But in all cases the person in the role is “on call” 24 x 7 and the degree of night and weekend work (even at events at which most citizens would be able to relax and enjoy themselves) is hugely intrusive into personal life. It was also pointed out to us that the very few hours of the normal “working day” that mayors/chairs may not be formally in the role leave no opportunity to get any part time job in a practical sense. Some incumbents have their own businesses or farms and it appears from our survey results that they commonly have to pay a third party to fill in for them. One mayor said he was lucky to have a partner who could take over the business – that is not uncommon but for us that begs the question of family choice.
84. When looking at groups to identify a remuneration structure that could appropriately inform our decisions for local government, one such group was local government managers. As noted above, we have not used that group as a formal comparator for our elected members’ pay scale but did observe the differences in scale of remuneration. There was a wide span. It is not uncommon for CEOs to earn more than 200% more than the mayor – in one case it was 393%. At the other end of the scale, the minimum differential was 106%, with the average around 175%.
85. We also looked at remuneration paid to other council staff, particularly on smaller councils. In one council, the mayor was earning approximately \$7000 more per year than the dog control officer. While recognising that dogs and dog control are a highly political and vexed issue for local government and taking into account the “public service” element in mayoral remuneration, we nonetheless concluded that this differential was somewhat smaller than it should be.
86. Overall, we have formally decided that mayor and regional council chair roles should be remunerated as full time roles according to the rank of the council on the size index.
87. Another issue that we raised in the consultation document and which emerged more strongly in the consultation itself was the high degree of congruence between the work of elected representatives on all councils, regardless of size. Most councils agreed to our proposal that there should be a base remuneration for mayors. We have decided to

proceed with this, with the exception of the Chatham Islands Council. The most obvious way to operationalise this was to translate it into a minimum fulltime salary for a mayor. In order to decide what that should be, we first considered whether the average wage should be a sensible point of reference. The role of a mayor/regional council chair includes key elements not likely to be present in the jobs of other New Zealanders earning the average wage. All mayors/chairs are their council leaders, amongst other things steering big policy decisions through the council and acting as a broker between various interests. In times of emergency, mayors have a critical role to play. A mayor is the “first citizen” - civic leader of her or his community, speaking for the district/city and consulted and informed on many of the big issues, even those not directly within the ambit of the council. A regional council chair is not necessarily considered the first citizen of the wider region (not being elected as chair by the population at large), but nonetheless has a significant role as an opinion leader in that community and will be involved in/informed about many big issues.

88. Given the breadth and importance of these roles to New Zealand’s communities, we felt that the average wage was a minimal level for mayor or regional chair remuneration and that, under ordinary circumstances, the salary would be considerably higher. However, taking into account the public service element, the average wage serves as a useful starting point at this time. Our current intention is that, following the 2019 local government election, approximately 1.25 times the average wage will be our base remuneration for mayors/regional chairs. The minimum will be reviewed periodically to decide if the average wage it is still a valid comparator.

### **Chatham Islands, Christchurch and Auckland Councils**

89. As noted above, both Auckland and the Chatham Islands councils are so far outside the mainstream in terms of size that we needed to consider them separately. We have positioned the Mayor of Auckland as the highest paid person in local government and have decided that remuneration for this role should not be any higher than that of a Cabinet Minister. It should be noted that the difference in size between Auckland and the next biggest councils – Christchurch City Council and Canterbury Regional Council – is so large that the remuneration differential will not follow our scale. We will be placing the remuneration of the Mayor of Christchurch so that it better reflects a group of parliamentary positions that sit below that of a cabinet minister.
90. The opposite is the case for the Chathams. The estimated population is 640 which is far smaller than any other type of council in New Zealand. As a consequence of this, the Chatham Islands have a tiny ratepayer group. We had to consider our legal requirement to be fair to ratepayers, so have limited remuneration. However, we have decided that the Mayor of the Chatham Islands Council should receive no less than the average wage.

### **Total Remuneration Approach**

91. In future the Authority will determine a “total remuneration” amount for each mayor/regional council chair. This means that those who chose to have a council car provided will need to have their paid remuneration adjusted accordingly. Councils will calculate and adjust this, rather than the current practice of coming back to the Authority

on each occasion when a council vehicle is changed. The formula is attached to this paper as Appendix 2 and will be included in each determination. We have also decided that there should be a limit on the value of council-supplied vehicles because residents do not expect to have to support an expensive vehicle for their civic leader. The limit will relate to the actual purchase price, on road costs, other dealer charges and GST paid and will be set out each year in the determination. All current vehicles will be “grand-parented” out. The value applying for vehicles purchased in the 2018/19 year is set out in Appendix 2.

92. Because mayor/chairs will be paid as full-time roles the incumbents will no longer be able to claim a travel time allowance.

## Remuneration for Councillors

### Current Approach

93. The current approach is that the Remuneration Authority allocates basic councillor remuneration for each council and each council then has the opportunity to utilise a pool (twice the “base pay” of one of their councillors) for positions of additional responsibility. Under this approach, councils are not allowed to distribute the whole of the additional amount evenly amongst all councillors. The base pay is currently related to population and operational expenditure, though the relativities between councils have not been reviewed over the last few years. The Authority considers that this approach has severe limitations. For example, many councils find the rules restrictive and it is not uncommon for us to be asked if each councillor can hold a portfolio and the additional remuneration allocation divided up equally. In the past we have not allowed this, but the portfolio approach - and the requests for equal division - are becoming increasingly common. More relevant is the fact that, in its community, each council experiences a unique set of circumstances that require a tailored response in terms of how the council organises itself. For some, a basic councillor payment for most of the councillors with just a few committee chairs may be sufficient. For others, there will be a need to spread the workload and consequent remuneration more evenly.
94. Another area of difference is the number of councillors on each council. Councillor numbers are beyond the influence of the Authority but our work on this remuneration review has thrown the issue into stark relief. The idiosyncratic differences we see now are a legacy of historical circumstances. Issues such as amalgamations and boundary changes, population sparsity or density - and even the presence or absence of activist community groups at particular times - have all contributed to decisions over decades to increase or decrease the number of elected members on any particular council. The biggest council outside of Auckland is Christchurch with 16 councillors, followed by Palmerston North with 15 and a group of others with 14. The smallest number of councillors is six - Mackenzie, Waitomo, Opotiki, Wairoa and West Coast Regional councils. The situation is exemplified in the following chart, which shows an enormous variation in populations represented by councils with a similar number of councillors.



### Councillor Numbers (excl. Mayor) in Comparison to Population

Council	Number of Councillors	Estimated Population 30 June 2017
Wellington	14	212,700
Hastings	14	49,900
Clutha	14	17,550
Hamilton	12	165,400
Nelson	12	51,400
Hauraki	12	19,850

Council	Number of Councillors	Estimated Population 30 June 2017
Tauranga	10	131,500
Waimakariri	10	59,300
Stratford	10	9,420
Thames-Coromandel	8	29,000
Central HB	8	13,850
Kawerau	8	6,940

95. As noted earlier in this paper, councils with larger ratepayer bases can more easily absorb higher governance costs than can smaller ones. There is no doubt that in the 21<sup>st</sup> century, ubiquitous mobile technology, better transport linkages and the mass media have had a homogenising effect. On the other hand, even in cities, local populations pride themselves on the difference between their area and often quite close neighbouring suburbs. Frequently this is accompanied by expectations of having “their” councillor represent them. This diversity enriches our culture and social fabric but the question we faced was whether any group of New Zealanders living in a particular part of the country should pay a significantly higher governance cost than those living in another part of the country with a council of comparable size.

### Creating a Governance Pool

96. We have concluded that while councils should be able to recognise different circumstances within their boundaries and not be restricted as to remuneration allocation between different roles, the total cost of governance also has to be fair to ratepayers and should be closely related to the council size rather than number of councillors. From the time of the 2019 local government elections, we will be implementing a “governance pool” allocated to each council and aligned with the ranking of the council on our size index. It is important to stress that this will not be a national pool. The governance pool will provide the total amount that can be paid in remuneration to councillors in each individual council (aside from the mayor or regional council chair, whose remuneration will be determined by the Authority). The pool system will also apply to Auckland Local Boards which will have the same requirements as councils for making decisions on the allocation of the pool in each case. At this stage we have made no decision as to the application of the pool to community board members.

97. The governance pool will reflect the ranking of the council within the appropriate size index (TA, unitary or regional). It will not have any relationship to the number of councillors on a council or the number of councillors nation-wide. Thus, if a council wishes to change the number of councillors and the Local Government Commission agrees, the size of the governance pool will not change, it will just have to be shared amongst more or fewer people.
98. During the consultation some suggested to us that since all councillors nationwide have a base set of responsibilities the Authority should set a base remuneration (similar to the approach we are now taking for mayors) – or even that all should be paid exactly the same regardless where their council ranked on the size index. We do not accept that all councillors throughout the country should be on the same remuneration, but we do accept that there should be a base amount, which is discussed later.
99. Each council may allocate its own pool according to its own priorities and circumstances. Roles may include not just “internal” council roles such as deputy mayor, committee chair or portfolio holder, but also other jobs either internal or representing the council on outside groups. There will be four requirements for each council:
- The whole pool must be utilised. We understand that in any community there will be pressure to “keep rates down” by paying councillors less and we feel it is important that councils are protected from such pressure.
  - The council will need to decide a base remuneration for councillors who have no additional responsibilities. This could be equal to or higher than the base amount set out by the Authority.
  - For any roles with additional remuneration attached, the council will be required to have a formal vote to set out the positions of responsibility and the committee structure, decide who will be undertaking each role and also decide the annual dollar value of remuneration attached to each role, in addition to the basic councillor remuneration.
  - Following its formal decision-making, the council will need to forward its adopted resolutions to the Authority for consideration for inclusion in the determination. A timetable will be available for this.
100. The last requirement not only fulfils the law regarding the setting of local government remuneration but is also a safeguard against the possibility of a rogue council where a majority is tyrannising a minority in terms of remuneration. In our discussion document we proposed that recommendations to the Authority on the council governance pool would need to be agreed by a majority of, say, 75% of the council. It was pointed out to us in the consultation that in the case of a small number of seats on a council this may provide some difficulties. We considered a simple majority without the use of the mayor’s or chair’s casting vote. However, on reflection, since the mayor and chair remuneration is outside of the pool and therefore the holders of those positions have no personal interest in the remuneration being considered, we have decided that if there is a split in the council on this issue, the mayor or regional council chair may use a casting vote.

101. Nonetheless we acknowledge that there could be an unlikely but possible circumstance where a council is dominated by a strong majority with a very small minority being in some way “penalised” for disagreeing or disputing decisions. The law stipulates that only the Remuneration Authority can decide councillor pay, so each council’s views will be forwarded to us as a recommendation. Under normal circumstances we would endorse that recommendation and implement it within the determination. However, if a council proposal appears to be unbalanced, or if a councillor or CE makes a formal request for the Authority to review the proposal, we will act.

### **Estimating Hours of Work**

102. The governance pool will reflect the ranking of the council in our size index, but it also needs to reflect other factors. In determining remuneration in a “regular” job, the employer would take into account variables summarised earlier in the paper - the nature of the role, the employee’s competence and hours of work. We have outlined the nature of this role and public expectations of elected members. It is for the voters to decide whether an election candidate is competent to undertake the role – the Authority is not an employer. In making a determination, the Authority has to assume that all councillors are competent and are completely fulfilling their duties in the best possible way.
103. In assessing hours of work, we reviewed the information we already held. The research that the Hay Group conducted for the Authority in 2015, interviewing the mayor/chair of 20 territorial and regional authorities, a representative sample of committee chairs, councillors, community board chairs and members, and selected representatives of Auckland Council including the Mayor, Deputy Mayor, committee chairs, local board chairs and members. The Hay Group concluded that average work time per week was around 20 hours. The 2017 retiring councillor survey, which had 75 responses, showed similar results. “Half time” is also the experience in some of the jurisdictions we looked at, though it should be noted that no other system of local government is exactly like that in New Zealand. Earlier this year we undertook a survey of all councillors across New Zealand and all Auckland Local Board members in order to ascertain hours of work in their roles as elected members. 659 councillors and 113 Auckland local board members responded.
104. This is the most comprehensive information that the Authority has had available to it about the hours councillors work in their local government roles. The survey responses showed a huge variation in hours worked not only between councils but also within councils. Some of these differences might be attributed to differences in interpretation of the questions that were asked. For example, we saw from the comments included in the responses that some included all their time on email and social media, while others did not include this at all. Other comments indicated that many respondents had taken a rather narrow view of the questions in terms of constituency work and preparation for meetings. We did expect that the questions were sufficiently broad to pick up all work, so, taking into account the comments, have assumed that quite a few respondents did not report all facets of their council work. We also note that many respondents commented on the “lumpy” nature of the work and the fact that the cycle which we asked them to review included Easter break. We have taken this into account.

*“The other activity you didn’t include in time spent was keeping constituents informed on social media and answering emails – that’s probably another 50 – 60 hours per month”.*

105. As well as reporting on their time use in the survey answers, other issues raised in comments included the following:

- **24/7 Availability:** There is no doubt that the advent of digital communications, in particular social media, has had a major impact on local government just as it has on society in general. A very common comment was around the fact that councillors are now expected to be available 24/7, even if just to rapidly answer emails. The comments that accompanied the survey responses frequently raised this issue.

*“Being a councillor is a fulltime commitment to service, in that no matter where I go in my community I am likely to be approached by community members wanting to talk about some aspect of Council rates, roads or services. I expect and am happy to give my time and attention to these residents. In addition, I willingly take phone calls from residents at times that suit them – at all hours of the day and night. I also receive many invitations to attend events across my very geographically spread ward. While these events are lovely and it is a privilege to be invited, they do take up much personal/weekend/public holiday/family time. All of this needs to be acknowledged as relevant to our remuneration level”.*

- **Time between meetings:** This issue was raised frequently. Clearly it is not an issue over which the Authority has any control, but the scheduling of meetings can increase the time requirement for councillors if there are long periods of down time between meetings on the same day. It is difficult to anticipate how long debate will continue, but (as is not uncommon in board meetings) agendas can be structured so that the important issues are considered early, allowing an estimation of finish time. If there is another meeting scheduled to follow, perhaps with a small refreshment break, that in itself provides a discipline on participants to finish on time. This is not just a matter of efficiency for its own sake. It impacts in a significant way on councillors who have external jobs and can be a source of conflict when they cannot reliably schedule other work.

*“Because the diary is changed so regularly and often additional meetings or workshops are scheduled in on the days or weeks we should be free, it’s virtually impossible for me to make other commitments – work, family or out of (the district)”.*

- **Travel Time:** Many clearly misunderstood why we did not ask specifically for travel time to be included in the survey response. There are already provisions for councils to pay travel time and vehicle cost reimbursement, but it is obvious that in some instances councils are not paying either cost reimbursements or travel time allowances (or both). The determination in this respect is enabling so councils may choose whether or not to use these provisions. We suggest that councils should conduct an assessment of the travel time of their councillors and, particularly in rural and provincial areas where there are long distances to be covered, should consider making these payments. We will review this in the next year. We consider that the current travel time allowance is sufficient on an hourly basis and it is unlikely to be increased in the near future. Vehicle cost reimbursement is tied to the policies of the IRD.

106. A related issue that drew many comments was the difficulty of ensuring diversity of representation under prevailing work/time/remuneration conditions. We reported some of these comments earlier because we think they give a flavour of the passion and conviction that we observed amongst many elected members and the need for change to encourage a more representative group of people in local government. Remuneration that recognises the extent of the role is part of this solution to this.

### **Assumptions about Councillor Time Use**

107. Despite some (expected) inconsistencies, the survey data and associated comments nevertheless showed some trends that we were able to use as a basis for assumptions about councillor time use in relation to council size. It was evident that in the large “metro” councils (Christchurch, Wellington, Hamilton, Tauranga and Dunedin) a councillor is likely to work up to full time – i.e. one full time equivalent (FTE). There is a second group of councils where councillor workloads sit between full time and half time, with the workload of members of the remainder of councils generally varying around or below .5% of an FTE. It must be stressed, however, that the survey returns showed that both between and within councils, work time differs, even allowing for different roles such as deputy mayor or committee chair. Many work more than a full-time job in their council role, while others apparently put in minimal effort. However, the overall pattern was sufficient for us to use as a basis for decisions.

### **Other Variables**

108. Having collected information on council rankings on the size index and the time basis for the job, we were then confronted with two other variables that distorted some of our results and impacted the concept of a governance pool – the number of councillors on a local authority and whether a council has community boards. Our approach to setting a “total cost of governance”, irrespective of the number of members of any council, is outlined above. The law provides for TAs and unitary authorities to have a minimum of six councillors and a maximum of 30, including the mayor. Regional councils need to have between six and 14 members. The average number across all TAs is 10 councillors and across regional councils is also 10 councillors. Just as councillor time varies roughly

according to the size of the council, so there is an approximate trend in councillor numbers – also with exceptions.

### **Conclusions Regarding Councillor Remuneration**

109. Because of the variations, we decided that (with a few exceptions outlined below) we are unable to take into account the number of councillors on any council and have placed each council on the pay scale by using its overall ranking in the size index combined with average approximate hours worked for councils of similar ranking. We have used Christchurch (the largest council excluding Auckland) to anchor the top of our pay scale. We have anchored the bottom of the councillor pay scale in relation to a proportion of the average wage.
110. For those councils at the bottom end of our size index, we have taken on board feedback received during our consultation suggesting that there is a “basic job” for any councillor, no matter how small the council size. Our current intention is that when the governance pool approach is fully implemented following the 2019 local government election we will, in the first instance, relate the lowest councillor remuneration to a half time equivalent of about two thirds of the average wage. In the case of the smallest councils this will breach our “governance pool” approach and means that the pool for each of those councils will need to reflect the current number of councillors, rather than the ranking of the council on the size index. We note that of the 13 councils impacted, one has 14 councillors, but the average number of members of the remaining 12 councils is between eight and nine. This approach will not apply to remuneration for the Chatham Islands Council which will continue to be determined on a judgement basis.
111. We will begin the adjustments in the 2018/19 Determination and have completed the transition following the 2019 election.
112. In making these changes we are conscious of the effect that the new council size rankings will have on remuneration of individual councils, including:
  - Not all local government remuneration will increase as a result of these changes. In some cases, there will be little change because we have assessed the council pool to be at the right level for the ranking of the council on the index.
  - Because of the impact of the pool approach, in some cases where there are increases members of councils with a high number of councillors (e.g. 14 – 16) will get relatively smaller remuneration increases compared with councils of similar ranking on the size index but with fewer councillors.
  - Elected members of Taranaki Regional Council will not receive an increase in 2018/19 because they are currently paid more than they would be according to their ranking on the new regional council size index. The same applies to Christchurch City Councillors who will not receive an increase this year while we begin the adjustment of other councils on the TA index, which has Christchurch sitting at the top. In the next twelve months we will also be looking more carefully at their relativity with Auckland. Ironically, the presence of the deprivation index in our size measures lifts remuneration in areas where the ratepayers may find it least affordable. In some cases we have

moderated the increases to take account of affordability, as required under our legislation.

113. The impact of differing numbers of councillors on relative total governance pools will be actively considered by the Authority in future years when deciding local government remuneration.

### **Chatham Islands Councillors**

114. Each year the Authority will make an informed judgement on the adjustment for Chatham Island councillors.

### **Auckland Governing Body Councillors**

115. In Auckland the councillor roles are full time and there are 20 councillors. The next largest council is Christchurch, but the size of Auckland is vastly different, as is the mandate, with Auckland being a unitary council. Basically Auckland has hit the “ceiling” in our local government pay scale. In addition, the delegations that the Auckland Council gives to the Auckland Local Boards are changing in this financial year, which presumably will result in changed workloads. We have set the salary of the Auckland Mayor and in 2018/19 we will make an adjustment for governing body councillors that relates to the rise in the Mayor’s remuneration. Thereafter we will create a pool for Auckland councillors that takes into account the size of the council, including the impact of the proposed changes in delegations to Local Boards.

### **Auckland Local Board Members**

116. Auckland’s 21 Local Boards were set up in 2010 as part of the re-organisation of Auckland local government arrangements following the report of the Royal Commission on Auckland Governance. The remuneration was set by the Authority at that time. The statutory powers of Local Boards were set out in the legislation<sup>10</sup> that created the Auckland Council and those powers are more extensive than those applying to community boards, but less extensive than those applying to councils, which have the power of general competence. Also, with the exception of the Waiheke and Great Barrier Island boards, their populations are in the top half of TA populations. The local boards (comprising 149 local board members) have a significant and wide-ranging role and, for some purposes, are considered to be local authorities.
117. The Auckland Council’s Governing Body focuses on regional issues and the local boards on their local areas. They are not committees of the Auckland Council’s Governing Body, but are fully accountable for the decisions they make. Local boards also have a key advocacy role in regional decisions and policies. The extent of the local board governance role is reflected in the annual budget. For the 2017/2018 financial year, the combined annual operating budget of local boards is \$287,444,000. The combined capital budget is

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<sup>10</sup> Part 2 of the Local Government (Auckland Council) Act 2009



\$172,888,000. The scope of decision-making responsibilities of local boards is significant and wide-ranging. In addition to their statutory responsibilities to develop local board plans and local board agreements and to engage with their communities, local boards have decision-making responsibility for the non-regulatory local decisions about:

- planning and place-shaping
- maintenance and improvements to street environments and town centres
- business area planning
- arts and culture facilities and initiatives
- community development and facilities
- events
- libraries
- recreation and sports facilities and initiatives
- parks
- environmental management.

118. Local boards also have decision-making responsibilities for non-regulatory local decisions on fees and charges, service specifications, procurement and asset renewal. They can propose local bylaws and local targeted rates and they work with council-controlled organisations on services the CCOs provide in the local board area. As with councils, there is a base level of work and activities that all local boards have to undertake, regardless of budget or population size.
119. The Governance Framework Review that Auckland Council undertook in the last couple of years found that local boards are not sufficiently empowered to deliver on their responsibilities. As a result, local boards have now been delegated powers to manage land under the Local Government Act 2002 and to dispose of local service property and reinvest sale proceeds according to Council policy. Boards also have been given reasonably full discretion to prioritise all renewals funding in relation to all council assets in their area. Further changes are being discussed for implementation in the forthcoming year.
120. Because the Authority does not have certainty around these proposed changes, we are not at present in a position to decide how to size Auckland Local Boards or to construct a pay scale for them, though we do intend to do so in the 2018/19 year. In terms of quantifying work time, our survey response rate from elected members in Auckland, including members of Auckland Boards, was slightly less than the response from the rest of the country. This did not assist in assessing time requirements, but we are conscious of the workload of the Deputy Chairs of Auckland Local Boards and will recognise this in the 2018/19 determination by increasing their remuneration to 60% of that of board chairs, regardless of not having yet developed a pay scale. In the immediate future, remuneration for members of Auckland Local boards will be adjusted to reflect the public sector increase in the last year. We will be engaging in a detailed discussion with Local Boards and the Auckland Council in the near future, with a view to revisiting all their remuneration in the July 1 2019 determination. By then we assume more delegations will have taken place and we will thus be in a position to develop an appropriate pay scale. We also intend to implement a pool system for Auckland at the same time as for the rest of the country.

There will be a pool for the Governing Body (the Council) and a separate one for each of the Local Boards, which will make its own decision regarding allocation of its pool.

### Unitary and Regional Councillors

121. Our approach to councillor remuneration for unitary and regional councils was slightly different because the sample sizes of these two groups were limited. For regional councils, there was also a large variation in councillor numbers, between six and 13 (not counting the chair). We have therefore related unitary and regional councillor remuneration changes to the changes in the remuneration of the chair of each council, which is set out above. We also then looked at the relativity between the three groups (TAs, unitary council and regional councils) to assess that there was a fair fit amongst all three pay scales.

### Community Board Members

122. Forty TAs and unitary councils have community boards. The circumstances that have led to councils of the same size having different numbers of councillors are in some cases similar to those that have led to the apparently random formation of community boards. Frequently community boards were set up in 1989 when smaller local government units were being amalgamated and the communities that previously had their own council were given a community board instead. Other councils set up community boards in response to the 1989 legislation which required councils with a population over 20,000 to establish them. This requirement was abolished two years later. Even within a single local authority boundary, some communities now have their own community boards and some do not. Although all councils have the same legal opportunity to delegate functions to community boards, there are many variations in their levels of delegation, with most having very little decision-making power. According to Hammond and Hammond in their recent survey of community boards <sup>11</sup> “...the trend is for community boards to advise their local councils, rather than exercise executive power themselves. The only area community boards consistently have decision-making powers in is the administration of community grants”.
123. In our discussion paper we asked councils to tell us if they thought that community board members should be paid out of the same pool as councils. Most of the councils that responded to the survey and that do not have community boards gave us no opinion. Of those that do have community boards, and who gave an opinion, there was an equal split as to whether community board members remuneration should come out of the council pool. In some instances, we have been given informal views of community boards from council leaders that do not correspond with the formal positions of councils. We note that there has been a 30% decline in the number of community boards in the last decade. We have considered carefully the fairness of the fact that local authorities with community boards tend to have a higher cost of governance than those without them - yet presumably

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<sup>11</sup> Callum Hammond and David Hammond *Serving New Zealand? A 2018 Survey of Community Boards*, p.10

the volume of work is the same, just spread out amongst more people. Clearly many of the hundreds of community board members work extremely hard and with great commitment to their communities. However, in view of the flimsy evidence available about the utility or otherwise of community boards, we have decided that until such time as there is an overall review of their role, community board members will have remuneration adjusted annually by a maximum of the increase in public sector pay the previous year. If councils with community boards wish to increase the remuneration of their community board members, they will need to take the money out of the council governance pool. However, they will not be able to decrease the remuneration level of community board members. Chairs of community boards will continue to receive twice the remuneration of other community board members. Councils will be able to decide whether or not to give extra remuneration to any councillors serving on community boards, as part of their package of recommendations to the Authority.

## Timing of Implementation

124. The Authority intends to review the ranking of each council on the size index every three years. At the beginning of each election year we will issue a list showing the new governance pool we propose for each council (NB this is not a national pool), to be implemented by the new council immediately following the next election. This timing will allow existing councils to assess changes and make recommendations for remuneration based on the size of the pool available, well before the election at which they will be implemented. People considering running for office will have this information prior to the election. Even though they will not know exactly which “job” they may have on a council in terms of portfolio holder or committee chair, for example, they will have an indication of the remuneration they could expect if elected as a councillor without any additional responsibilities.
125. We will expect each council to submit a proposal in the first part of the calendar year in which the election is scheduled and we will issue a determination in the middle of that year which will have two parts: Part One for the period from July 1 till the day on which the new council assumes office, and Part Two for implementation when the new council takes office following the election. When the new council takes office, all councillors (except the mayor) will receive the base councillor remuneration set out in Part One of that year’s Determination. For positions of responsibility (including the subsequently elected chair of a regional council), the remuneration will apply from the date the new council makes its formal decision on roles. If newly elected councils wish to change the proposal they will have a window of three months following the election to do so and submit the proposed changes to us for incorporation into a determination that will be backdated to the date the new council made its formal decision on roles and appointments.
126. In the years between the assessments of the “governance pool”, all local government elected member remuneration will be changed on an annual basis using the same public sector equivalent formula that the Authority utilises for parliamentary remuneration.

127. All of the changes to the remuneration outlined above will be phased in over the next two determinations – 2018/19 and 2019/20 - not necessarily in equal tranches.
128. In 2018/19 the Determination will introduce the first of three steps towards re-aligning councils to their new ranking on the size index. The following will occur:
- With the exception of Auckland, all mayors and regional council chairs will have remuneration changed (or in the case of Taranaki Regional Council, maintained) according to their council ranking on the size index.
  - With the exception of Auckland Council, Chatham Islands Council, Christchurch City Council and Taranaki Regional Council, all councillors on TAs, unitary and regional authorities will receive the higher of either a 1.5% increase or approximately 25% of the figure we are currently considering for their council pool following the 2019 election. The 2018/19 figures will be contained in the 2018/19 Determination as dollar amounts, but the proposed 2019/20 pools will not be advised to councils until later this year. It should be noted that the currently assessed pools may change for 2019/20 if there are significant changes in the New Zealand economy or other outside stresses that require consideration.
  - The Auckland Mayor and Governing Body councillors will receive an increase of 2%.
  - Auckland Local Board members and chairs will receive an increase of 1.5%, pending the outcome of further review in 2018/19.
  - Remuneration for deputy chairs of Auckland Local Boards will increase to 60% of their respective chair's remuneration.
  - Chatham Islands Councillors will receive an increase of 2.5%.
  - Members and chairs of community boards will receive an increase of 1.5%.
129. By early in the calendar year 2019 councils will have been advised of the governance pool that they will be allocated following the 2019 local government election. They will be asked by the Authority to provide a formal response outlining how the pool will be allocated to individual roles within their council following the 2019 election.
130. In the determination to be implemented on 1 July 2019 the following will occur:
- Part One (applying until the new council assumes office following the election) will give similar (though not necessarily identical) rises to those in 2018/19, except that the remuneration of Auckland Local Board members and Auckland councillors may be adjusted to take account of variations in responsibilities.
  - The Authority has not yet any proposal for community board remuneration in either part One or Part Two of the 2019/20 determination.
  - Part Two (introducing the governance pool following the 2019 local government election) will apply the whole new governance pool for each council/local board, including the process requirements outlined in this paper. These requirements will be communicated formally to councils during 2018.
  - New councils elected in 2019 will have the opportunity to amend proposals submitted to the Authority by the outgoing councils.

# Appendix 1: Size Indices Rankings

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Ranking	Territorial Authority
1	Christchurch
2	Wellington
3	Hamilton
4	Dunedin
5	Tauranga
6	Hutt
7	Whangarei
8	Far North
9	Hastings
10	Palmerston North
11	New Plymouth
12	Rotorua
13	Waikato
14	Napier
15	Porirua
16	Whanganui
17	Invercargill
18	Kapiti Coast
19	Waimakariri
20	Selwyn
21	Western BOP
22	Waipa
23	Taupo
24	Whakatane
25	Timaru
26	Thames-Coromandel
27	Horowhenua
28	Queenstown Lakes
29	Upper Hutt
30	South Taranaki
31	Southland
32	Matamata-Piako
33	Masterton
34	Ashburton
35	Manawatu
36	South Waikato
37	Kaipara
38	Hauraki
39	Waitaki
40	Tararua

Ranking	Territorial Authority
41	Clutha
42	Ruapehu
43	Central Otago
44	Rangitikei
45	Central HB
46	Hurunui
47	Grey
48	Wairoa
49	Gore
50	Opotiki
51	Waitomo
52	Buller
53	Kawerau
54	South Wairarapa
55	Otorohanga
56	Westland
57	Stratford
58	Waimate
59	Carterton
60	Mackenzie
61	Kaikoura

Ranking	Unitary Authority
1	Auckland
2	Gisborne
3	Tasman
4	Nelson
5	Marlborough
6	Chatham Islands

Ranking	Regional Authority
1	Canterbury Regional
2	Wellington Regional
3	Waikato Regional
4	Otago Regional
5	BOP Regional
6	Manawatu-Wanganui Regional
7	Hawkes Bay Regional
8	Northland Regional
9	Southland Regional
10	Taranaki Regional
11	West Coast Regional

## Appendix 2 – Provision of Motor Vehicle for Mayor and Regional Chair

A local authority **may** decide to provide its mayor or regional chair with a motor vehicle after taking into account what is the **most cost effective option** for the local authority and their ratepayers. The options are the provision of a motor vehicle to undertake local authority business or the ability for the mayor/regional chair to claim a vehicle mileage allowance for costs associated with local authority business.

The **maximum purchase price** that will apply in the 2018/19 year for a local authority provided motor vehicle is:

- **Petrol/Diesel = \$55,000** (including on-road costs, dealer charges and GST paid)
- **Electric/Hybrid = \$65,000** (including on-road costs, dealer charges and GST paid)

If the mayor or regional chair is provided with a vehicle, the local authority **must** deduct from the annual remuneration of the mayor or regional chair the appropriate amount calculated in accordance with the one of the following formula:

a) **Full Private Use**

$$V \times 41\% \times 20\%$$

$$\text{eg: } \$42,800 \times 41\% \times 20\% = \underline{\$3,510}$$

b) **Partial Private Use** – if a smaller usage is claim. This must be supported by a log book.

$$V \times 41\% \times 10\%$$

$$\text{eg: } \$42,800 \times 41\% \times 10\% = \underline{\$1,755}$$

*Note an amount less than 10% for partial private use is no longer applicable.*

c) **Restricted Private Use** - ie: no personal use. The motor vehicle is driven home and garaged by the mayor or regional chair overnight. The motor vehicle is available to be used by other local authority staff when not being used, on local authority business, by the mayor/regional chair. This option must be supported by a log book.

**No deduction from annual remuneration**

Where:

- **V** = actual purchase price, on-road costs, dealer charges and GST paid
- **41%** = assessed annual value of motor vehicle
- **20%** = assessed as full private use
- **10%** = assessed as a lesser amount of private use which must be supported by a log book

For example:

	A	B	C
Annual Remuneration as shown in either schedule 1 or schedule 2	\$85,220	\$85,220	\$85,220
Motor Vehicle Deduction	\$3,510	\$1,755	\$0
Salary	\$81,710	\$83,465	\$85,220



The deduction from the mayor or regional chair's annual remuneration is effective from the date that they are provided with the motor vehicle.

Vehicle mileage for the use of a private car by the mayor or regional chair cannot be claimed if a local authority motor vehicle is provided.

The above policy will apply to all new or replacement motor vehicles from 1 July 2018.

All existing arrangements associated with current motor vehicles provided to individual mayors and regional chairs are "grandparented". However, local authorities will need to commence appropriate deductions from their mayors/regional chairs annual remuneration from 1 July 2018, using the formula and assessed usage contained in the completed vehicle information forms that were previously provided to the Remuneration Authority.



## 7.2 2018 Annual Residents Satisfaction Survey Report

**Meeting:** Whangarei District Council  
**Date of meeting:** 30 August 2018  
**Reporting officer:** Dominic Kula (General Manager – Strategy and Democracy)

### 1 Purpose

To provide Council with results of the 2018 Annual Residents Satisfaction Survey Report.

### 2 Recommendation

That the Council notes the information provided in the 2018 Annual Residents Satisfaction Survey Report.

### 3 Background

The annual resident satisfaction survey is conducted in May/June each year by an independent research agency. This survey identifies the perceptions of residents in the Whangarei District, specifically satisfaction with council services and facilities.

The survey relates to the key performance measures in the 2015-2025 Long Term Plan (LTP) but is also a useful indicator of resident's perception of council performance across many of our functions. This is the final survey for the 2015 – 2025 LTP measures

### 4 Discussion

In previous years, Council has used land-line based telephone calling to survey residents. However, due to the declining use of landlines, and changes in how people communicate and engage in general, the survey included an additional 100 online survey sample along with the land-line survey.

Survey Method	Sample size
Telephone (CATI)	400
Online	100
<b>Total Survey sample size</b>	<b>500</b>

This smaller online sample is useful to test how this technique would result in a more representative sample of the District. The combined survey methods resulted in

- A higher proportion of those from Māori and Pacific Island ethnicities were noted in the online sample

- A higher proportion of those aged 18-39 was noted in the online sample
- Fewer ratepayers were noted in the online sample and therefore higher representation from those who rent

More detail around the representation of the survey methods can be found in pages 13 – 15 of the of attachment 1, 2018 Annual Residents Satisfaction Survey Report FINAL.

Attachment 2: '2018 Whangarei Residents Survey Year on Year Comparison FINAL', shows the results through the telephone survey, the online survey and the combination of the two methods.

#### **4.1 Survey results**

This year sees a decrease across a number of measures compared to 2017. The results from the measures that have decrease are more aligned with results seen in 2016. As an example, ratings for safety of roads in the district has decreased this year from last year's results, however this rating is still higher than results seen in 2016 and prior years.

The survey report has been structured to better align with the structure of the activity profiles, to give snapshots for each of our council functions.

The detailed results can be found on pages 16 – 17 of Attachment 1: 2018 Annual Residents Satisfaction Survey Report.

Details of Councils overall performance can be found on pages 72 to 82 of Attachment 1: 2018 Annual Residents Satisfaction Survey Report.

#### **4.2 Residents priorities**

In line with 2018-2028 LTP engagement and submissions, respondents top three priorities for spend related to:

- Improving road quality and safety
- Core services
- Protecting, maintaining and enhancing our natural environment

These spend priorities were also reflected in the services that residents placed importance on. The top four priorities were:

- Overall importance of district beaches and coastal facilities
- Continuity of water supply
- Kerbside recycling collection
- Road quality (sealed and unsealed)

### **5 Significance and engagement**

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

### **6 Attachments**

1. 2018 Whangarei Residents Survey Report
2. 2018 Whangarei Residents Survey Year on Year Comparison



# Whangarei District Council Resident Satisfaction Survey

JUNE 2018

# Executive Summary

Versus Research was commissioned by Whangarei District Council to conduct an annual Resident Satisfaction Survey. This survey identifies the perceptions of residents in the Whangarei district, specifically satisfaction with council services and facilities. Interviewing for this research was conducted between the 9th of May and 11th of June 2018. The final sample size was n=500 (n=400 on the phone, and n=100 online) which gave a maximum margin of error of +/- 4.38 percent at the 95% confidence interval.

## Survey changes

This year saw a change in method to obtain the 2018 survey results. Increasingly, research in a local government setting has come under review with councils concerned around the representative nature of a sample achieved solely via a single method approach to interviewing. Telephone surveying is the fastest, most cost-effective, means of gaining feedback from a large sample of residents; it is ideal for providing an overview or benchmark of residents' views particularly in provincial areas. However, there is growing evidence of select population groups who do not have landlines available to them or who elect not to have a landline at home (particularly younger residents); as such, the inclusion of an online component to residents' surveys assists in supplementing the gap in the sample and ensures robust coverage of all the resident population.

With this, an online campaign was run concurrently to the telephone surveying. An online link was distributed across a range of online channels including paid Facebook advertisements, the Council Facebook page, website, and associated networks. The paid Facebook advertisements were targeted at a younger population, as this demographic is harder to reach on the telephone.

The following differences were noted in the sample composition for this survey:

- A higher proportion of those from Māori and Pacific Island ethnicities were noted in the online sample (Māori, 32% cf. CATI, 13%; Pacific Island 7% cf. CATI, 1%);
- A higher proportion of those aged 18-39 was noted in the online sample (78% cf. CATI, 5%). Additionally, the majority of the CATI sample was aged 60+ (72%), however it is important to note that these residents were not the targeted audience for the online campaign, and there were a higher proportion of this demographic achieved on the phone compared to last year; and,
- Fewer ratepayers were noted in the online sample (72% cf. CATI, 94%).

This has resulted in a more representative spread across the Whangarei population, this is displayed in the following tables which compare the sample composition for 2018, with that of 2017.

Ethnicity	2017	2018
NZ European	91%	86%
NZ Māori	8%	15%
Pacific Island	0%	2%
Other	7%	5%

Age	2017	2018
18-39	9%	19%
40-59	34%	23%
60+	57%	58%

# Executive Summary

Ratepayer status	2017	2018
Ratepayer	98%	90%
Non Ratepayer	2%	9%

A mixed method approach has contributed to greater representation in the sample, therefore there are some shifts in the data that can be attributed to this change in sample composition. This includes total level visitation of, and satisfaction with, the cemeteries, ratings for safety in the district, and ratings for Council's relationship with Māori.

When reviewing the inclusion of an online sample, it was deemed that a single method approach (i.e. online only) would not be sustainable going forward; an online only approach would exclude those who are only able to be reached via landline, such as older residents, or residents without an Internet connection. This was evidenced by the higher proportion of older residents noted in the telephone sample.

## Year on year results

The following figures contained in the executive summary display the combined satisfaction ratings year on year for key measures grouped by both 5-10 and 7-10 scores. Significance testing has been applied to identify if the changes are statistically significant year on year. This is demonstrated below using green and orange boxes. Green denotes a significant increase, while orange denotes a significant decrease. Detailed results and analysis of findings by ward and demographics are presented in the body of the report. Additionally, in the tables below, results for the 5-10 scores excluding don't knows are provided for KPI reporting purposes.

This year sees a decrease across a range of measures, however it appears that many of these measures have reverted back to results seen in previous years, indicating that 2017 appears to be a year of higher than normal ratings, with 2018 results more in line with previous years. As an example, ratings for safety of roads in the district has decreased this year from last year's results, however this rating is still higher than results seen in 2016 and prior years.



# Executive Summary

## COMPARISON OF 2014 – 2018 5-10 SCORES

### TRANSPORTATION

Measure	2014 (5-10)	2015 (5-10)	2016 (5-10)	2017 (5-10)	2018 (5-10)	2018 (5-10) TOTAL EXCL. DK
Safety of the roads in the district	74%	70%	70%	87%	82%	82%
Street lighting	82%	73%	81%	82%	81%	87%
Footpaths in urban areas	73%	73%	77%	80%	76%	80%
Quality of sealed roads	71%	67%	69%	77%	73%	74%
Parking in CBD	57%	61%	55%	64%	53%	55%
Management of traffic flow peaks	69%	61%	63%	51%	55%	60%
Maintenance of unsealed roads	51%	54%	48%	51%	51%	67%

### WASTE MANAGEMENT AND WATER SUPPLY

Measure	2014 (5-10)	2015 (5-10)	2016 (5-10)	2017 (5-10)	2018 (5-10)	2018 (5-10) TOTAL EXCL. DK
Water supply	98%	100%	99%	97%	94%	95%
Kerbside rubbish collection, excluding recycling	89%	92%	93%	92%	93%	96%
Kerbside recycling collection	88%	89%	89%	89%	90%	94%
Public toilets	82%	86%	89%	82%	80%	89%
Transfer stations and Re: Sort facility	81%	86%	85%	81%	75%	94%
Litter control	65%	76%	75%	77%	72%	86%
Stormwater drainage	65%	76%	68%	74%	70%	91%
Wastewater service; that is, the sewerage system	65%	76%	70%	75%	69%	95%

## PARKS AND RECREATION (USERS)

Measure	2014 (5-10)	2015 (5-10)	2016 (5-10)	2017 (5-10)	2018 (5-10)	2018 (5-10) TOTAL EXCL. DK
Council tracks, walkways and cycle-ways (includes Hatea Loop)	N/A	N/A	N/A	97%	97%	99%
The district's beaches and coastal facilities	96%	97%	96%	93%	95%	95%
Council cemeteries	97%	95%	96%	94%	95%	95%
Council playgrounds	98%	96%	94%	96%	93%	93%
Sports parks in the district	95%	93%	96%	95%	93%	96%
Neighbourhood, city, and district parks	96%	95%	96%	96%	92%	96%
Dog parks and other dog-friendly recreation areas	N/A	N/A	N/A	94%	92%	91%
Preservation of the natural environment*	87 %	92%	89%	89%	86%	90%

## LIBRARIES

Measure	2014 (5-10)	2015 (5-10)	2016 (5-10)	2017 (5-10)	2018 (5-10)	2018 (5-10) TOTAL EXCL. DK
Library service overall	99%	99%	99%	100%	99%	99%
Library satisfaction - customer service	98%	99%	97%	98%	97%	98%
Library satisfaction - resources and buildings etc.	98%	99%	100%	96%	97%	98%

## COMMUNITY SERVICES

Measure	2014 (5-10)	2015 (5-10)	2016 (5-10)	2017 (5-10)	2018 (5-10)	2018 (5-10) EXCL. DK
Initiatives to create a safe and crime-free district	66%	77%	74%	85%	82%	90%

Measure	2014 (definitely/ mostly)	2015 (definitely/ mostly)	2016 (definitely/ mostly)	2017 (definitely/ mostly)	2018 (definitely/ mostly)	2018 EXCL. DK
Safety in the district	83%	87%	82%	86%	83%	83%

\*All residents

## VENUES AND FACILITIES

Measure	2014 (5-10)	2015 (5-10)	2016 (5-10)	2017 (5-10)	2018 (5-10)	2018 (5-10) EXCL. DK
Customer Services at Forum North	96%	97%	96%	95%	98%	98%
Measure	2014 (5-10)	2015 (5-10)	2016 (5-10)	2017 (5-10)	2018 (5-10)	2018 (5-10) EXCL. DK
Forum North Performance Conference and Expo Centre	92%	91%	92%	96%	92%	94%

## COUNCIL PERFORMANCE

Measure	2014 (very good/ fairly good)	2015 (very good/ fairly good)	2016 (very good/ fairly good)	2017 (very good/ fairly good)	2018 (very good/ fairly good)	2018 EXCL. DK
Relationship with Māori residents	43%	48%	52%	48%	36%	58%

Measure	2014 (5-10)	2015 (5-10)	2016 (5-10)	2017 (5-10)	2018 (5-10)	2018 (5-10) EXCL. DK
Overall performance of Council	94%	90%	91%	91%	86%	88%

## COMPARISON OF 2014 – 2018 7-10 SCORES

### TRANSPORTATION

Measure	2014 (7-10)	2015 (7-10)	2016 (7-10)	2017 (7-10)	2018 (7-10)
Street lighting	49%	46%	49%	61%	55%
Safety of the roads in the district	37%	36%	35%	58%	49%
Footpaths in urban areas	36%	43%	45%	54%	47%
Quality of sealed roads	37%	31%	35%	38%	37%
Parking in CBD	28%	27%	22%	37%	26%
Maintenance of unsealed roads	22%	20%	18%	21%	18%
Management of traffic flow peaks	43%	31%	30%	18%	24%

## WASTE MANAGEMENT AND WATER SUPPLY

Measure	2014 (7-10)	2015 (7-10)	2016 (7-10)	2017 (7-10)	2018 (7-10)
Water supply	90%	93%	87%	90%	83%
Kerbside rubbish collection, excluding recycling	75%	79%	84%	78%	79%
Kerbside recycling collection	75%	79%	75%	73%	76%
Transfer stations and Re: Sort facility	66%	68%	70%	68%	62%
Wastewater service; that is, the sewerage system	48%	64%	56%	64%	56%
Public toilets	50%	59%	71%	59%	54%
Stormwater drainage	41%	58%	50%	54%	47%
Litter control	40%	53%	52%	49%	48%

## PARKS AND RECREATION (USERS)

Measure	2014 (7-10)	2015 (7-10)	2016 (7-10)	2017 (7-10)	2018 (7-10)
Council tracks, walkways and cycleways (includes Hatea Loop)	NA	NA	NA	95%	90%
Council cemeteries	88%	92%	88%	88%	85%
Sports parks in the district	86%	84%	85%	84%	82%
Council playgrounds	87%	85%	83%	85%	81%
The district's beaches and coastal facilities	85%	88%	84%	82%	81%
Neighbourhood, city, and district parks	84%	81%	84%	82%	77%
Dog parks and other dog-friendly recreation areas	NA	NA	NA	77%	75%
Preservation of the natural environment*	65%	67%	71%	67%	60%

## LIBRARIES

Measure	2014 (7-10)	2015 (7-10)	2016 (7-10)	2017 (7-10)	2018 (7-10)
Library service overall	96%	95%	98%	99%	95%
Library satisfaction - customer service	95%	96%	97%	96%	91%
Library satisfaction - resources and buildings etc.	95%	91%	93%	95%	94%

\*All residents

## COMMUNITY SERVICES

Measure	2014 (7-10)	2015 (7-10)	2016 (7-10)	2017 (7-10)	2018 (7-10)
Initiatives to create a safe and crime-free district	36%	41%	42%	62%	58%

## VENUES AND FACILITIES

Measure	2014 (7-10)	2015 (7-10)	2016 (7-10)	2017 (7-10)	2018 (7-10)
Forum North Performance Conference and Expo Centre	74%	76%	77%	84%	73%

Measure	2014 (7-10)	2015 (7-10)	2016 (7-10)	2017 (7-10)	2018 (7-10)
Customer Services at Forum North	85%	81%	89%	84%	91%

## COUNCIL PERFORMANCE

Measure	2014 (7-10)	2015 (7-10)	2016 (7-10)	2017 (7-10)	2018 (7-10)
Overall performance of Council	63%	63%	67%	71%	61%

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# Method

Versus Research was commissioned by Whangarei District Council to conduct an annual Resident Satisfaction Survey. This survey identifies the perceptions of residents in the Whangarei district, specifically satisfaction with council services and facilities. Interviewing for this research was conducted between the 9th of May and 11th of June 2018.

## Sample selection

A stratified sample was utilised based on the areas that make up Whangarei District; that is, proportionally the overall sample was designed to reflect the wards of Whangarei. The table below demonstrates the achieved sample by ward.

Ward	n=500
Mangakahia - Maungatapere Ward	n=41
Hikurangi - Coastal Ward	n=78
Whangarei Heads Ward	n=52
Denby Ward	n=123
Okara Ward	n=136
Bream Bay Ward	n=70

## Weighting

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

## Proportions

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

## Margin of error

Margin of error (MOE) is a statistic used to express the amount of random sampling error present in a survey's results. The MOE is particularly relevant when analysing a subset of the data as smaller sample sizes incur a greater MOE. The final sample size for this particular study was n=500, which gives a maximum margin of error of +/- 4.38 percent at the 95% confidence interval; that is, if the observed result on the total sample of n=400 respondents was 50% (point of maximum margin of error), then there is a 95% probability that the true answer falls between 45.62% and 53.68%.



# Survey Changes

This year, a mixed-method approach was used for data collection. This involved both computer-aided telephone interviewing (CATI) and online interviewing. With an increasing number of households opting not to have a landline at home, Council included a portion of online interviewing this year to target those who are unable to be reached by landline, particularly younger residents. This helped to ensure that a representative sample was achieved overall. Online interviewing was chosen over other forms of interviewing, such as intercept interviewing, as it is a cost-effective way of reaching a vast number of residents.

After completion of fieldwork, all responses from both CATI and online were combined with a review of both samples to ensure any differences were a result of sample rather than method.

A full set of tables by method is included in Appendix One.

# Reporting of Results

## Reporting of Results

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

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

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

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

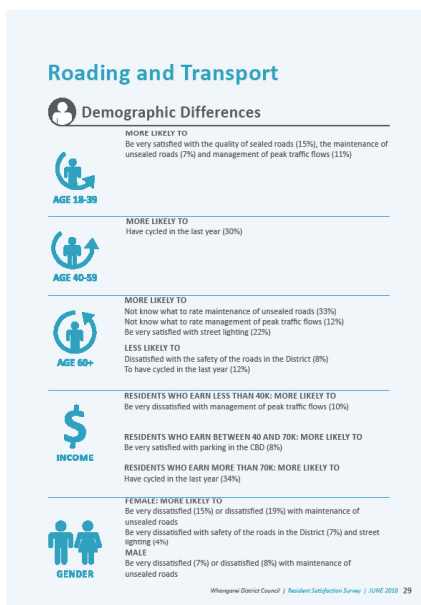
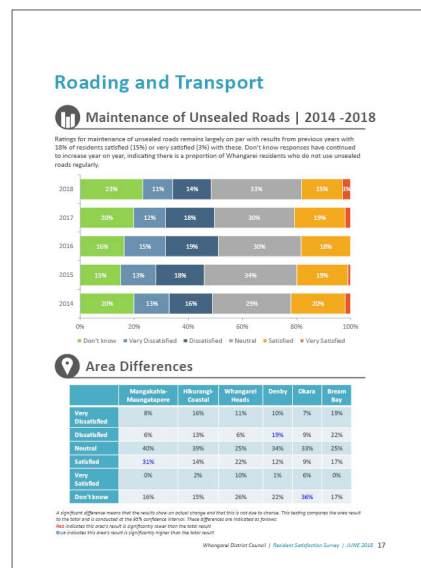
Labels on charts for small proportions (2% or lower) are not shown as they overlap the area allocated to them, making the labels unreadable.

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

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

## Reasons for Dissatisfaction

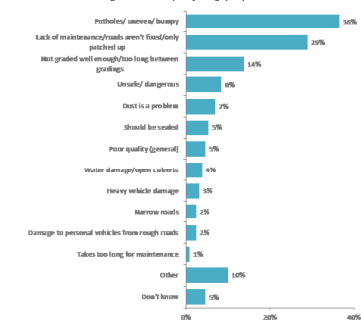
Dissatisfied residents were asked why they are dissatisfied, these results were recorded verbatim and post-coded by theme. Reasons for dissatisfaction were collected verbatim and post-coded by theme. Where the base size is less than n=30, verbatim responses have not been coded.



## Roading and Transport | MAINTENANCE OF UNSEALED ROADS

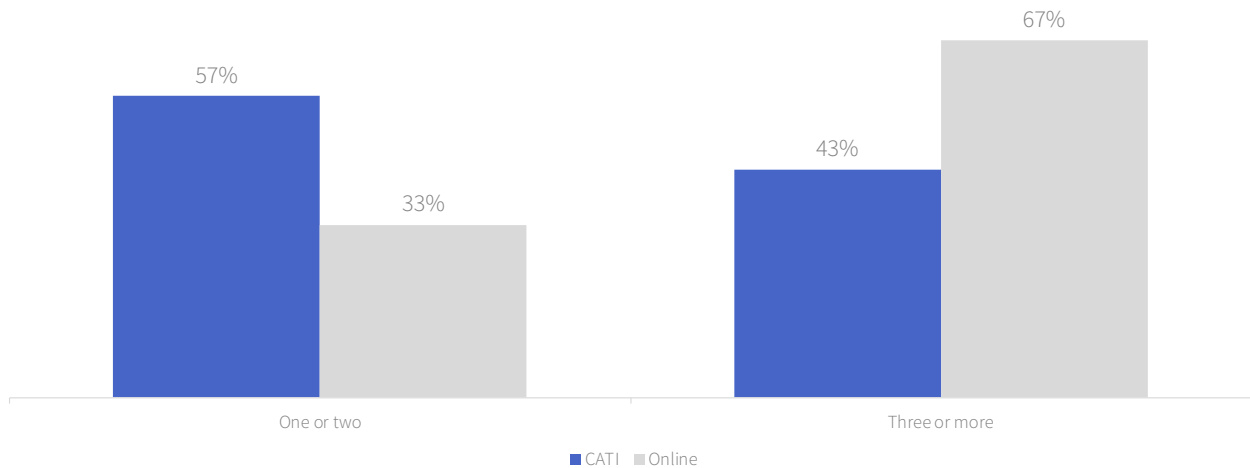
### Reasons for Dissatisfaction

Primary reasons behind being dissatisfied with maintenance of unsealed roads included potholes or uneven/ bumpy surfaces (35%), a lack of maintenance or that roads aren't fixed properly (29%) and that the unsealed roads weren't graded well or frequently enough (14%).

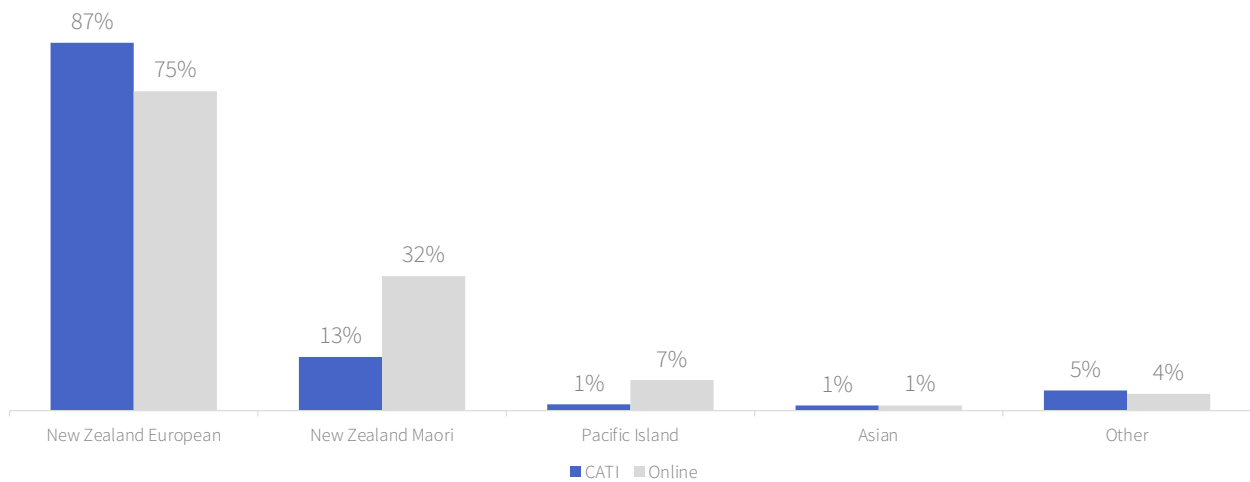


# Sample by Method

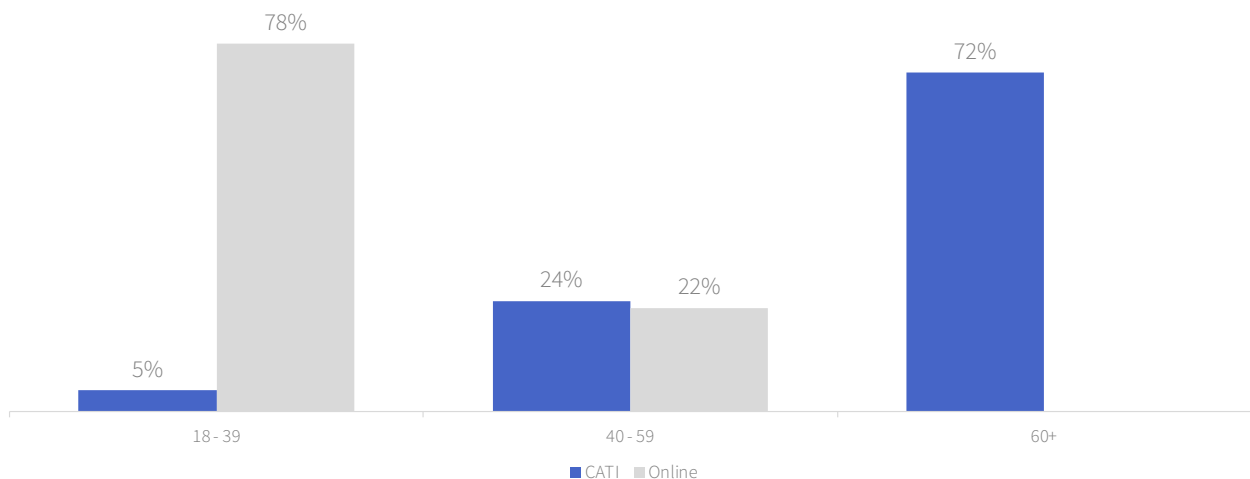
## Number of people in household



## Ethnicity

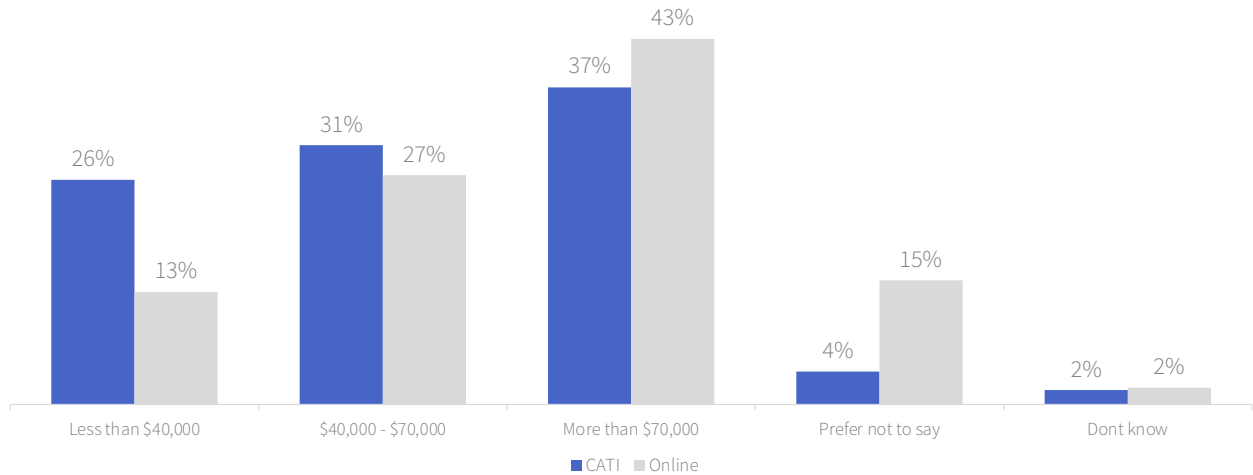


## Age

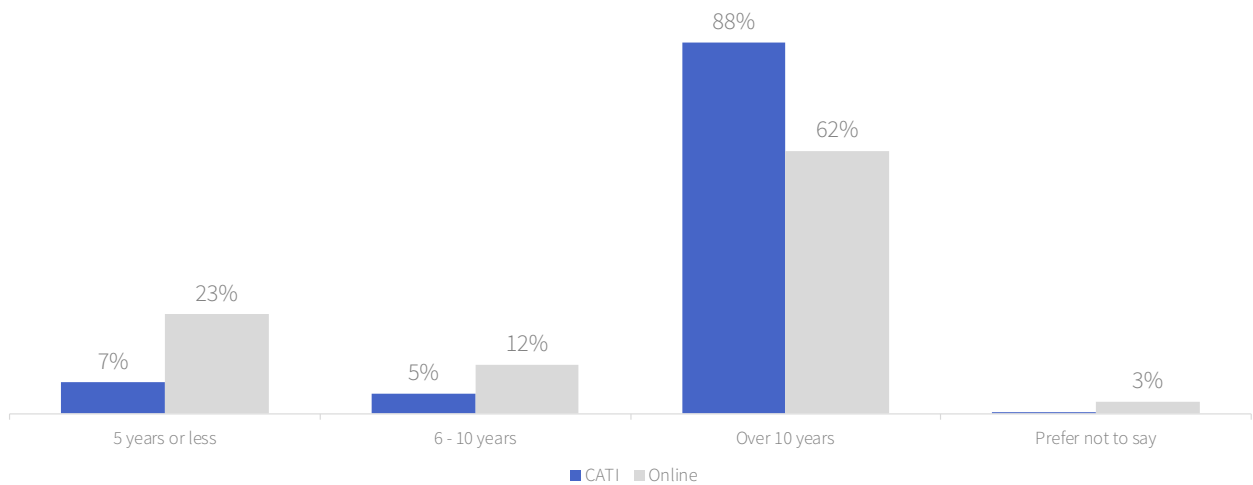


# Sample by Method

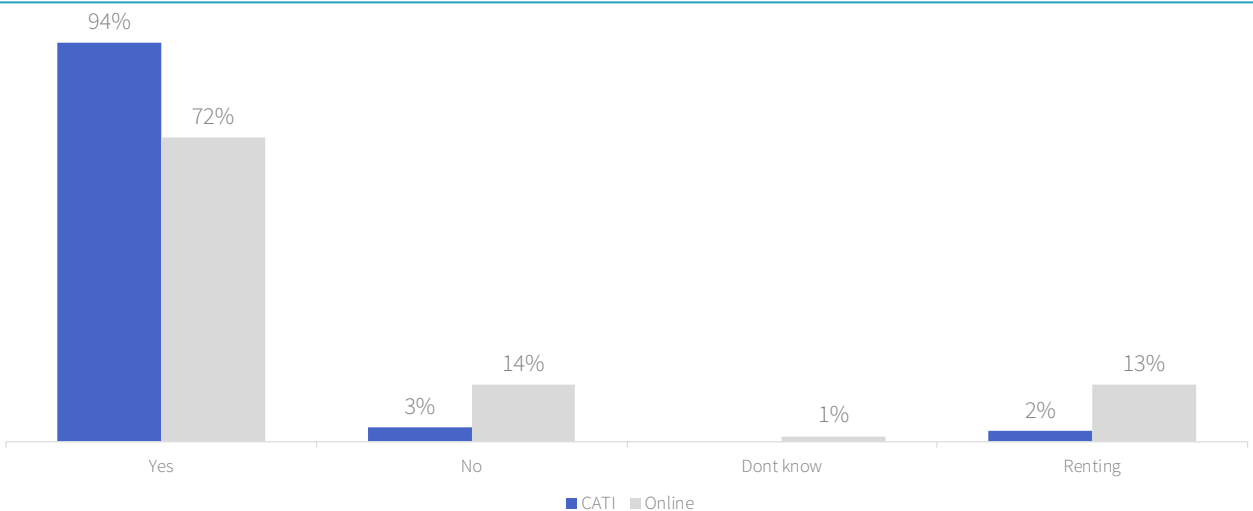
## Household income



## Duration lived

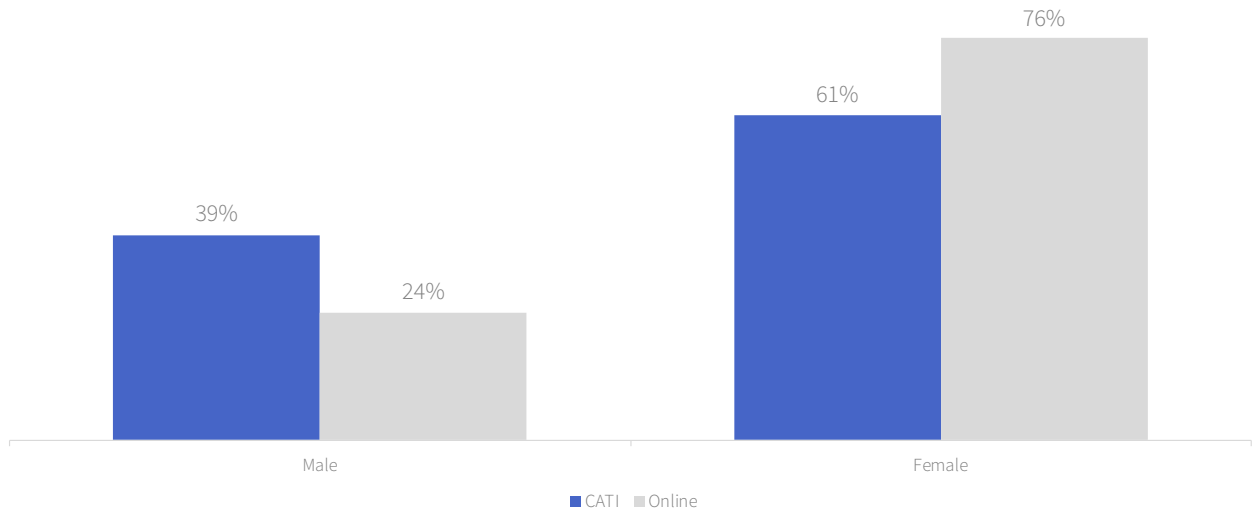


## Ratepayer

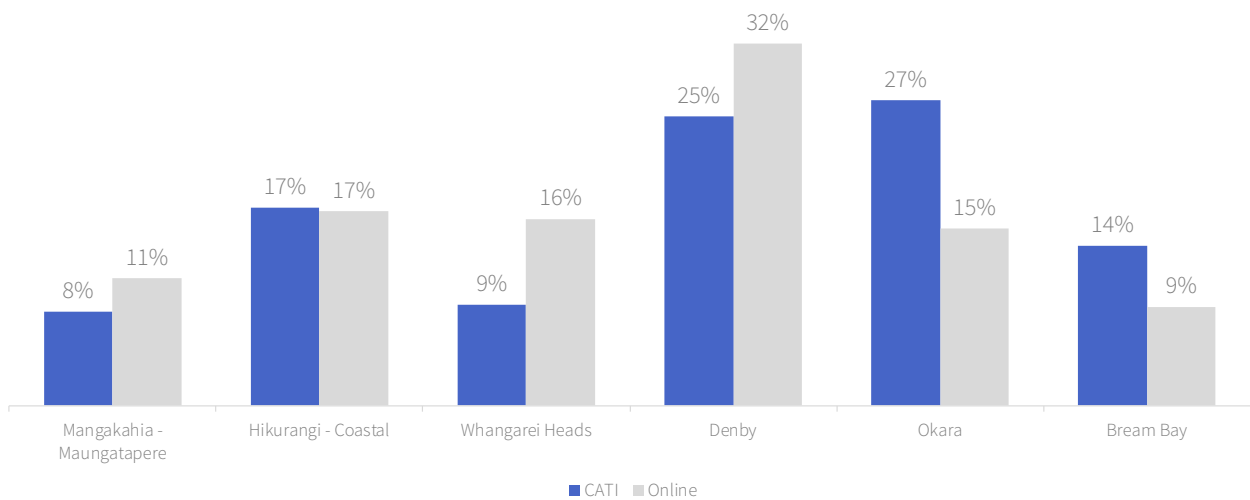


# Sample by Method

## Gender



## Area





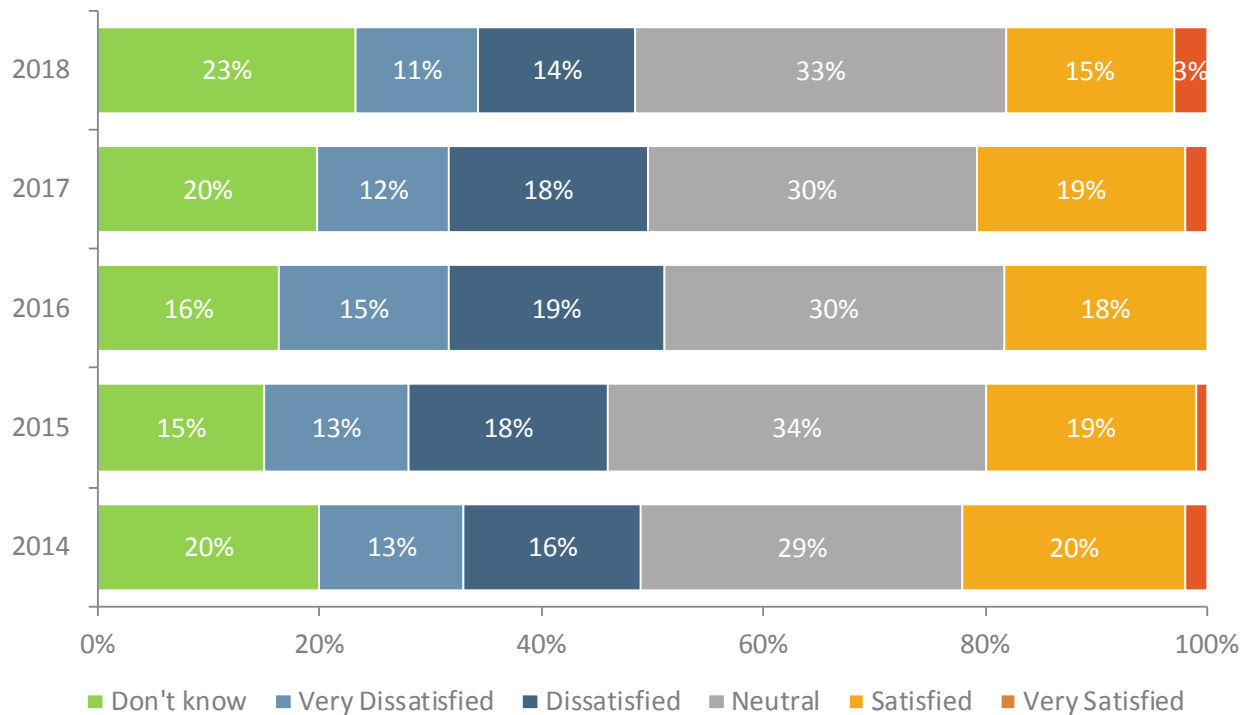
# Transportation

# Roading and Transport



## Maintenance of Unsealed Roads | 2014 -2018

Ratings for maintenance of unsealed roads remains largely on par with results from previous years with 18% of residents satisfied (15%) or very satisfied (3%) with these. Don't know responses have continued to increase year on year, indicating there is a proportion of Whangarei residents who do not use unsealed roads regularly.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	8%	16%	11%	10%	7%	19%
Dissatisfied	6%	13%	6%	19%	9%	22%
Neutral	40%	39%	25%	34%	33%	25%
Satisfied	31%	14%	22%	12%	9%	17%
Very Satisfied	0%	2%	10%	1%	6%	0%
Don't know	16%	15%	26%	22%	36%	17%

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

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

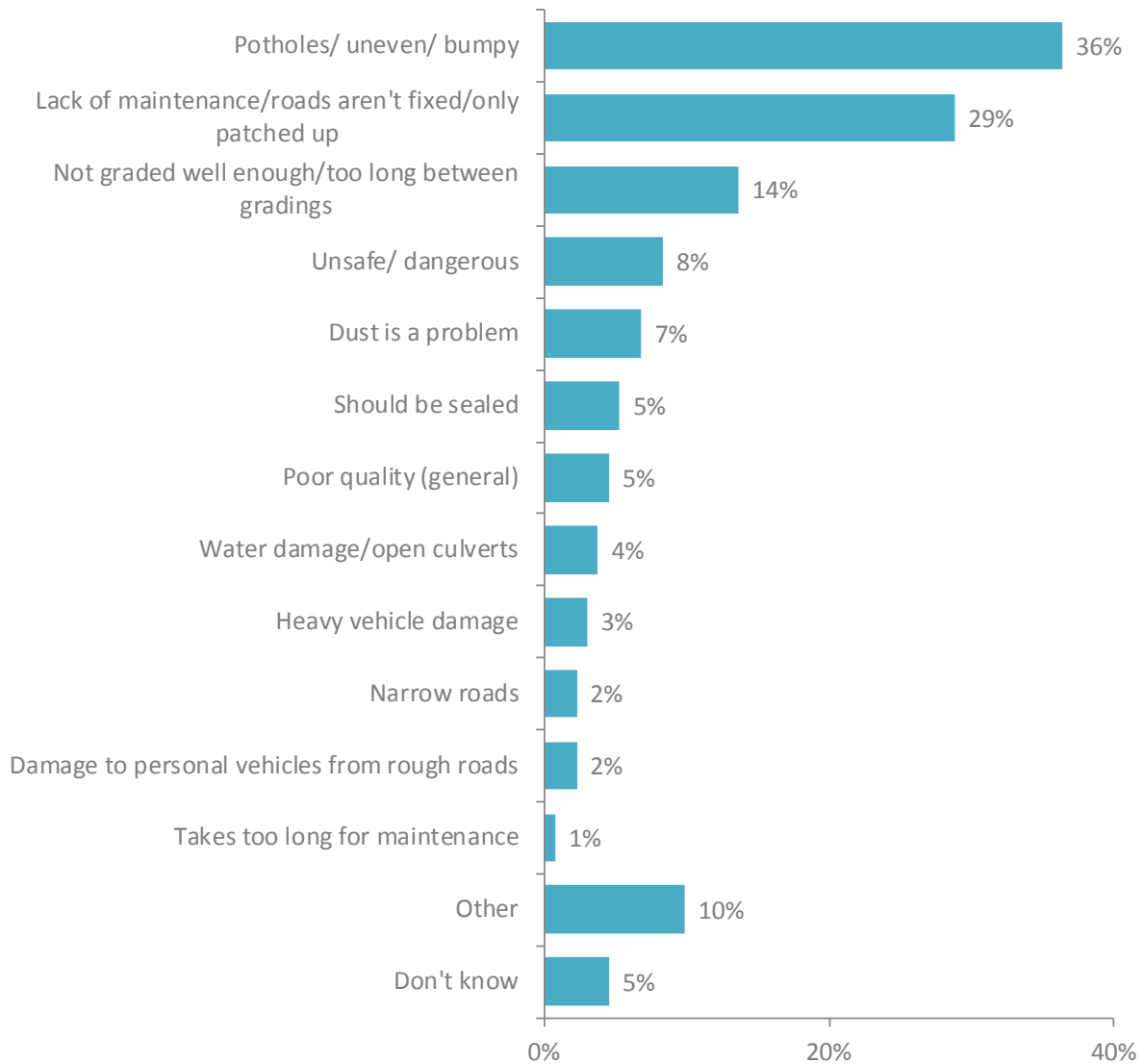
Blue indicates this area's result is significantly higher than the total result

# Roading and Transport | MAINTENANCE OF UNSEALED ROADS



## Reasons for Dissatisfaction

Primary reasons behind being dissatisfied with maintenance of unsealed roads included potholes or uneven/ bumpy surfaces (36%), a lack of maintenance or that roads aren't fixed properly (29%) and that the unsealed roads weren't graded well or frequently enough (14%).



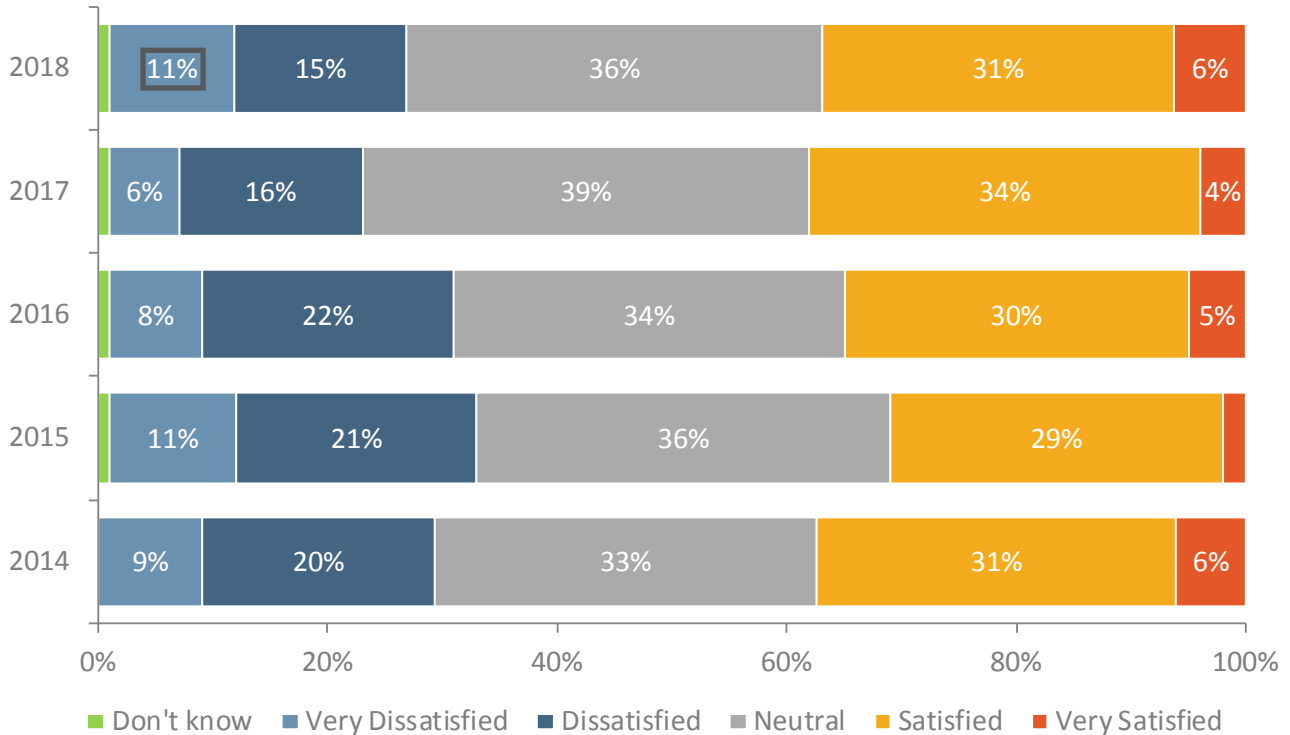


# Roading and Transport



## The Quality of Sealed Roads | 2014 -2018

Satisfaction with quality of sealed roads has remained on par with results from previous years, with 37% of residents stating they were satisfied (31%) or very satisfied (6%) with this. Interestingly, while this year sees an increase in very dissatisfied ratings (11% cf. 2017, 6%) this appears to be driven by a (not statistically significant) decrease in neutral ratings.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	6%	11%	3%	13%	9%	21%
Dissatisfied	10%	15%	18%	17%	11%	19%
Neutral	42%	39%	30%	34%	39%	33%
Satisfied	38%	34%	31%	29%	30%	26%
Very Satisfied	4%	1%	14%	7%	9%	1%
Don't know	0%	1%	3%	0%	2%	1%

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

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

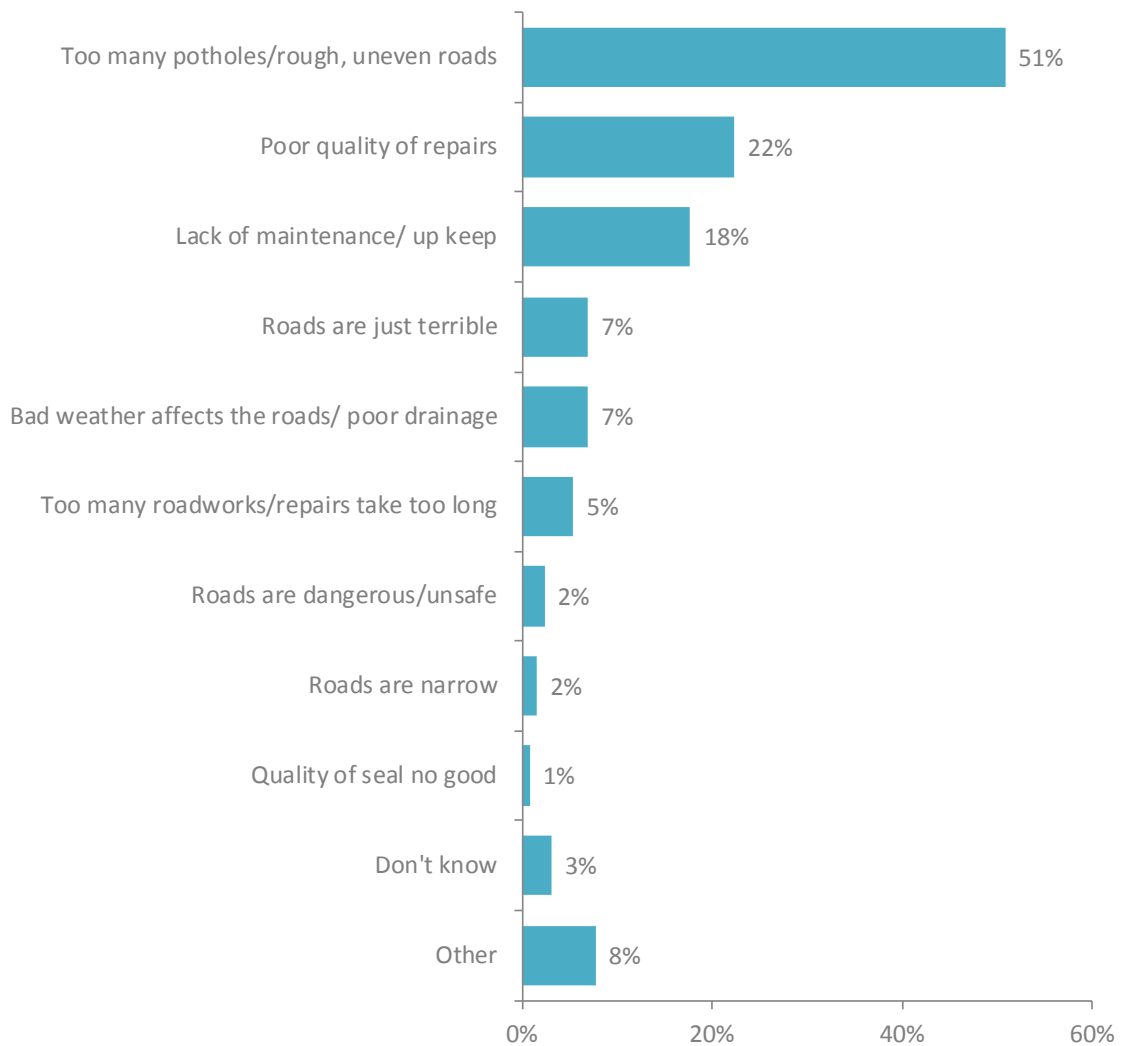
Blue indicates this area's result is significantly higher than the total result

# Roading and Transport | QUALITY OF SEALED ROADS



## Reasons for Dissatisfaction

When asked to provide reasons behind dissatisfaction ratings with the quality of sealed roads, potholes/ rough or uneven roads (51%) was the key reason for residents being dissatisfied with this measure. This was followed by poor quality of repairs (22%) and a lack of maintenance (18%).

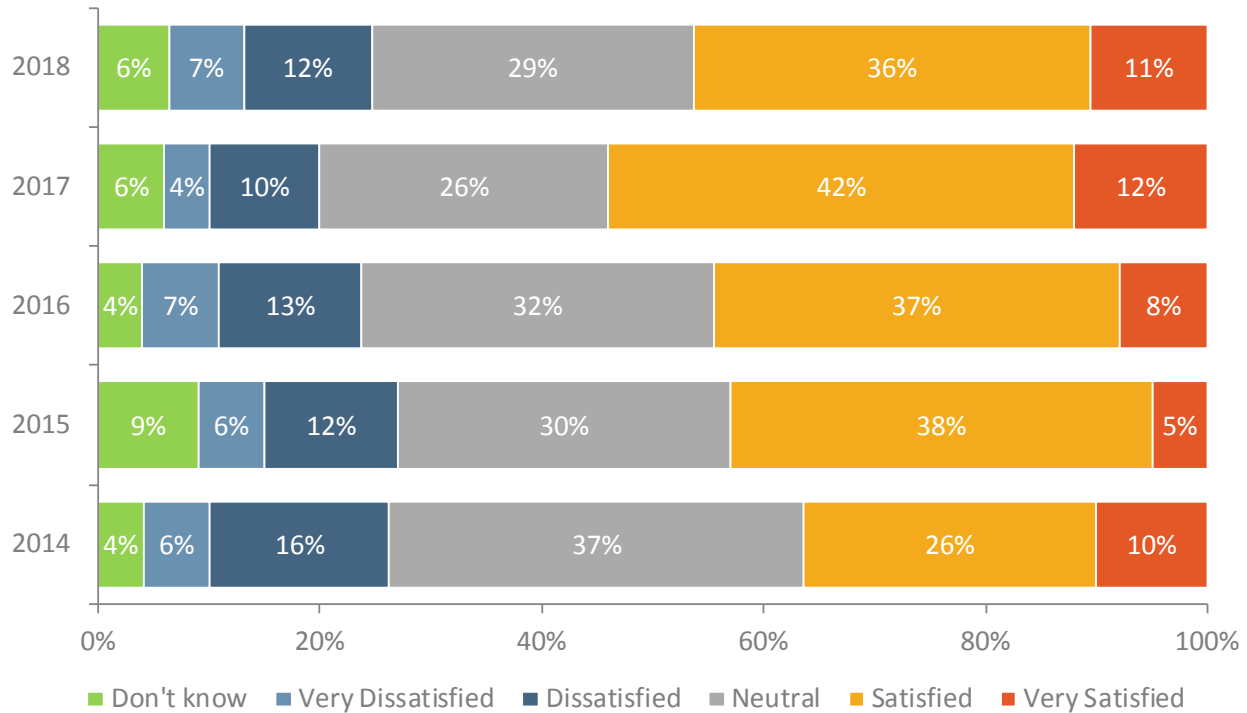


# Roading and Transport



## Footpaths in Urban Areas | 2014 -2018

Almost half (47%) of residents were satisfied (36%) or very satisfied (11%) with the footpaths in urban areas, with a further 29% giving this a neutral rating. Nineteen per cent were dissatisfied (12%) or very dissatisfied (7%) with this.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	10%	3%	3%	8%	9%	6%
Dissatisfied	1%	9%	7%	18%	10%	16%
Neutral	43%	25%	32%	36%	20%	24%
Satisfied	33%	41%	39%	31%	42%	26%
Very Satisfied	8%	7%	11%	6%	15%	19%
Don't know	6%	15%	9%	2%	4%	8%

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

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

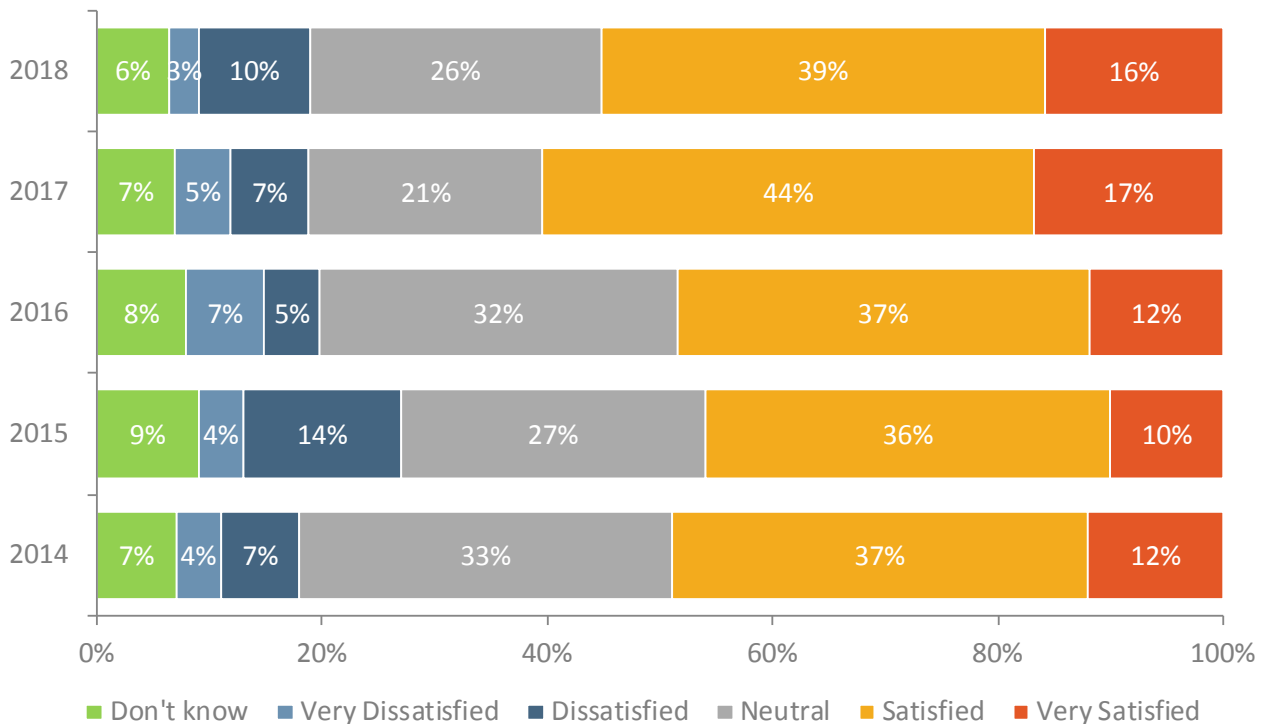
Blue indicates this area's result is significantly higher than the total result

# Roading and Transport



## Street Lighting | 2014 -2018

Results for satisfaction with street lighting remain on par with previous years with 55% of residents satisfied (39%) or very satisfied (16%) with this. Thirteen per cent of residents were dissatisfied (10%) or very dissatisfied (3%) with this measure, with just over a quarter (26%) giving this a neutral rating.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	4%	1%	5%	1%	3%	5%
Dissatisfied	15%	11%	6%	10%	8%	10%
Neutral	17%	30%	34%	30%	27%	9%
Satisfied	49%	33%	31%	39%	41%	47%
Very Satisfied	9%	11%	9%	19%	18%	23%
Don't know	6%	15%	15%	2%	3%	5%

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

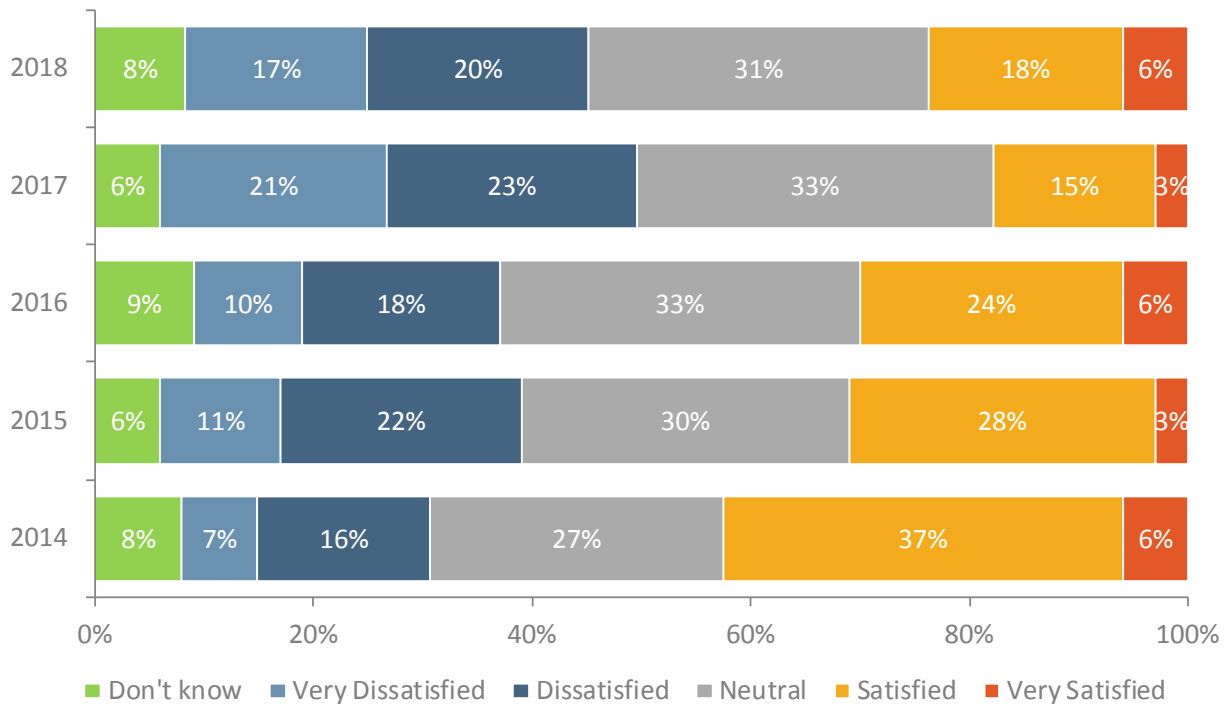
Red indicates this area's result is significantly lower than the total result

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

# Roading and Transport

## Management of Peak Traffic Flows | 2014 -2018

This year, 24% of residents were satisfied (18%) or very satisfied (6%) with the management of peak traffic flows, an increase of 6% from last year's combined satisfaction rating. This corresponds with a (not statistically significant) decrease in dissatisfied (20% cf. 2017, 23%) and very dissatisfied ratings (17% cf. 2017, 21%).



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	17%	19%	13%	25%	13%	6%
Dissatisfied	22%	24%	17%	14%	30%	11%
Neutral	45%	31%	29%	32%	27%	29%
Satisfied	9%	14%	19%	25%	16%	17%
Very Satisfied	0%	5%	19%	1%	8%	7%
Don't know	7%	7%	3%	4%	7%	29%

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

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

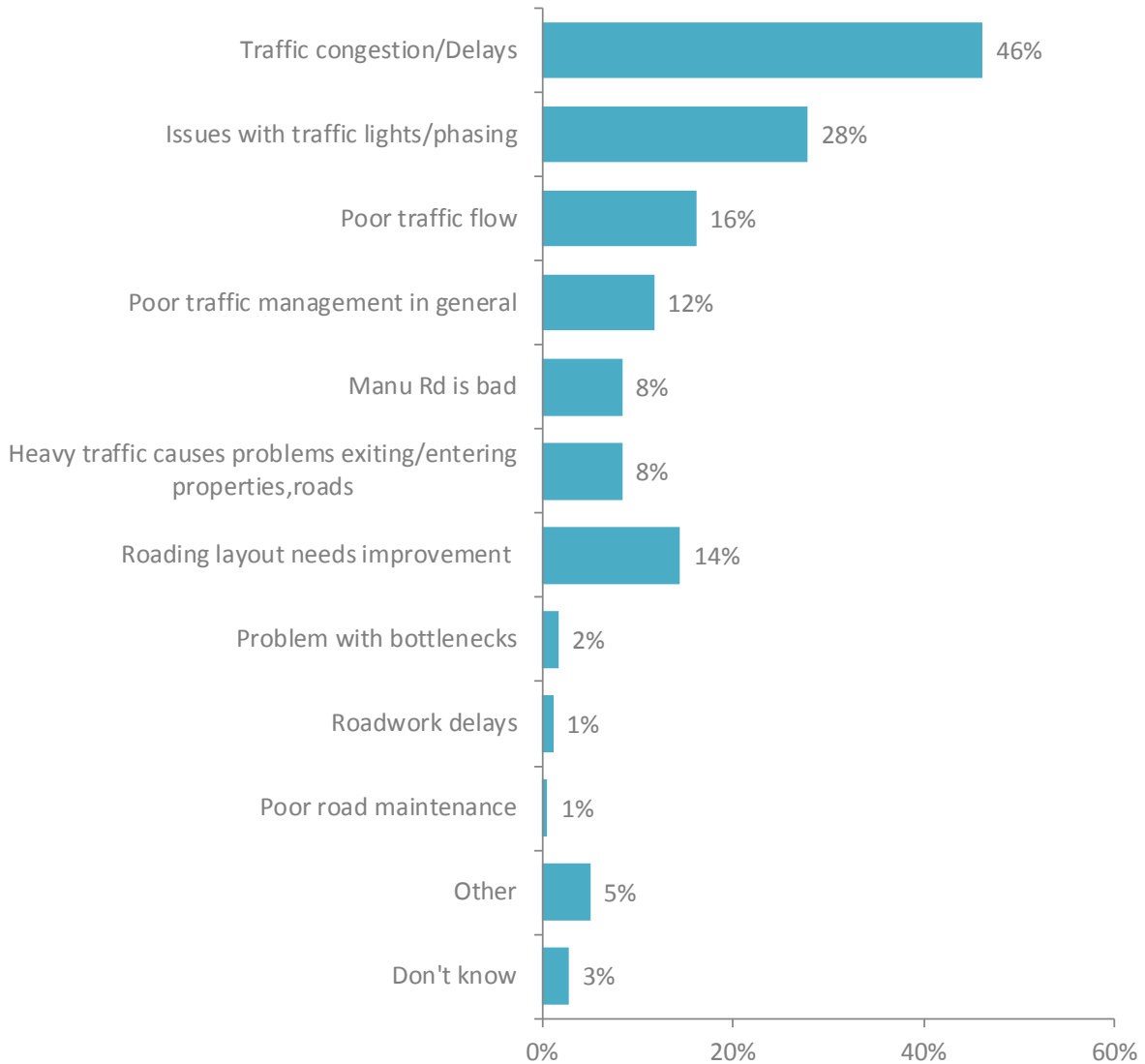
Blue indicates this area's result is significantly higher than the total result

# Roading and Transport | MANAGEMENT OF PEAK TRAFFIC FLOWS



## Reasons for Dissatisfaction

Traffic congestion/ delays was the main reason for dissatisfaction with the management of peak traffic flows, with almost half (46%) of dissatisfied residents stating this. This was followed by issues with traffic lights (28%), poor traffic flow (16%) and poor management in general (12%).

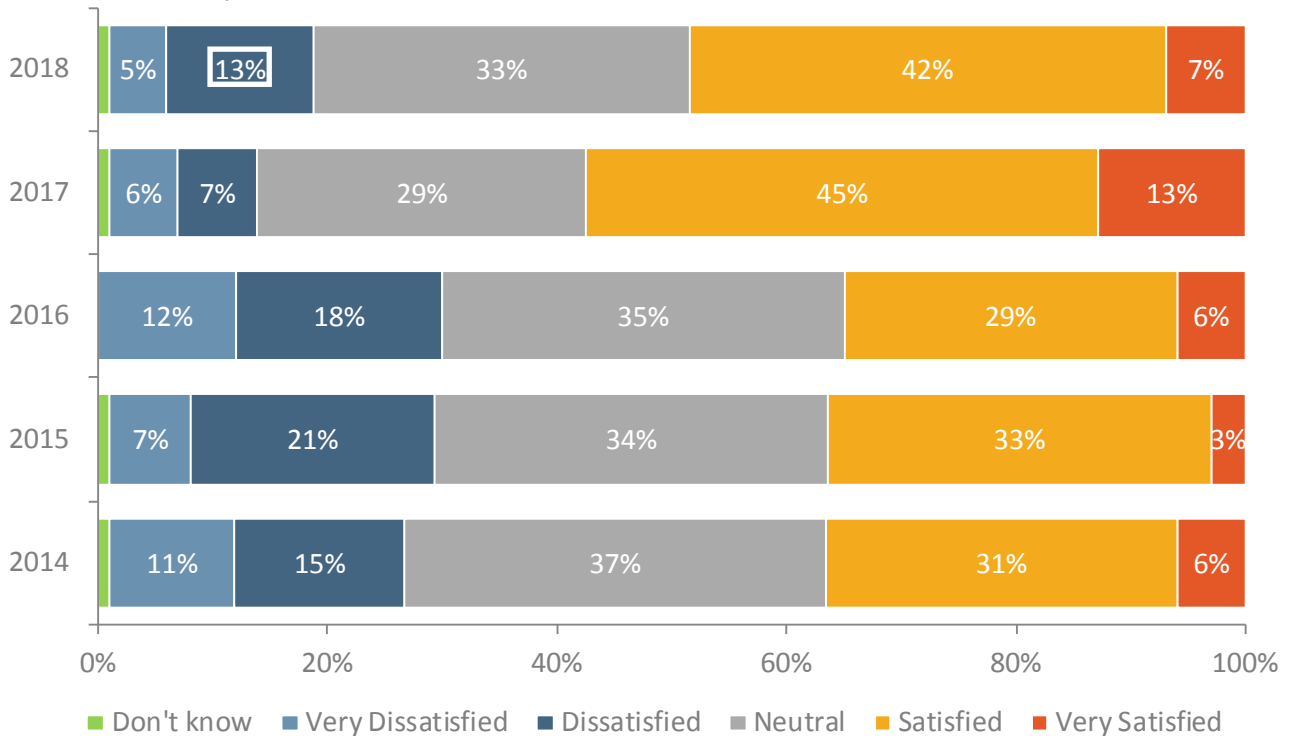


# Roading and Transport



## Safety of Roads in the District | 2014 -2018

Forty nine per cent of residents were satisfied (42%) or very satisfied (7%) with the safety of roads in the district, with a decrease in combined satisfaction ratings corresponding with an increase in dissatisfied ratings (13% cf. 2017, 7%). While this is a significant decrease in satisfaction, it still remains above levels seen in 2016 and prior.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	8%	6%	3%	3%	3%	8%
Dissatisfied	7%	14%	15%	14%	10%	17%
Neutral	43%	31%	25%	35%	33%	29%
Satisfied	41%	45%	44%	40%	39%	42%
Very Satisfied	3%	3%	13%	8%	11%	3%
Don't know	0%	0%	0%	0%	3%	0%

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

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

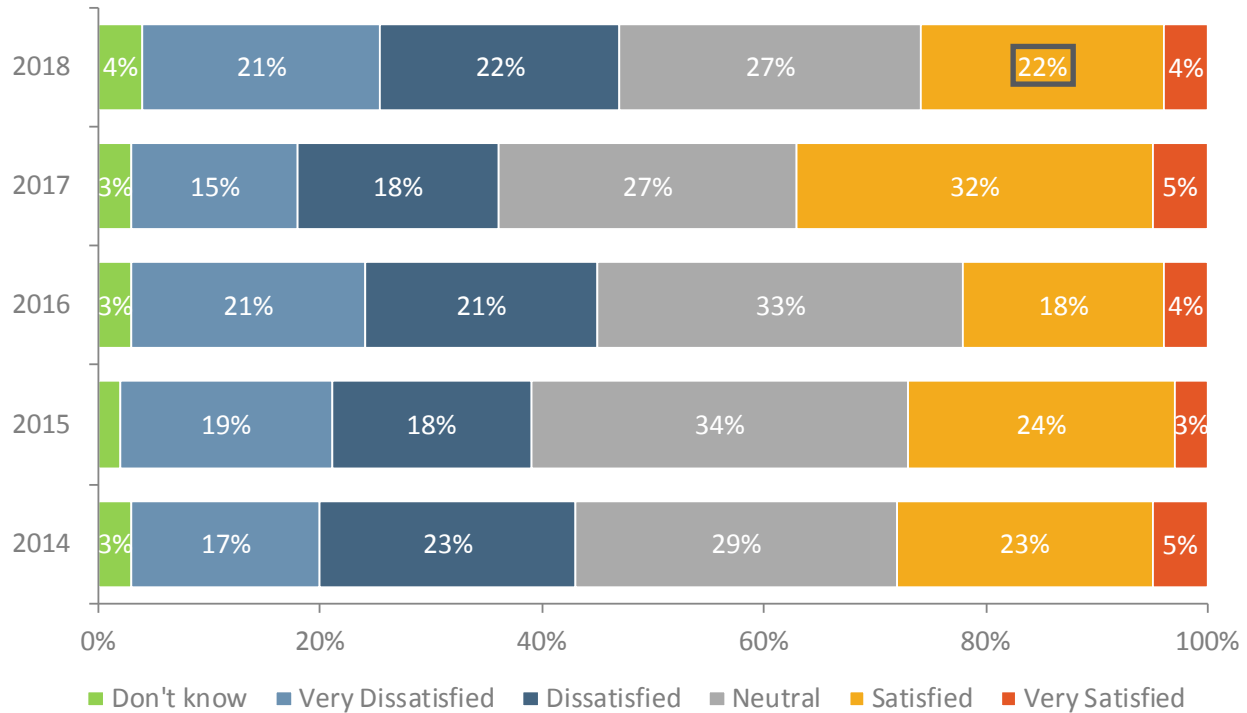
Blue indicates this area's result is significantly higher than the total result

# Roading and Transport



## Parking in the CBD | 2014 -2018

This year sees a decrease in satisfied ratings for parking in the CBD (22% cf. 2017, 32%) and brings this measure back in line with ratings seen in 2016 and prior. This corresponds with an increase (not statistically significant) in dissatisfied ratings (21% cf. 2017, 15%).



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	26%	23%	14%	25%	22%	14%
Dissatisfied	30%	22%	23%	21%	20%	19%
Neutral	23%	24%	32%	29%	26%	28%
Satisfied	19%	14%	28%	20%	22%	34%
Very Satisfied	3%	3%	2%	1%	10%	3%
Don't know	0%	14%	2%	4%	0%	2%

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

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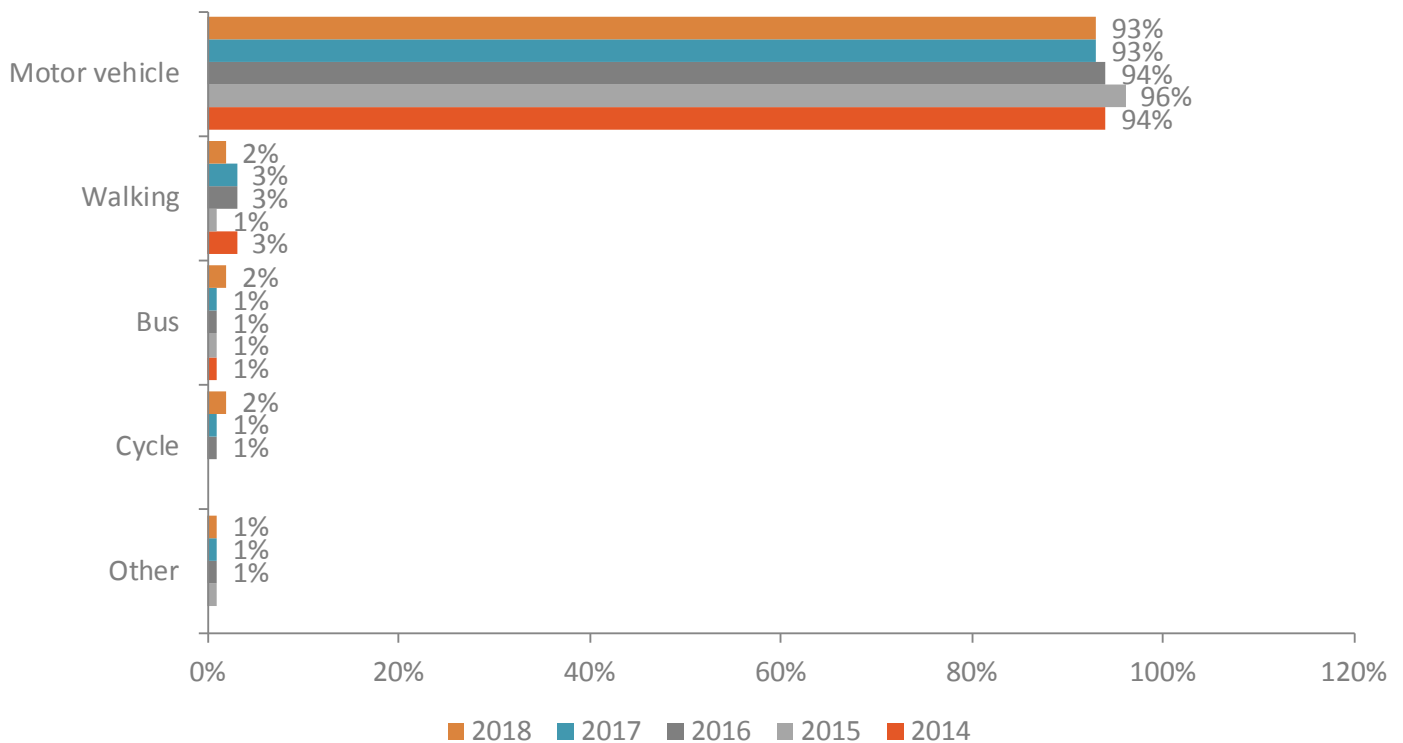


# Roading and Transport



## Transport Method | 2014 -2018

Motor vehicle continues to be the main method of transport for 93% of Whangarei district residents. Low levels of walking (2%), bus use (2%) and cycling (2%) were also seen amongst residents.



## Area Differences

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

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

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

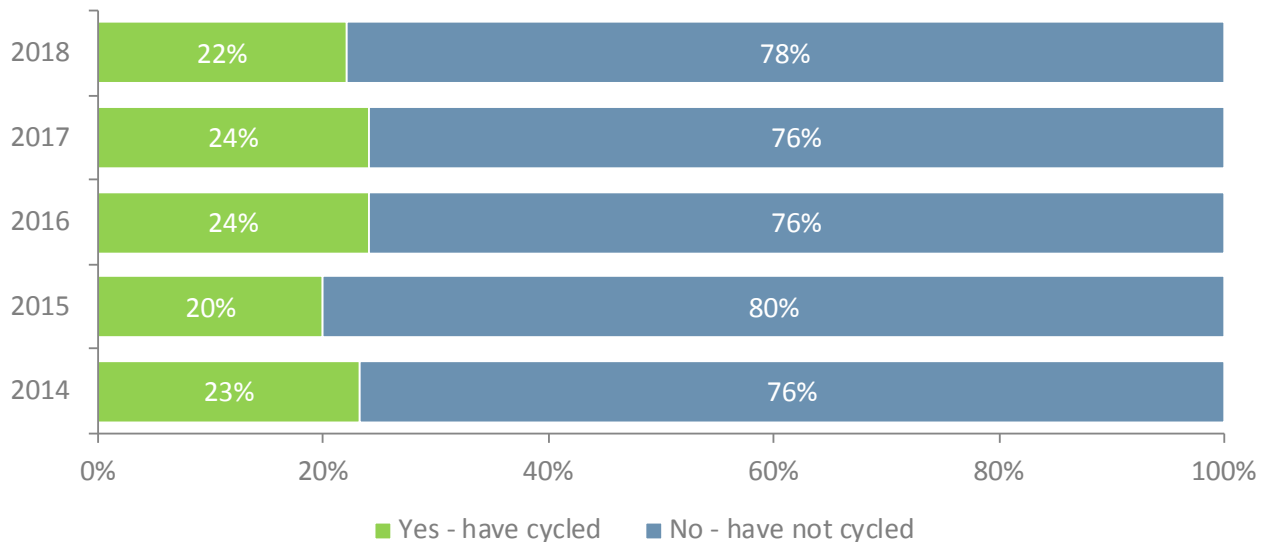
Blue indicates this area's result is significantly higher than the total result

# Roading and Transport



## Cycling | 2014 -2018

Consistent with previous years, 22% of Whangarei residents had cycled in the district while 78% had not.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Yes	8%	24%	34%	18%	26%	18%
No	92%	76%	66%	82%	74%	82%

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

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

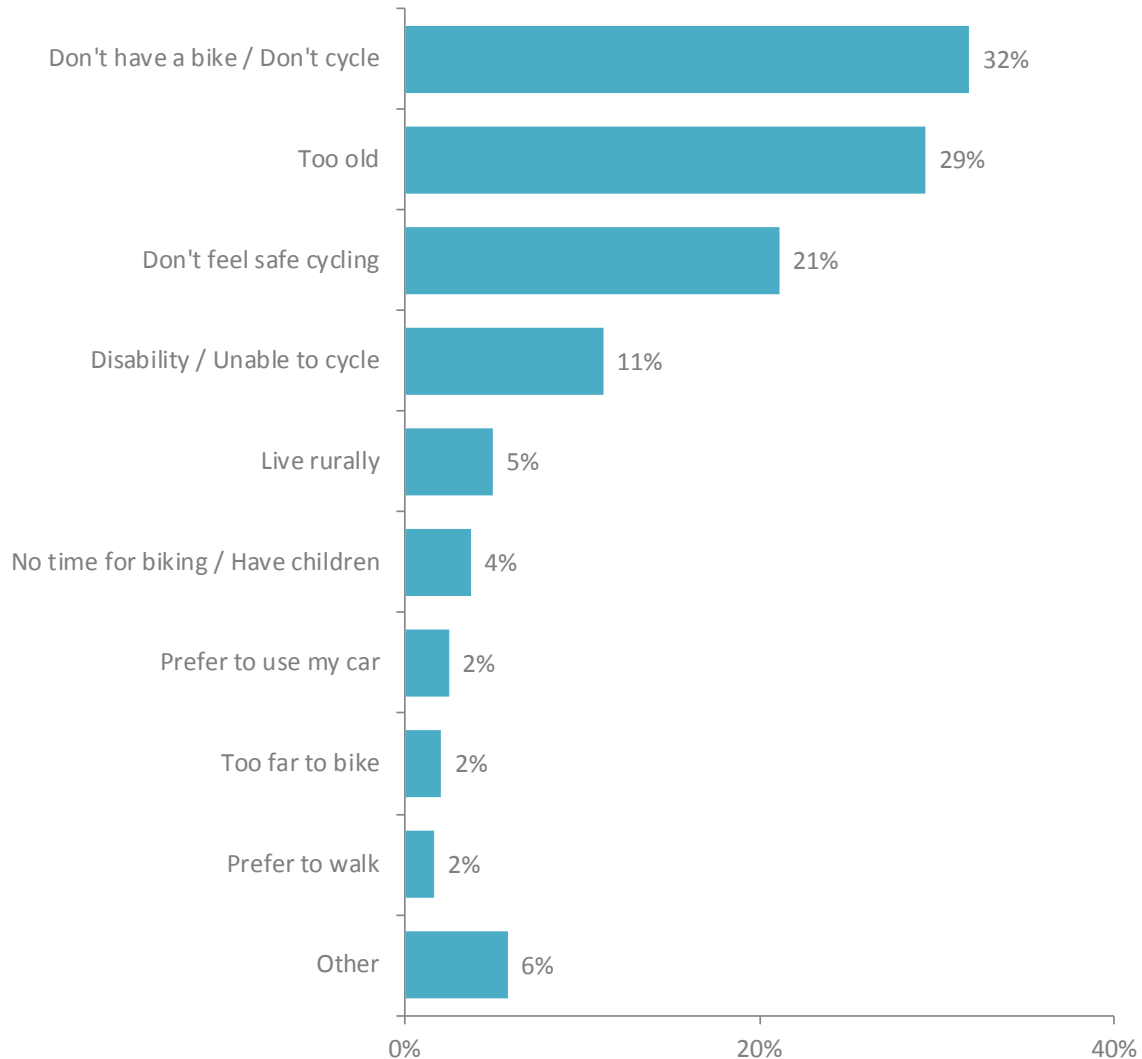
**Blue** indicates this area's result is significantly higher than the total result

# Roading and Transport



## Reasons For Not Cycling

Almost a third of residents who were not cycling did not have a bike, while 29% stated they were too old. Of note is 21% of those who did not cycle because they did not feel safe.



# Roading and Transport



## Demographic Differences



AGE 18-39

### MORE LIKELY TO

Be very satisfied with the quality of sealed roads (15%), the maintenance of unsealed roads (7%) and management of peak traffic flows (11%)



AGE 40-59

### MORE LIKELY TO

Have cycled in the last year (30%)



AGE 60+

### MORE LIKELY TO

Not know how to rate maintenance of unsealed roads (33%)  
Not know how to rate management of peak traffic flows (12%)  
Be very satisfied with street lighting (22%)

### LESS LIKELY TO

Be dissatisfied with the safety of the roads in the District (8%)  
To have cycled in the last year (12%)



INCOME

### RESIDENTS WHO EARN LESS THAN \$40K: LESS LIKELY TO

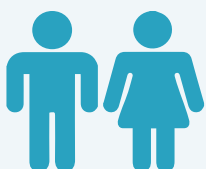
Be very dissatisfied with management of peak traffic flows (10%)

### RESIDENTS WHO EARN BETWEEN \$40 AND \$70K: MORE LIKELY TO

Be very satisfied with parking in the CBD (8%)

### RESIDENTS WHO EARN MORE THAN \$70K: MORE LIKELY TO

Have cycled in the last year (34%)



GENDER

### FEMALE: MORE LIKELY TO

Be very dissatisfied (15%) or dissatisfied (19%) with maintenance of unsealed roads

Be very dissatisfied with safety of the roads in the District (7%) and street lighting (4%)

### MALE: LESS LIKELY TO

Be very dissatisfied (7%) or dissatisfied (8%) with maintenance of unsealed roads



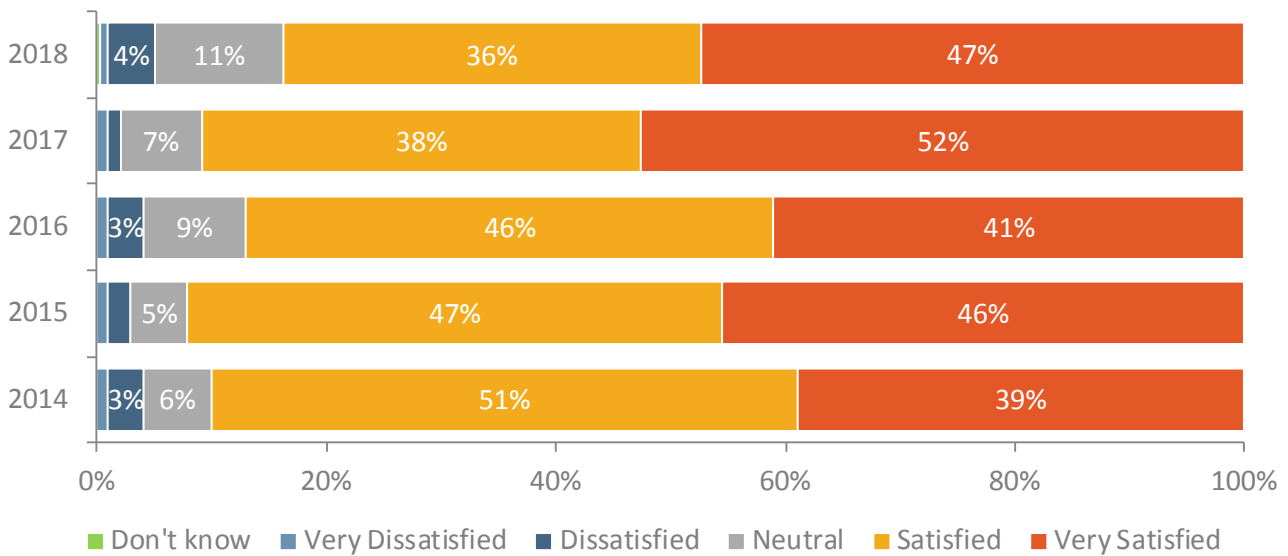
# **Waste Management and Water Supply**

# Water



## Water Supply Satisfaction | 2014 -2018

Eighty three per cent of residents who were connected to town water supply were satisfied (36%) or very satisfied (47%) with the district's water supply.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	0%	10%	0%	0%	0%	0%
Dissatisfied	0%	0%	9%	8%	0%	3%
Neutral	11%	18%	2%	14%	12%	4%
Satisfied	25%	17%	35%	39%	38%	36%
Very Satisfied	64%	55%	51%	39%	50%	57%
Don't know	0%	0%	4%	0%	0%	0%

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

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

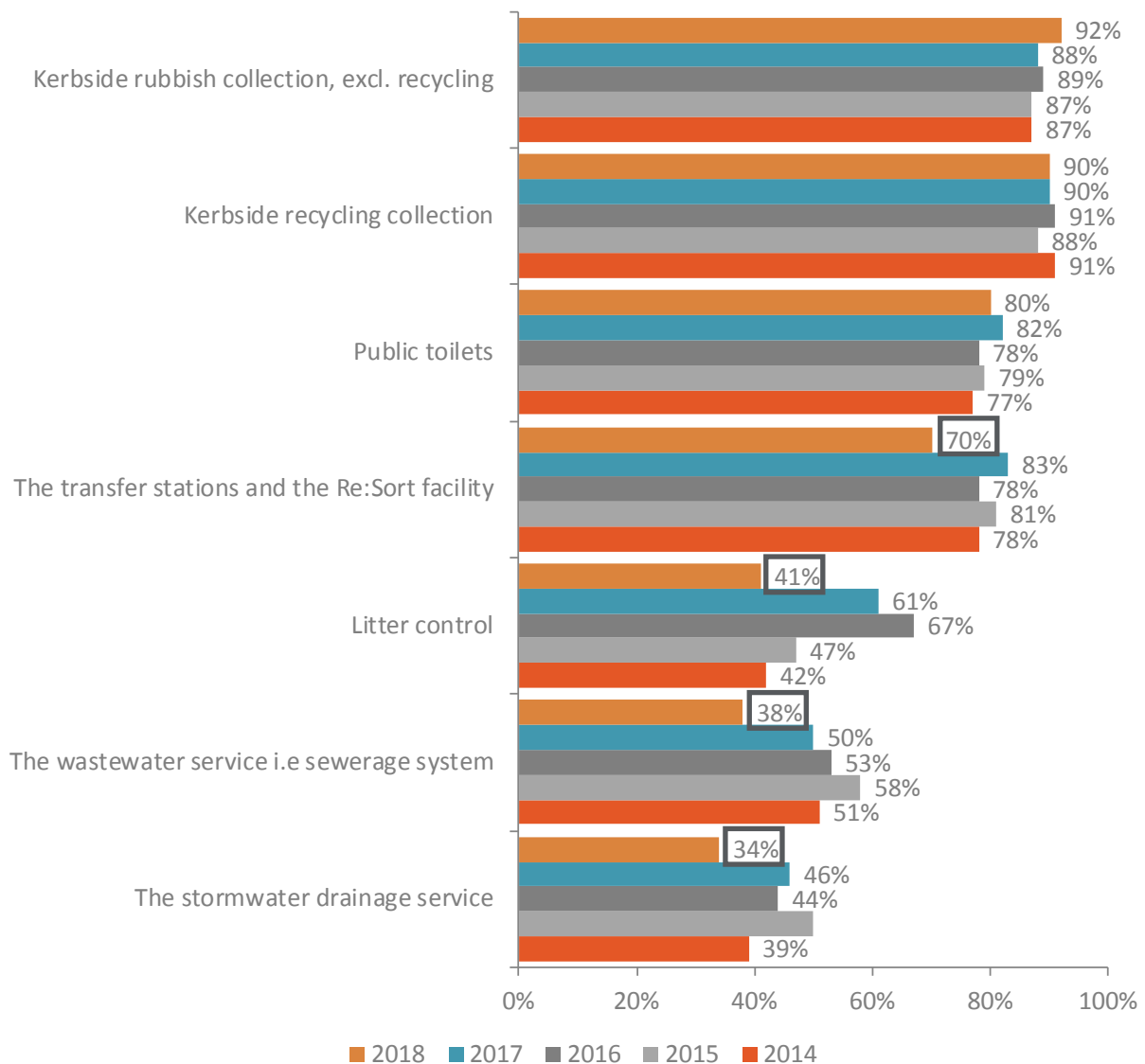
Blue indicates this area's result is significantly higher than the total result

# Waste Management



## Waste Management Usage | 2014 -2018

Usage of kerbside rubbish (92%), recycling (90%) and public toilets (80%) remain consistently high year on year. This year sees a decrease in the usage of a number of waste management services, particularly the transfer stations (70%), litter control (41%), the wastewater service (38%), and the stormwater drainage service (34%).



# Waste Management



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
The wastewater service	11%	27%	22%	73%	19%	42%
The stormwater drainage service	5%	17%	15%	75%	17%	34%
Kerbside rubbish collection	82%	90%	95%	96%	93%	89%
Kerbside recycling collection	85%	91%	86%	96%	89%	87%
The transfer stations and the Re:Sort facility.	65%	71%	67%	76%	76%	53%
Litter control	32%	45%	47%	58%	20%	36%
Public toilets	86%	91%	77%	74%	78%	79%
Don't know/None	0%	1%	0%	0%	1%	3%

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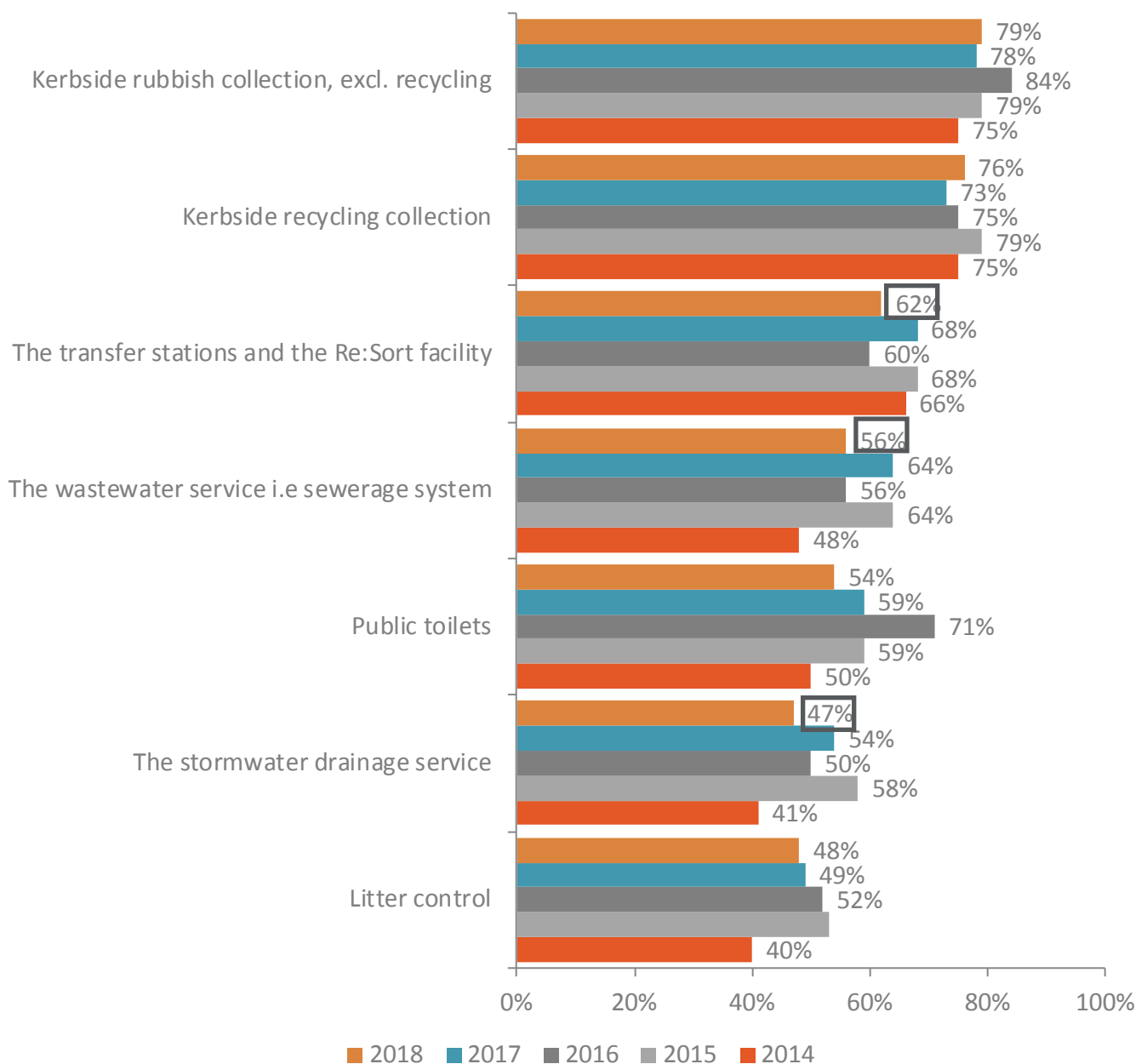


# Waste Management



## Waste Management Satisfaction | 2014 -2018

In terms of combined satisfaction (ratings 7-10) with waste management services, kerbside rubbish (79%) and kerbside recycling (76%) continue to be the highest rated services. This year, notable decreases are seen in the transfer stations (61% cf. 2017, 68%), wastewater service (57% cf. 2017, 64%), and stormwater drainage services (47% cf. 2017, 50%); all services, except public toilets, have decreased back to levels seen in 2016.

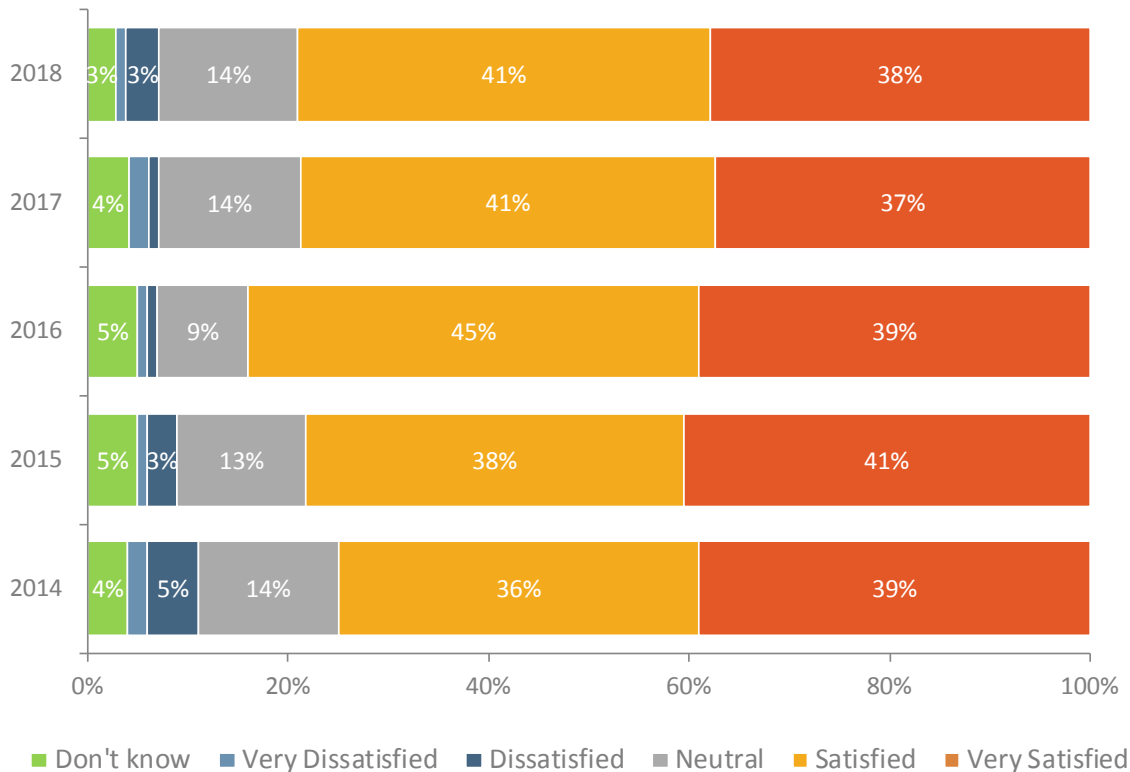


# Solid Waste



## Kerbside Rubbish Collection | 2014 -2018

Satisfaction with kerbside rubbish has remained consistent year on year. This year sees 79% of residents satisfied (41%) or very satisfied (38%) with kerbside rubbish. Only a small proportion were dissatisfied (3%) or very dissatisfied (1%) with this.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	0%	1%	5%	0%	0%	2%
Dissatisfied	7%	1%	3%	4%	3%	4%
Neutral	2%	22%	12%	14%	14%	13%
Satisfied	58%	37%	47%	41%	42%	27%
Very Satisfied	32%	33%	30%	40%	40%	49%
Don't know	1%	7%	2%	1%	1%	5%

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

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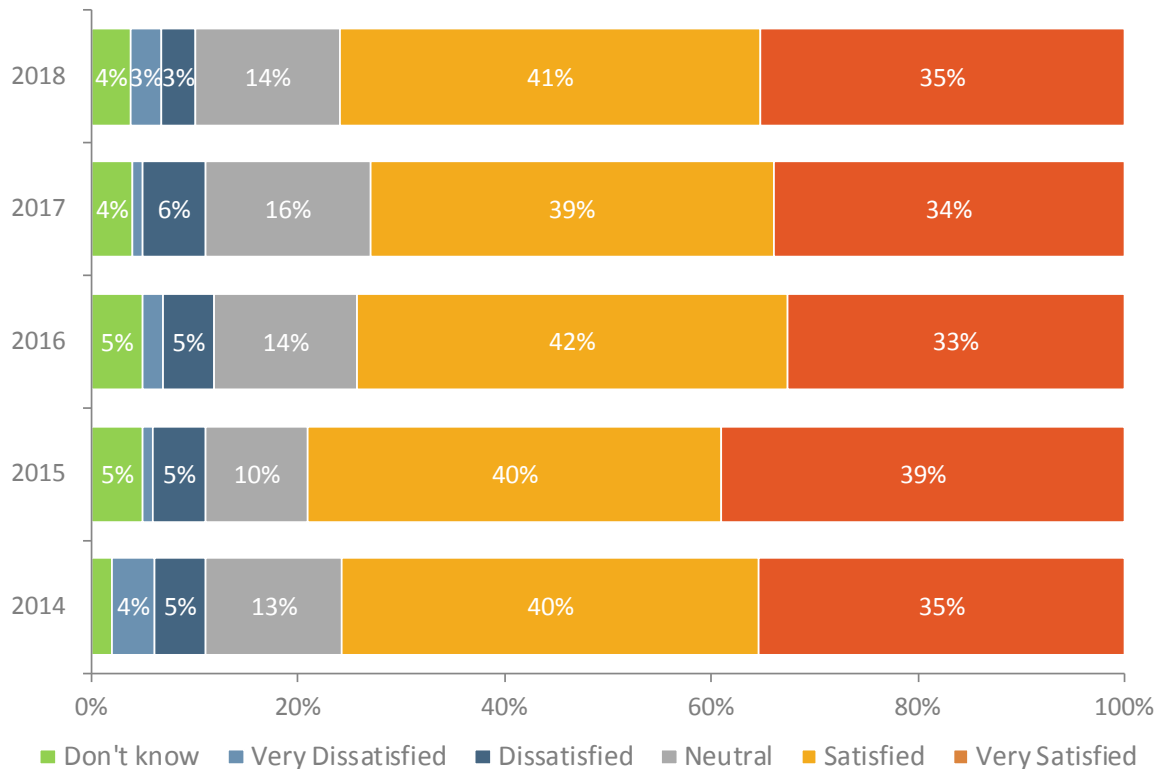
Blue indicates this area's result is significantly higher than the total result

# Solid Waste



## Kerbside Recycling Collection | 2014 -2018

Seventy six per cent of residents were satisfied (41%) or very satisfied (35%) with the kerbside recycling. Six per cent were dissatisfied (3%) or very dissatisfied (3%) with this. These results remain on par with previous years.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	2%	7%	4%	1%	2%	2%
Dissatisfied	0%	1%	3%	3%	3%	10%
Neutral	3%	4%	20%	26%	11%	10%
Satisfied	47%	51%	43%	34%	40%	35%
Very Satisfied	45%	29%	26%	35%	40%	37%
Don't know	2%	7%	3%	2%	4%	6%

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

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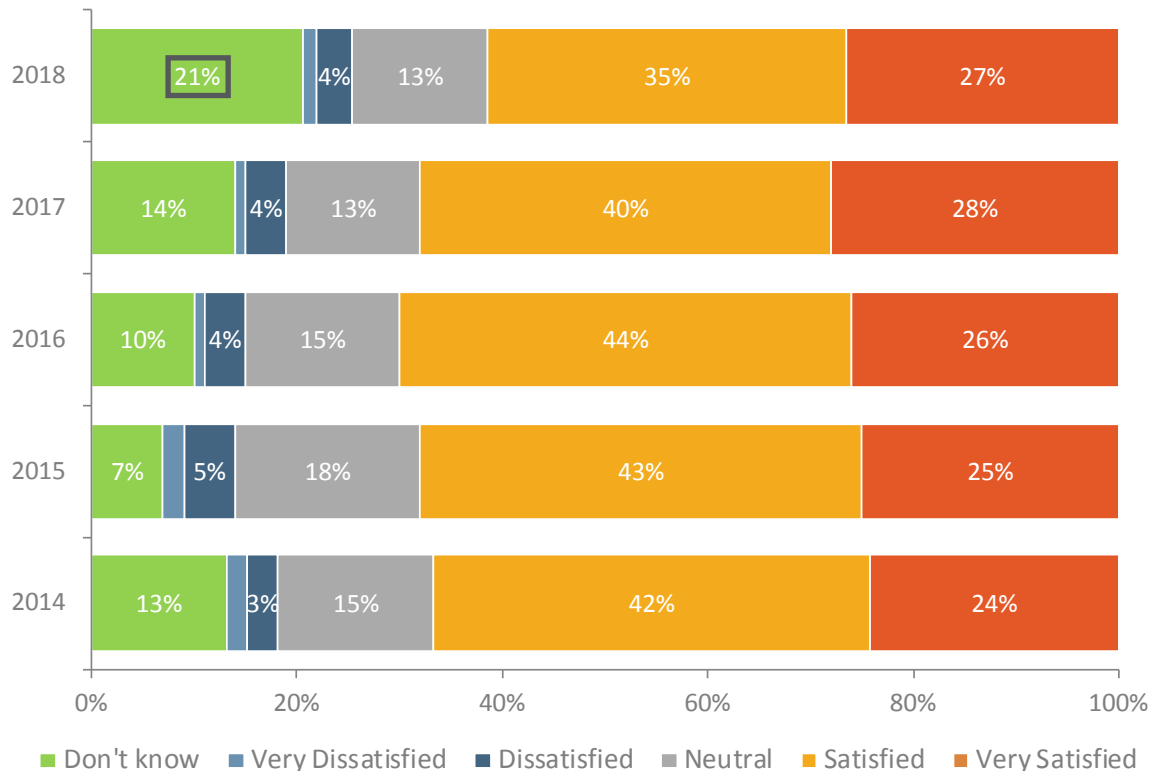
Blue indicates this area's result is significantly higher than the total result

# Solid Waste



## Transfer Stations and Re:Sort | 2014 -2018

Following an increasing trend since 2015, significantly higher don't know responses were seen for transfer stations and Re:Sort facility this year (21% cf. 2017, 14%). Sixty two per cent of residents were satisfied (35%) or very satisfied (27%) with this facility.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	0%	2%	2%	1%	2%	0%
Dissatisfied	3%	5%	0%	6%	2%	2%
Neutral	16%	8%	14%	18%	10%	13%
Satisfied	54%	34%	33%	37%	33%	23%
Very Satisfied	13%	32%	23%	22%	36%	22%
Don't know	14%	19%	28%	17%	16%	40%

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

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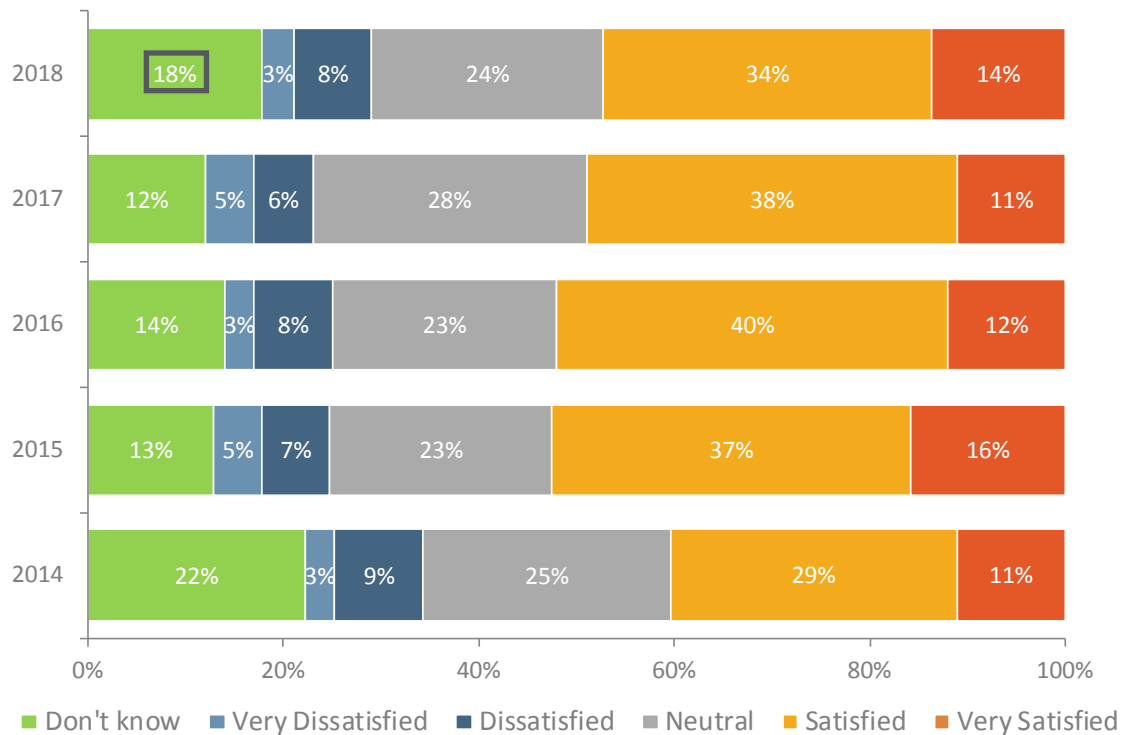
Blue indicates this area's result is significantly higher than the total result

# Solid Waste



## Litter Control| 2014 -2018

Consistent with last year's results, 48% of residents are satisfied (34%) or very satisfied (14%) with the litter control in the district. A slight decrease is noted for neutral ratings, however these appear to have shifted to don't know responses.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	4%	4%	5%	4%	2%	2%
Dissatisfied	9%	3%	12%	8%	5%	16%
Neutral	24%	27%	15%	25%	28%	15%
Satisfied	40%	33%	37%	29%	37%	31%
Very Satisfied	11%	13%	15%	16%	11%	16%
Don't know	11%	20%	16%	18%	17%	21%

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

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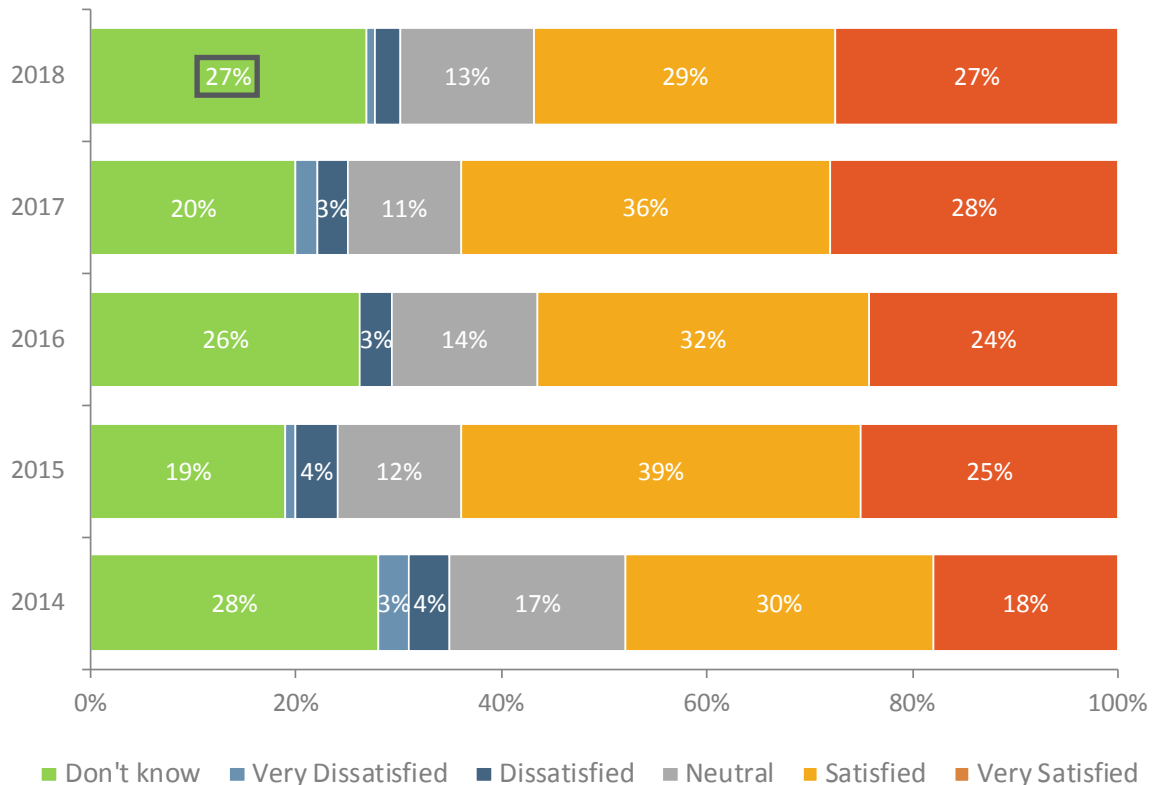
Blue indicates this area's result is significantly higher than the total result

# Wastewater



## Wastewater System | 2014 -2018

Fifty six per cent of residents were satisfied (29%) or very satisfied (27%) with the wastewater system, a similar result to 2016. Also aligning with 2016's results, 27% of residents weren't sure how to rate this, a significant increase from last year.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	1%	0%	4%	0%	1%	1%
Dissatisfied	0%	2%	4%	2%	3%	4%
Neutral	22%	12%	7%	12%	20%	3%
Satisfied	20%	25%	22%	31%	40%	25%
Very Satisfied	28%	9%	19%	43%	24%	34%
Don't know	29%	52%	42%	13%	13%	33%

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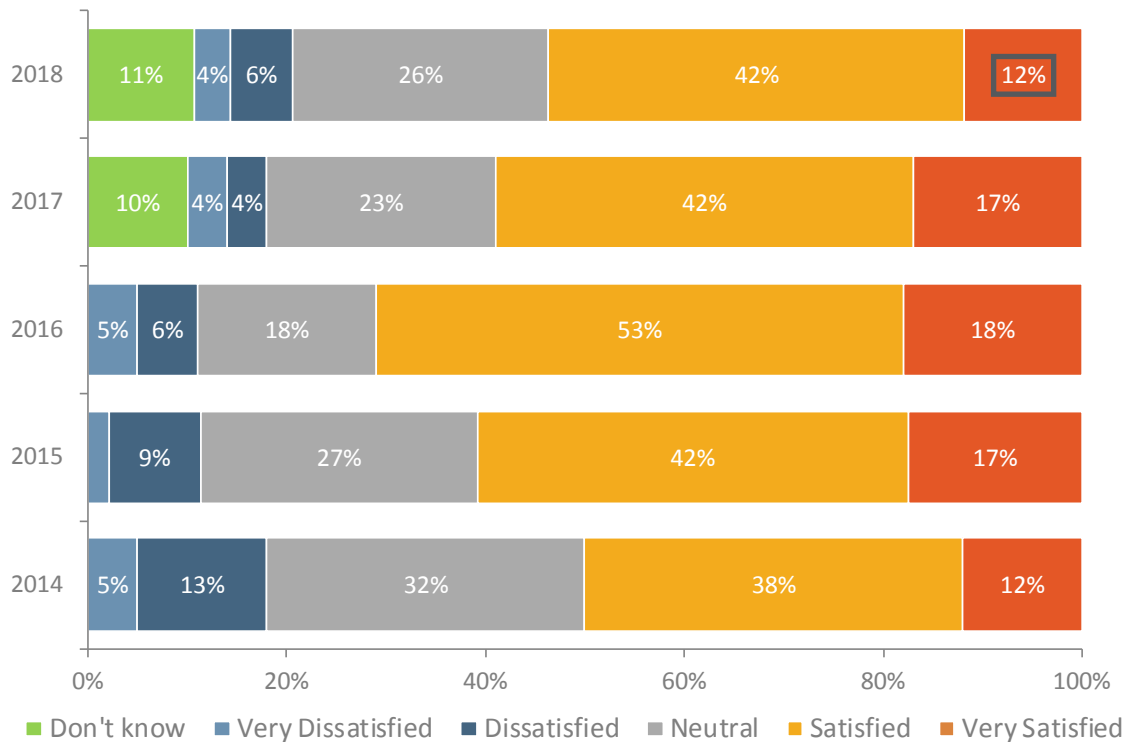
Blue indicates this area's result is significantly higher than the total result

# Wastewater



## Public Toilets | 2014 -2018

Fifty four per cent of residents are satisfied (42%) or very satisfied (12%) with the public toilets in the district, with a significant decrease noted this year for very satisfied ratings (12% cf. 2017, 17%). This brings this measure back in line with satisfaction scores seen in 2014 (50%). This year 10% of residents are dissatisfied (6%) or very dissatisfied (4%) with the public toilets.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	4%	3%	0%	4%	5%	3%
Dissatisfied	8%	7%	5%	4%	6%	11%
Neutral	36%	33%	35%	28%	12%	21%
Satisfied	41%	38%	32%	40%	53%	40%
Very Satisfied	11%	13%	16%	9%	11%	14%
Don't know	0%	5%	13%	14%	13%	12%

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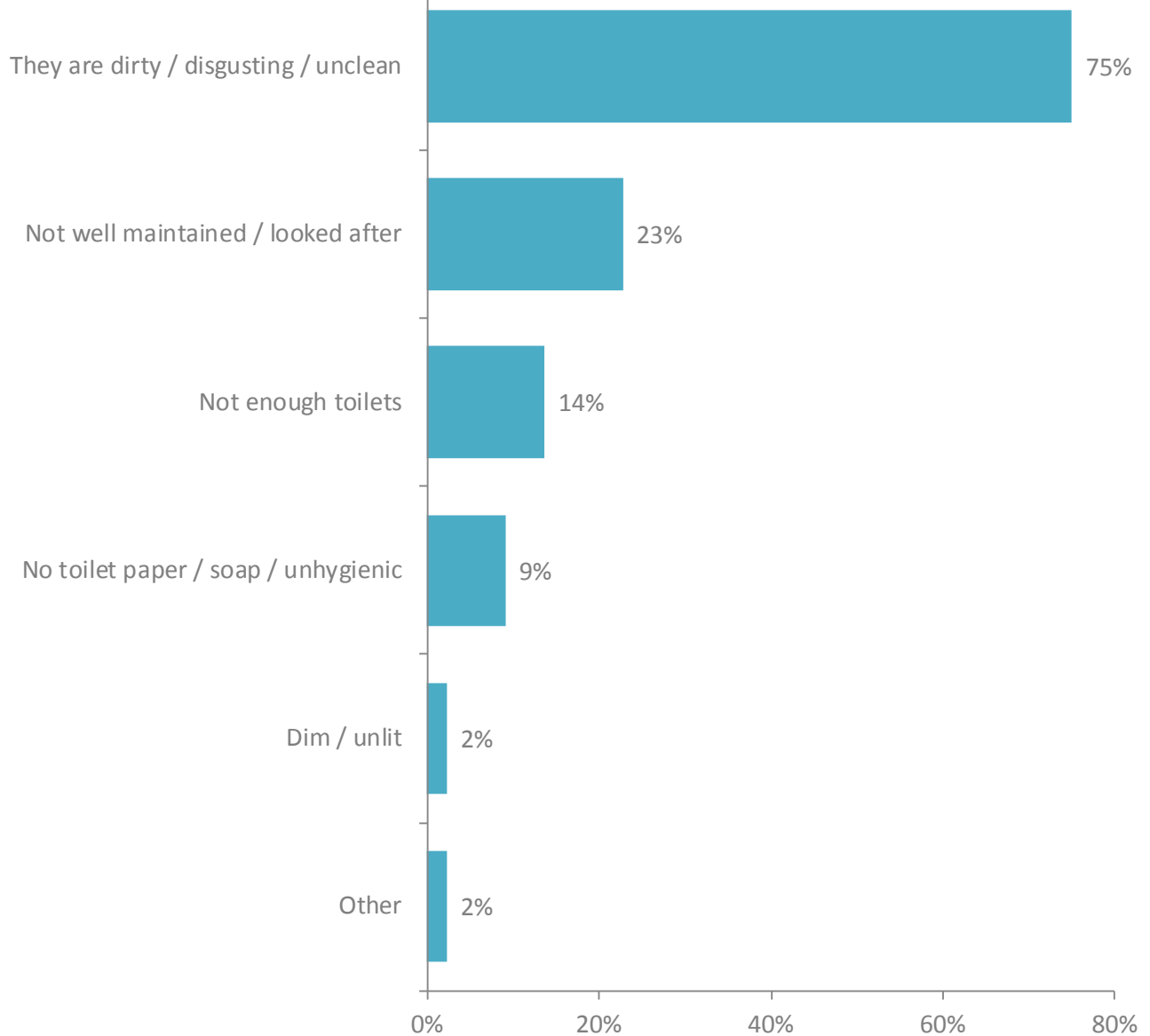
# Wastewater |

## PUBLIC TOILETS



### Reasons for Dissatisfaction

Reasons for dissatisfaction with public toilets stem largely from the toilets being dirty and unclean, with three quarters of dissatisfied residents stating this. A further 23% commented on the toilets not being well maintained or looked after, while 14% felt there were not enough toilets.



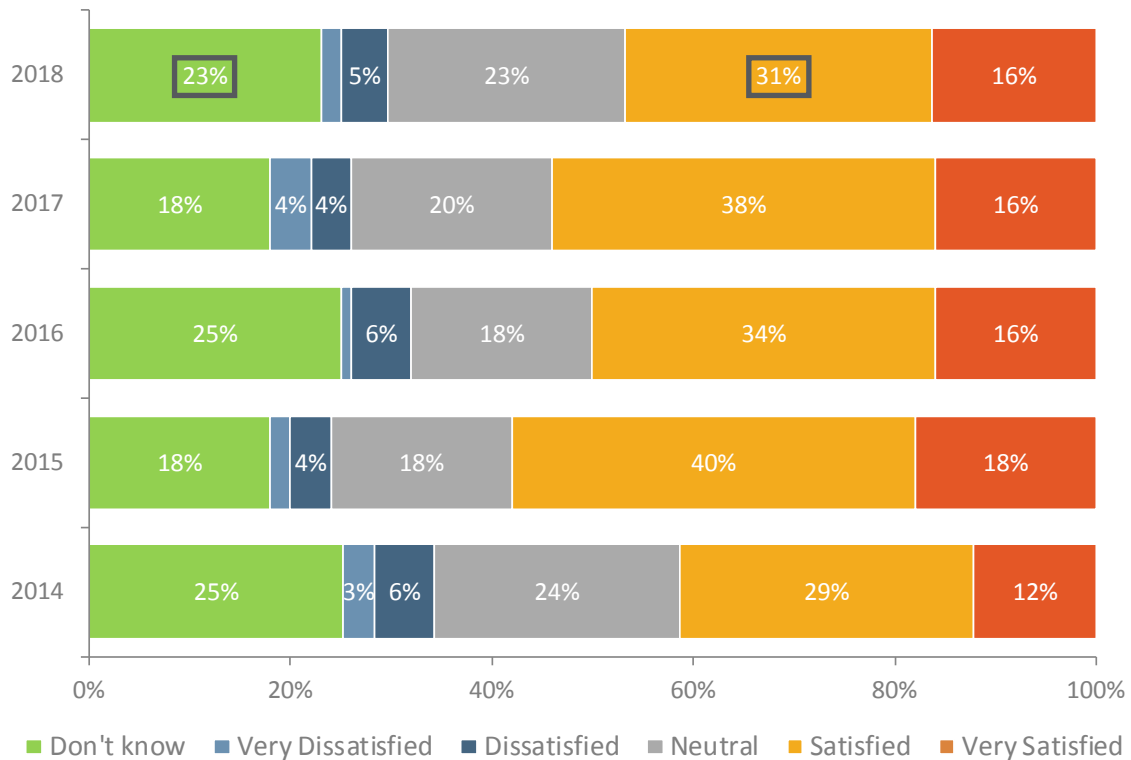


# Stormwater



## Stormwater Drainage | 2014 -2018

Almost half (47%) of residents were satisfied (31%) or very satisfied (16%) with the stormwater drainage in the district. A significant decrease is noted for satisfied ratings (31% cf. 2017, 38%) with a shift to don't know (23%) or neutral (23%) ratings bringing this measure closer to ratings seen in 2016.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	0%	2%	2%	2%	2%	3%
Dissatisfied	0%	2%	0%	10%	3%	9%
Neutral	27%	24%	11%	30%	28%	8%
Satisfied	25%	22%	22%	31%	42%	31%
Very Satisfied	15%	5%	23%	22%	16%	14%
Don't know	33%	45%	43%	4%	8%	36%

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

# Waste Management



## Demographic Differences

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AGE 18-39

### MORE LIKELY TO

Be very dissatisfied with kerbside recycling collection (6%)

Be very dissatisfied (9%) or dissatisfied (13%) with public toilets



AGE 40-59

### MORE LIKELY TO

Use kerbside rubbish collection (97%)

Be satisfied with public toilets (50%)



AGE 60+

### MORE LIKELY TO

Be very satisfied with the stormwater drainage service (22%), kerbside rubbish collection (45%), and public toilets (20%)



INCOME

### RESIDENTS WHO EARN LESS THAN 40K: MORE LIKELY TO

Be very dissatisfied with the wastewater service (3%)

Be satisfied with the stormwater service (42%)

### RESIDENTS WHO EARN BETWEEN \$40K AND \$70K: MORE LIKELY TO:

Be satisfied with the wastewater service (38%) and public toilets (53%)

Be very satisfied with kerbside recycling collection (45%) and litter control (21%)

### THOSE WHO EARN MORE THAN 70K: MORE LIKELY TO

Be dissatisfied with wastewater service (5%) and the transfer stations (6%)



GENDER

### FEMALE RESIDENTS: MORE LIKELY TO

Be satisfied with the wastewater system (34%), very dissatisfied with the kerbside rubbish collection (2%), dissatisfied with litter control (12%)

### MALE RESIDENTS: MORE LIKELY TO

Be very satisfied with the wastewater system (35%)



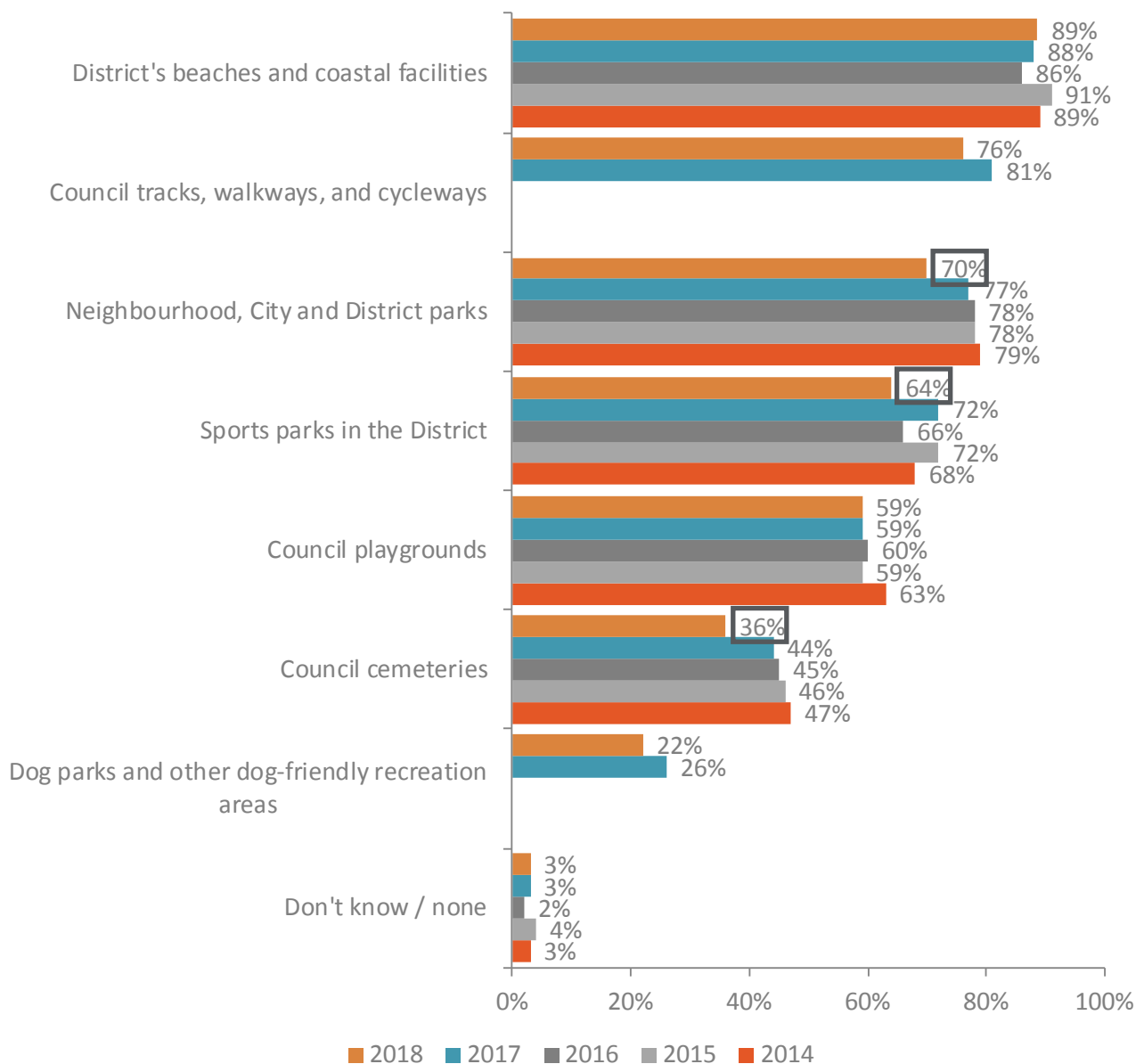
# **Community Facilities and Services**

# Parks and Recreation



## Usage of Facilities | 2014 -2018

District beaches and coastal facilities remain the most used facility in the district, with 89% of residents stating they had visited or used the district beaches and coastal facilities. This was followed by Council tracks, walkways, and cycleways at 76%. Use of neighbourhood, city, and district parks has decreased to 70% this year (cf. 2017, 77%). A decrease is also noted for Council cemeteries (36% cf. 2017, 44%), possibly driven by a younger sample, while use of sports parks (64% cf. 2017, 72%) has decreased to similar usage levels seen in 2016.



# Parks and Recreation



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Districts beaches and coastal facilities	83%	92%	85%	86%	89%	95%
Council tracks, walkways and cycleways	27%	30%	32%	38%	48%	30%
Neighbourhood, City and District parks	59%	72%	53%	62%	65%	72%
Sports parks in the District	47%	70%	48%	59%	58%	61%
Council playgrounds	75%	69%	72%	70%	78%	48%
Council cemeteries	78%	77%	88%	71%	82%	62%
Dog parks and other dog-friendly recreation areas	19%	20%	28%	20%	26%	21%
Don't know/None	4%	1%	2%	5%	2%	2%

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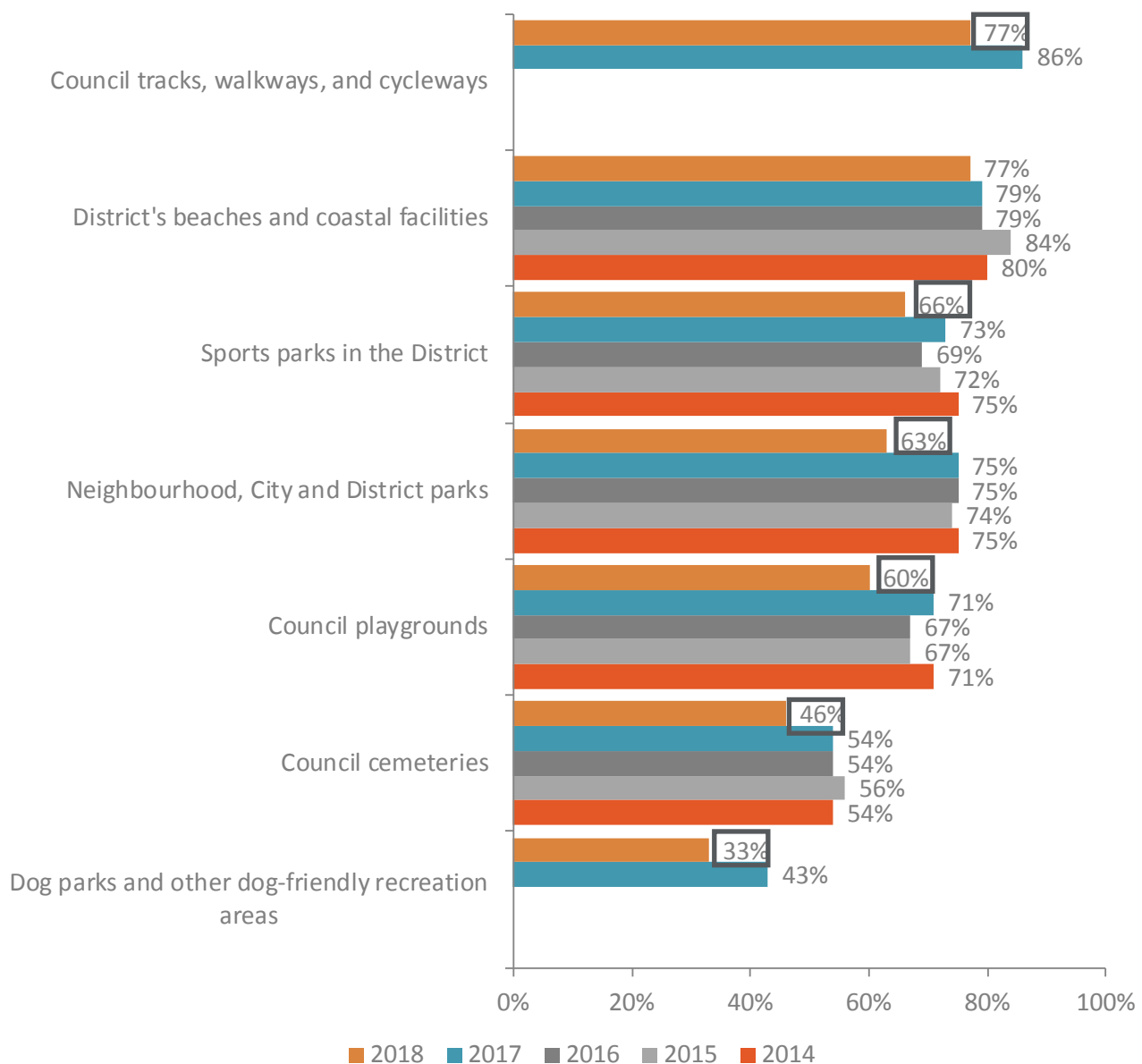
**Blue** indicates this area's result is significantly higher than the total result

# Parks and Recreation



## Satisfaction with Facilities | 2014 -2018

Satisfaction with facilities has decreased this year, with significant decreases noted for all facilities except district beaches and coastal facilities. Despite a decrease, Council tracks, walkways, and cycle ways continues to receive the highest combined satisfaction rating (77%), equal with district beaches and coastal facilities (77%). Lower levels of satisfaction were noted for Council cemeteries (45%) and dog parks and dog-friendly recreation areas (33%), possibly indicative of a change in sample composition for this year.

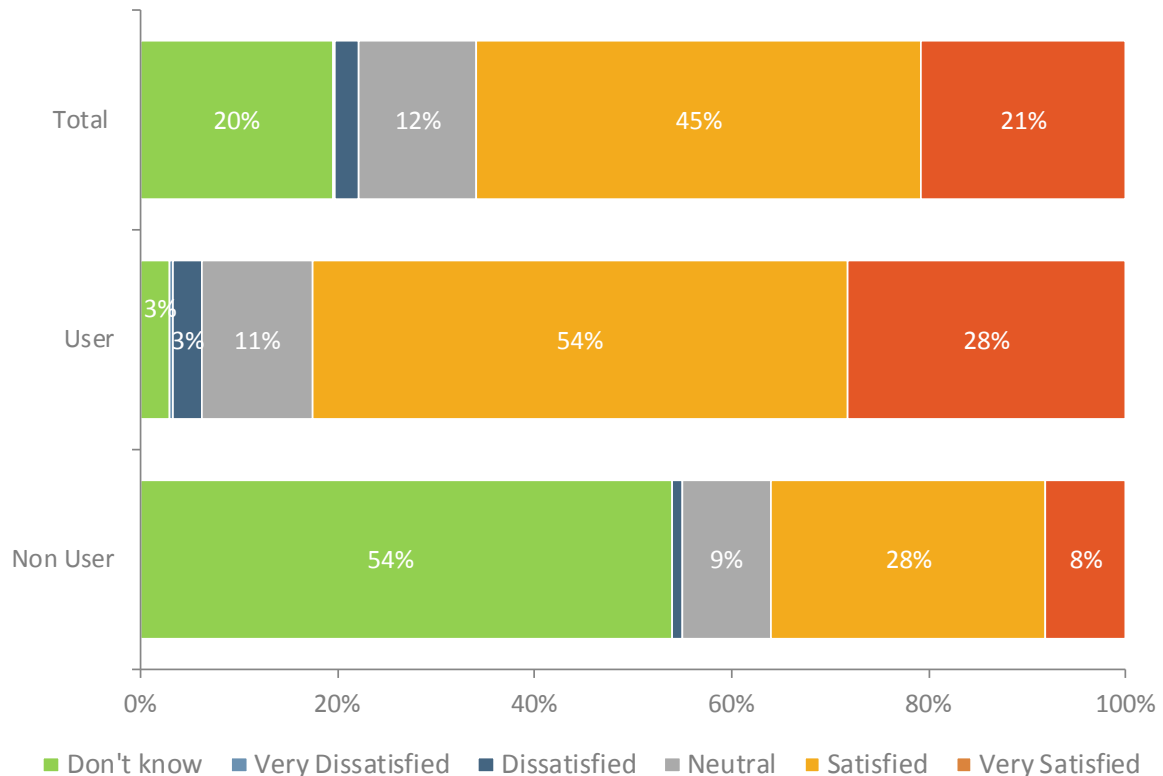


# Parks and Recreation



## Sports Parks in the District | User/ Non User

High levels of satisfaction are noted amongst users of sports parks in the district with 82% of these users satisfied (54%) or very satisfied (28%) with these facilities. Over half (54%) of non users were unsure how to rate this, however 36% stated they were satisfied (28%) or very satisfied (8%) with this.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	0%	0%	3%	0%	0%	0%
Dissatisfied	4%	1%	2%	1%	2%	7%
Neutral	0%	14%	12%	12%	14%	13%
Satisfied	63%	44%	24%	46%	51%	39%
Very Satisfied	13%	22%	32%	16%	24%	18%
Don't know	19%	18%	27%	24%	9%	23%

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

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

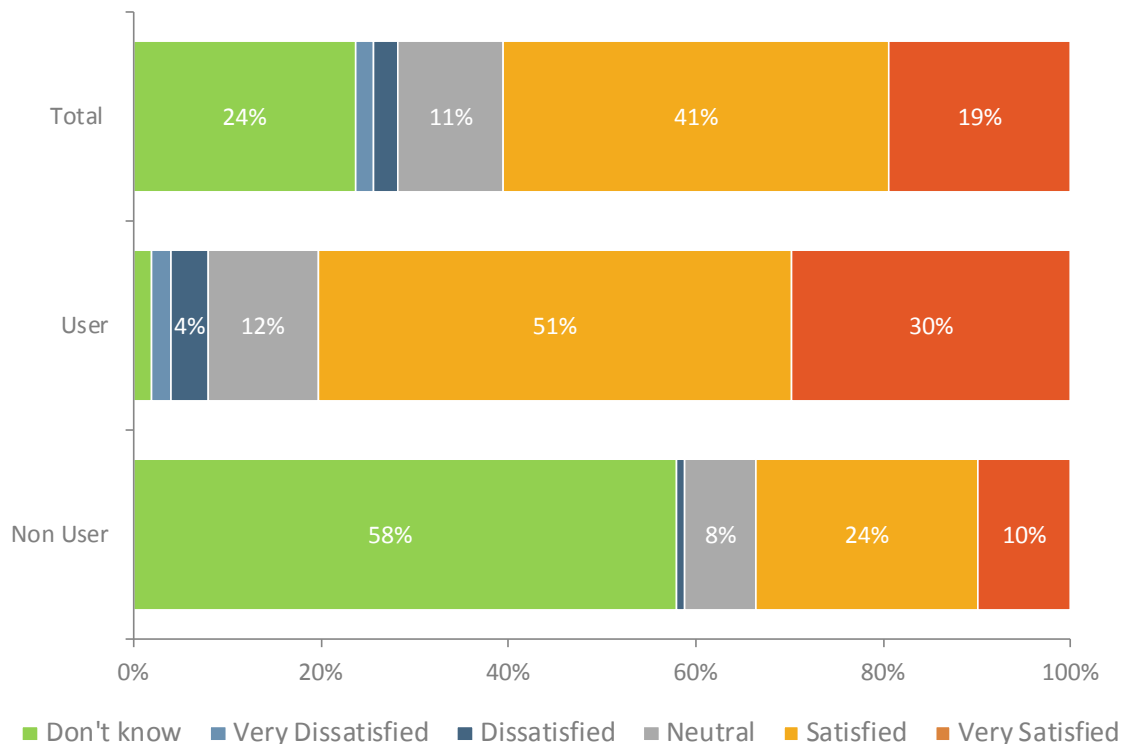
Blue indicates this area's result is significantly higher than the total result

# Parks and Recreation



## Council Playgrounds | User/ Non User

Eighty one per cent of users of Council playgrounds were satisfied (51%) or very satisfied (30%) with the Council playgrounds. Six per cent, however, of users were dissatisfied (4%) or very dissatisfied (2%). Fifty eight per cent of non users did not know how to rate this, with 34% satisfied (24%) or very satisfied (10%) with Council playgrounds.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	0%	5%	1%	0%	3%	2%
Dissatisfied	2%	1%	3%	5%	3%	1%
Neutral	12%	17%	4%	5%	18%	10%
Satisfied	65%	44%	42%	39%	39%	27%
Very Satisfied	12%	14%	23%	18%	23%	26%
Don't know	8%	19%	27%	33%	14%	35%

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

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

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

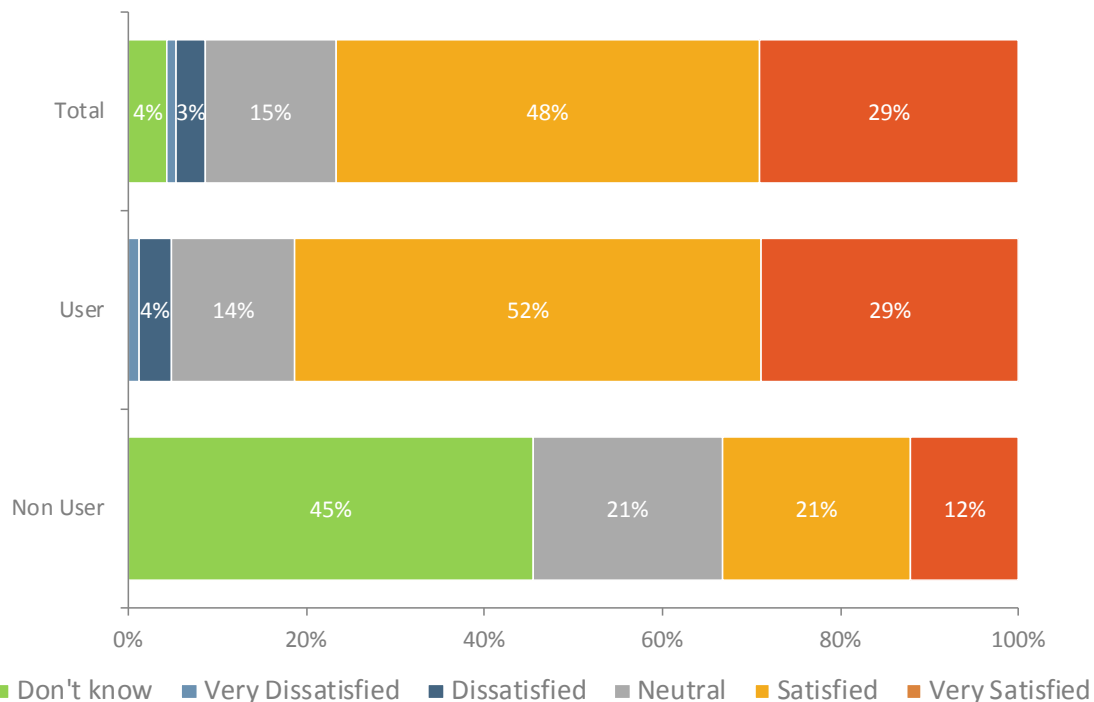


# Parks and Recreation



## District Beaches and Coastal Facilities | User/ Non User

Eighty one per cent of users of district beaches and coastal facilities were satisfied (52%) or very satisfied (29%) with these facilities, with a small proportion dissatisfied (1%) or very dissatisfied (4%). Thirty three per cent of non users were satisfied (21%) or very satisfied (12%) with the district beaches and coastal facilities, with 45% unsure how to rate this, and a further 21% giving this a neutral response.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	0%	0%	3%	1%	1%	1%
Dissatisfied	7%	3%	4%	1%	4%	3%
Neutral	17%	15%	15%	10%	16%	19%
Satisfied	52%	49%	37%	50%	47%	49%
Very Satisfied	24%	30%	40%	27%	30%	24%
Don't know	0%	2%	2%	10%	3%	3%

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

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

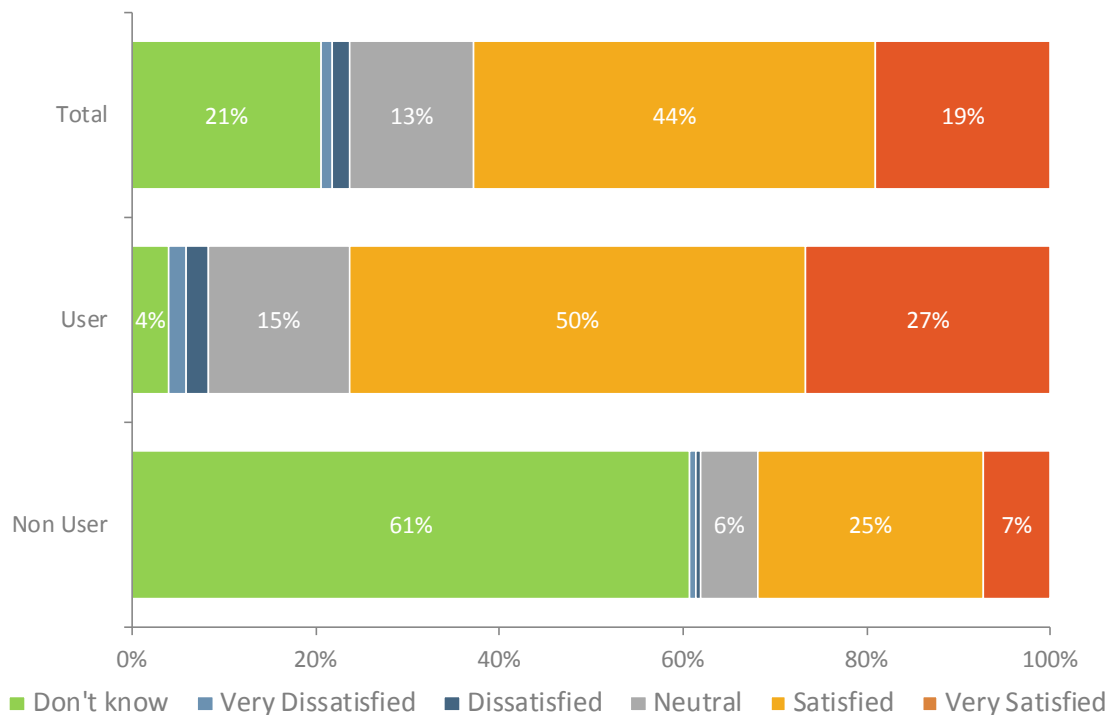
Blue indicates this area's result is significantly higher than the total result

# Parks and Recreation



## Neighbourhood, City and District Parks | User/ Non User

Over three quarters (77%) of users of neighbourhood, city, and district parks were satisfied (50%) or very satisfied (27%) with this, with 4% of users dissatisfied (2%) or very dissatisfied (2%). Sixty one per cent of non users were unsure how to rate this measure, while 32% were satisfied (25%) or very satisfied (7%).



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	0%	0%	2%	1%	3%	2%
Dissatisfied	4%	1%	0%	4%	1%	0%
Neutral	13%	19%	5%	11%	17%	12%
Satisfied	57%	47%	46%	41%	45%	31%
Very Satisfied	18%	16%	26%	19%	23%	10%
Don't know	8%	18%	21%	24%	11%	45%

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

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

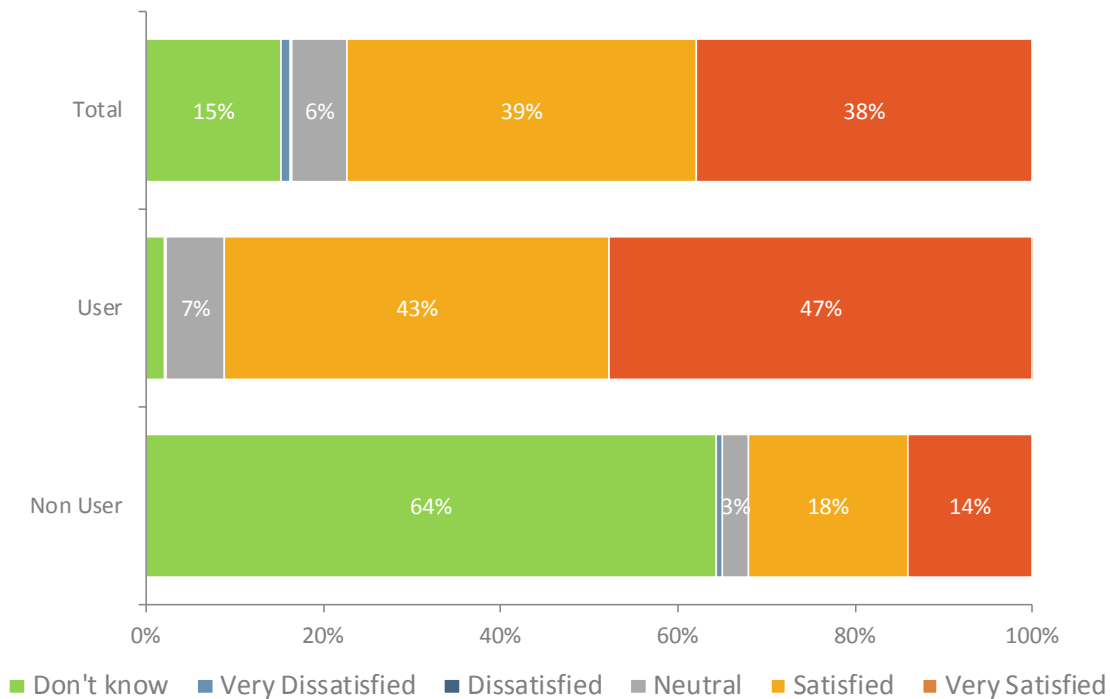
Blue indicates this area's result is significantly higher than the total result

# Parks and Recreation



## Council Tracks, Walkways and Cycleways | User / Non User

Ninety per cent of users of Council tracks, walkways, and cycleways were satisfied (43%) or very satisfied (47%) with these facilities, with no dissatisfied or very dissatisfied ratings. Thirty two per cent of non users were satisfied (18%) or very satisfied (14%) with this measure, with the majority (64%) unsure how to rate this.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	0%	6%	0%	0%	0%	0%
Dissatisfied	0%	0%	0%	1%	0%	0%
Neutral	13%	7%	2%	7%	7%	0%
Satisfied	39%	44%	43%	37%	37%	41%
Very Satisfied	40%	30%	48%	37%	47%	23%
Don't know	8%	13%	8%	19%	8%	37%

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

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

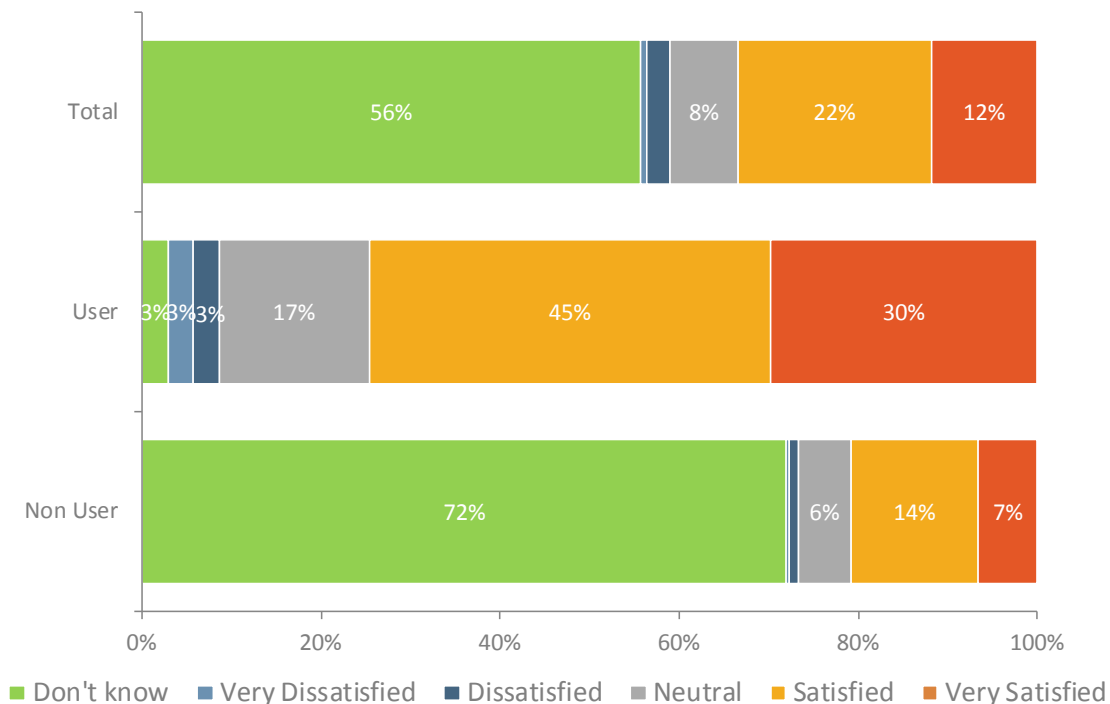
Blue indicates this area's result is significantly higher than the total result

# Parks and Recreation



## Dog Parks and Recreation Areas | User/ Non User

Three quarters of users of dog parks and recreation areas were satisfied (45%) or very satisfied (30%) with these facilities, with 6% dissatisfied (3%) or very dissatisfied (3%) with this. Seventy two per cent of non users were unsure how to rate this, while 21% were satisfied (14%) or very satisfied (7%) with the dog parks and recreation areas.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	0%	1%	3%	0%	1%	0%
Dissatisfied	10%	0%	0%	5%	2%	0%
Neutral	9%	8%	9%	6%	11%	1%
Satisfied	36%	24%	16%	18%	26%	11%
Very Satisfied	2%	14%	18%	7%	17%	12%
Don't know	43%	52%	55%	65%	42%	76%

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

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

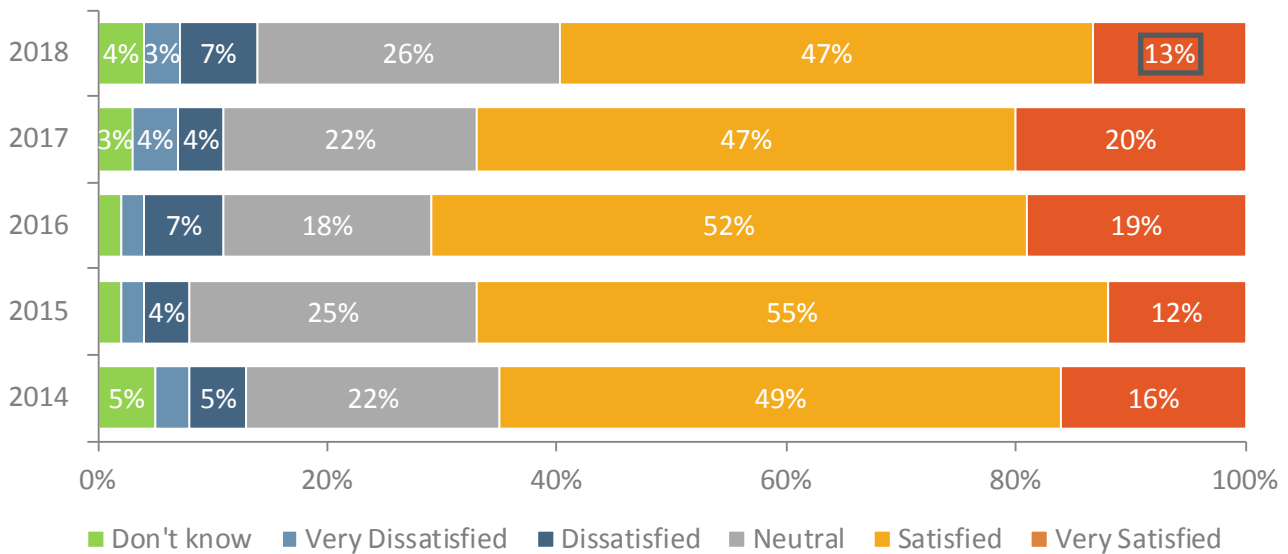
Blue indicates this area's result is significantly higher than the total result

# Parks and Recreation



## Preservation of Natural Environment | 2014 -2018

This year sees a decrease in satisfaction that the natural environment in Whangarei District is being sustained and preserved for future generations, with 13% very satisfied with this measure (cf. 2017, 20%) and 47% satisfied. Just over a quarter (26%) provided a neutral rating, while a slight increase (although not statistically significant) is noted for dissatisfied ratings (7% cf. 2017, 4%).



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	2%	7%	1%	1%	4%	3%
Dissatisfied	18%	2%	9%	10%	1%	6%
Neutral	11%	36%	20%	26%	28%	28%
Satisfied	54%	42%	52%	42%	51%	43%
Very Satisfied	10%	10%	15%	17%	11%	13%
Don't know	4%	2%	3%	3%	5%	7%

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

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

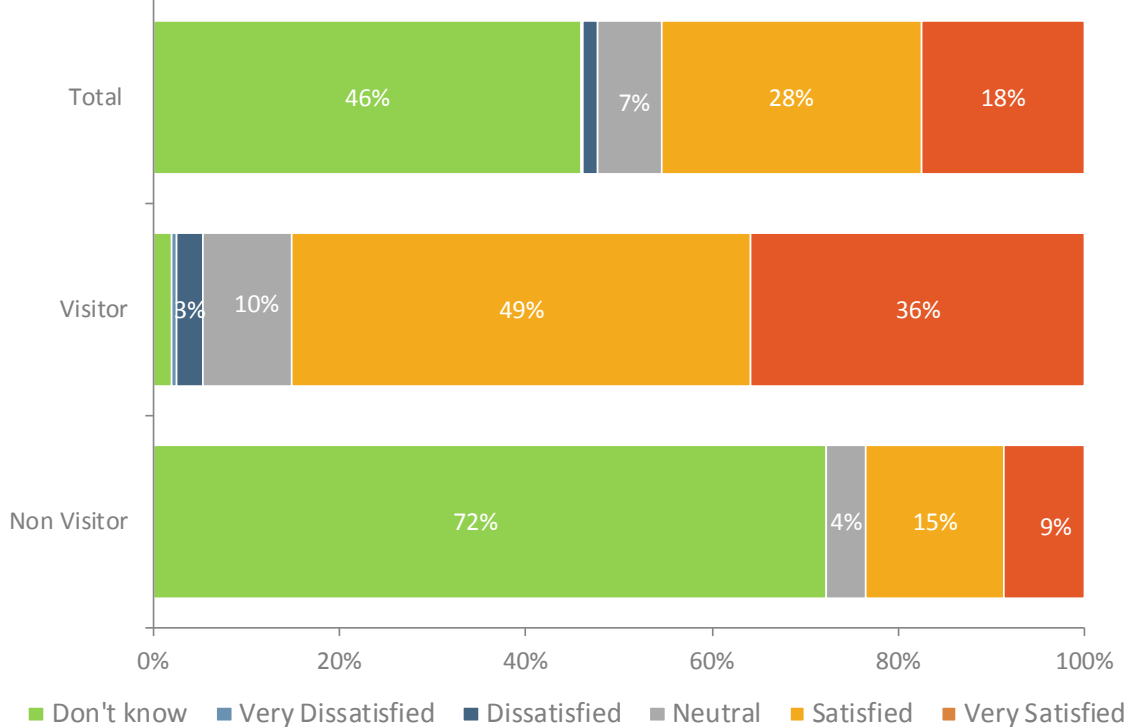
Blue indicates this area's result is significantly higher than the total result

# Parks and Recreation



## Council Cemeteries | Visitor/ Non Visitor

Visitors of Council cemeteries were predominantly satisfied, with 85% of visitors to the cemeteries satisfied (49%) or very satisfied (36%) with the facilities. Three per cent of visitors were dissatisfied with the facilities. A high proportion of don't know responses (72%) are seen for non visitors of this facility, with 24% of non visitors satisfied (15%) or very satisfied (9%).



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	0%	0%	0%	0%	0%	0%
Dissatisfied	0%	6%	0%	0%	2%	1%
Neutral	11%	2%	11%	7%	6%	7%
Satisfied	41%	33%	19%	26%	30%	18%
Very Satisfied	5%	12%	18%	16%	29%	17%
Don't know	42%	46%	51%	50%	33%	58%

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

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# Parks and Recreation



## Demographic Differences



**AGE 18-39**

### LESS LIKELY TO

Have visited a cemetery (25%)



**AGE 40-59**

### MORE LIKELY TO

Have visited District beaches and coastal facilities (95%), sports parks (74%), and Council tracks, walkways, and cycleways (85%)



**AGE 60+**

### MORE LIKELY TO

Have visited Council cemeteries (49%)

### LESS LIKELY TO

Have visited District beaches and coastal facilities (82%), sports parks (56%), Council playgrounds (50%), neighbourhood, city, and district parks (57%), Council tracks, walkways, and cycleways (64%)



**INCOME**

### RESIDENTS WHO EARN LESS THAN \$40K: LESS LIKELY TO

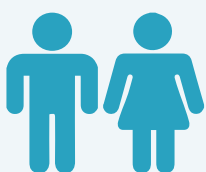
Have visited Council tracks, walkways, and cycleways (68%)

### RESIDENTS WHO EARN BETWEEN \$40 AND \$70K: MORE LIKELY TO

Be very satisfied with the natural environment being preserved for future generations (20%)

### RESIDENTS WHO EARN MORE THAN \$70K: MORE LIKELY TO

Have visited the District beaches and coastal facilities (97%), Council tracks, walkways, and cycleways (88%), and dog parks (30%)



**GENDER**

### FEMALES: MORE LIKELY TO

Have visited Council playgrounds (66%) and Council tracks, walkways, and cycleways (82%)

### MALES: LESS LIKELY TO

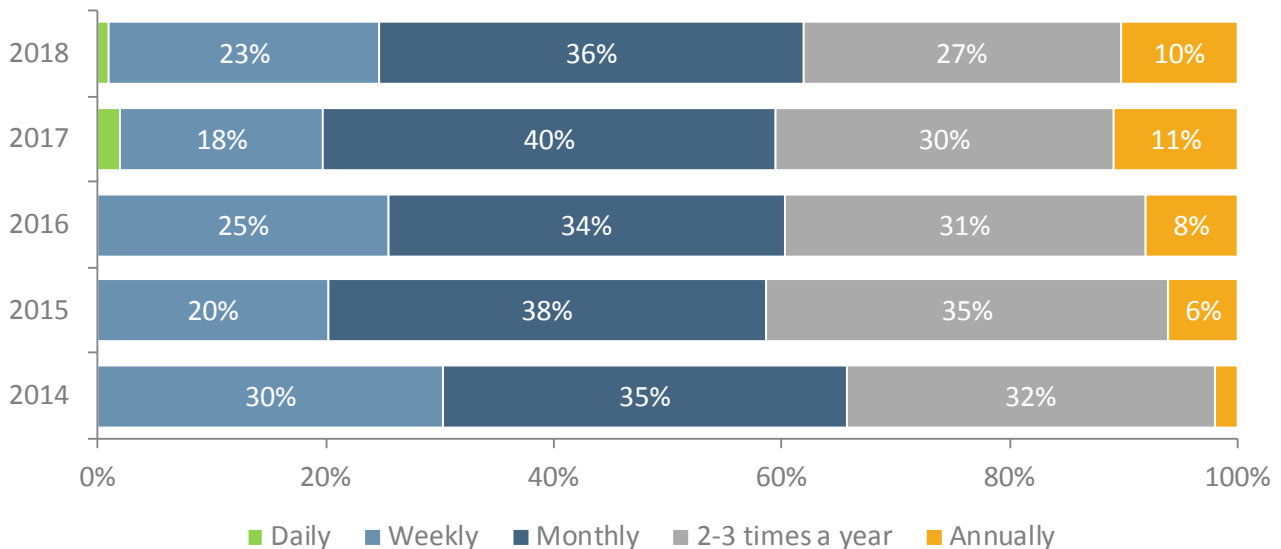
Have visited Council playgrounds (50%) and Council tracks, walkways, and cycleways (70%)

# Libraries



## Libraries Usage | 2014 -2018

Consistent with results seen in previous years, the highest proportion of library users use the library on a monthly basis (36%), followed by 2 - 3 times a year (27%). Twenty three per cent use the libraries on a weekly basis, while only a small proportion (1%) use the libraries daily. Ten per cent mentioned they would use the libraries on an annual basis.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Daily	7%	0%	0%	1%	1%	0%
Weekly	21%	10%	16%	30%	34%	18%
Monthly	26%	49%	32%	28%	37%	41%
2-3 times a year	41%	28%	27%	33%	14%	34%
Annually	5%	12%	22%	6%	12%	4%
Don't know	0%	2%	3%	3%	1%	4%

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

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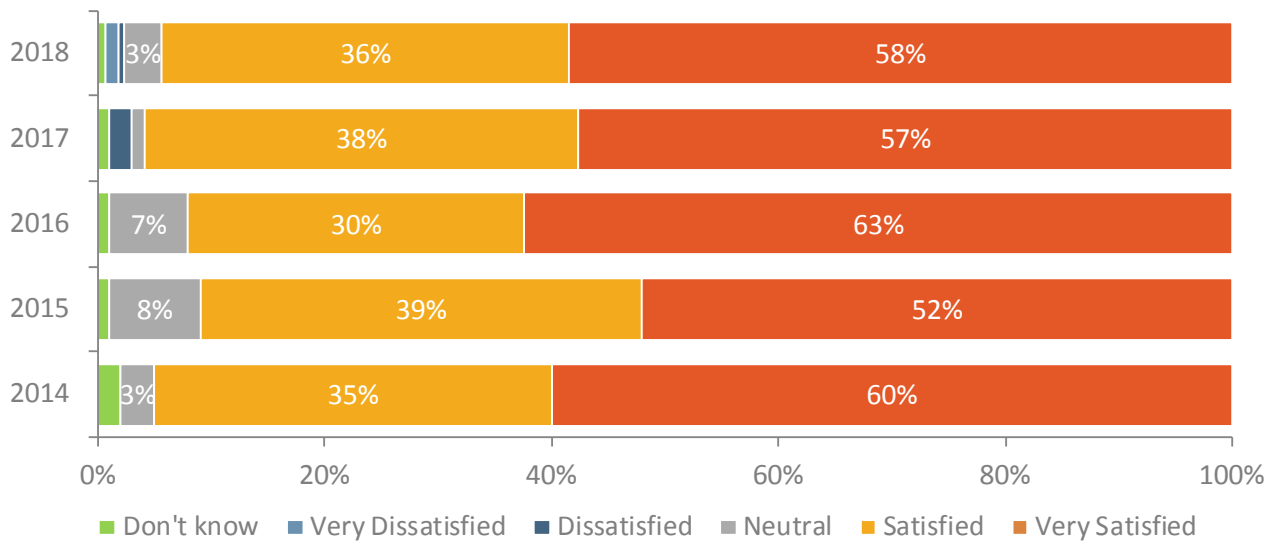


# Libraries



## Resources | 2014 -2018

High satisfaction with the resources in the libraries is seen year on year. This year, 94% of library users were satisfied (36%) or very satisfied (58%) with the resources, including books, buildings, newspapers, magazines, and other library resources. A small proportion were neutral (3%), dissatisfied (1%), or very dissatisfied (1%) on this matter.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	4%	0%	0%	0%	3%	0%
Dissatisfied	4%	0%	0%	1%	0%	0%
Neutral	17%	4%	3%	1%	2%	0%
Satisfied	26%	37%	43%	41%	31%	33%
Very Satisfied	49%	58%	51%	57%	63%	67%
Don't know	0%	1%	3%	0%	1%	0%

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

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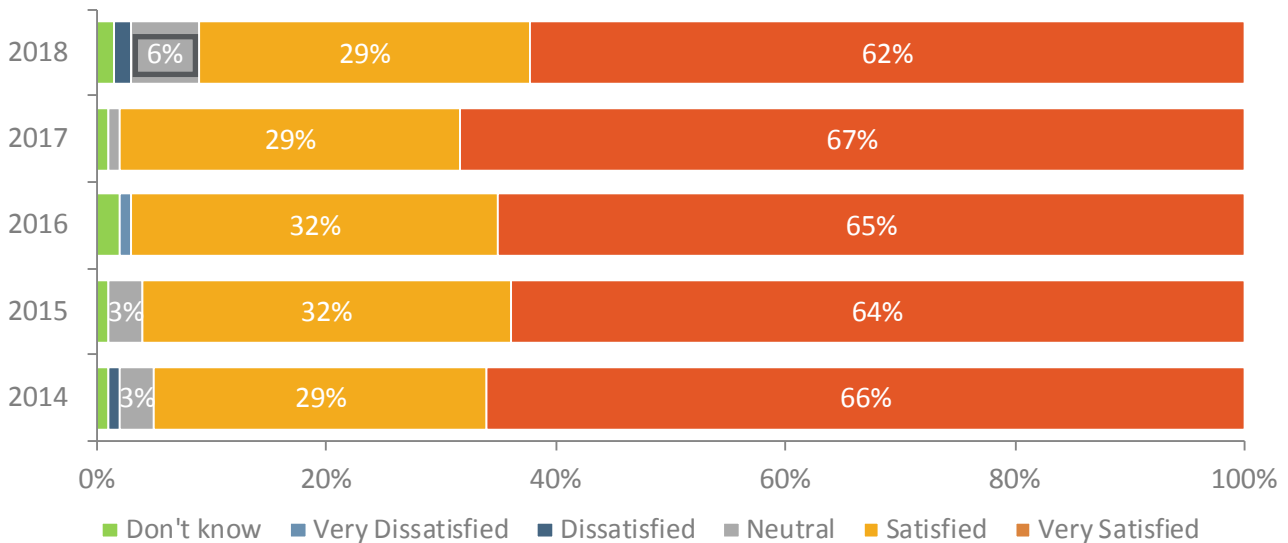
Blue indicates this area's result is significantly higher than the total result

# Libraries



## Customer Service | 2014 -2018

This year, a significantly higher proportion of neutral responses is seen for customer service ratings (6% cf. 2017, 1%) bringing the combined satisfaction down to 91%, with 29% of library users satisfied and 62% very satisfied with the customer service.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	0%	0%	0%	0%	0%	0%
Dissatisfied	0%	0%	7%	1%	1%	0%
Neutral	21%	6%	3%	4%	6%	0%
Satisfied	16%	39%	28%	28%	29%	22%
Very Satisfied	63%	52%	54%	66%	64%	78%
Don't know	0%	3%	7%	0%	0%	0%

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

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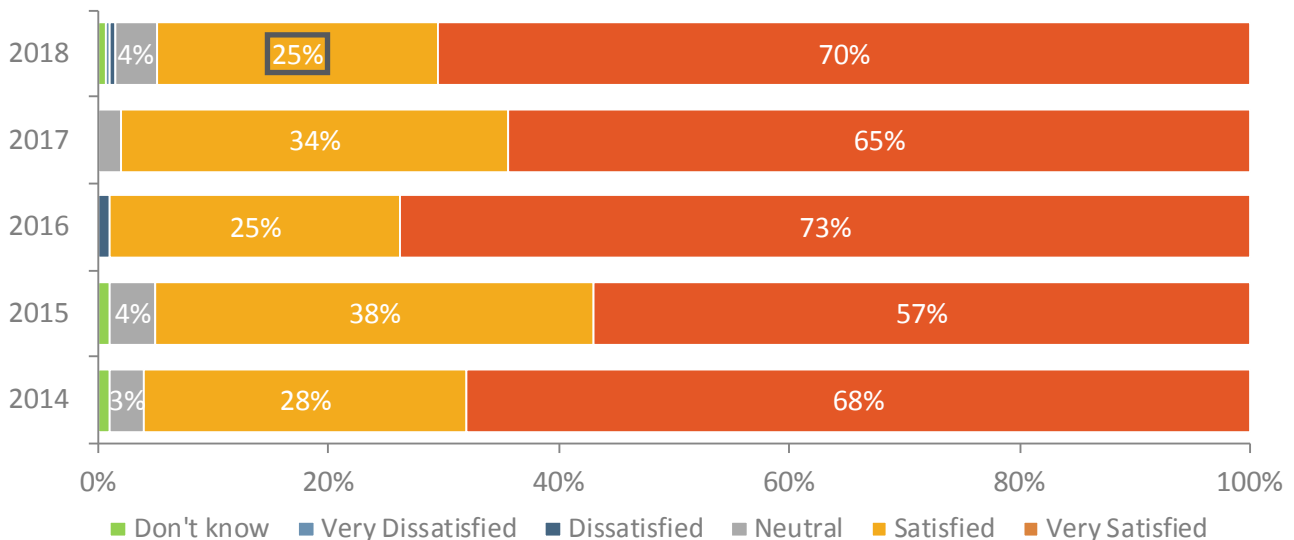
Blue indicates this area's result is significantly higher than the total result

# Libraries



## Library Service Overall | 2014 -2018

A significant decrease is noted in satisfied ratings (25% cf. 2017, 34%) this year, however very satisfied ratings have increased by 5 percentage points to 70%. This brings this measure back in line with results seen in 2016 and prior.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	4%	0%	0%	0%	0%	0%
Dissatisfied	0%	0%	0%	0%	1%	0%
Neutral	17%	3%	0%	3%	3%	0%
Satisfied	13%	31%	35%	24%	21%	20%
Very Satisfied	66%	65%	65%	73%	73%	80%
Don't know	0%	1%	0%	0%	2%	0%

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

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

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

# Libraries



## Demographic Differences

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AGE 18-39

### MORE LIKELY TO

Give a neutral response to customer service (15%) and resources at the library (10%)



AGE 40-59

### MORE LIKELY TO

Be satisfied with the customer service (41%)



AGE 60+

### MORE LIKELY TO

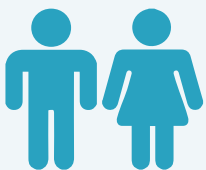
Be very satisfied with the resources at the library (72%) and customer service (75%)



INCOME

### RESIDENTS EARNING LESS THAN \$40K: MORE LIKELY TO

Use the library on a weekly basis (34%)



GENDER

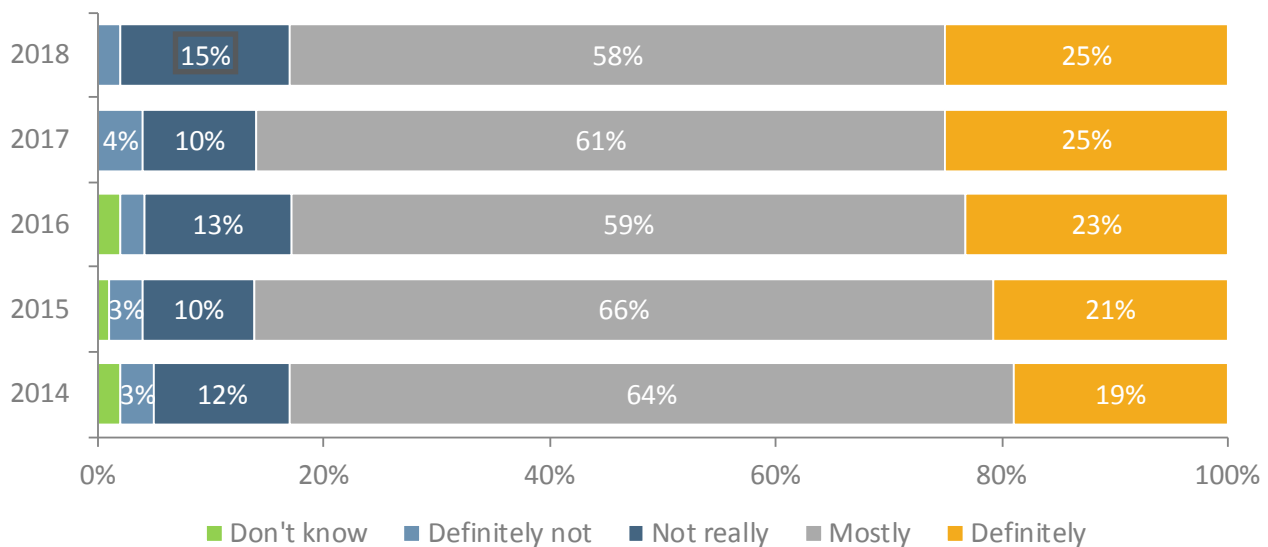
No statistically significant differences noted

# Community Services



## Safety in the District | 2014 -2018

Eighty-three per cent of residents feel mostly (58%) or definitely (25%) safe in the district. This year, an increase is noted for residents stating that they did not really feel safe in the district (15% cf. 2017, 10%), possibly driven by the presence of a younger demographic in the sample.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Yes - definitely	12%	31%	25%	15%	25%	51%
Yes - mostly	79%	56%	53%	63%	56%	42%
Not really	7%	13%	20%	20%	17%	5%
Definitely not	2%	1%	3%	1%	3%	2%

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

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

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

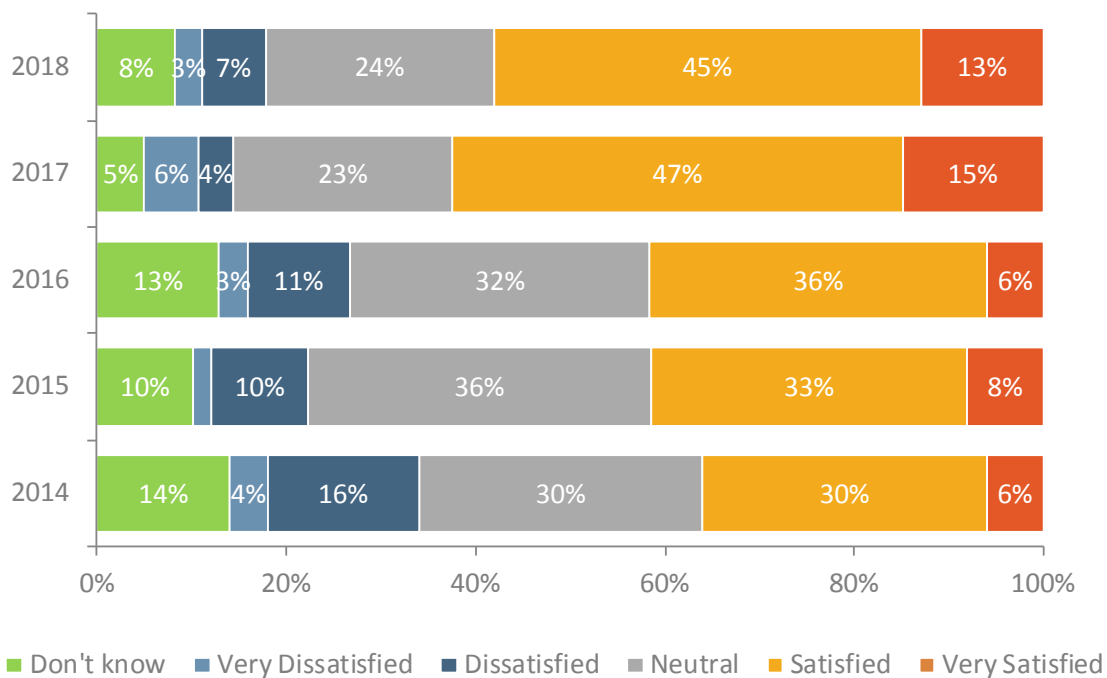
# Community Services

## Council Initiatives to Promote Safety



| 2014 -2018

Fifty-eight per cent of residents are satisfied (45%) or very satisfied (13%) with Council's initiatives to promote safety, similar to results seen in 2017. Almost a quarter (24%) were neutral on this matter, with 10% dissatisfied (7%) or very dissatisfied (3%) with this.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	8%	3%	0%	3%	2%	2%
Dissatisfied	2%	8%	5%	5%	10%	8%
Neutral	18%	33%	12%	25%	24%	25%
Satisfied	48%	34%	58%	43%	46%	52%
Very Satisfied	11%	12%	13%	20%	9%	7%
Don't know	13%	11%	12%	4%	8%	7%

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

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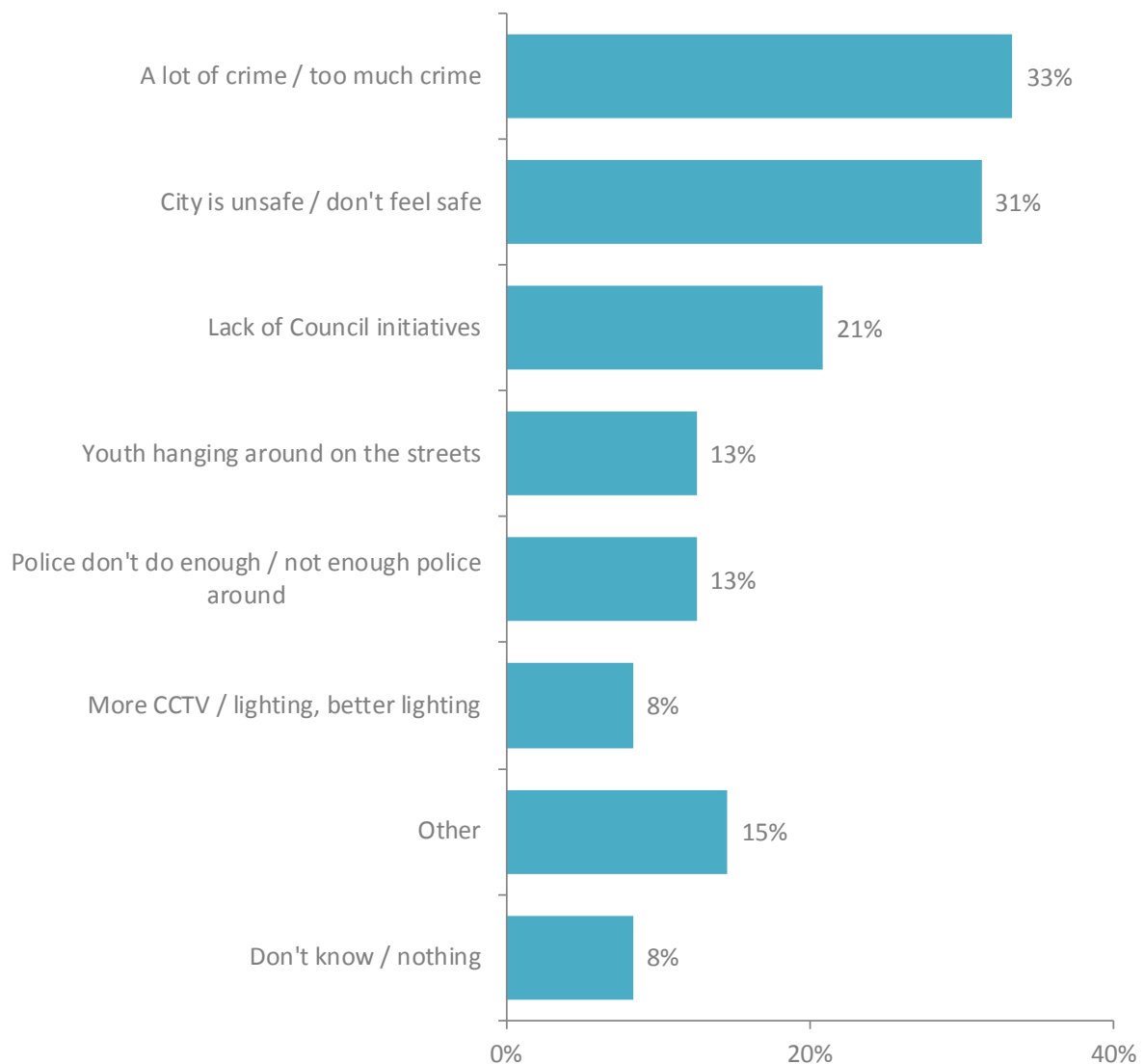
Blue indicates this area's result is significantly higher than the total result

# Community Services | SAFETY IN THE DISTRICT



## Reasons for Dissatisfaction

A third (33%) of dissatisfied residents with Council initiatives to promote safety were dissatisfied due to too much crime with a further 31% stating that they did not feel safe in the city. Twenty-one per cent felt that there was a lack of Council initiatives regarding safety.



# Community Services



## Demographic Differences

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**AGE 18-39**

### **MORE LIKELY TO**

State they do not really feel safe in the district (29%)



**AGE 40-59**

No statistically significant differences noted



**AGE 60+**

### **MORE LIKELY TO**

State they definitely feel safe in the district (40%)



**INCOME**

### **RESIDENTS EARNING LESS THAN 40K**

State they definitely feel safe in the district (36%)



**GENDER**

### **FEMALE: MORE LIKELY TO**

State they definitely do not feel safe in the district (3%)

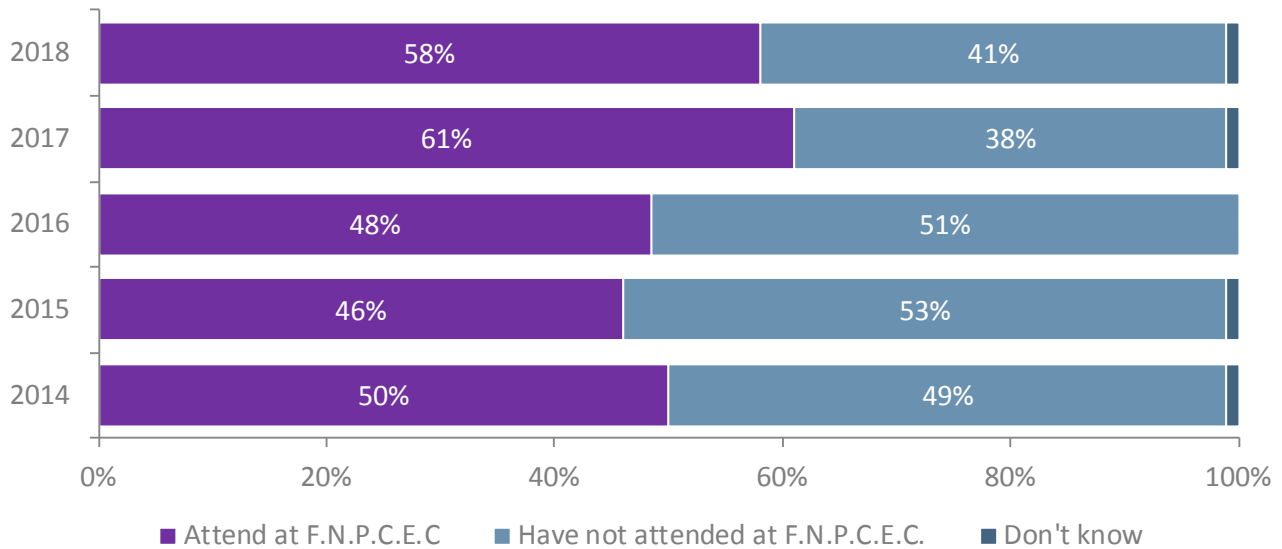


# Venues and Facilities



## Attendance at Forum North | 2014 -2018

Fifty-eight per cent of residents had attended a function, conference, or event at Forum North Performance Conference and Expo Centre, with 41% stating they had not.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Have attended	70%	53%	51%	65%	56%	47%
Have not attended	30%	47%	45%	33%	44%	49%
Don't know	0%	1%	4%	1%	0%	4%

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

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

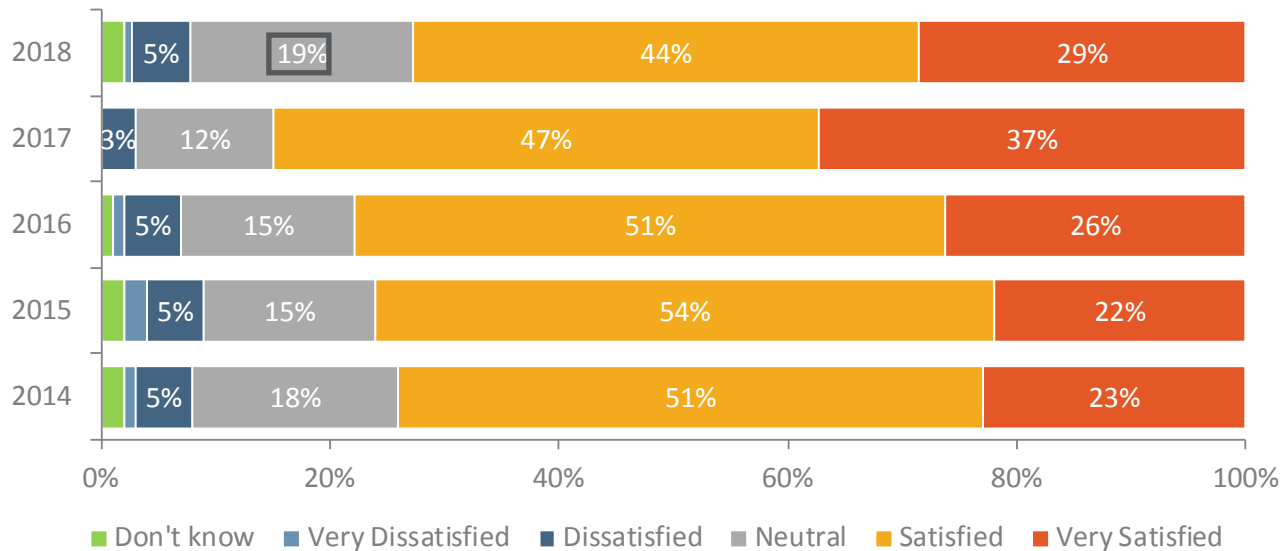
**Blue** indicates this area's result is significantly higher than the total result

# Venues and Facilities



## Satisfaction with Forum North | 2014 -2018

Of those who had attended an event at Forum North, 73% were satisfied (44%) or very satisfied (29%) with the quality of venues and events at this facility. While not statistically significant, a decrease in very satisfied ratings is seen, with a significant increase in neutral ratings noted (19% cf. 2017, 12%).



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	0%	0%	0%	2%	1%	0%
Dissatisfied	0%	6%	0%	4%	11%	6%
Neutral	18%	23%	21%	24%	15%	9%
Satisfied	54%	41%	49%	44%	43%	40%
Very Satisfied	28%	29%	30%	24%	27%	46%
Don't know	0%	1%	0%	2%	4%	0%

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

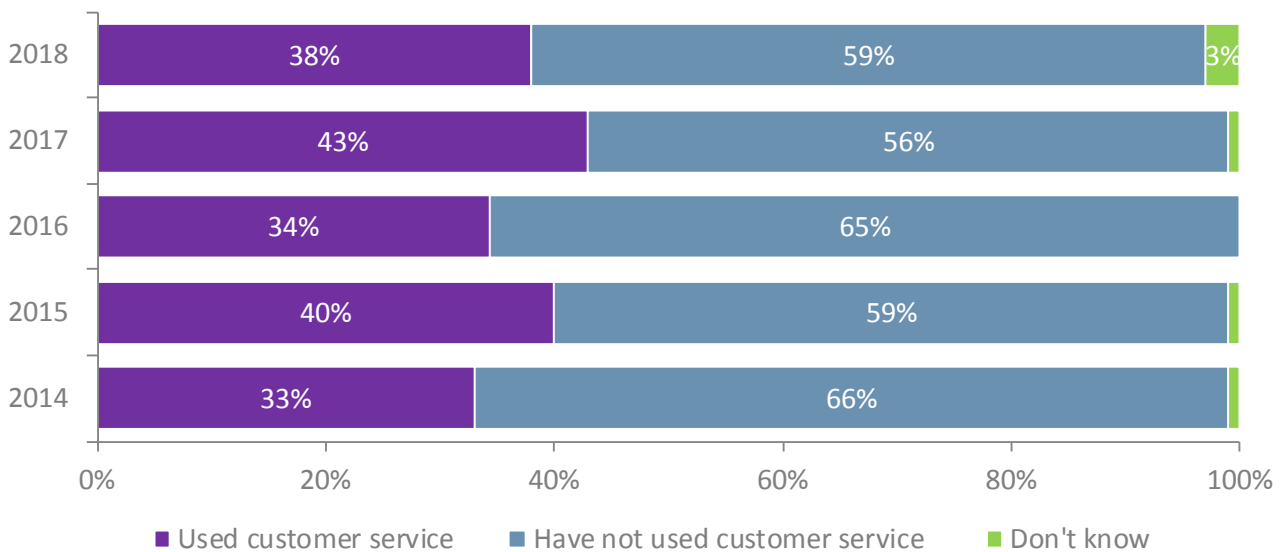
Red indicates this area's result is significantly lower than the total result

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

# Venues and Facilities

## Customer Services at Forum North/ Ruakaka | 2014 -2018

This year, 38% of residents had used the customer services at Forum North/ Ruakaka in the past year, with 59% stating they had not, and 3% unsure.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Used	32%	35%	40%	42%	41%	32%
Not used	68%	57%	58%	57%	58%	62%
Don't know	0%	7%	2%	1%	2%	5%

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

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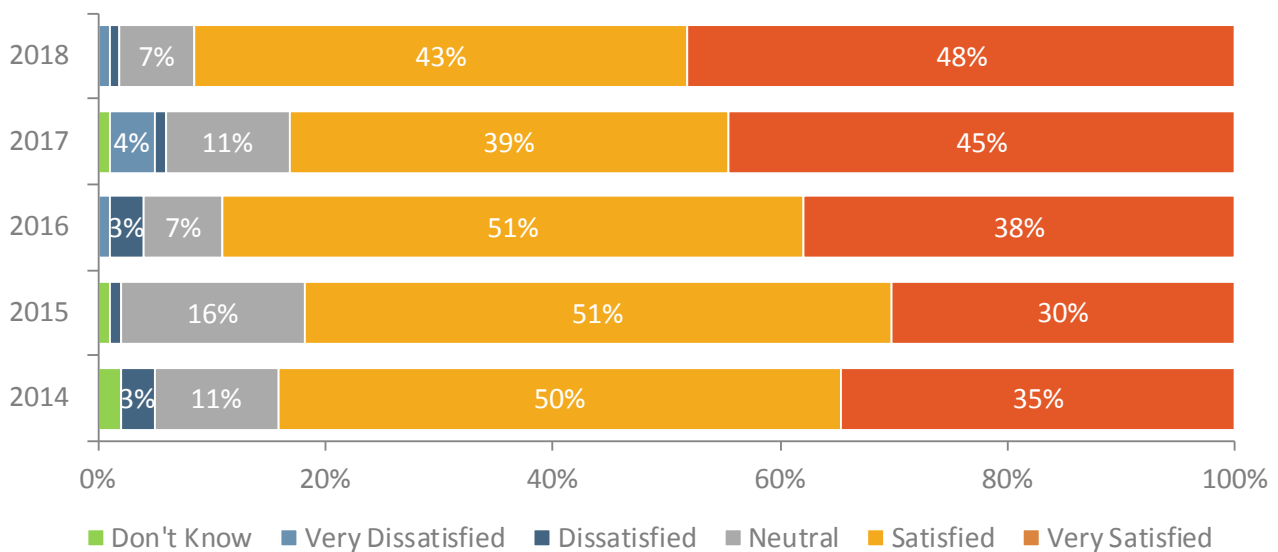
Blue indicates this area's result is significantly higher than the total result

# Venues and Facilities



## Customer Service Satisfaction | 2014 -2018

Results for satisfaction with customer service at Forum North/ Ruakaka have increased this year, with 43% satisfied (cf. 2017, 39%) and 48% very satisfied (cf. 2017, 45%) with the customer service. Only a small proportion (1% each) was noted for dissatisfied or very dissatisfied ratings for this measure.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	0%	0%	0%	0%	4%	0%
Dissatisfied	0%	0%	0%	0%	2%	3%
Neutral	0%	5%	0%	10%	8%	8%
Satisfied	75%	53%	47%	40%	35%	33%
Very Satisfied	25%	42%	53%	50%	50%	57%
Don't know	0%	0%	0%	0%	1%	0%

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

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

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

# Venues and Facilities



## Demographic Differences



**AGE 18-39**

### **MORE LIKELY TO**

Give a neutral response to their satisfaction with the quality of venues and events at Forum North Performance Conference and Expo Centre (31%) and for the customer service provided at Forum North/ Ruakaka (18%)



**AGE 40-59**

### **MORE LIKELY TO**

Be satisfied with the quality of venues and events at Forum North Performance Conference and Expo Centre (54%)



**AGE 60+**

### **MORE LIKELY TO**

Have not attended a function, conference or event at Forum North Performance Conference and Expo Centre (54%)  
Have used customer services at Forum North/ Ruakaka (48%)



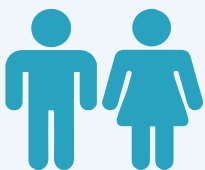
**INCOME**

### **RESIDENTS EARNING LESS THAN \$40K: MORE LIKELY TO**

Be dissatisfied with the quality of venues and events at Forum North Performance Conference and Expo Centre (12%)

### **RESIDENTS EARNING MORE THAN \$70K: MORE LIKELY TO**

Have attended a function, conference or event at Forum North Performance Conference and Expo Centre (67%)



**GENDER**

### **FEMALE: MORE LIKELY TO**

Be very satisfied with the quality of venues and events at Forum North Performance Conference and Expo Centre (35%) and the customer service provided at Forum North/ Ruakaka (60%)

### **MALE: MORE LIKELY TO**

Be satisfied with the customer service provided at Forum North/ Ruakaka (54%) and give a neutral response to the quality of venues and events at Forum North Performance Conference and Expo Centre (28%)



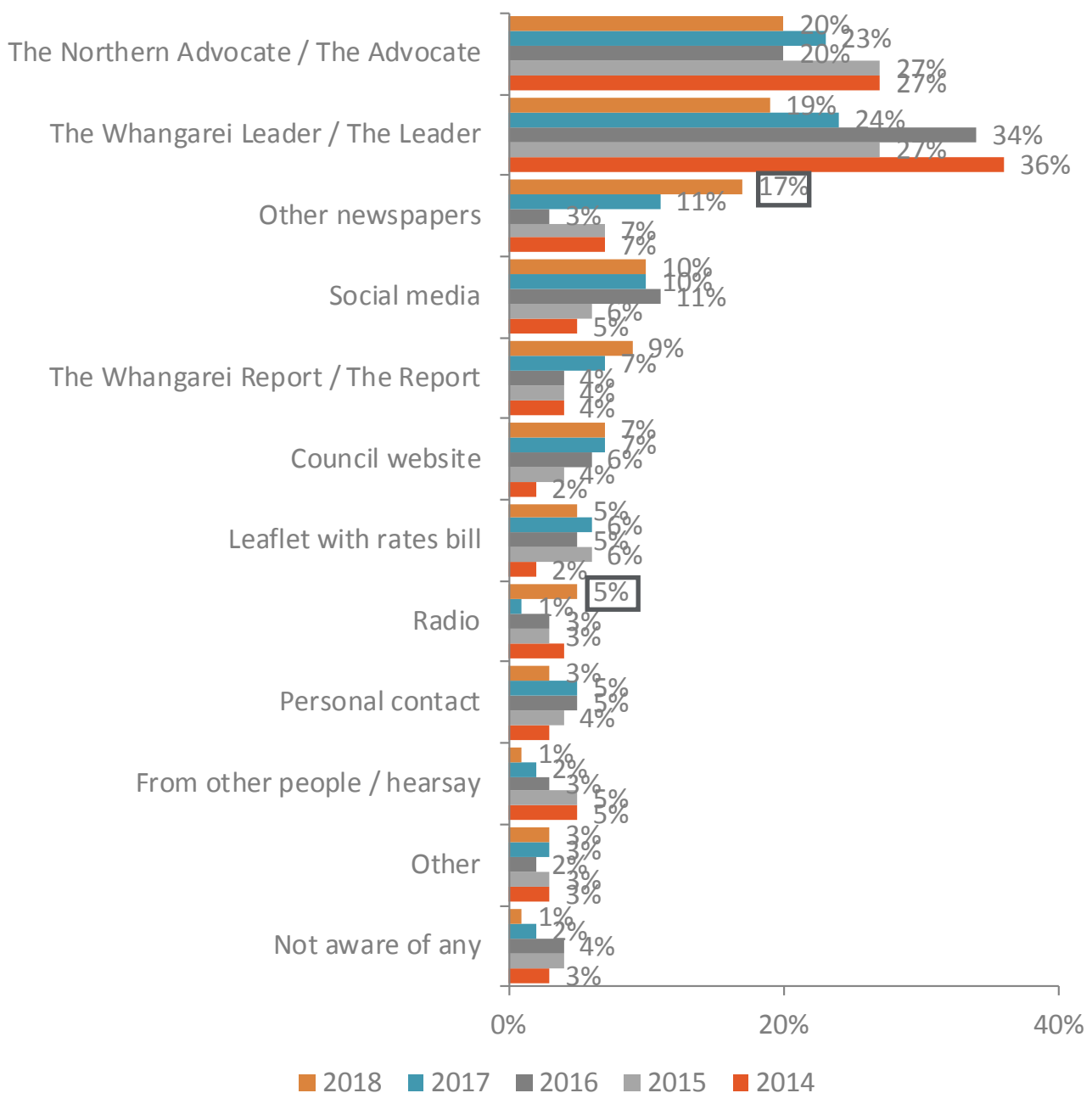
# **Council Performance**

# Council Performance



## Council Information Sources | 2014 -2018

The Northern Advocate/ The Advocate continues to be the main information source cited by residents (20%), followed by The Whangarei Leader/ The Leader (19%). An increase is noted for residents citing other newspapers (17% cf. 2017, 11%) or the radio (5% cf. 2017, 5%). These results only show residents who answered the survey via the telephone due to a skew in results for social media from those sourced from social media.

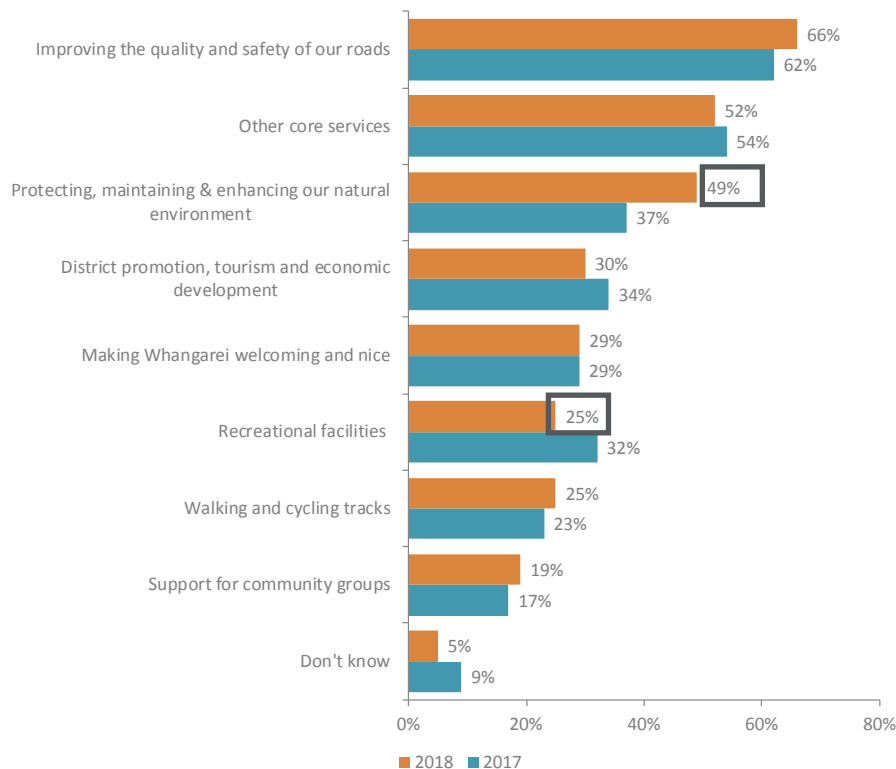


# Council Performance



## LTP Prioritising Spend | 2017 -2018

Residents were asked the top three areas they felt were important for Council to focus their spend on over the next 10 years. Improving the quality of the roads (66%) remains the top rated area for prioritising spend. Interestingly, this year, a shift is seen whereby residents prioritise protecting, maintaining, and enhancing the environment (49% cf. 2017, 37%) over recreational facilities (25% cf. 2017, 32%).



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Improving the quality and safety of our roads	67%	65%	73%	63%	62%	76%
Other core services, that is water, sewerage, stormwater, rubbish collection and recycling services	47%	50%	49%	60%	48%	51%
Protecting, maintaining & enhancing our natural environment	41%	67%	53%	45%	36%	62%
District promotion, tourism and economic development	36%	25%	26%	34%	38%	14%
Making Whangarei welcoming and nice	21%	37%	35%	27%	31%	16%
Recreational facilities (sports fields, skateparks, play grounds, libraries)	17%	20%	14%	27%	29%	40%
Walking and cycling (tracks, trails, cycleways and walkways)	30%	17%	32%	27%	23%	22%
Support for community groups	40%	17%	17%	16%	17%	15%
Don't know	0%	1%	0%	2%	16%	4%

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

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

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

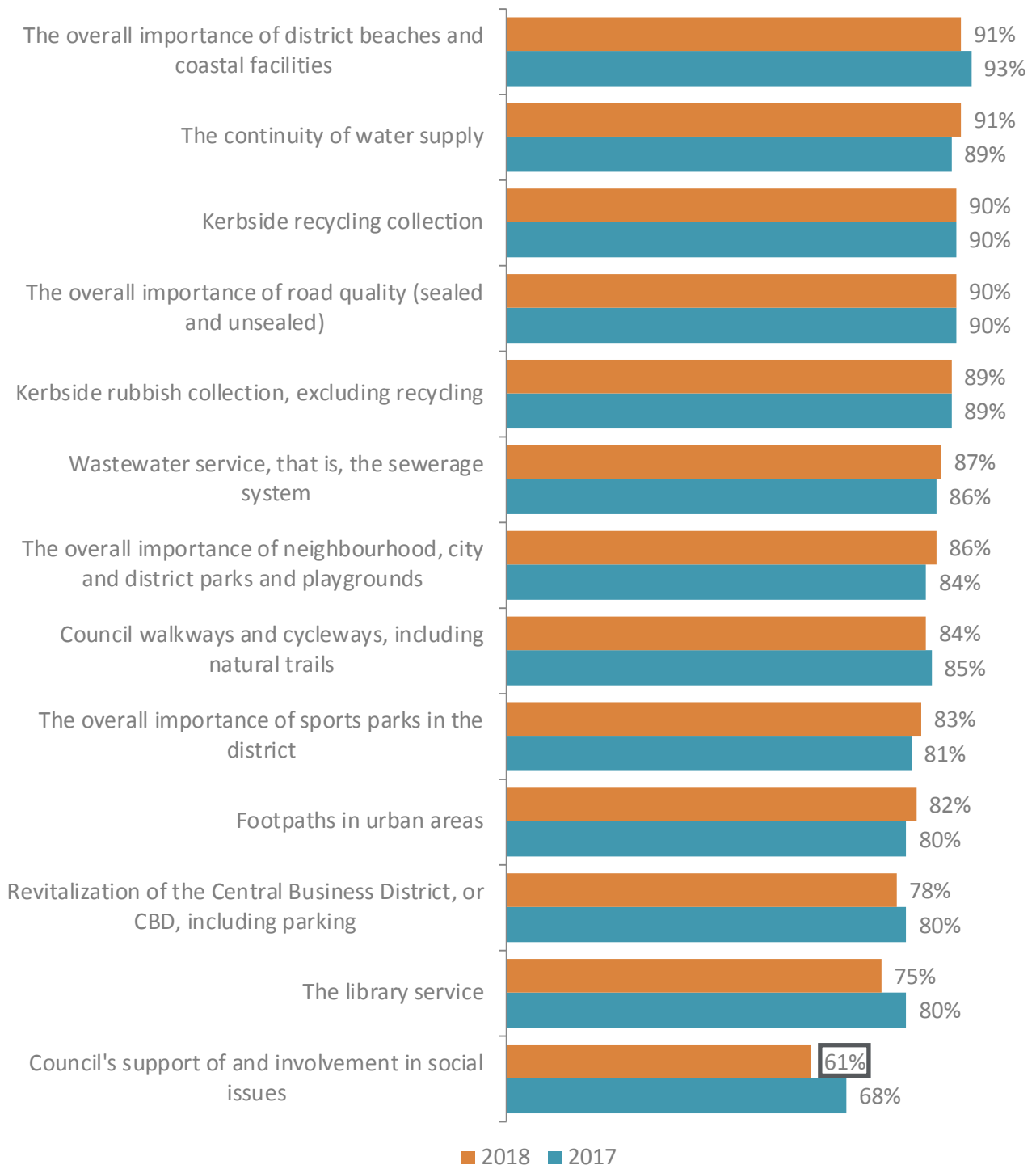


# Council Performance



## Importance | 2017 -2018

Residents were asked how important certain services were, using a 10 point scale. The below chart presents combined importance ratings for each service (7-10). Most measures remain comparable to last year's results, however a decrease in Council's support and involvement in social issues is seen (61% cf. 2017, 68%).



# Council Performance



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
The overall importance of district beaches and coastal facilities	86%	94%	93%	91%	88%	94%
The continuity of water supply	92%	82%	95%	98%	91%	84%
Kerbside recycling collection	97%	89%	91%	94%	86%	86%
The overall importance of road quality (sealed and unsealed)	90%	92%	98%	89%	83%	98%
Kerbside rubbish collection, excluding recycling	87%	82%	90%	94%	88%	90%
Wastewater service, that is, the sewerage system	86%	68%	92%	96%	87%	88%
The overall importance of neighbourhood, city and district parks and playgrounds	92%	84%	94%	84%	85%	85%
Council walkways and cycleways, including natural trails	88%	75%	89%	88%	82%	84%
The overall importance of sports parks in the district	87%	85%	80%	83%	77%	88%
Footpaths in urban areas	76%	76%	84%	86%	79%	87%
Revitalization of the Central Business District	88%	80%	83%	74%	77%	77%
The library service	64%	71%	78%	76%	81%	79%
Council's support of and involvement in social issues	72%	61%	61%	59%	61%	53%

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

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

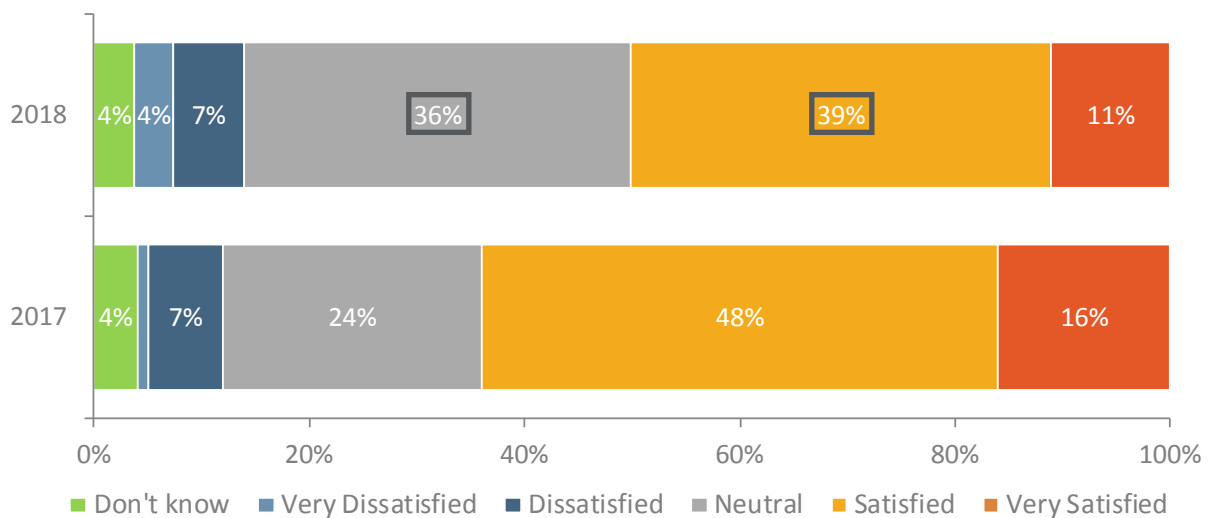
**Blue** indicates this area's result is significantly higher than the total result

# Council Performance



## Making Whangarei Welcoming and Nice | 2017 -2018

This year, satisfaction ratings for Council's support of and involvement in making Whangarei welcoming and nice has decreased, with 39% satisfied (cf. 2017, 48%) and 11% very satisfied (cf. 2017, 16%) with this. This is driven by a shift to more neutral responses for this measure (36% cf. 2017, 24%).



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	4%	7%	0%	4%	3%	0%
Dissatisfied	4%	2%	2%	10%	8%	8%
Neutral	35%	42%	32%	40%	32%	31%
Satisfied	49%	32%	35%	35%	43%	46%
Very Satisfied	7%	13%	25%	8%	7%	13%
Don't know	0%	4%	7%	3%	6%	2%

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

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

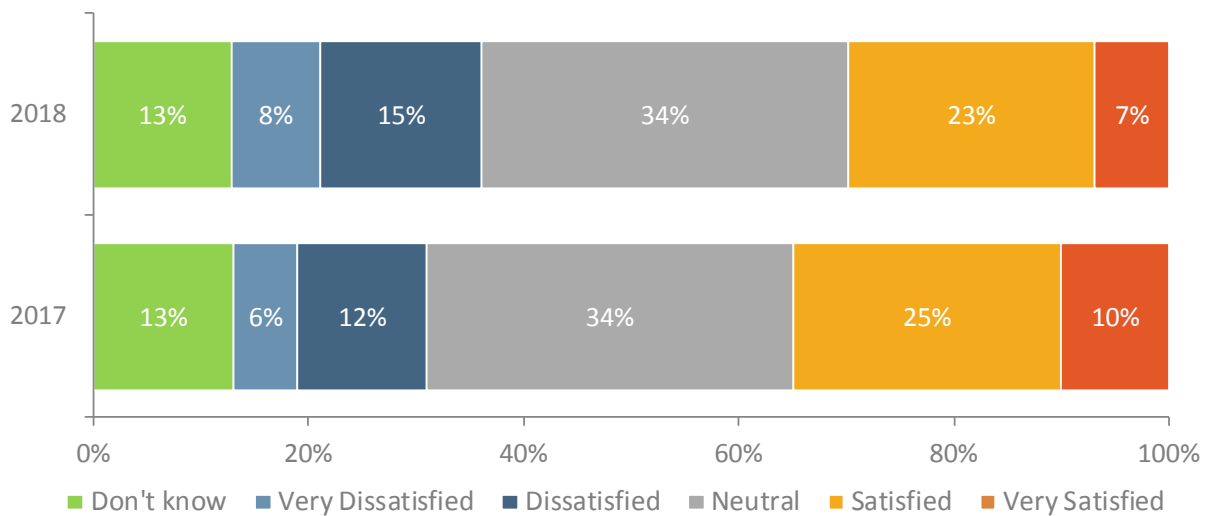
Blue indicates this area's result is significantly higher than the total result

# Council Performance



## Attracting Investment, Jobs and People | 2017 -2018

Ratings for Council's support of and involvement in attracting investment, jobs, and people has remained on par with last year with 30% of residents satisfied (23%) or very satisfied (7%) with this. Just over a third (34%) were neutral on this, while 23% were dissatisfied (15%) or very dissatisfied (8%) with this.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	2%	12%	3%	13%	7%	6%
Dissatisfied	18%	9%	11%	24%	15%	6%
Neutral	43%	41%	28%	28%	33%	38%
Satisfied	21%	15%	27%	25%	24%	26%
Very Satisfied	4%	12%	15%	2%	9%	2%
Don't know	11%	11%	16%	9%	13%	21%

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

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

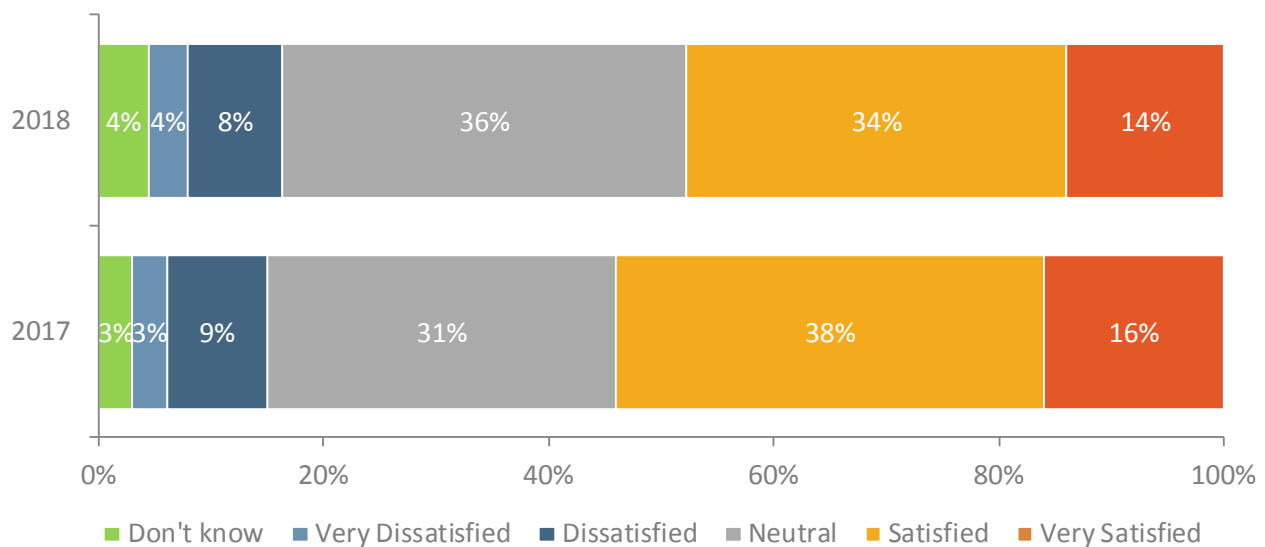
Blue indicates this area's result is significantly higher than the total result

# Council Performance



## Promote Whangarei as Tourist Destination | 2017 -2018

Just under half (48%) of residents were satisfied (34%) or very satisfied (14%) with Council's support of, and involvement in, promoting Whangarei as a tourist destination. The highest proportion (36%) awarded this a neutral response, while 12% were dissatisfied (8%) or very dissatisfied (4%) with this.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	2%	5%	2%	6%	4%	0%
Dissatisfied	3%	14%	6%	11%	5%	7%
Neutral	27%	33%	34%	35%	39%	44%
Satisfied	62%	29%	35%	29%	35%	27%
Very Satisfied	6%	14%	19%	17%	14%	11%
Don't know	1%	5%	4%	4%	4%	10%

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

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

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

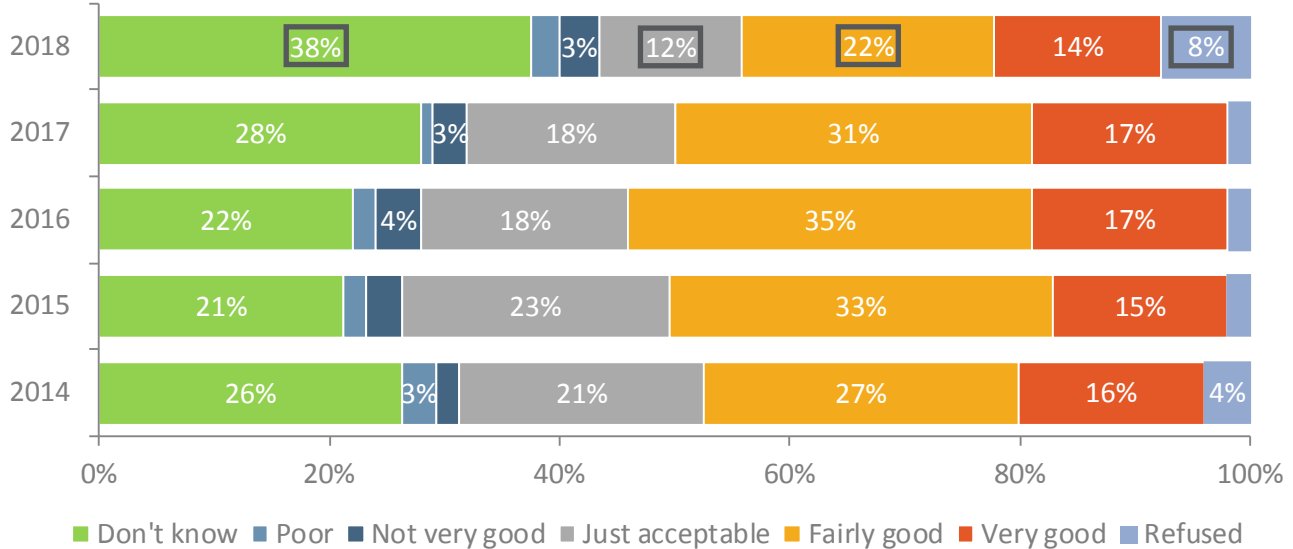
# Community Services

## Relationship with Māori Residents



| 2014 -2018

An increase in refused (8% cf. 2017, 2%) and don't know (38% cf. 2017, 28%) is seen in ratings for Council's relationship with Māori residents. This corresponds with a decrease for just acceptable (12% cf. 2017, 18%) and fairly good (22% cf. 2017, 31%) ratings. This year there is a higher proportion of Māori residents in the sample.



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very good	7%	26%	20%	14%	9%	10%
Fairly good	28%	20%	14%	23%	19%	30%
Just acceptable	26%	5%	11%	7%	16%	21%
Not very good	4%	3%	2%	4%	4%	3%
Poor	4%	0%	0%	5%	3%	0%
Don't know	23%	37%	51%	34%	49%	25%
Refuse to answer	8%	9%	3%	13%	1%	10%

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

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

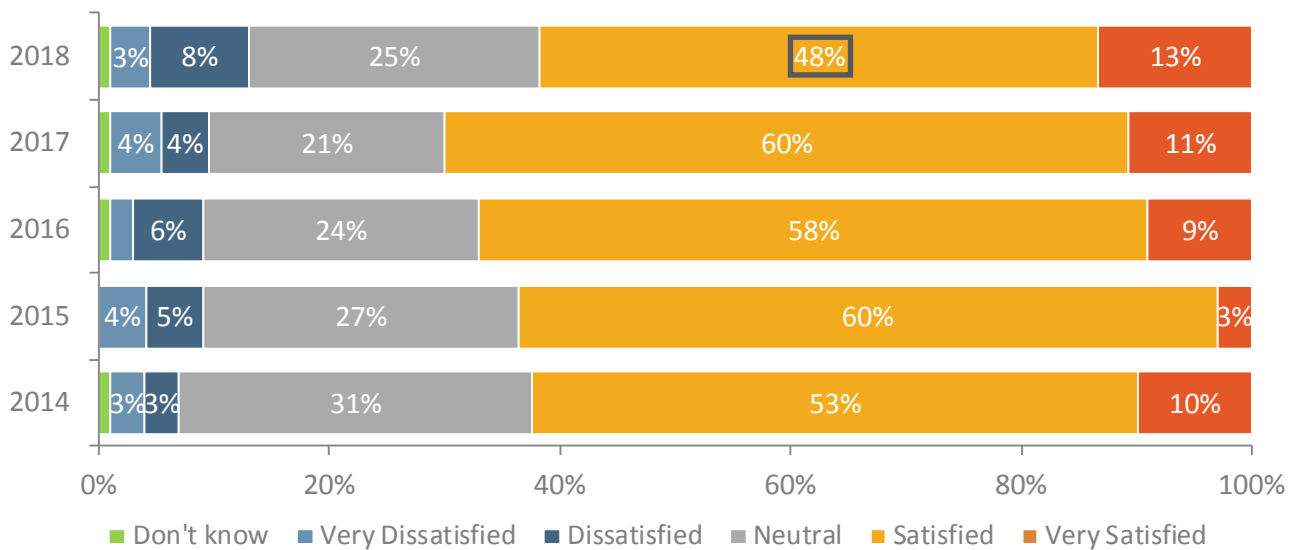
Blue indicates this area's result is significantly higher than the total result

# Council Performance



## Overall Performance | 2014 -2018

This year, a decrease in satisfaction is noted for Council's overall performance, bringing this measure back in line with results seen in 2014. With this, 48% (cf. 2017, 60%) of residents were satisfied with Council overall, and a further 13% very satisfied. A quarter of residents gave this a neutral rating while 11% were dissatisfied (8%) or very dissatisfied (3%).



## Area Differences

	Mangakahia-Maungatapere	Hikurangi-Coastal	Whangarei Heads	Denby	Okara	Bream Bay
Very Dissatisfied	2%	7%	0%	2%	6%	1%
Dissatisfied	13%	3%	0%	14%	9%	7%
Neutral	37%	26%	27%	20%	21%	32%
Satisfied	42%	46%	57%	51%	44%	51%
Very Satisfied	6%	17%	15%	11%	18%	8%
Don't know	0%	1%	2%	1%	2%	1%

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

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

# Council Performance



## Demographic Differences

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**AGE 18-39**

### **MORE LIKELY TO**

Be dissatisfied with Council overall (16%) and with Council's support of and involvement in promoting Whangarei as a tourist destination (15%).

Be very satisfied about Council's support of and involvement in attracting investment, jobs, and people to the CBD (13%)



**AGE 40-59**

### **MORE LIKELY TO**

Give a neutral response to Council's support of and involvement in attracting investment, jobs, and people to the CBD (41%) and making Whangarei welcoming and nice (48%)



**AGE 60+**

### **MORE LIKELY TO**

Be satisfied with Council overall (56%), Council's support of and involvement in promoting Whangarei as a tourist destination (42%), attracting investment, jobs, and people to the CBD (29%) and making Whangarei welcoming and nice (47%).

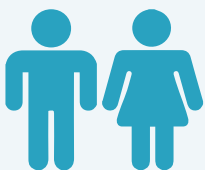
Prioritise improving the quality of the roads (75%)



**INCOME**

### **THOSE EARNING UNDER \$40K: MORE LIKELY TO**

Be dissatisfied with Council's support of and involvement in promoting Whangarei as a tourist destination (14%)



**GENDER**

### **MALE RESIDENTS: MORE LIKELY TO:**

Be dissatisfied with Council overall (12%)



# **Appendix: Tables by Method**

# Tables by Method

## COMPARISONS BY CATI AND ONLINE

Results from the CATI and online responses have been compared and contrasted in the following tables. The inclusion of an online component has the primary purpose of achieving greater representation in the results; i.e. accessing younger residents and those without landlines. With this, within the online sample, there is a higher proportion of younger residents (18-39 78% cf. CATI, 5%), female residents (76% cf. CATI, 61%), Māori residents (32% cf. CATI, 13%), non-ratepayers (14% cf. CATI, 3%), and households with three or more people (67% cf. CATI, 43%). When reviewing the differences, we look at whether this appears to be related to sample composition (i.e. are these differences in line with trends we see for the demographic groups across the total results) or whether it is a difference attributed to method.

The tables contained within this appendix include testing for statistically significant differences. This testing shows the differences between the proportions (also known as a Z test) and compares the results for the CATI sample with the online sample. This is shown by up or down arrows next to the labels on the tables.

- An up arrow indicates that the result for that method is significantly higher than the results for the other method
- A down arrow indicates that the result for that method is significantly lower than the result for the other method

## Tables by Method

Column %	CATI	Online
Very dissatisfied	10%	14%
<b>Dissatisfied</b>	<b>12%</b>	<b>22%</b>
Neutral	38%	31%
<b>Satisfied</b>	<b>35%</b>	<b>22%</b>
Very satisfied	4%	12%
<b>Don't know</b>	<b>1%</b>	<b>0%</b>

*Table 1. The quality of sealed roads*

Column %	CATI	Online
Very dissatisfied	11%	13%
<b>Dissatisfied</b>	<b>13%</b>	<b>14%</b>
Neutral	31%	39%
<b>Satisfied</b>	<b>15%</b>	<b>15%</b>
Very satisfied	1%	7%
<b>Don't know</b>	<b>28% ↑</b>	<b>12% ↓</b>

*Table 2. The maintenance of unsealed roads*

Column %	CATI	Online
Very dissatisfied	16%	19%
<b>Dissatisfied</b>	<b>19%</b>	<b>22%</b>
Neutral	32%	28%
<b>Satisfied</b>	<b>17%</b>	<b>19%</b>
Very satisfied	5%	8%
<b>Don't know</b>	<b>10%</b>	<b>4%</b>

*Table 3. The management of morning and evening peak traffic flows*

# Tables by Method

Column %	CATI	Online
Very dissatisfied	4%	6%
<b>Dissatisfied</b>	<b>11%</b>	<b>18%</b>
Neutral	30%	39%
<b>Satisfied</b>	<b>49% ↑</b>	<b>25% ↓</b>
Very satisfied	5%	12%
<b>Don't know</b>	<b>1%</b>	<b>0%</b>

*Table 4. The safety of roads in the District?*

Column %	CATI	Online
Very dissatisfied	2%	4%
<b>Dissatisfied</b>	<b>9%</b>	<b>12%</b>
Neutral	22%	34%
<b>Satisfied</b>	<b>41%</b>	<b>36%</b>
Very satisfied	17%	13%
<b>Don't know</b>	<b>8%</b>	<b>2%</b>

*Table 5. Street Lighting?*

Column %	CATI	Online
Very dissatisfied	7%	7%
<b>Dissatisfied</b>	<b>11%</b>	<b>14%</b>
Neutral	25%	37%
<b>Satisfied</b>	<b>39%</b>	<b>29%</b>
Very satisfied	10%	12%
<b>Don't know</b>	<b>8%</b>	<b>2%</b>

*Table 6. Footpaths in urban areas only?*

# Tables by Method

Column %	CATI	Online
Very dissatisfied	19%	27%
<b>Dissatisfied</b>	<b>19%</b>	<b>28%</b>
Neutral	29%	23%
<b>Satisfied</b>	<b>25%</b>	<b>15%</b>
Very satisfied	4%	5%
<b>Don't know</b>	<b>5%</b>	<b>2%</b>

Table 7. Parking in the Central Business District of Whangarei?

Column %	CATI	Online
Motor vehicle	95%	90%
<b>Motorbike</b>	<b>0%</b>	<b>0%</b>
Walking	1%	5%
<b>Bus</b>	<b>1%</b>	<b>4%</b>
Cycle	2%	0%
<b>Other</b>	<b>1%</b>	<b>1%</b>

Table 8. How do you normally move about the District?

Column %	CATI	Online
Yes	22%	23%
<b>No</b>	<b>78%</b>	<b>77%</b>

Table 9. And have you, in the last year, cycled in the Whangarei District?

Column %	CATI	Online
The Districts beaches and coastal facilities	88%	90%
<b>Council cemeteries</b>	<b>42% ↑</b>	<b>23% ↓</b>
Sports parks in the District	71% ↑	48% ↓
<b>Council playgrounds</b>	<b>59%</b>	<b>58%</b>
Neighbourhood, City and District parks	69%	72%
<b>Council tracks, walkways and cycleways (includes The Hatea Loop)</b>	<b>77%</b>	<b>74%</b>
Dog parks and other dog-friendly recreation areas	21%	26%
<b>Don't know/None</b>	<b>3%</b>	<b>2%</b>

Table 10. Use of facilities

## Tables by Method

Column %	CATI	Online
Very dissatisfied	1%	1%
<b>Dissatisfied</b>	<b>2%</b>	<b>6%</b>
Neutral	12%	21%
<b>Satisfied</b>	<b>51%</b>	<b>40%</b>
Very satisfied	28%	32%
<b>Don't know</b>	<b>6% ↑</b>	<b>1% ↓</b>

*Table 11. Districts beaches and coastal facilities*

Column %	CATI	Online
Very dissatisfied	0%	0%
<b>Dissatisfied</b>	<b>1%</b>	<b>4%</b>
Neutral	<b>4% ↓</b>	<b>13% ↑</b>
<b>Satisfied</b>	<b>33% ↑</b>	<b>17% ↓</b>
Very satisfied	20%	11%
<b>Don't know</b>	<b>42%</b>	<b>56%</b>

*Table 12. Council Cemeteries*

Column %	CATI	Online
Very dissatisfied	0%	0%
<b>Dissatisfied</b>	<b>1% ↓</b>	<b>6% ↑</b>
Neutral	<b>7% ↓</b>	<b>22% ↑</b>
<b>Satisfied</b>	<b>52% ↑</b>	<b>29% ↓</b>
Very satisfied	23%	16%
<b>Don't know</b>	<b>16%</b>	<b>26%</b>

*Table 13. Sports parks in the District*

## Tables by Method

Column %	CATI	Online
Very dissatisfied	1% ↓	5% ↑
<b>Dissatisfied</b>	<b>1% ↓</b>	<b>6% ↑</b>
Neutral	8% ↓	20% ↑
<b>Satisfied</b>	<b>45%</b>	<b>32%</b>
Very satisfied	21%	16%
<b>Don't know</b>	<b>24%</b>	<b>22%</b>

*Table 14. Council playgrounds*

Column %	CATI	Online
Very dissatisfied	1%	2%
<b>Dissatisfied</b>	<b>1%</b>	<b>3%</b>
Neutral	10%	22%
<b>Satisfied</b>	<b>45%</b>	<b>39%</b>
Very satisfied	19%	18%
<b>Don't know</b>	<b>22%</b>	<b>17%</b>

*Table 15. Neighbourhood, City and District parks*

Column %	CATI	Online
Very dissatisfied	0%	3%
<b>Dissatisfied</b>	<b>0%</b>	<b>1%</b>
Neutral	5%	8%
<b>Satisfied</b>	<b>40%</b>	<b>38%</b>
Very satisfied	36%	42%
<b>Don't know</b>	<b>18%</b>	<b>8%</b>

*Table 16. Council tracks, walkways, and cycleways (includes The Haven Loop)*

## Tables by Method

Column %	CATI	Online
Very dissatisfied	0% ↓	2% ↑
<b>Dissatisfied</b>	<b>1% ↓</b>	<b>6% ↑</b>
Neutral	7%	10%
<b>Satisfied</b>	<b>26% ↑</b>	<b>12% ↓</b>
Very satisfied	11%	14%
<b>Don't know</b>	<b>55%</b>	<b>57%</b>

Table 1.7. Dog parks and other dog-friendly recreation areas

Column %	CATI	Online
Very dissatisfied	2%	6%
<b>Dissatisfied</b>	<b>4% ↓</b>	<b>12% ↑</b>
Neutral	25%	31%
<b>Satisfied</b>	<b>51% ↑</b>	<b>35% ↓</b>
Very satisfied	14%	11%
<b>Don't know</b>	<b>4%</b>	<b>5%</b>

Table 1.8. Using the scale of 1-10 (where 1 is extremely dissatisfied and 10 is extremely satisfied), how satisfied are you that the natural environment in the Whangarei District is being preserved and sustained for future generations?

Column %	CATI	Online
The wastewater service that is, the sewerage system	36%	41%
<b>The stormwater drainage service</b>	<b>36%</b>	<b>29%</b>
Kerbside rubbish collection, excluding recycling	92%	91%
<b>Kerbside recycling collection</b>	<b>92%</b>	<b>86%</b>
The transfer stations and the Re:Sort facility	69%	73%
<b>Litter control</b>	<b>53% ↑</b>	<b>13% ↓</b>
Public toilets	80%	81%
<b>Don't know/None</b>	<b>1%</b>	<b>0%</b>

Table 1.9. Next, we would like to ask you some questions about Waste Management. Please advise from the following if you have used or visited the facility in the last two years?



## Tables by Method

Column %	CATI	Online
Very dissatisfied	0%	2%
<b>Dissatisfied</b>	<b>2%</b>	<b>3%</b>
Neutral	12%	15%
<b>Satisfied</b>	<b>32%</b>	<b>23%</b>
Very satisfied	25%	33%
<b>Don't know</b>	<b>28%</b>	<b>25%</b>

*Table 20. The wastewater service, the f/s, the sewerage system*

Column %	CATI	Online
Very dissatisfied	1%	4%
<b>Dissatisfied</b>	<b>3% ↓</b>	<b>10% ↑</b>
Neutral	<b>18% ↓</b>	<b>35% ↑</b>
<b>Satisfied</b>	<b>36% ↑</b>	<b>18% ↓</b>
Very satisfied	18%	13%
<b>Don't know</b>	<b>24%</b>	<b>21%</b>

*Table 21. The stormwater drainage service*

Column %	CATI	Online
Very dissatisfied	1%	2%
<b>Dissatisfied</b>	<b>2%</b>	<b>6%</b>
Neutral	10%	22%
<b>Satisfied</b>	<b>44%</b>	<b>35%</b>
Very satisfied	40%	32%
<b>Don't know</b>	<b>3%</b>	<b>3%</b>

*Table 22. Kerbside rubbish collection, including recycling*

## Tables by Method

Column %	CATI	Online
Very dissatisfied	1% ↓	8% ↑
Dissatisfied	2%	6%
Neutral	12%	18%
Satisfied	43%	34%
Very satisfied	38%	29%
Don't know	4%	4%

Table 23. Kerbside recycling collection

Column %	CATI	Online
Very dissatisfied	1%	2%
Dissatisfied	3%	6%
Neutral	11%	19%
Satisfied	36%	31%
Very satisfied	27%	25%
Don't know	22%	17%

Table 24. The transfer stations and the ReSort facility

Column %	CATI	Online
Very dissatisfied	2%	6%
Dissatisfied	6%	12%
Neutral	23%	26%
Satisfied	37%	26%
Very satisfied	17%	6%
Don't know	15%	24%

Table 25. Litter control

## Tables by Method

Column %	CATI	Online
Very dissatisfied	1% ↓	9% ↑
<b>Dissatisfied</b>	<b>3% ↓</b>	<b>13% ↑</b>
Neutral	21% ↓	37% ↑
<b>Satisfied</b>	<b>49% ↑</b>	<b>25% ↓</b>
Very satisfied	14%	7%
<b>Don't know</b>	<b>11%</b>	<b>10%</b>

Table 26. Public toilets

Column %	CATI	Online
Yes	73%	70%
<b>No</b>	<b>26%</b>	<b>25%</b>
Don't know	1% ↓	5% ↑

Table 27. Now we would just like to ask some questions about water supply. Is your household connected to the Whangarei District Council water supply?

Column %	CATI	Online
Very dissatisfied	1%	1%
<b>Dissatisfied</b>	<b>2%</b>	<b>6%</b>
Neutral	8%	13%
<b>Satisfied</b>	<b>35%</b>	<b>31%</b>
Very satisfied	54%	47%
<b>Don't know</b>	<b>0% ↓</b>	<b>1% ↑</b>

Table 28. Using the same 1 - 10 scale (where 1 is not very satisfied and 10 is very satisfied), how satisfied are you overall with the District's water supply?

## Tables by Method

Column %	CATI	Online
Daily	2%	0%
<b>Weekly</b>	<b>29% ↑</b>	<b>11% ↓</b>
Monthly	36%	36%
<b>2 - 3 times a year</b>	<b>23%</b>	<b>37%</b>
Annually	9%	13%
<b>Don't know</b>	<b>1%</b>	<b>4%</b>

*Table 29. How often have you used a District library in the last 12 months?*

Column %	CATI	Online
Very dissatisfied	0%	4%
<b>Dissatisfied</b>	<b>0%</b>	<b>1%</b>
Neutral	<b>1% ↓</b>	<b>10% ↑</b>
<b>Satisfied</b>	<b>32%</b>	<b>45%</b>
Very satisfied	<b>66% ↑</b>	<b>39% ↓</b>
<b>Don't know</b>	<b>1%</b>	<b>1%</b>

*Table 30. Resources, the buildings, books, newspapers, magazines, videos, CDs and all other resources at the library*

Column %	CATI	Online
Very dissatisfied	0%	0%
<b>Dissatisfied</b>	<b>0% ↓</b>	<b>5% ↑</b>
Neutral	<b>1% ↓</b>	<b>18% ↑</b>
<b>Satisfied</b>	<b>30%</b>	<b>27%</b>
Very satisfied	<b>69% ↑</b>	<b>46% ↓</b>
<b>Don't know</b>	<b>1% ↓</b>	<b>4% ↑</b>

*Table 31. Customer service*

## Tables by Method

Column %	CATI	Online
Very dissatisfied	0%	1%
<b>Dissatisfied</b>	<b>0%</b>	<b>1%</b>
Neutral	1% ↓	11% ↑
<b>Satisfied</b>	<b>25%</b>	<b>24%</b>
Very satisfied	74%	61%
<b>Don't know</b>	<b>1%</b>	<b>1%</b>

*Table 32. The library service overall*

Column %	CATI	Online
Yes - definitely	34% ↑	6% ↓
<b>Yes - mostly</b>	<b>56%</b>	<b>63%</b>
Not really	9% ↓	29% ↑
<b>No - definitely not</b>	<b>2%</b>	<b>2%</b>

*Table 33. We would like to ask you some questions about safety in the District. Do you feel that your district is generally a safe place to live?*

Column %	CATI	Online
<b>The Whangarei Leader/The Leader (public notice and news)</b>	<b>19% ↑</b>	<b>2% ↓</b>
The Northern Advocate/The Advocate	20% ↑	1% ↓
<b>The Whangarei Report/The Report</b>	<b>9% ↑</b>	<b>0% ↓</b>
Social media	10% ↓	60% ↑
<b>Other newspapers</b>	<b>17%</b>	<b>22%</b>
The Council's website	7% ↑	1% ↓
<b>Public meetings</b>	<b>1%</b>	<b>0%</b>
Radio	5% ↑	1% ↓
<b>Personal contact</b>	<b>3%</b>	<b>1%</b>
From other people/hearsay	1%	1%
<b>Leaflet with rates bill</b>	<b>5%</b>	<b>6%</b>
Other	3%	1%
<b>Not aware of any</b>	<b>1% ↓</b>	<b>4% ↑</b>

*Table 34. Where or from whom do you mainly see, read or hear information about the Council?*

## Tables by Method

Column %	CATI	Online
Very dissatisfied	2%	4%
<b>Dissatisfied</b>	<b>4%</b>	<b>13%</b>
Neutral	25%	22%
<b>Satisfied</b>	<b>46%</b>	<b>43%</b>
Very satisfied	13%	13%
<b>Don't know</b>	<b>9%</b>	<b>7%</b>

*Table 36. Using a scale of 1 to 10, where 1 is not very satisfied and 10 very satisfied, how would you rate Council support of and involvement in initiatives to create a safe and crime free district?*

Column %	CATI	Online
Poor	1%	3%
<b>Not very good</b>	<b>3%</b>	<b>6%</b>
Just acceptable	13%	8%
<b>Fairly good</b>	<b>23%</b>	<b>16%</b>
Very good	20% ↑	6% ↓
<b>Prefer not to say</b>	<b>8%</b>	<b>7%</b>
<b>Don't know</b>	<b>33% ↓</b>	<b>54% ↑</b>

*Table 36. Do you think the relationship the Council has with Maori residents of the District is*

Column %	CATI	Online
Yes	52%	59%
<b>No</b>	<b>47%</b>	<b>38%</b>
<b>Don't know</b>	<b>2%</b>	<b>3%</b>

*Table 37. In the last 12 months have you or a member of your household, attended a function, conference or event at Forum North Performance Conference and Expo Centre, which includes the Capitaine Bougainville Theatre or Tall Ship Awarua?*

## Tables by Method

Column %	CATI	Online
Very dissatisfied	0%	2%
<b>Dissatisfied</b>	<b>5%</b>	<b>10%</b>
Neutral	15%	24%
<b>Satisfied</b>	<b>46%</b>	<b>34%</b>
Very satisfied	32%	27%
<b>Don't know</b>	<b>2%</b>	<b>3%</b>

*Table 38. How satisfied are you on a scale of 1 - 10 (where 1 is extremely dissatisfied and 10 is extremely satisfied), with the quality of venues and events at Forum North Performance Conference and Expo Centre and Toll Stadium?*

Column %	CATI	Online
Yes	45% ↑	28% ↓
<b>No</b>	<b>55%</b>	<b>63%</b>
Don't know	1% ↓	9% ↑

*Table 39. Have you used customer services at Forum North/Ruaakaua in the last year?*

Column %	CATI	Online
Very dissatisfied	0% ↓	4% ↑
<b>Dissatisfied</b>	<b>1%</b>	<b>0%</b>
Neutral	6%	11%
<b>Satisfied</b>	<b>37%</b>	<b>43%</b>
Very satisfied	55%	43%
<b>Don't know</b>	<b>1%</b>	<b>0%</b>

*Table 40. How satisfied are you with the service provided by our customer services team at Forum North or Ruaakaua (where 1 is extremely dissatisfied and 10 is extremely satisfied)?*

## Tables by Method

Column %	CATI	Online
Improving the quality and safety of our roads	72%	68%
<b>Other core services</b>	<b>53%</b>	<b>58%</b>
Protecting, maintaining & enhancing our natural environment	47%	47%
<b>District promotion, tourism and economic development</b>	<b>31%</b>	<b>27%</b>
Making Whangarei welcoming and nice	26%	30%
<b>Recreational facilities (sports fields, skateparks, play grounds, libraries)</b>	<b>25%</b>	<b>25%</b>
Walking and cycling (tracks, trails, cycleways and walkways)	23%	22%
<b>Support for community groups</b>	<b>16%</b>	<b>22%</b>
Don't know	9% ↑	1% ↓

Table 4.1. Prioritising spend

Column %	CATI	Online
Very dissatisfied	3%	6%
<b>Dissatisfied</b>	<b>4% ↓</b>	<b>12% ↑</b>
Neutral	31% ↓	48% ↑
<b>Satisfied</b>	<b>48% ↑</b>	<b>19% ↓</b>
Very satisfied	11%	10%
<b>Don't know</b>	<b>3%</b>	<b>6%</b>

Table 4.2. Make Whangarei welcoming and nice

Column %	CATI	Online
Very dissatisfied	4% ↓	18% ↑
<b>Dissatisfied</b>	<b>11% ↓</b>	<b>25% ↑</b>
Neutral	37%	27%
<b>Satisfied</b>	<b>27% ↑</b>	<b>14% ↓</b>
Very satisfied	6%	10%
<b>Don't know</b>	<b>15% ↑</b>	<b>7% ↓</b>

Table 4.3. Attract investment, jobs, and people to the CBD



## Tables by Method

Column %	CATI	Online
Very dissatisfied	3%	5%
<b>Dissatisfied</b>	<b>5% ↓</b>	<b>16% ↑</b>
Neutral	34%	40%
<b>Satisfied</b>	<b>41% ↑</b>	<b>18% ↓</b>
Very satisfied	13%	17%
<b>Don't know</b>	<b>5%</b>	<b>4%</b>

Table 44. Promote Whangarei as a tourist destination

Column %	CATI	Online
Very dissatisfied	2%	7%
<b>Dissatisfied</b>	<b>6%</b>	<b>13%</b>
Neutral	22%	32%
<b>Satisfied</b>	<b>55% ↑</b>	<b>34% ↓</b>
Very satisfied	14%	11%
<b>Don't know</b>	<b>1%</b>	<b>3%</b>

Table 45. Finally, bearing all your feedback in mind, and using the same scale of 1 – 10, (where 1 is extremely dissatisfied and 10 is extremely satisfied), how satisfied are you with the Council OVERALL?

Column %	CATI	Online
One or two	57% ↑	33% ↓
<b>Three or more</b>	<b>43% ↓</b>	<b>67% ↑</b>
Prefer not to say	0%	0%

Table 46. Including yourself, how many people normally live in your home

Column %	CATI	Online
New Zealand European	87% ↑	75% ↓
<b>New Zealand Maori</b>	<b>13% ↓</b>	<b>32% ↑</b>
Pacific Island	1% ↓	7% ↑
<b>Asian</b>	<b>1%</b>	<b>1%</b>
Other	5%	4%

Table 47. Which ethnic groups do you mainly identify yourself with?

# Tables by Method

Column %	CATI	Online
18 - 39	5% ↓	78% ↑
40 - 59	24%	22%
60+	72% ↑	0% ↓

Table 4.8: What age group do you fit into?

Column %	CATI	Online
Less than \$40,000	26% ↑	13% ↓
\$40,000 - \$70,000	31%	27%
More than \$70,000	37%	43%
Prefer not to say	4% ↓	15% ↑
Dont know	2%	2%

Table 4.9: Which of these groups best matches your total household income before tax annually?

Column %	CATI	Online
5 years or less	7% ↓	23% ↑
6 - 10 years	5% ↓	12% ↑
Over 10 years	88% ↑	62% ↓
Prefer not to say	0% ↓	3% ↑

Table 5.0: How many years have you lived in the Whangarei District Council area?

Column %	CATI	Online
Yes	94% ↑	72% ↓
No	3% ↓	14% ↑
Don't know	0% ↓	1% ↑
Renting	2% ↓	13% ↑

Table 5.1: Do you or a member of your household, pay rates on a property in the Whangarei District Council area?

Column %	CATI	Online
Male	39% ↑	24% ↓
Female	61% ↓	76% ↑

Table 5.2: And finally, which of the following best describes you?

## Tables by Method

Column %	CATI	Online
Mangakahia - Maungatapere	8%	11%
Hikurangi - Coastal	17%	17%
Whangarei Heads	9%	16%
Denby	25%	32%
Okara	27%	15%
Bream Bay	14%	9%

*Table 53. Which of the following best describes where you live?*





# **Whangarei District Council**

## **Resident Satisfaction Survey**

**Year on Year Comparison Tables**

JUNE 2018

# Reading these tables

Versus Research was commissioned by Whangarei District Council to conduct an annual Resident Satisfaction Survey. This survey identifies the perceptions of residents in the Whangarei district, specifically satisfaction with council services and facilities.

Previously, Council employed a single method approach to surveying with n=400 residents surveyed by computer-aided telephone interviewing (CATI) only. This year, a mixed-method approach was used for data collection. This involved both CATI and online interviewing. With an increasing number of households opting not to have a landline at home, Council included a portion of online interviewing this year to target those who are unable to be reached by landline, particularly younger residents. This helped to ensure that a representative sample was achieved overall.

After completion of fieldwork, all responses from both CATI and online were combined with a review of both samples to ensure any differences were a result of sample rather than method.

Interviewing for this research was conducted between the 9th of May and 11th of June 2018. The final sample size was n=500 (n=400 on the phone, and n=100 online) which gave a maximum margin of error of +/- 4.38 percent at the 95% confidence interval.

The following figures display the combined satisfaction ratings year on year for key measures grouped by both 5-10 and 7-10 scores. Additionally, results for the 5-10 scores excluding don't knows are provided for KPI reporting purposes.

These results show satisfaction ratings for both CATI and Online results (in grey), as well as the combined total. Detailed results and analysis of findings by ward and demographics are presented in a full report format in a separate document.

# Year on Year Results

## COMPARISON OF 2014 – 2018 5-10 SCORES

### TRANSPORTATION

Measure	2014 (5-10)	2015 (5-10)	2016 (5-10)	2017 (5-10)	2018 (5-10) CATI	2018 (5-10) ONLINE	2018 (5-10) TOTAL	2018 (5-10) TOTAL EXCL. DK
Safety of the roads in the district	74%	70%	70%	87%	84%	75%	82%	82%
Street lighting	82%	73%	81%	82%	80%	83%	81%	87%
Footpaths in urban areas	73%	73%	77%	80%	74%	77%	76%	80%
Quality of sealed roads	71%	67%	69%	77%	77%	64%	73%	74%
Parking in CBD	57%	61%	55%	64%	57%	43%	53%	55%
Management of traffic flow peaks	69%	61%	63%	51%	55%	55%	55%	60%
Maintenance of unsealed roads	51%	54%	48%	51%	47%	61%	51%	67%

# Year on Year Results

## COMPARISON OF 2014 – 2018 5-10 SCORES WASTE MANAGEMENT AND WATER SUPPLY

Measure	2014 (5-10)	2015 (5-10)	2016 (5-10)	2017 (5-10)	2018 (5-10) CATI	2018 (5-10) ONLINE	2018 (5-10) TOTAL	2018 (5-10) TOTAL EXCL. DK
Water supply	98%	100%	99%	97%	97%	90%	94%	95%
Kerbside rubbish collection, excluding recycling	89%	92%	93%	92%	95%	89%	93%	96%
Kerbside recycling collection	88%	89%	89%	89%	93%	82%	90%	94%
Public toilets	82%	86%	89%	82%	84%	69%	80%	89%
Transfer stations and Re: Sort facility	81%	86%	85%	81%	74%	76%	75%	94%
Litter control	65%	76%	75%	77%	77%	58%	72%	86%
Stormwater drainage	65%	76%	68%	74%	72%	66%	70%	91%
Wastewater service; that is, the sewerage system	65%	76%	70%	75%	69%	69%	69%	95%



# Year on Year Results

## COMPARISON OF 2014 – 2018 5-10 SCORES PARKS AND RECREATION (USERS)

Measure	2014 (5-10)	2015 (5-10)	2016 (5-10)	2017 (5-10)	2018 (5-10) CATI	2018 (5-10) ONLINE	2018 (5-10) TOTAL	2018 (5-10) TOTAL EXCL. DK
Council tracks, walkways and cycleways (includes Hatea Loop)	N/A	N/A	N/A	97%	97%	95%	97%	99%
The district's beaches and coastal facilities	96%	97%	96%	93%	96%	93%	95%	95%
Council cemeteries	97%	95%	96%	94%	96%	82%	95%	95%
Council playgrounds	98%	96%	94%	96%	95%	84%	93%	93%
Sports parks in the district	95%	93%	96%	95%	97%	89%	93%	96%
Neighbourhood, city, and district parks	96%	95%	96%	96%	93%	95%	92%	96%
Dog parks and other dog-friendly recreation areas	N/A	N/A	N/A	94%	94%	83%	92%	91%
Preservation of the natural environment*	87 %	92%	89%	89%	90%	77%	86%	90%

\*All residents

# Year on Year Results

## COMPARISON OF 2014 – 2018 5-10 SCORES LIBRARIES

Measure	2014 (5-10)	2015 (5-10)	2016 (5-10)	2017 (5-10)	2018 (5-10) CATI	2018 (5-10) ONLINE	2018 (5-10) TOTAL	2018 (5-10) TOTAL EXCL. DK
Library service overall	99%	99%	99%	100%	99%	96%	99%	99%
Library satisfaction - customer service	98%	99%	97%	98%	99%	91%	97%	98%
Library satisfaction - resources and buildings etc.	98%	99%	100%	96%	99%	94%	97%	98%

## COMMUNITY SERVICES

Measure	2014 (5-10)	2015 (5-10)	2016 (5-10)	2017 (5-10)	2018 (5-10) CATI	2018 (5-10) ONLINE	2018 (5-10) TOTAL	2018 (5-10) TOTAL EXCL. DK
Initiatives to create a safe and crime-free district	66%	77%	74%	85%	84%	77%	82%	90%

Measure	2014 (definitely/ mostly)	2015 (definitely/ mostly)	2016 (definitely/ mostly)	2017 (definitely/ mostly)	2018 (definitely/ mostly) CATI	2018 (definitely/ mostly) ONLINE	2018 (definitely/ mostly) TOTAL	2018 (5-10) TOTAL EXCL. DK
Safety in the district	83%	87%	82%	86%	89%	69%	83%	83%

# Year on Year Results

## COMPARISON OF 2014 – 2018 5-10 SCORES VENUES AND FACILITIES

Measure	2014 (5-10)	2015 (5-10)	2016 (5-10)	2017 (5-10)	2018 (5-10) CATI	2018 (5-10) ONLINE	2018 (5-10) TOTAL	2018 (5-10) TOTAL EXCL. DK
Customer Services at Forum North	96%	97%	96%	95%	99%	96%	98%	98%
Measure	2014 (5-10)	2015 (5-10)	2016 (5-10)	2017 (5-10)	2018 (5-10) CATI	2018 (5-10) ONLINE	2018 (5-10) TOTAL	2018 (5-10) TOTAL EXCL. DK
Forum North Performance Conference and Expo Centre	92%	91%	92%	96%	94%	88%	92%	94%

## COUNCIL PERFORMANCE

Measure	2014 (very good/ fairly good)	2015 (very good/ fairly good)	2016 (very good/ fairly good)	2017 (very good/ fairly good)	2018 (very good/ fairly good) CATI	2018 (very good/ fairly good) ONLINE	2018 (very good/ fairly good) TOTAL	2018 (5-10) TOTAL EXCL. DK
Relationship with Māori residents	43%	48%	52%	48%	44%	20%	36%	58%
Measure	2014 (5-10)	2015 (5-10)	2016 (5-10)	2017 (5-10)	2018 (5-10) CATI	2018 (5-10) ONLINE	2018 (5-10) TOTAL	2018 (5-10) TOTAL EXCL. DK
Overall performance of Council	94%	90%	91%	91%	91%	77%	86%	88%

# Year on Year Results

## COMPARISON OF 2014 – 2018 7-10 SCORES TRANSPORTATION

Measure	2014 (7-10)	2015 (7-10)	2016 (7-10)	2017 (7-10)	2018 (7-10) CATI	2018 (7-10) ONLINE	2018 (7-10) TOTAL
Street lighting	49%	46%	49%	61%	58%	49%	55%
Safety of the roads in the district	37%	36%	35%	58%	55%	40%	49%
Footpaths in urban areas	36%	43%	45%	54%	49%	40%	47%
Quality of sealed roads	37%	31%	35%	38%	38%	33%	37%
Parking in CBD	28%	27%	22%	37%	28%	20%	26%
Maintenance of unsealed roads	22%	20%	18%	21%	17%	22%	18%
Management of traffic flow peaks	43%	31%	30%	18%	22%	27%	24%

# Year on Year Results

## COMPARISON OF 2014 – 2018 7-10 SCORES WASTE MANAGEMENT AND WATER SUPPLY

Measure	2014 (7-10)	2015 (7-10)	2016 (7-10)	2017 (7-10)	2018 (7-10) CATI	2018 (7-10) ONLINE	2018 (7-10) TOTAL
Water supply	90%	93%	87%	90%	86%	78%	83%
Kerbside rubbish collection, excluding recycling	75%	79%	84%	78%	84%	67%	79%
Kerbside recycling collection	75%	79%	75%	73%	81%	64%	76%
Transfer stations and Re: Sort facility	66%	68%	70%	68%	64%	56%	62%
Wastewater service; that is, the sewerage system	48%	64%	56%	64%	58%	55%	56%
Public toilets	50%	59%	71%	59%	63%	32%	54%
Stormwater drainage	41%	58%	50%	54%	54%	31%	47%
Litter control	40%	53%	52%	49%	54%	32%	48%

# Year on Year Results

## COMPARISON OF 2014 – 2018 7-10 SCORES PARKS AND RECREATION (USERS)

Measure	2014 (7-10)	2015 (7-10)	2016 (7-10)	2017 (7-10)	2018 (7-10) CATI	2018 (7-10) ONLINE	2018 (7-10) TOTAL
Council tracks, walkways and cycleways (includes Hatea Loop)	NA	NA	NA	95%	91%	87%	90%
Council cemeteries	88%	92%	88%	88%	89%	62%	85%
Sports parks in the district	86%	84%	85%	84%	89%	61%	82%
Council playgrounds	87%	85%	83%	85%	86%	59%	81%
The district's beaches and coastal facilities	85%	88%	84%	82%	85%	72%	81%
Neighbourhood, city, and district parks	84%	81%	84%	82%	83%	67%	77%
Dog parks and other dog-friendly recreation areas	NA	NA	NA	77%	80%	63%	75%
Preservation of the natural environment*	65%	67%	71%	67%	66%	46%	60%

\*All residents

# Year on Year Results

## COMPARISON OF 2014 – 2018 7-10 SCORES LIBRARIES

Measure	2014 (7-10)	2015 (7-10)	2016 (7-10)	2017 (7-10)	2018 (7-10) CATI	2018 (7-10) ONLINE	2018 (7-10) TOTAL
Library service overall	96%	95%	98%	99%	99%	85%	95%
Library satisfaction - customer service	95%	96%	97%	96%	98%	73%	91%
Library satisfaction - resources and buildings etc.	95%	91%	93%	95%	98%	84%	94%

## COMMUNITY SERVICES

Measure	2014 (7-10)	2015 (7-10)	2016 (7-10)	2017 (7-10)	2018 (7-10) CATI	2018 (7-10) ONLINE	2018 (7-10) TOTAL
Initiatives to create a safe and crime-free district	36%	41%	42%	62%	59%	55%	58%

## VENUES AND FACILITIES

Measure	2014 (7-10)	2015 (7-10)	2016 (7-10)	2017 (7-10)	2018 (7-10) CATI	2018 (7-10) ONLINE	2018 (7-10) TOTAL
Forum North Performance Conference and Expo Centre	74%	76%	77%	84%	83%	51%	73%
Measure	2014 (7-10)	2015 (7-10)	2016 (7-10)	2017 (7-10)	2018 (7-10) CATI	2018 (7-10) ONLINE	2018 (7-10) TOTAL
Customer Services at Forum North	85%	81%	89%	84%	92%	89%	91%

# Year on Year Results

## COMPARISON OF 2014 – 2018 7-10 SCORES COUNCIL PERFORMANCE

Measure	2014 (7-10)	2015 (7-10)	2016 (7-10)	2017 (7-10)	2018 (7-10) CATI	2018 (7-10) ONLINE	2018 (7-10) TOTAL
Overall performance of Council	63%	63%	67%	71%	69%	45%	61%



**RESOLUTION TO EXCLUDE THE PUBLIC**

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

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

1.	The making available of information would be likely to unreasonably prejudice the commercial position of persons who are the subject of the information. {Section 7(2)(c)}
2.	To enable the council (the committee) to carry on without prejudice or disadvantage commercial negotiations. {(Section 7(2)(i))}.
3.	To protect the privacy of natural persons. {Section 7(2)(a)}.
4.	Publicity prior to successful prosecution of the individuals named would be contrary to the laws of natural justice and may constitute contempt of court. {Section 48(1)(b)}.
5.	To protect information which is the subject to an obligation of confidence, the publication of such information would be likely to prejudice the supply of information from the same source and it is in the public interest that such information should continue to be supplied. {Section 7(2)(c)(i)}.
6.	In order to maintain legal professional privilege. {Section 2(g)}.
7.	To enable the council to carry on without prejudice or disadvantage, negotiations {Section 7(2)(i)}.

**Resolution to allow members of the public to remain**

If the council/committee wishes members of the public to remain during discussion of confidential items the following additional recommendation will need to be passed:

**Move/Second**

"That \_\_\_\_\_ be permitted to remain at this meeting, after the public has been excluded, because of his/her/their knowledge of Item \_\_\_\_\_.

This knowledge, which will be of assistance in relation to the matter to be discussed, is relevant to that matter because \_\_\_\_\_.

*Note:*

*Every resolution to exclude the public shall be put at a time when the meeting is open to the public.*