

Council

Tabled Documents

27 July 2017

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Item 12:	Long term Plan Update
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Item 15:	Information centres – further consideration of service delivery options
Item 17:	Representation Review – consideration of process

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Late Item

Tabled at Canal. Item 5
on 27 July 2017.

Opportunities for subdivision in Marton and Bulls

Resolution passed at the Finance Performance Committee 27 / 7 / 2017

That the Finance Performance Committee recommends to Council that the Chair of Finance, Cr Wilson, Cr Platt and His Worship the Mayor forms a working group with a view to facilitating new subdivisions.

Mayor's Report to Council, 27 July 2017

Tabled at 27 Council Item 7.
on 27 July 2017

I apologise for tabling this report rather than having it included as part of the Order Paper but it does give me the chance to report on the Local Government New Zealand AGM held in Auckland over the last couple of days. Councillor Soraya Peke Mason attended with myself and our Chief Executive Ross McNeil so I will leave most of the reporting on individual speakers to Cr Peke-Mason for the next meeting.

However, there are a couple of things that I would like to comment on. Firstly, Lawrence Yule's term of office as President came to a close and everyone acknowledged the outstanding leadership that he has provided to the sector. Mayor Dave Cull from Dunedin has been elected to take his place and I have confidence that he will continue to progress the relationships that we are developing with central government. This year's AGM also served as a platform for the political parties to strut their stuff prior to the elections in September. LGNZ has just released its manifesto and the one speech that seemed to directly respond to that was the Green Party.

A fortnight ago we had a massive snow dump on the high country in our district and I have attached the report that I wrote to the paper highlighting the extent and challenges that came as a result. Two weeks on there are still pockets without power or phone connections. We did not declare an emergency event and even in hindsight I think that was the correct decision, but there definitely are things that we need to learn and acknowledge. There needs to be a series of debriefs with many parties; the utility sectors, police, community and ourselves. The communications between all parties was poor and we must improve. Urban residents in particular must be better prepared and have essential heating and emergency food supplies.

I am a member of the Mayors' Task Force for Jobs which is a small group of mayors that meet regularly in Wellington. One of things that we have concentrated on is to get the Government through the Ministry of Education to ensure that everyone leaving secondary school has a full driver's licence. Slowly we are gaining political traction with this and a late remit was passed at conference supporting that need.

As you are aware I have been pushing for the chance to have the Gentle Annie road linking our district and Hawkes Bay to be taken over by the New Zealand

Transport Agency as a state highway. It would seem as though Government is now prepared to at least look at this as an option. If we are successful with this we would save millions of dollars over the ten-year span of our Long Term Plan (LTP).

The last month has been exceptionally busy with meetings with Ministers to discuss such things as funding options for Bulls, the future of Ohakea and employment for young people. We are trying to engage with as many sector groups as possible to frame out a draft position for our LTP.

Yesterday I attended the AGM of the Four Regions Trust which was the former Power Co trust to thank them on behalf of this District for the numerous grants they have made over the last year.

Finally I would like to congratulate Greg Carlyon, David Smith, George Death and the nearly 100 people that turned up to plant trees as part of the Tutaenui stream upgrade project.

Andy Watson
Mayor of the Rangitikei

Herald – 18 July 2017

Our District has, over the last few days, had a snow dumping that locals have said has been the worst since 1965? (these sorts of dates are always in dispute); some areas escaped relatively lightly, while in other parts it was up to 2 meters deep. For some of us it was a winter wonderland to be played in, enjoyed and captured on film in perpetuity.

However, for many it brought with it, and will continue to bring for a while yet, hardship, loss of income, isolation and fear. As with any event we have, there are lessons to be learned. This time it was communication in the northern areas with cell phones and landlines going down, and with the isolation caused by both state highways and rural access roads.

The event also served to remind us about messages from National Civil Defence where everyone should plan to be self-sufficient at least three days and be in charge of their own necessities. We all need to have a survival package containing water, matches, candles, food, a battery powered radio etc. How many of us were caught without these key necessities and how many have also identified the need to have a generator or an alternative heating source?

Council's immediate focus must be on the provision of core services, such as sewerage, water and wastewater to our towns. With the power cuts we lost power at our key plants and ourselves had to use our own generator resources and also borrow these from other places. It is always difficult for Council to balance the conflict of providing key services and making sure our residents are provided for; which is why it is so important for people to have their emergency supplies ready for any event – I can't stress this enough.

This event has not yet finished; as I write this there are still areas without power, 1.5 meters of snow on the Taihape – Napier Road, which our roading contractors are working to clear, lot of slips and access issues to deal with and a massive amount of damage to trees and greenery across the District. While access has been re-opened, in many cases people still need to travel on some roads with 4 wheel-drive vehicles.

One of the issues the event highlighted was the need for very clear updates around the expected times to reinstate power and communication. Powerco staff have worked for days in bitterly cold conditions handling an event of this magnitude. One of the realities is that Powerco staff have spent time assisting motorists who have taken the opportunity to tour the District or just to play in the snow, and they have got stuck on roads that are only really suitable for 4 wheel drive vehicles.

Finally I want to thank the number of people who checked on friends and neighbours, or used their equipment to open up roads to allow access for emergency services or access for Powerco staff to both understand scale of event or to start the rebuild.

Keep warm and dry,

Andy

Mayor's Meetings and Engagements

July 2017

Date	Event
3	Met with Department of Conservation re the Stakeholders LTP Meeting Met with Chair for Marton Grey Power re the Stakeholders LTP Meeting
5	Mayor based in Taihape Met with local Marton resident
7	Spoke with Doreen Barnes of Training for you Wanganui regarding upskilling adults numeracy and literacy
9	Met with Chair for Marton Marae committee the Stakeholders LTP Meeting Met with local Marton residents
12	Mayor based in Taihape all day Attended Drop the Mic Youth Debate at Taihape Council Chambers
13	Attended Assets/Infrastructure committee meeting Attended Policy/Planning committee meeting
14	Met with Marton resident Attended Tourism Infrastructure Fund Information Session in Wanganui
15	Spent the day talking to residents and looking at damage Taihape and rural surrounding area following the heavy snow fall
16	Attended meeting with Mangaweka business owners following the heavy snow fall
17	Attended meeting in Feilding with regarding Ohakea Attended meeting with Ian McKelvie
18	Met with Forestry Group re the Stakeholders LTP Meeting Met with Shaun Donovan of Higgins Attended Drop the Mic Youth Debate at Taihape Council Chambers

19	Met with Marton resident Attended lunch with Ian McKelvie and Manawatu District Council to meet the new Minister of Defence – Hon Mark Mitchell
20	Attended Council LTP Workshop 2
21	To meet with Mark Toms at Taihape Police Office
23	To attend LGNZ Conference in Auckland
24	To attend LGNZ Conference in Auckland
25	To attend LGNZ Conference in Auckland
26	To be based in Taihape all day
27	To attend Finance/Performance Committee meeting To attend Council meeting
28	To visit Mangahone Station re the Stakeholders LTP Meeting
31	To meet with Samoan Ministers re the Stakeholders LTP Meeting To meet with Federated Farmers re the Stakeholders LTP Meeting To attend the Tutaenui Rural Water Supply Governance Group meeting

The Mayor and Councillors,
Rangitikei District Council,
Private Bag 1102
Marten 4741

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19 JUL 2017

To:
File:
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Tabled at Council Item 7
on 27 July 2017.

Dear Sirs / Madams.

We the undersigned have been asked to submit a time frame for the Slip and steep bank at the bottom end of Swan Street where the council have put up an orange netting (now falling over) as a safety barrier above the slip area.

When we bought the No 3 property four years ago the Council had a delegation examine the, then apparently recent, slip and nothing transpired.
We don't recall that the slip was there when we first looked at the property about five years ago.

An examination of the top of the slip indicates how dangerous it is as only a small concrete nib is holding the bank which is a road servicing six households including, for instance, heavy trucks delivering firewood, the rubbish truck, etc.

Since the issue has been in abeyance for so long it would be tragic if it were to collapse, worse still if there were to be a loss of life.

Every time there is heavy rain a small bit more of the earth slips down as happened in the last few weeks.

The other issue is the turning area into and out of ++
these properties.

The bank keeps slipping down and there is a real danger, when other traffic is passing, to vehicles entering or leaving the entrance road and also visibility right is obscured by the bank for low cars.

The Council owns a large area behind the bank where trees above threaten to bring the top down in heavy wind conditions, endangering power lines as well.

The solution seems to be to excavate a metre back and retain the bank suitably.

I gather this issue has been repeatedly brought to the attention of Councillor Gordon. who asked for this.

Yours faithfully,

Edward McCulloch & Moira Suisted (Nos 3)

Edward McCulloch & Moira Suisted

May Gates (No. 5)

M. E. Gates

Quentin & Lynette Collier (No. 9)

Quentin & Lynette Collier

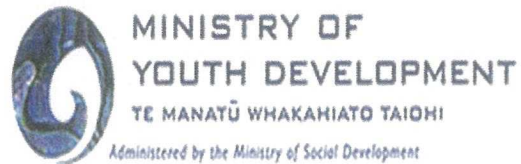
Lee Winduss (No. 1)

Lee Winduss

Jason Peed (For the owner No. 7)

Jason Peed

C.C. to the Chief Engineer, Rangitikei District Council.



21 July 2017

Mayor Andy Watson
Rangitikei District Council
Private Bag 1102
MARTON 4741

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Tabled at Council Item 7.
on 27-July 2017.

Dear Mayor Andy Watson

PARTNERSHIP FUND - LOCAL GOVERNMENT 2017/2018

In June 2017 Minister for Youth Nikki Kaye announced funding totalling \$280,000 to support councils in the delivery of projects and initiatives that support young people in their communities.

The Partnership Fund - Local Government has replaced the Local Government Youth Project Fund. The Ministry of Youth Development (MYD) will provide funding for projects or initiatives that support young people aged 12 to 24 to build their capability and resilience through leadership, volunteering or mentoring opportunities. MYD encourages and supports young people to develop and use knowledge, skills and experiences to participate confidently in their communities.

The Partnership Fund aims to increase the number and quality of youth development opportunities that are available to young people through co-investment and support of in-kind partnerships between business and philanthropic sectors, iwi, other government organisations and MYD. The Board seeks to engage in partnerships between central and local government that will achieve more quality youth development opportunities for young people.

Applications open on 20 July 2017 and close on 11 August 2017

In addition to this letter, our regional team from the Ministry of Youth Development will be in touch directly with your staff.

Further information about the Partnership Fund - Local Government is available on our website www.myd.govt.nz/funding/partnership-fund.html. The online application form will be available on the website on Thursday 20th July. If you have any direct queries please refer to the contact details on our website.

We invite you to apply with your local projects or initiatives.

Yours sincerely

Linn Araboglos
Co-Director, Ministry of Youth Development

REPORT TO RDC ON THE IWI PORTFOLIO FOR MONTHLY COUNCIL HUI IN JULY 2017

HORIZON'S REGIONAL COUNCIL

Across their catchment Horizon's has offered the RMA Commissioner Workshop to Maori Councillors. As new Councillor did the workshop back in 2008, whilst didn't pass it gave good grounding on what our role as Councillors is really all about. Have taken up their offer and passed post assessment with excellence.

MAORI WARDS

I'm imagining this subject to be a little scary for some of you, can I say it doesn't need to be. If you decide to support TRAK's recommendation then any rate payer has the opportunity to raise a petition/referendum get 5% of ratepayers to sign it and it's all over.

This Council has matured in its thinking over many years concerning things Maori, In my view this process is unfair and a disparity with general seats, putting my view aside you will have to make a conscious decision. It is likely some of you may feel stuck between a rock and hard place, it doesn't need to be, we need to think about how forward thinking and 21st century thinking we want to be.

Māori are a growing influence in key sectors and have an economy worth \$50 billion, already one Iwi has settled in our district with two more to go,kia kaha, maia, kia manawanui.

DEED OF SETTLEMENT – TUWHARETOA

On 8th July attended the signing of Deed of Settlement of Tuwharetoa at Waitetoko Marae located just south of Turangi. This was in my capacity not just as a land owner but a Trustee on Ngati Rangi Trust. They are fifth largest Iwi with population of approx. 36,000 members.

The settlement is significant with a :

- Crown acknowledgements and apology
- Cultural redress
- Relationship Agreements
- Financial and Commercial Redress

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Tabled at Council Hemi 8

on 27 July 2017.

A copy of details will be in tea room.

MAORI TUNA CONFERENCE 2017 – 17-18 JULY

Just in our neighbourhood the above conference was hosted by Te Awa o Whanganui and falls under Te Wai (means water) Maori Trust Chaired by Ken Mair. In simple terms this is about the preservation and protection of tuna (eel) and lamprey. The long fin eel and lamprey numbers are currently in decline.

In the words of Ken,some care for the tuna's own sake, some of us care because of our customary relationship and its link to our identity, some care about its commercial value. Whatever the reason – the binding thread between you all is your care for the health and wellbeing of tuna for today, tomorrow and generations to come.

TE MARUATA – LGNZ MĀORI COMMITTEE

The role of Te Maruata, the Māori Committee, is to promote increased representation of Māori as elected members of local government, and to enhance Māori participation in local government processes. It also provides support for councils in building strong relationships with Iwi, Hapu and Māori groups. Te Maruata provides Māori input on development of future policies or legislation relating to local government.

AGM was held at LGNZ Conference last Saturday, they are refreshing Te Maruata's Purpose, Strategy and Structure in readiness for the remainder of term.

Attached for your information is recently released from LGNZ document 'Council-Māori Participation Arrangements', a copy will be left in tea room.

I hope my reports are of value to you, as with any portfolio they are to inform, keep updated and aware of what is happening around us, in addition I also hope my reports are to provide at least a better understanding and insight into the Māori world view and values.

Naku iti nei naa, yours humbly
Cr. Soraya Peke-Mason.

PS: I had privilege of attending LGNZ Conference and will have a full report available shortly.

Portfolio Update Heritage and Tourism - Cr Richard Aslett - July 2017

1) Update on the Rangitikei Heritage Group Recent Activity –

Next Meeting - Tuesday 8th August 2017 – 3.30 p.m. Hunters café Hunterville.

Now trialling the second Tuesday's as meeting day, instead of the first, as fits with Te Roopu Ahi Kaa meetings, making it easier for Hari to attend. No objections from anyone so will see how this works out.

Mayor Andy Watson will be attending this meeting as part of the stakeholder engagement for the LTP. The group welcomes this, and will start the meeting earlier at 3.30pm, with Andy to attend for 30 mins, and then have the opportunity to discuss further as a group afterwards.

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2) UPDATE on Tourism

Rangitikei.com Website

A lot of work has been going on with the Rangitikei.com website over the last few weeks, mainly by Bronwyn and Gaylene; and Bronwyn has produced a very interesting report (which I can e-mail separately to anyone interested).

Most of the recent work has been working on figuring out the website since it was taken over, making corrections (typos), ensuring information is current etc

Also work has been done on researching it's 'search-ability', who has actually been looking at it and who has been using the website and for what.

April-June visits are much higher (some of this increase may be currently due to the work being done on it at the moment)

Also of interest, is we are hoping to get video testimonials up on the Website, and this memo has been issued by Bronwyn :

If you would like to recommend anyone that has moved to your part of the world and they would like to be a video testimonial on our webpage please let me know, who, contact, and a bit about them. We don't want someone that has been here for years, but someone in the last year who has moved here. We need people who would come across well on a video, have a story of why they moved to our district and what they are experiencing here. If you look at Tararua Country they have a few videos on their website which are awesome!

So if anyone knows anyone who this fits, get in touch with preferably Bronwyn, myself or Gaylene.

Thanks, Richard Aslett

e-mail ; mangawekagallery@xtra.co.nz

Bronwyn's e-mail : bronwyn.meads@rangitikei.govt.nz

**Targa NZ
Road Closure Application
Rangitikei District Council**

Tabled at Council
on 27 July 2017

Stage Name:

COP CORNER

Date of Closure
Time of Closure:

Saturday 28th October 2017
10:15am to 2:45pm

Name of Proposed Road(s):

TURAKINA VALLEY Road, starting from its intersection with Waimutu Road, to finish at its intersection with Makuhou Road

MAKUHOU Road, from its intersection with Turakina Valley Road, to finish at its intersection with Tutaenui Road

TUTAENUI Road, from its intersection with Makuhou Road, to finish at its intersection with Galpins Road

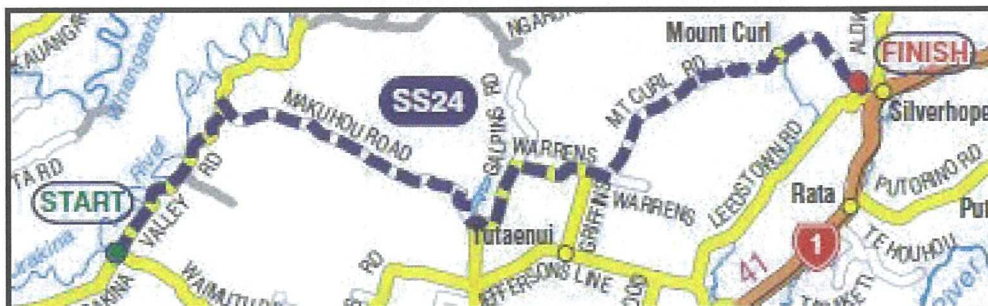
GALPINS Road, from its intersection with Tutaenui Road, to finish at its intersection with Warrens Road

WARRENS Road, from its intersection with Galpins Road, to finish at its intersection with Mount Curl Road

MOUNT CURL Road, from its intersection with Warrens Road, to finish at its intersection with Leedstown Road

Includes intersections with: Morgans Road No Exit, Smiths Road No Exit, Tutaenui Road and Griffiths Road

Note: To assist with the stage security, the closure is also to include 50 metres of **EACH** adjoining road, from where it intersects within this road closure



Targa NZ Road Closure Application Rangitikei District Council

Stage Name:

KIMBOLTON/PEMBERTON

Date of Closure

Saturday 28th October 2017

Time of Closure:

8:25am to 12:55pm

Name of Proposed Road(s):

RANGIAHIA Road, starting from its intersection with Mcbeth Road, to finish at its intersection with Mangamako Road

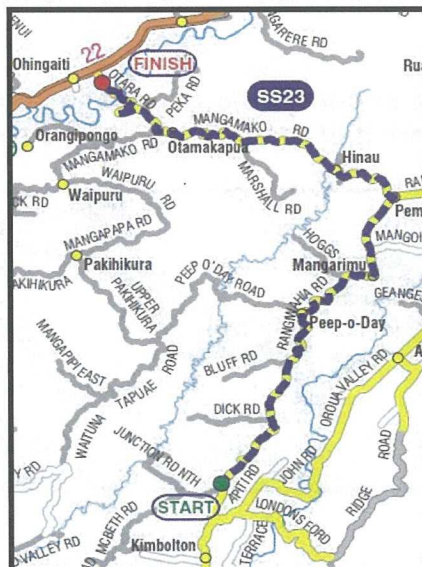
MANGAMAKO Road, from its intersection with Rangawahia Road, to finish at its intersection with Otara Road

OTARA Road, from its intersection with Mangamako Road, to finish at its intersection with house no 31

Includes intersections with: Dick Road No Exit, Bluff Road No Exit, Peep O'Day Road, Gorge Road No Exit, Hoggs Road No Exit, Mangoira Road, Ruae Road No Exit, Marshall Road No Exit and Peka Road No Exit

Note: To assist with the stage security, the closure is also to include 50 metres of EACH adjoining road, from where it intersects within this road closure

This Closure Application is being jointly applied for with the Manawatu District Council.





Memorandum

To: Council
From: Michael Hodder
Date: 24 July 2017
Subject: Developing the 2018-28 Long Term Plan – progress update, July 2017
File: 1-LTP-4-7

TABLED DOCUMENT

Tabled at Council
on 27 July 2017

Stakeholder meetings

Since Council's meeting on 29 June 2017, stakeholder meetings have been held with :

- Local Grey Power (3 July 2017)
- Department of Conservation (3 October 2017)
- Marton Whanau Marae (10 July 2017)
- Forestry owners (18 July 2017)

The meeting with the New Zealand Transport Agency scheduled for 14 July 2017 was cancelled because of the severe weather event at that time; it has yet to be re-scheduled.

Workshop, 20 July 2017

The topics covered were:

- a) Review of previous workshop (20 June 2017)
- b) Financial strategy
- c) Economic development
- d) Rooding activity management plan

a) *Review of previous workshop*

The workshop confirmed that the outcomes for the 2018-28 Long Term Plan would be the headlines for the Council's six strategic intentions for the triennium together with:

- a) Environment/climate change,
- b) Regulatory performance, and
- c) Community resilience.

The Policy/Planning Committee would work through detail.

- The workshop also accepted the view from the first workshop that
 - the six criteria for significance¹ will be used in determining topics for inclusion in the Consultation Document for the 2018-28 Long Term Plan, with matters of low significance being excluded.
 - the Consultation Document for the 2018-28 Long Term Plan distinguishes between significant matters (where options are presented and community views are sought) and important issues

b) Financial strategy

- A consensus to review those activities where depreciation not funded – rural water schemes and pools, particularly, but on a targeted basis. Depreciation for new community facilities should be deferred while there is debt – reflection of intergenerational fairness.
- There were mixed views on whether debt should be capped or allow some headroom.
- There was preference to retain the status quo regarding reserves for damaging natural events.

c) Economic development

- Despite the acknowledgement of the importance of primary production for the District's economy, there was a range of views expressed in this segment of the workshop. Did the 5 key results area in the current strategy focus on mechanisms to allow growth to happen? Have we focussed on leverage – particularly in terms of engagement with the regional growth strategy Accelerate 25, marketing the 'jewels' of the Rangitikei, and developing relationships with neighbours and CEDA.
- There was a consensus that
 - the current framework was ok;
 - a more co-coordinated approach and detailed action plan were needed which would help clarify the resources needed. Developing this would require at least one dedicated workshop session.

¹ The six criteria are: •

- The potential effect on Council's ability to act in accordance with the statutory principles relating to local government;
- The potential effect on the delivery of the statutory core services;
- The level of community interest in the issue;
- The financial costs/risk associated with the decision;
- The non-financial costs/risk associated with the decision; and
- The number of people likely to be affected,

d) *Roading activity management plans*

(i) One Network Roding Classification

- The workshop was interested in the process for reviewing classifications where use changes.
- There was some doubt that consistency was achievable given variations in typography, geology etc.
- The workshop didn't rule out not investing in roads to get a higher level of service than funded through ONRC – if local people were prepared to pay.

(ii) Roding Activity Management Plan

- The workshop wanted a better understanding of the current roding contract and opportunities to split off some sections.
- Was resealing being done too soon?
- Drainage of rural roads was seen as an important issue.
- There was a strong desire to continue advocating for the Taihape-Napier Road to become a state highway – doing so should have no impact on Council's current FAR.
- The segments on bridges and impact of forestry were deferred for an additional session, 10 August 2017, 9.00-10.00 am with a later start for the Assets/Infrastructure Committee).

(iii) Programme business case

- The workshop saw a need to advocate the continuation of Horizons' SLUI initiative to help combat risk of debris flows and rock slides in the rural hinterland.
- There was surprise that the level of serious and fatal crashes per vehicle kilometre travelled was higher in Rangitikei than in comparable districts. Addressing this is part of the investment logic approach.

Recommendation

That the memorandum 'Developing the 2018-28 Long Term Plan – update, July 2017' be received.

Michael Hodder
Community & Regulatory Services Group Manager



REPORT

TABLED DOCUMENT

SUBJECT: Status and maintenance of the Ratana playground
TO: Council
FROM: Michael Hodder, Community & Regulatory Services Group Manager
DATE: 24 July 2017
FILE: 6-RF-1-23

Tabled at Council
on 27 July 2017

1 Background

- 1.1 At its meeting on 13 July 2017, the Assets/Infrastructure Committee was informed that the Ratana playground was considered unsafe and requested that Council be provided with a report detailing the ownership and responsibility for the upgrade
- 1.2 In deliberating on submissions to the Consultation Document for the 2017/18 Annual Plan, Council resolved that in developing the 2018-28 Long Term Plan, Council considers upgrading the Ratana playground.¹

2 Ownership and management

- 2.1 The site of the playground is owned by the Ratana Communal Board of Trustees. However, in 1997, the Ratana Communal Board of Trustees agreed to set aside 1,200m² for a playground, having been informed that the playground had been included in the 1997/98 Annual Plan. Council's files and the minutes of the Ratana Community Board record progress with establishing the playground and installing equipment during 1997/98-1999/2000. It is unclear what happened in the ensuing five years – no documentation has been traced on Council files and the minutes of the Ratana Community Board do not mention the playground apart from noting damage (2001) and tentative discussions about a skateboard park (2002) and installing lighting (2003).
- 2.2 In the 2006-2016 Long Term Council Community Plan, a detailed breakdown of Council's playground equipment is provided, but there is no mention of what was installed in Ratana

¹ Council, 27 April 2017: 17/RDC/127.

2.3 However, by 2008, there is clear evidence that Council accepted responsibility for maintaining the playground equipment: the minutes of the Ratana Community Board of 14 October 2008 record that there was “an informal contract between the Communal Board and the Council, to deliver minor services to the Ratana community, which included mowing in the playgrounds and other areas”. This was formalised by a letter dated 23 October 2009 was sent to the Chair of the Ratana Communal Board of Trustees confirming a three-year arrangement with the Ratana Communal Board of Trustees and providing a community grant of \$51,169 (plus GST) for maintenance work in Ratana for a three-year period ending 30 June 2012. This included \$2,623 for playground equipment and \$1,570 for chip bark for playground equipment. Monthly reports were to be provided. This arrangement was extended after 2012

2.4 The current contract (991), negotiated in 2015, is structured differently and does not have a specific provision for either playground equipment or mulch, but includes \$4,626 for Domains. It requires the contractor to maintain play equipment so that it is safe and undertake repairs up to a value of \$250. Where the cost is more than that, the Council is to be informed. Monthly reports continue to be provided.

2.5 The Ratana playground equipment is on the Council’s asset register.

3 Present condition

3.1 Although the report for January 2016 notes that repairs to equipment is complete, some of the playground equipment is damaged and in potentially dangerous for children. There is considerable vandalism and graffiti.

3.2 The Council’s Parks & Reserves Team Leader has obtained a quote to repair the equipment from the Playground Centre in Whanganui (the supplier in 1999).

Playground repair	Photo Ref	Reason for replacement / Risk	Cost
1200 mm curved Slide	(1)	Large crack. Risk: Toggle entrapment or laceration potential	\$1815.00
Cubby Roof	(2)	Roof has perished	\$ 939.00
Scaling wall chain and housing	(3)	Rubber coating has perished. Risk: Finger entrapment	\$ 188.25
Star fish rocker seat		Perished	\$ 94.50
Double rocker springs	(4)	Springs broken.	\$ 972.50
Swing seat with chain, hosing and hinges	(5)	Unable to use and a potential for drowning of young children.	\$ 481.50
		Total (GST excl)	\$ 4490.75

- 3.3 The photos are attached at Appendix 1. There is also some deterioration and damage in the perimeter netting to be repaired.
- 3.4 However, the critical issue is the lack of mulch in the playground. This is the greatest risk to playground users. In 1999 when the playground was installed, the amount of mulch may have been adequate for the standards at that time. While there has been some bark added since that time, there are now very strict criteria around playground safety. Photos 6 and 7 in Appendix 1 show how inadequate the mulch is.
- 3.5 There are two options for the rectification of the mulched areas.
- Option one: This is to excavate, remove and supply/installation new playground compliant mulch to recommended fall zone depths. Approximately 140m³ of mulch will be required for this option.
 - Option two: This would see the size of the mulched area reduced. New edging would be installed and new lawn sown.
- 3.6 The most cost effective solution is the removal and installation of new mulch. (Option one) for the following reasons:
- The current timber edging has bowed and cannot be reinstalled. New timber edging would need to be purchased which is costly.
 - All plastic edge joiners would need to be made/purchased as they are not manufactured presently.
 - A considerable amount of topsoil and seed to repair the areas where mulch has been removed. This would take more labour hours to complete and require more sub-contractors on site.
- 3.7 The present contract does not specifically provide for mulch, and the \$250 threshold is totally insufficient. Option one is likely to cost around \$10,000.

4 Options

Physical facilities

- 4.1 One option is to close the playground, pending the planned redevelopment before the November 2018 celebrations. While that would avoid any expenditure, it would not necessarily assure safety unless stringent fencing was put around the area and the equipment removed. More importantly, it removes an important and unique recreational facility from the community for at least a year. There is no precedent for taking such a step anywhere else in the District.
- 4.2 The suggested repairs to equipment are undertaken on the basis of the quote obtained from the Playground Centre and the appropriate mulching is put in

place, at a likely cost of \$15,000 (GST exclusive). If the planned redevelopment of playground occurs, some of the equipment will be incorporated into it. Any unwanted mulch and equipment (provided it remains in good condition) can be removed and used elsewhere in the District. Whether the Communal Board of Trustees would still look to Council to assist with ongoing maintenance of the new facilities has yet to be discussed.

Financial implications

- 4.3 The Parks budget for 2017/18 did not include a provision to fund this upgrade. This was a mistake, at least in terms of the mulch. The reports show that in March 2016, a load of certified chip bark had been purchased from Loaders Landscape in Whanganui and spread. More was required. The monthly reports show this issue had been raised with Council as early as April 2016 but on the basis that spending \$250 on chip bark would suffice.
- 4.4 The repairs and make-good could be proposed under the Parks Upgrade Programme. This means Council would pay one third (i.e. \$5,000) and the Ratana community would pay two thirds (\$10,000). However, this does not appear a realistic proposition for the Communal Board of Trustees. In addition, this programme is intended to enhance recreational facilities not to fund repairs and maintenance for existing equipment.
- 4.5 Council funds this as an unapproved expenditure item within the Parks budget. This recognises that the proposed repairs and make-good are just that – a catch-up to meet present safety requirements.

5 Recommendations

- 5.1 That the report 'Status and maintenance of the Ratana playground' be received.
- 5.2 That Council
 - either
 - agrees that the Ratana playground be made safe as quickly as possible and approves unbudgeted expenditure of up to \$15,000 to achieve this.
 - or
 - determines that the Ratana playground should be closed, and all equipment removed

Michael Hodder
Community & Regulatory Services Group Manager

Appendix 1

(Photo number cross-reference to the table of suggested repairs from the Playground Centre)

Photo 1 – Slide damage



Photo 2 –Cubby roof damage



Photo 3 – scaling wall chain housing



Photo 4 – Broken springs



Photo 5 – Broken swings



Condition of Ratana playground, July 2017

Photo 6 – lack of mulch



Photo 7 – lack of mulch





Rangitikei
UNUSPILY...

REPORT

SUBJECT: Information centres – further consideration of service delivery options

TO: Council

FROM: Michael Hodder, Community & Regulatory Services Group Manager

DATE: 24 July 2017

FILE: 5-FR-1-2

TABLED DOCUMENT

Tabled at Council
on 27 July 2017

1 Executive summary

- 1.1 This report reviews and extends the information provided to the Policy/Planning Committee on the review of service delivery options for the Council's information centres. This review is required under section 17A of the Local Government Act 2002. Councils are permitted to determine that a full review is not cost-effective.
- 1.2 The report also considers a larger issue, as posed by Cr Platt, whether the information centres warrant retention. While they provide up-to-date information, earn some revenue, undertake some marketing and have some engagement with their local communities, the centres do not currently collect data to assess what impact they have on local businesses or the intentions and preferences of visitors to the centres. Undertaking such surveys in September is suggested.
- 1.3 There are two main recommendations in the report. Firstly, that further review of service delivery options is not undertaken for information centres – recognising that, to some extent their delivery is already intertwined with the libraries and that this will become more so as the planned community centre in Bulls and civic centre in Marton are realised. Secondly, notwithstanding the planned evolution of delivery of the service, that there is a reconsideration of the place of information centres within the District Promotion Strategy – i.e. whether the future expenditure in information centres is appropriate.

2 Background

- 2.1 At its June 2017 meeting, the Policy/Planning Committee considered a report reviewing the service delivery of libraries, information centres, halls and public toilets. It agreed that a review of service delivery options for halls and public toilets did not need to be undertaken.

2.2 However, the Committee considered it needed more detail about the nature of the services provided by libraries and information centres, the extent of use and the costs of service provision before it could make a decision about the merit of investigating alternative options. The extract from the 2015-25 Long Term Plan about these services (included with the first report, and attached as Appendix 1) did not contain any statistical or financial data.

2.3 A further report with additional detail was provided to the Policy/Planning Committee's meeting on 13 July 2017. The Committee accepted the report as far as libraries were concerned but wanted further consideration given to a paper tabled by Cr Platt at the meeting (attached as Appendix 2). Subsequently, Cr Platt provided a further data analysis of information centre costs (attached as Appendix 3).

2.4 The purpose of the review under section 17A of the Local Government Act 2002 is to determine "the cost-effectiveness of current arrangements", i.e. whether there are viable options to deliver the service and, if there are, to do that analysis; it is not intended to be an evaluation whether the service should continue. That is a matter for the Long Term Plan, given that discontinuing the service, at least in its present form, would mean a reduction in levels of service. In addition, the value of re-joining the i-site network warrants consideration – there are additional costs in this but there may be benefits particularly in terms of profile given to these by Tourism New Zealand.

3 Nature of services and use

3.1 Council currently operates three information centres. Their primary purpose is to provide a walk-in showcase of what the Rangitikei has to offer the visitor and the opportunity for direct conversation with staff member about the District's attractions. To that end, staff make a point of visiting as many accommodation facilities and other attractions so that they can provide useful guidance to enquirers rather than just pointing to relevant brochures. The information centres are a shop window for District businesses, thus helping them gain profile.

3.2 In Taihape, since 2001 the information centre has been fully integrated within the provision of library and service centre functions, sharing the same space and staff. Bulls is currently standalone, but will become integrated in the proposed new Community Centre on Criterion Street. Marton Library provides an information centre service, again using the same space and staff.

3.3 Visitor enquiries to the counter(in person and phone) for the year ending 30 June 2017 were

Taihape	5,106
Bulls:	4,435

- 3.4 Overall, 37% of these enquiries were from international visitors, 36% from domestic visitors (i.e. New Zealanders outside the Rangitikei), 16% were local visitors and 12% were telephone calls and emails. However the profile of the two centres is quite different – domestic visitors were about 44% of the total enquirers recorded at Bulls but 30% at Taihape. Conversely international visitors amounted to 53% at Taihape compared with 19% at Bulls.
- 3.5 This is a manual record maintained by staff, not data collected from door counts and automated phone records. It excludes those who come into either centre, look at brochures but do not talk to staff. Comparable statistics are not currently maintained for Marton. The problem with interpreting these figures is that the actual number of people coming into each centre is not recorded (as it is with the libraries). For example, at the Stratford *i*-site, the door count in 2015/16 was 29,066.¹ The manager at Taranaki's information centres considered that the number of people coming was double that those who made a direct enquiry. So it may be that around 20,000 people came into the information centres in Taihape and Bulls during last year.
- 3.6 While the nature of data collected will usefully inform a comparison of centres within a district – as was done by Kapiti District Council in evaluating the *i*-sites at Otaki and Paraparaumu, this varying nature of data collection means that a comparative assessment of use of information centres *between* councils may be an unreliable indicator of comparative value. In any case, as Cr Platt emphasises, it is the impact on local businesses which is the crucial indicator of benefit to the District.
- 3.7 During the year ending 30 June 2017, the Centres processed 2,021 reservations for accommodation, travel or other activity. Most of these generate a commission. Cr Platt considers that 'the vast majority of enquiries would not result in revenue spent in the Rangitikei'. Currently it is not possible to say how much business is transacted as a result of contact with the information centres (in addition to those instances where specific reservations have been made).
- 3.8 The last occasion when the community's view of information centres was undertaken was in the Communitrak survey conducted in 2010. 45% of respondents were satisfied but 54% were unable to comment, reflecting the finding that only 25% of households had used one of the Council's information centres in the past twelve months.²
- 3.9 Rangitikei's information centres are part of a nation-wide network, and display brochures from other places just as they do for ours. During the year ending 30 June 2017, 1,485 copies of the Rangitikei Tourism brochure were provided to other centres as set out in the table below:

¹ This excludes those entering to do transactions with the AA service for driver registration etc., housed in same premises.

² No peer group or national averages were available – i.e. this was a question posed uniquely in Rangitikei's survey.

Customer Name	QuantityDelivered
PALMERSTON NORTH I-SITE VISITOR CTR	50
HASTINGS I-SITE VISITOR CENTRE	20
FEILDING INFORMATION CENTRE	20
OTOROHANGA I-SITE VISITOR CENTRE	20
KAWERAU INFORMATION CENTRE	20
FEILDING INFORMATION CENTRE	20
TE KUITI I-SITE VISITOR CENTRE	10
CAMBRIDGE I-SITE VISITOR CENTRE	50
WANGANUI I-SITE VISITOR CENTRE	20
KAWERAU INFORMATION CENTRE	50
PAHIATUA INFORMATION CENTRE	5
WANGANUI I-SITE VISITOR CENTRE	20
WANGANUI I-SITE VISITOR CENTRE	100
YOURTRAVEL - LEE AMOR	10
RUAPEHU I-SITE VISITOR CENTRE	20
KAPITI I-SITE	20
HASTINGS I-SITE VISITOR CENTRE	20
RUAPEHU I-SITE VISITOR CENTRE	20
UPPER HUTT I-SITE VISITOR CENTRE	20
FOXTON INFORMATION CENTRE	20
FEILDING INFORMATION CENTRE	50
PICTON I-SITE VISITOR CENTRE	100
FOXTON INFORMATION CENTRE	50
HUNTLY I-SITE VISITOR CENTRE	20
MATAMATA I-SITE VISITOR CENTRE	20
MOTUEKA I-SITE VISITOR CENTRE	50
NEW PLYMOUTH I-SITE VISITOR CENTRE	20
TAUPO I-SITE VISITOR CENTRE	100
HURUNUI I-SITE VISITOR CENTRE	20
RUAPEHU I-SITE VISITOR CENTRE	20
TE KUITI I-SITE VISITOR CENTRE	10
DANNEVIRKE INFORMATION CENTRE	20
TURANGI I-SITE VISITOR CENTRE	50
WANGANUI I-SITE VISITOR CENTRE	20
TIMARU INFORMATION CENTRE	10
SELECT TRAVEL - JOHN SUMNER	5
TIMARU INFORMATION CENTRE	10
PUTARURU INFORMATION CENTRE	10
TE TAKERE VISITOR INFO CENTRE	20
FEILDING INFORMATION CENTRE	10
HUTT CITY I-SITE VISITOR CENTRE	50
FAR NORTH I-SITE VISITOR CENTRE	5
TE AROHA I-SITE VISITOR CENTRE	10
FOXTON INFORMATION CENTRE	50
WANGANUI I-SITE VISITOR CENTRE	31
WANGANUI I-SITE VISITOR CENTRE	19
RAGLAN INFORMATION CENTRE	20
RUAPEHU I-SITE VISITOR CENTRE	50
TAUPO I-SITE VISITOR CENTRE	100

- 3.10 During the year ending 30 June 2017, the Taihape Information Centre received 3,682 brochures from the major national suppliers – Jasons Guides and AA Travel – effectively replacing those which had been taken away by visitors to the centre
- 3.11 The centres do not maintain a comparable count of brochures promoting local attractions. Currently there are about 200 accommodation and other attractions represented on the display stands. Because the service is targeted towards visitors (although local residents use it too), it is outside the scope of the annual residents' survey, so there is not currently an assessment of the views of those who use the service as there is for libraries or pools. This could be changed for the 2018 survey.
- 3.12 However, despite increasing use of online information by tourists, the visitor counts show there continues to be significant demand by for face-to-face contact in determining where visitors will spend their time and money.

4 Finances

- 4.1 The cost of delivering this service was \$352,669 in the year ending 30 June 2016. Staffing costs (including an overhead component) were \$253,622. It is not possible now to distinguish between the costs for the service at Taihape from that for Bulls because of the merging of cost centres after 2011; however, when separately accounted for the costs at Bulls were twice those recorded for Taihape.³
- 4.2 The main source of funding was rates. Non-rates revenue was \$23,163, mainly sales and commissions. No charge is made for the display of brochures.
- 4.3 Comparisons with other councils are imperfect, as the way information centres are funded – like the data they collect – varies. Cr Platt provides comparison with a number of other councils having regard to the ‘per enquiry’ cost. Another approach is to consider the total costs. Woodville (in the Tararua District) costs \$144,000 annually, excluding salaries. The study undertaken for the Kapiti District Council in 2013 shows rates funding for information centres in small towns varying from \$51,974 for Te Kuiti (Waitomo District) to \$205,621 for Stratford⁴, with a mean of \$111,699.

5 Options for service delivery

- 5.1 Potentially, all of part of the visitor information service could be delivered through other retail operations. However, to maintain the current level of service, there would need to be (i) sufficient space to display the range of printed brochures and (ii) sufficient dedicated staff capacity to answer questions about local attractions and make travel/accommodation/attractions bookings.
- 5.2 While offering such a service would be likely to bring visitors into a local business, it will not in itself cover the costs, so a Council grant would be necessary. In addition, such a combined operation is likely to lead to reduced use, partly because the information centre will have a reduced profile and partly because some visitors will be reluctant to go into what is not a neutral place.
- 5.3 In addition, as noted above, the delivery of the information centre service is entwined with the library service – wholly in Taihape (and Marton – although there is much less activity there) and this co-delivery is intended in Bulls, where the delivery of library and information centre services is currently from two separate buildings. This hybrid approach was resisted at a national level for a while but there are now instances elsewhere, for example at Puke Ariki -in New Plymouth. A variation is in Te Takere at Levin, where the provision of visitor

³ Year ending 30 June 2011: Taihape - \$108,351; Bulls - \$239,289.

⁴ This may be distorted because of the AA service is housed within the information centre and serviced by Council staff.

information is thoroughly integrated into the service provided within that facility and is not separately costed.

- 5.4 Having an unstaffed kiosk might seem an alternative option. However, this would be a very different level of service. The merits of making such a change would need a broader consideration within the context of the District promotion strategy.
- 5.5 At present, Rangitikei misses out on the promotion conducted by Tourism New Zealand as none of the sites is an *i*-site. As hybrid sites (i.e. delivering a range of other council services) are now permitted to be part of the *i*-site network, a closer analysis of likely costs and benefits (including increased levels of service) of joining is warranted in considering the future of information centres.

6 Future need for and potential value from information centres

- 6.1 The tourism consulting firm Solimar International suggests five purpose for information centres –

i. Sourcing of and delivering up-to-date information – for example

- knowledgeable on-site employees
- a master guide to the District
- local guides available
- maps and directions provided
- practical information - toilets, transport, baking etc.
- up-to-date local products and supplier information

ii. Revenue generation – for example

- sale of maps, posters, guidebooks
- sale of local art and handicrafts
- sale of visitor survey data
- local tour guiding services
- café and other food
- photocopying
- currency exchange

iii. Data collection – undertaking surveys so that the District remains competitive and develops in response to the market, for example

- length of stay
- places intended to visit
- trip expenditure

iv. Marketing- generating content for website, social media etc.

- v. Local engagement – collaborating with local business to produce new initiatives to celebrate/improve the locality and attract visitors
- 6.2 With an increasing role in managing rangitikei.com, Rangitikei's information centres relate to purposes I, ii, iv and v. However, as Cr Platt observes, they currently have minimal understanding about their impact. This is not just a disadvantage to forming a view on the benefits from the information centres: it misses an opportunity to get information about visitor behaviour and preferences and share that with operators. It is suggested that such a survey is developed in August and conducted during-September to assist in gaining a more informed view of the relationship between the information centres and local businesses.
- 6.3 While Tourism New Zealand sees considerable future value in information centres – while focussing on *i*-sites, the general comment is that they are “key influencers in visitors’ decisions making while they travel around New Zealand.” However, the discussion paper Tourism 2025 also notes that “the opportunities presented by technology advances may also bring into question the future viability of physical information centres and the appropriateness of investment relative to alternative opportunities in an ever-changing market place”.

7 Conclusion

- 7.1 Although strictly outside the scope of the prescribed statutory review, one question is whether the information centre service should be discontinued as offering little value to the District.
- 7.2 The Council's current strategy is to fully integrate information centres with libraries in terms of staffing and premises. At present there is no viable alternative to that mode of delivery. Apportioning the costs between the two activities is arbitrary.
- 7.3 However, there is a question whether information centres are a necessary part of the future promotion of the District. This requires research on their impact on local businesses. In addition, there needs to be analysis whether becoming *i*-sites would improve the profile of Rangitikei's information centres, particularly to overseas tourists.

8 Recommendations

- 8.1 That the report 'Information centres – further consideration of service delivery options' be received
- 8.2 That a review of service delivery options (in terms of section 17A of the Local Government Act 2002) not be undertaken at this time for information centres because of their integration with libraries in both premises and staffing and the uncertainty about any viable alternative which would deliver a similar level of service.

- 8.3 That a survey of (i) District businesses and of (ii) the perspectives of visitors to the information centres be undertaken during September 2017 to understand better the contribution of the information centres to the District's economy.
- 8.4 That the future value and role of information centres be considered as part of developing the District Promotion Strategy, in the context of the 2018-28 Long Term Plan.

Michael Hodder
Community & Regulatory Services Group Manager

Appendix 1

Information Centres

Council provides information centres in Taihape and Bulls, as gateways to the District. The centres showcase the District, by providing a range of information on local attractions and events for visitors to the District and for residents. They also provide a base for the Town Coordinators there. This means that, while providing a focus for visitors and an opportunity for local businesses to promote their services and attractions, they also serve as a community hub. Co-location with the library in Taihape reinforces that and, as has been noted earlier, it is intended during the course of this ten-year plan to work towards a one-stop-shop in Bulls as part of the development of a plan for Bulls CBD. An information centre service is also co-located at Marton Library, with local and national information provided along with a booking service for local and national accommodation, activities and events, and road, rail and sea transport. The changing face of the industry is resulting in a need for our visitor centres to investigate (and implement) other means of information delivery and communication technologies. There are opportunities for collaboration with other agencies and organisations e.g. Department of Conservation.

Appendix 2

TABLED DOCUMENT

Tabled at

Policy / Planning

on

15 July 2017

Comments in response to Information Centre Report, July 2017

This report has been prepared in response to a requirement of section 17A of the Local Government Act where we are required to review the "cost effectiveness" of various services. Comments in response to Information Centre Report, July 2017 are as follows:

What is "cost effectiveness"?:

- "Cost effectiveness" is defined as "producing optimum results for the expenditure" or "economical in terms of the goods or services received for the money spent".
- The Local Government Act 2002, section 17A (5)(a) and (b) require Council to consider this in terms of "the required service levels" and "the performance measures and targets to be used to assess compliance with the required service levels" if the service was to be contracted to a third party provider. Surely the same criteria should be considered when self-evaluating.
- In business terms, this involves assessing all of the possible alternatives, including a "do nothing" option. This means that the analyses should be considered as a whole and for each location separately. For example, the business case for the Information Centre activity in both Marton and Taihape may be more advantageous because staff are shared. Good data is essential.

The current report is missing the following:

- Any definition of the required service levels, performance measures or targets. It is impossible to know whether these are being delivered cost effectively without knowing what is supposed to be delivered, as per the legislation.
- The report that has been provided details the very considerable costs but does not identify any benefit.
- There is no information given regarding the type of enquiries from the public and what benefits these provide. Surely this is an unsatisfactory situation. The information that we really need to know is how many enquiries results in business for the Rangitikei and an approximate value of this business. This information is critical if the Council is to decide that it is cost effective to operate this business. There can be no excuse for the staff not collecting this information because of the very small number of enquiries per day.
- A breakdown of costs in the future. The decision that is being made is for the future years, not the current. Therefore, costs must be considered for the future scenario. This report puts the sales and commissions generated across three Centres at \$23,163. A previous

report put the cost of that at \$385,000 but this report says it is \$352,669. Either way it is over a million dollars every three years, assuming the current costs reflect what the future costs will be. What are our estimates for the cost to operate in the proposed new building? If we operate as an efficient business we should have a budget for the cleaning, heating, lighting, and other business costs that we will incur when we operate as a stand-alone business on a separate floor. Section 17A would require that we are cost effective going forward.

- As a second possible scenario, an unmanned kiosk need to be considered, either as part of an existing business or as part of the library as other councils have done (e.g. Levin). Another possible scenario is to contract out the services, that would then be provided in conjunction with an existing business.
- Probable benefits must also be considered in terms of future requirements rather than current. This can be determined by analysing trends and considering outcomes from other regions. We know that with technology, the usage and numbers of Information Centres are declining rapidly. Therefore if we currently only have seven or eight customers a day, what are we projecting for say five years' time? This report should have contained the customer numbers for the preceding years so we could see trends. We also know that the Information Centre at Paraparaumu got very little use when it was situated on a side road. Their usage has increased considerably since it has been moved to the main road. Paraparaumu is actively evaluating to see if the business is now cost effective. What projections have we made regarding visits, when we take the business off a Highway and move it to a side road? We know that there will be fewer enquiries going forward.

What we do know:

- The staff report recommends that we continue with Information Centres without recommending any changes. The report does not provide any basis for the recommendation. On the information presented in the report there is no basis that this activity could be considered to be cost effective. Therefore how can it conclude that the status quo remains? What was the rationale for the recommendation? In addition, a recommendation should be made for each information centre separately. It is not an all or nothing scenario, and each location should be considered on its own merits.
- The report states that 2021 reservations were made, but does not tell us the location of these reservations...i.e. were any of these for businesses in the Rangitikei?
- A public duty to have information centres to be part of a nationwide network is not required, and it is certainly not required that the Rangitikei have 3 of them.
- If we focus on Bulls, the report details the number of contacts that the staff have with the public. The figure of 4435 interactions represents 1.52 every hour that the Centre is open or only 12 per day including phone calls. There is no information to differentiate between phone questions and people enquiring at the Counter. As some of these are telephone

questions they may only have seven or eight customers per eight hour day. Therefore it would appear that for the most part of each day staff have nothing to do. This seems to be very inefficient use of staff time. If we assume that each enquiry (including phone calls) takes a very generous 10 minutes, then staff have nothing to do for 6 hours every day. Who would employ someone for 6 hours a day to do nothing and call it "efficient"?

- Why do we not employ staff who can productively use their spare time for marketing our region as happens in many other regions?
- What risks will we run when from a Health and Safety viewpoint when the Library staff and Information Centre staff will be on different floors? We know that Worksafe will view this as being two separate operations. Will we be complying with "best practice" for ensuring the safety of our staff?
- Our spending, and revenue generated on Information Centres, appears to be totally out of line with all of the other Councils that I have contacted. Why have we not benchmarked our business against other Councils?
- The overriding consideration for our Council is whether our ratepayers are better off for us taking rate money from them to provide Information services or would it be better for them if we left the money with them? Our spending on this activity equates to \$25 per year for every person in the Rangitikei. Therefore for a typical family of four people, who may be struggling to pay the bills, we take \$100 per year from them to run Information Centres. We must be sure that we can justify spending their money on this activity. Clearly we cannot.
- Another test may be to do a survey monkey questionnaire to ask if each family of four is happy to give the Council \$100 per year for Information services. Could they make better use of the money themselves?

Graeme Platt

Appendix 3

FURTHER DATA ANALYSIS OF INFORMATION CENTRE COSTS.

Graeme Platt July 2017

COMPARISON OF COST PER ENQUIRY COMPARED WITH OTHER SMALL TOWN INFORMATION CENTRES.

In 2013 the Kapiti Council commissioned an excellent and comprehensive study into the whole area of Information Centres. This study comprised 67 pages and analysed trends, costs, benefits, and comparisons with other areas. **As a result of this study Kapiti closed the Otaki Information centre because it was deemed to be not cost effective.**

To assist the Rangitikei District Council decide the cost effectiveness of its services I have compared some information from the Kapiti report with our figures. I concede that the figures are four years out of date but still worth comparing.

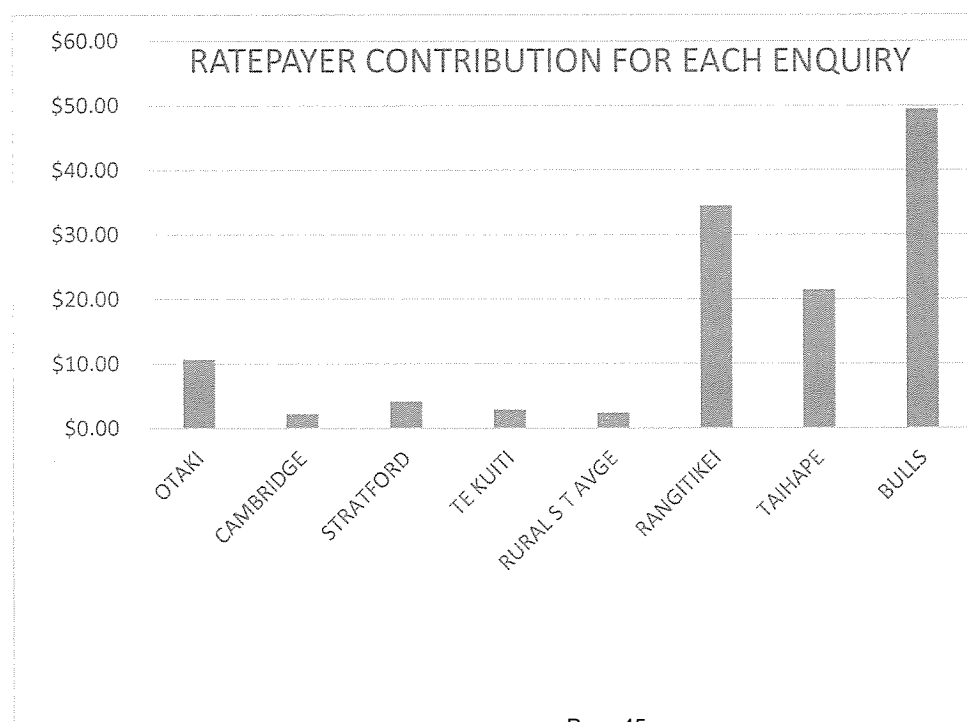
In Rangitikei, the total cost to provide information services is \$352,669. However we must offset a revenue figure of \$23,163 against this leaving a ratepayer contribution of \$329,506. Further the staff report says that the cost of this service is twice as expensive in Bulls compared with Taihape. Therefore the Taihape costs are \$109,835 and Bulls \$219,670. We also know that the number of enquires including both telephone and counter callers are as follows;-

Taihape 5106, Bulls 4435

In the chart below I have compared the figures for Rangitikei with those in the Kapiti report. This chart shows the cost to the ratepayers for every enquiry. As we know, the vast majority of enquiries would not result in revenue spent in the Rangitikei

COUNCIL FUNDING PER ENQUIRY in RURAL SMALL TOWNS

OTAKI	\$10.72
CAMBRIDGE	\$2.26
STRATFORD	\$4.18
TE KUITI	\$2.93
RURAL S T AVGE	\$2.39
RANGITIKEI	\$34.53
TAIHAPE	\$21.50
BULLS	\$49.50



Before we can determine if our expenditure is cost effective we need to know what it is that we are trying to achieve. How does the Council measure “cost effectiveness”? What criteria has previously been set against which to measure success? I believe that there can only be two possible benefits, namely financial or social for our ratepayers. One possible social benefit may be a place to buy bus tickets etc. However we could allow an existing business to sell these at no cost to the district.

For there to be a financial benefit then we need to demonstrate that money has been spent in the district that would not otherwise have been. In the Bulls Information Centre, many enquiries are for bus tickets, or to ask where the toilets are located, or to ask about road information. To determine if there are financial benefits to the district it is essential to know what percentage of enquiries result in money spent in the Rangitikei. If we assume that only 20% of enquiries would benefit Rangitikei financially, then the cost of each of these would be around \$250.

Clause 17a of the Local Government Act requires the following;-

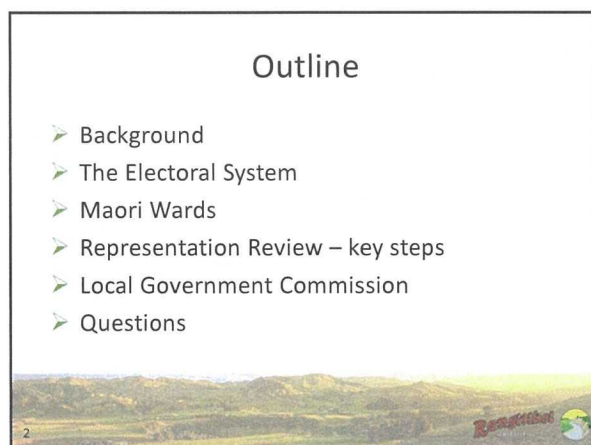
17A Delivery of services

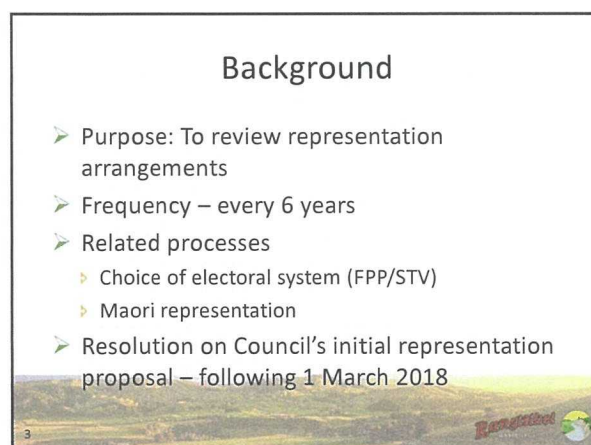
(1)

A local authority must review **the cost-effectiveness** of current arrangements for meeting the needs of communities within its district or region for good-quality local infrastructure, local public services, and performance of regulatory functions.

Tabled at Council Item 17.
on 27 July 2017.







The Electoral System

- First Past the Post or Single Transferable Vote
- Same system rolls over if no change
- A change can be initiated by:
 - Council resolution
 - Poll of electors
- Also applies to election of community boards



FPP vs STV

FPP	STV
- Most votes win	- Harder to understand
- Simple	- Limited uptake/understanding
- Wasted votes	- Need to have 5 – 7 members to gain the benefits (minimum of 3).
	- More proportional
	- More equitable minority representation



The Electoral System - Timeframes

Date	Action
12 September 2017 (or earlier)	Local authority resolution on electoral system (s27)
19 September 2017 (or earlier)	Public notice on electoral system (s28)
21 February 2018	Last date to receive demand for poll on electoral systems for 2019 elections (s30) Last date for Council to resolve to hold poll on electoral systems for the 2019 elections (s31)
21 May 2018	Last date to conduct poll on electoral systems to take effect at the 2019 elections (s33)



Maori Representation

- Maori wards an option.
- Give careful consideration given LGA requirements around Maori participation.
- Maori electors vote for Maori ward candidates. General electors vote for general electoral candidates.



7

Maori Representation - How

- By local authority resolution
- By poll
 - called by local authority
 - demanded by electors
- Polls – generally not supported



8

Maori representation - formula

- Based on Maori and general electoral populations.
- Under current RDC structure = 2 Maori representatives (9 general members).

$$nmm = \frac{mepd}{mepd + gepd} \times nm$$


where nmm = number Māori ward members
 mepd = Māori electoral population of district
 gepd = general electoral population of district
 nm = total number members



9

Maori representation - who


- Local authorities with Maori representation
 - Bay of Plenty Regional Council – legislation
 - Waikato Regional Council – legislation
 - Wairoa District Council - poll



10

Maori Representation - Timeframes

Date	Action
23 November 2017	Resolution to establish Maori wards
30 November 2017	Public notice of resolution to establish Maori wards (not required if no resolution).
21 February 2018	Polls – resolution by Council or demand by electors
21 May 2018	Poll must be held



11

Representation Review - Key Steps

1. Identify communities of interest
 - Preliminary consultation (not mandatory, but recommended)
2. Determine effective representation for those communities of interest
 - Wards (single or multi-member), at large, community boards.
 - Number of elected members
 - Consider size/geography/demography



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Representation Review - Key Steps

1. Consider fair representation for electors of the wards/community boards
 - +/- 10% rule
 - Can refer to Local Government Commission to breach.



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Local Government Commission +/- 10%

- If no appeals/objections LGC can only determine to uphold Council's decision or to alter it (not a full determination of all representation arrangements).
- Examples of non-compliance
 - Kapiti – to retain separate Waikanae and Otaki wards



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Local Government Commission


- Local Government Commission's role
 - Resolving local differences – appeals/objections
 - Exemption from +/- 10% rule
- May deal with issues in addition to those raised in appeals/objections (full consideration).
- Will consider:
 - Legislative compliance
 - Robustness of consultation/process
 - Robustness of decision-making (acceptance/rejection of submissions).



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Local Government Commission


- 2015 – 22 councils did reviews, with 13 being considered by the LGC
- 2018 – 57 councils due for reviews.



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Local Government Commission - Expectations

- Don't pay lip service to review, give it a 'good crack'
- Consider preliminary consultation with the community
- Consider whether an independent panel or external involvement in a review panel can add value
- Remember that consideration of community boards must form part of the review
- A comprehensive exercise may not be required every time, but every so often there will be benefit in a fundamental review



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Questions



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