

Hibiscus and Bays Local Board Workshop Programme

Date of Workshop: Tuesday 10 October 2023
Time: 10:00am – 2:00pm
Venue: Local board office – 2 Glen Road, Browns Bay
Apologies:

Item	Time	Workshop Item	Presenter	Governance role	Proposed Outcome(s)
		Welcome and apologies	Gary Brown Chairperson		
1.	10:00am	Connected Communities – Crime Prevention Fund Attachment: <ul style="list-style-type: none"> Presentation: Hibiscus and Bays Crime Prevention 	Marilyn Kelly Community Broker	Local initiatives and specific decisions	Receive an overview of the Crime Prevention Fund and have an opportunity to provide feedback.
2.	10:45am	Parks, and Community Facilities – Contracts update Attachment: <ul style="list-style-type: none"> Presentation: Full Facilities Contract Performance 	Kris Bird Area Manager Jennifer Rose Head of Asset and Business Performance Prakash Thakur Work Programme Lead Julie Pickering Head of Area Operations Matt Scott / Steve Beck Ventia	Oversight and Monitoring	Receive an update on the performance of the maintenance providers across the region.

	11:30am	BREAK			
3.	12:00pm	Auckland Transport – Vaughans Road (NON-PUBLIC)			
4.	12:15pm	Auckland Transport – Understanding local board priorities for the 2024 Regional Land Transport Plan. Attachment: <ul style="list-style-type: none"> • Presentation: Development of AT's 10-year programme 	Tony Parish AT Investment Lead Hamish Bunn GM Investment, Planning, Policy Siobhan O'Donovan Principal Communications & Engagement Annabelle Wrigley Communications Specialist Beth Houlbrooke Elected Member Relationship Partner	Input into regional decision-making	Discuss the local board priorities for the RLTP.
5.	1:15pm	Auckland Transport: Glen Road Footpath Upgrade project options (NON-PUBLIC)			
	2:00pm	Workshop concludes			

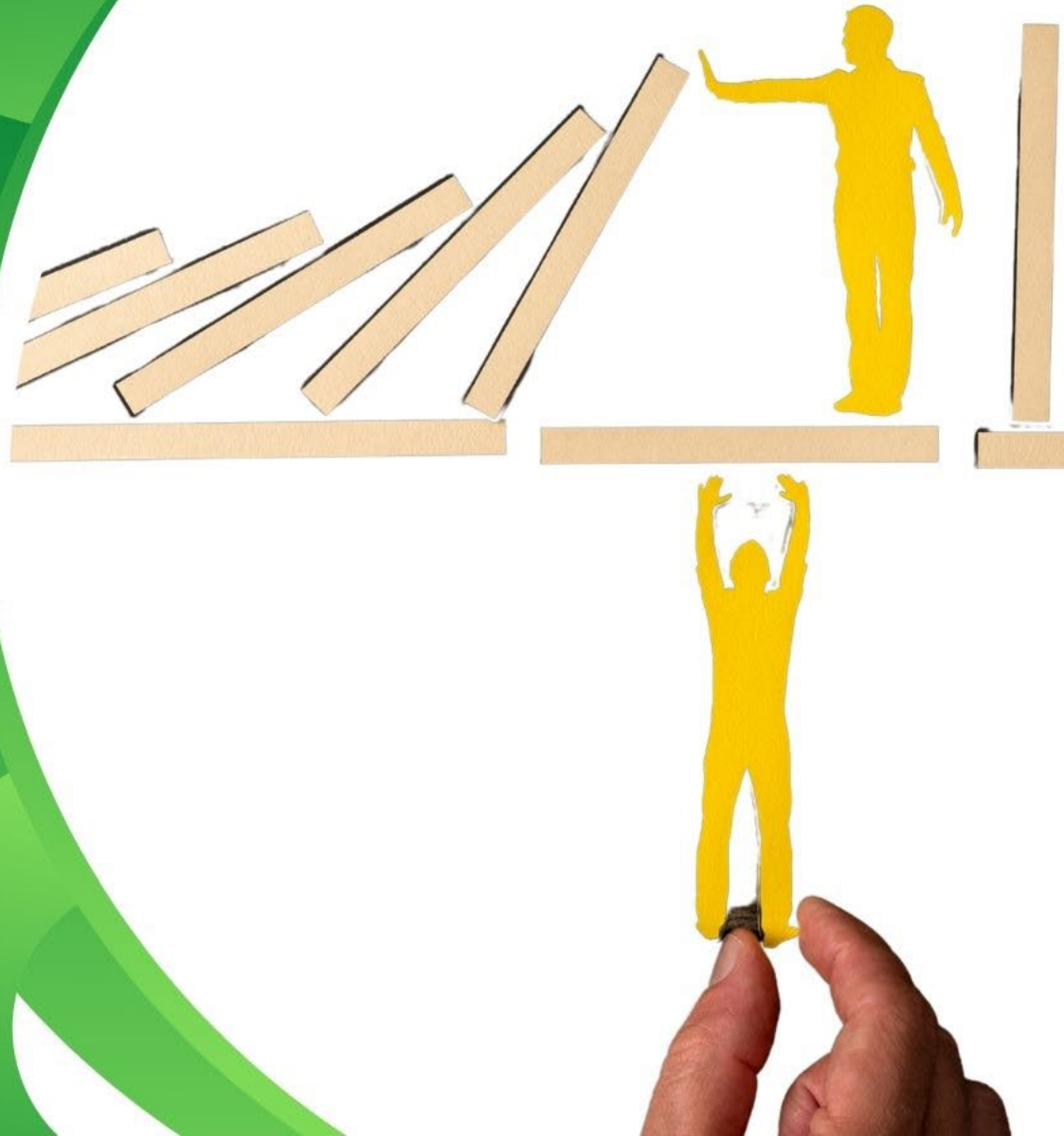
Role of workshop:

- (a) Workshops do not have decision-making authority.
- (b) Workshops are used to canvass issues, prepare local board members for upcoming decisions and to enable discussion between elected members and staff.
- (c) Workshops are not open to the public as decisions will be made at a formal, public local board business meeting.
- (d) Members are respectfully reminded of their Code of Conduct obligations with respect to conflicts of interest and confidentiality.
- (e) Workshops for groups of local boards can be held giving local boards the chance to work together on common interests or topics.

Hibiscus and Bays Local Board

Crime Prevention Investment

Presentation



The Investment

\$2 Million Divided between Local Boards across the Region from Ministry of Social Development. It is **One-off funding**

Investment to BIDS

Browns Bay	\$4,679
Mairangi Bay	\$2,000
Ōrewa	\$2,000
Silverdale	\$2,689
Torbay	\$2,000

Investment for Local Board

\$61,498

Community-led and town centre focus with Council as a partner due to the community connection

Can focus on CPTED (Crime prevention through environmental design) and Youth Crime Prevention



Why are we here?

To help the local board decide on how you are going to invest the crime prevention investment in the Hibiscus and Bays area we have pulled together some information

- What is Prevention
- Some current local crime data
- What the local board is already supporting
- Some examples of what is happening in this space around Auckland



What is Prevention?

1992 the Crime Prevention Action Group (CPAG) came together to develop the crime prevention Strategy. They defined prevention as:

“all those measures which have the specific intention of minimising the breadth and severity of offending, whether via a reduction in the opportunities to commit crime or by influencing potential offenders and the general public.”

(Cited in Graham 1990 p9)

They identified 7 areas for action

- To improve the effectiveness of support for ‘at risk’ families.
- To reduce the incidence of family violence.
- To target preventative programmes for youth ‘at risk’ of offending.
- To minimise the formal involvement of casual offenders with the criminal justice system.
- To develop a co-ordinated strategic management plan for misuse and abuse of drugs and alcohol.
- To develop a strategy to address the incidence of white collar crime.
- To address the concerns of victims and potential victims.





NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa



Prevention First

Āraia i te tuatahi National Operating Model 2017

Puts people – victims, offenders, staff at the centre of our model.

- Deploy to beat demand
- Target drivers of demand
- Mindset: taking every opportunity to prevent harm

6 drivers of crime

» **Alcohol**

» **Youth – Rangatahi**

Youth has been identified as a priority area for the local board with youth violence around the Silverdale and Albany Busway stations, Malls and town centres and ram-raids. Serious youth offenders often come from backgrounds of deprivation, violence, alcohol, drugs and lacking good role models. 17% of youth offenders commit 40% of Offences

» **Family – Whānau**

» **Roads**

» **Organised Crime & Drugs**

» **Mental Health**

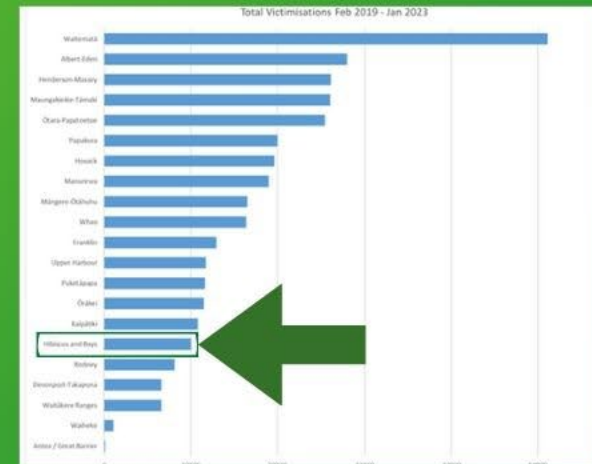
1% of violent offenders are diagnosed with a mental health disorder and 5% of criminal offenders (Fazel & Grann, 2006; Taylor, 2008; Varshney, Mahapatra, Krishnan, Gupta & Deb, 2015 Vinkers, de Beurs, Barendregt, Rinne, & Hoek, 2012; Walsh, Buchanan, & Fahy, 2002; Rueve & Welton, 2008)

97%

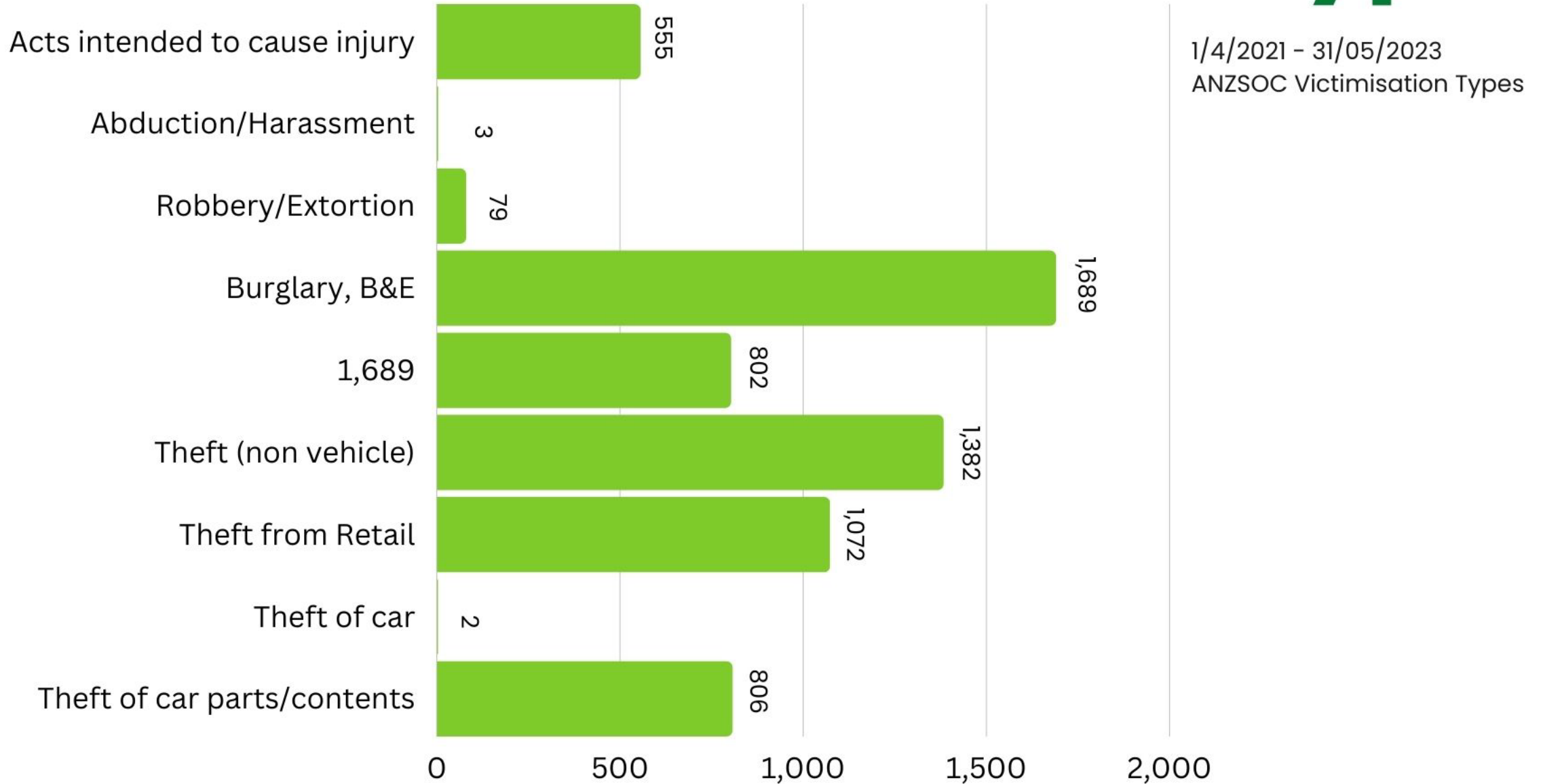
increase in crime since pandemic

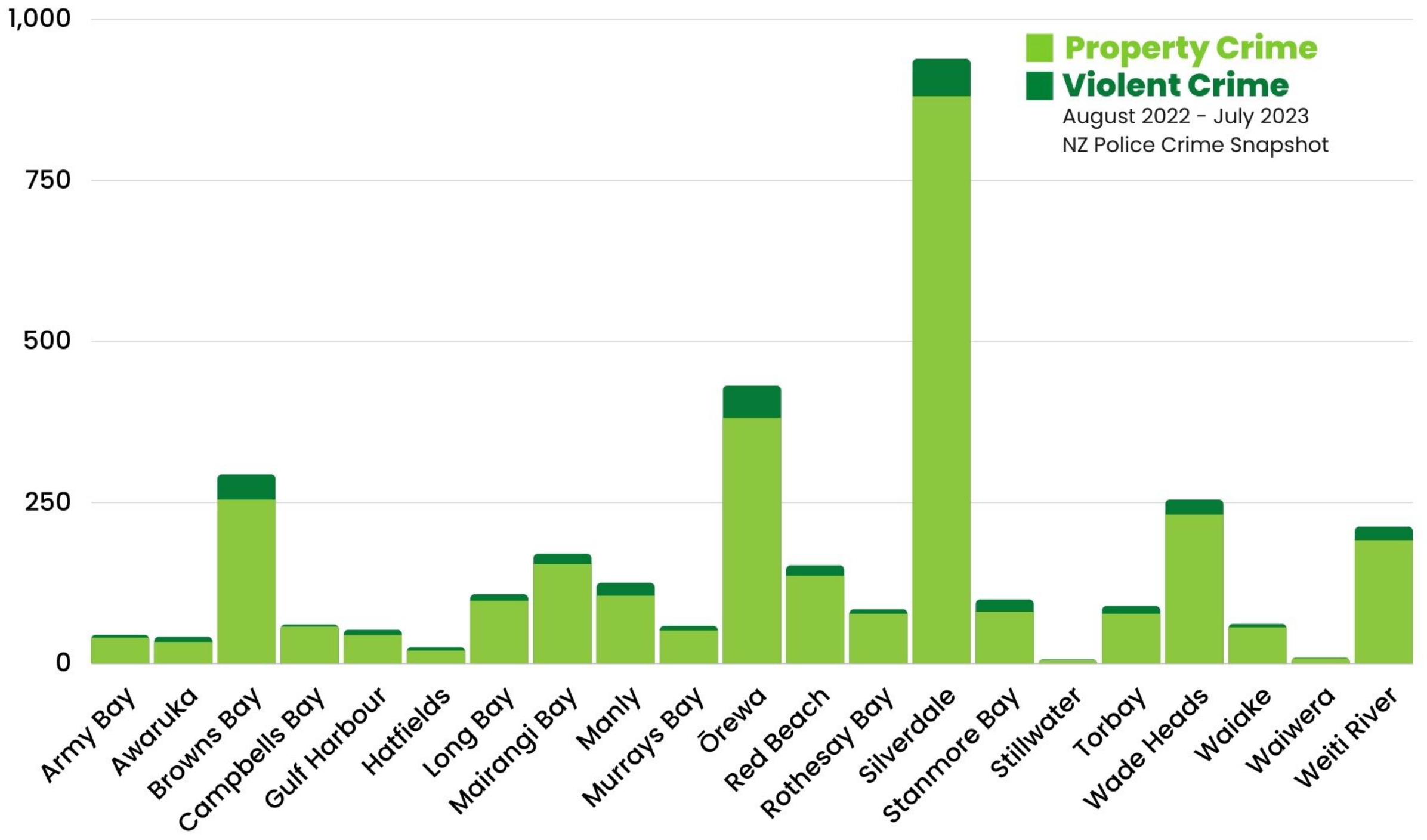


6th lowest victimisation across 21 local boards



Victimisation Types

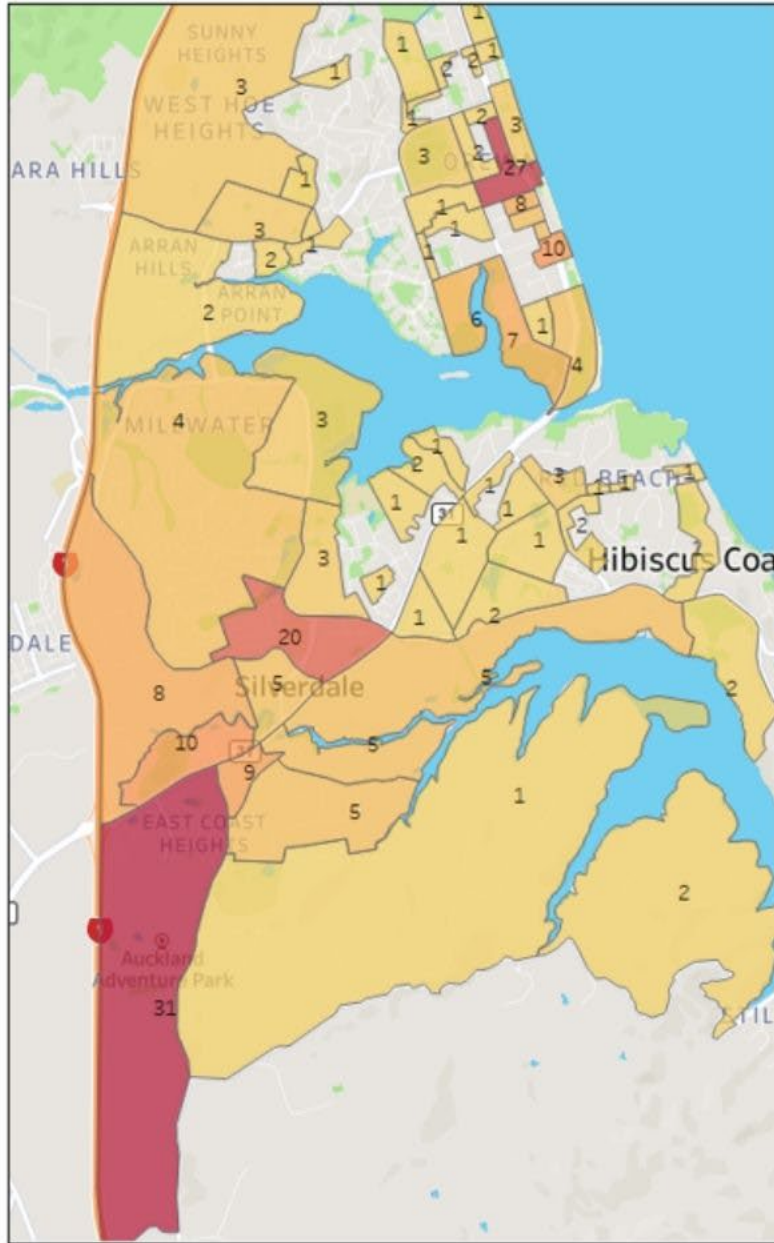




Acts intended to cause injury

04/21 - 05/2023

Hibiscus Coast



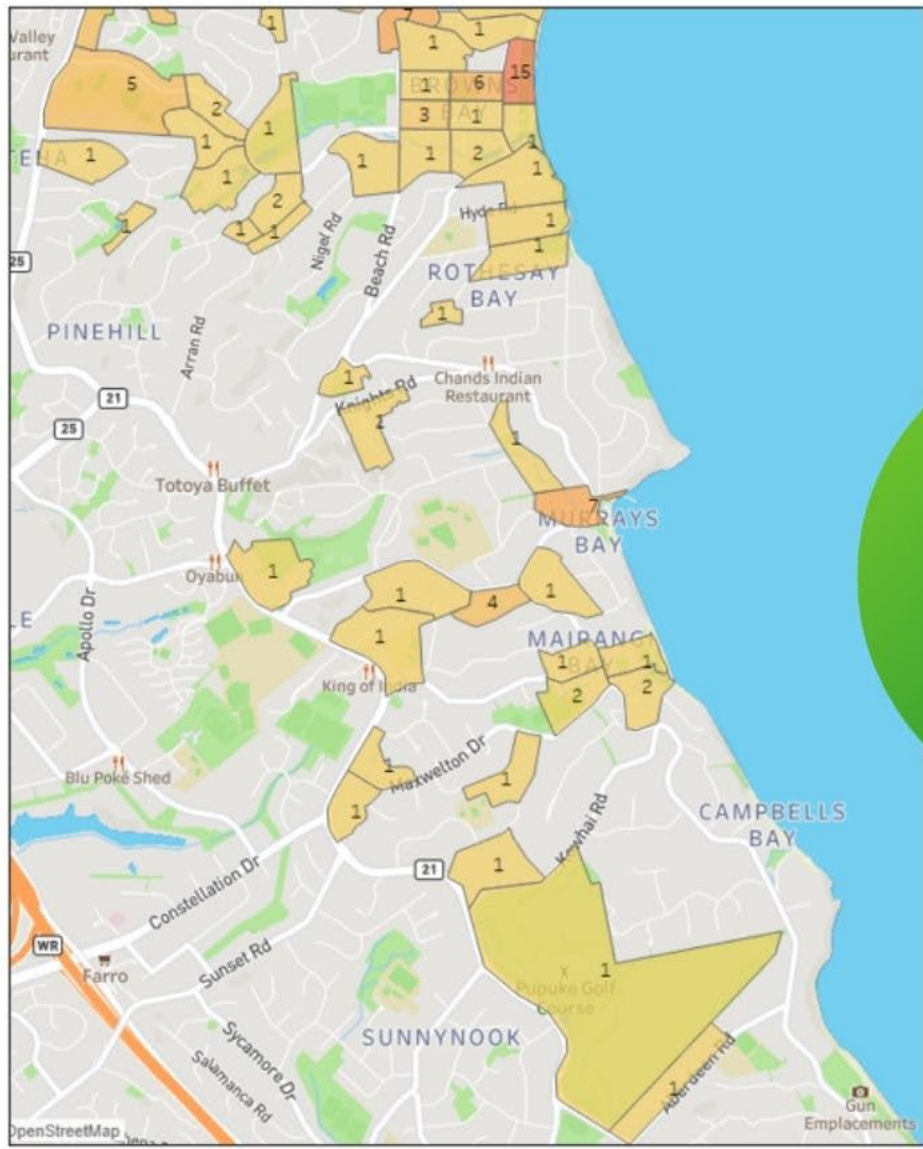
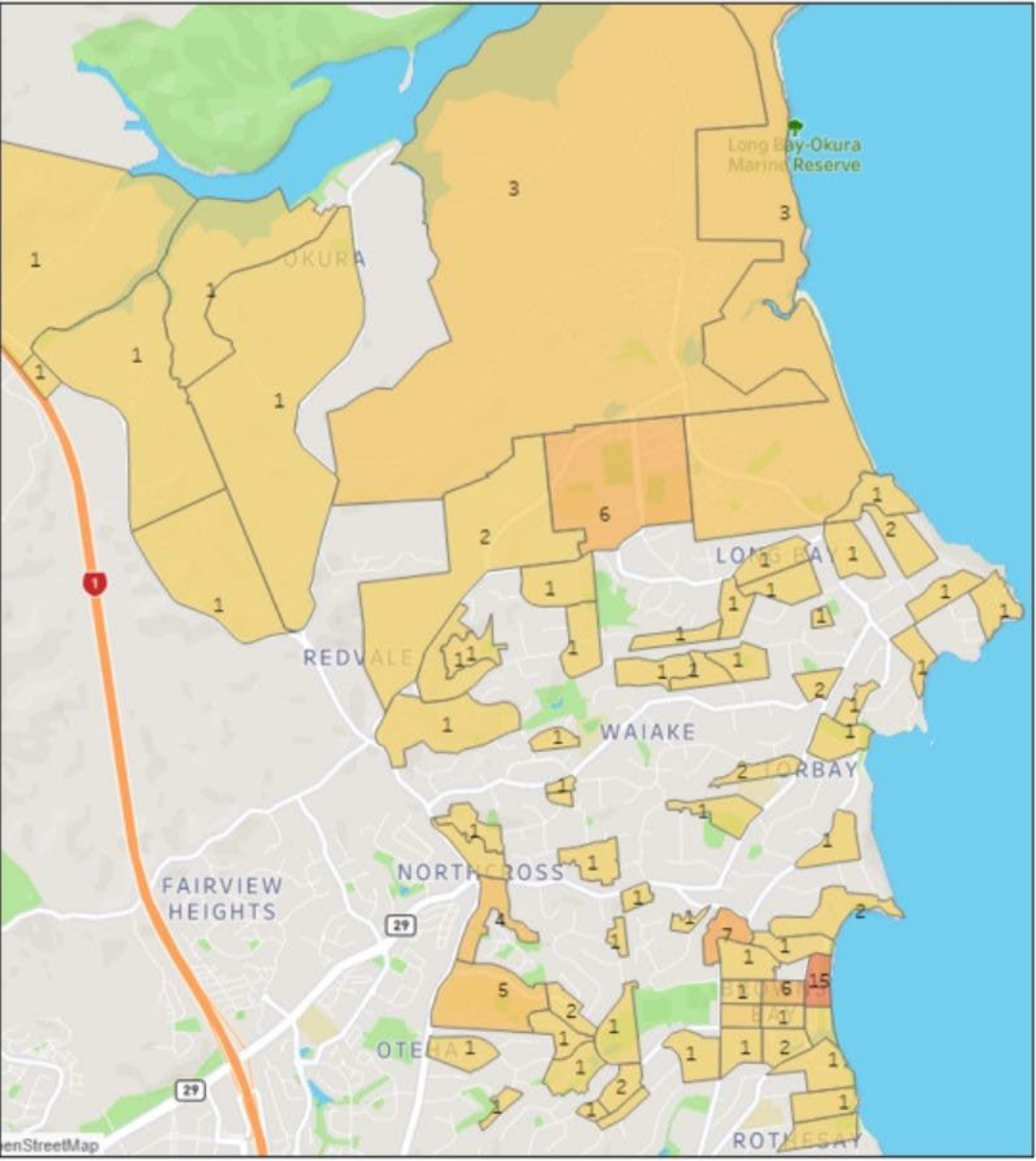
Hot Spots include

- Malls
- Bus Station
- Motorway

Acts intended to cause injury

East Coast Bays

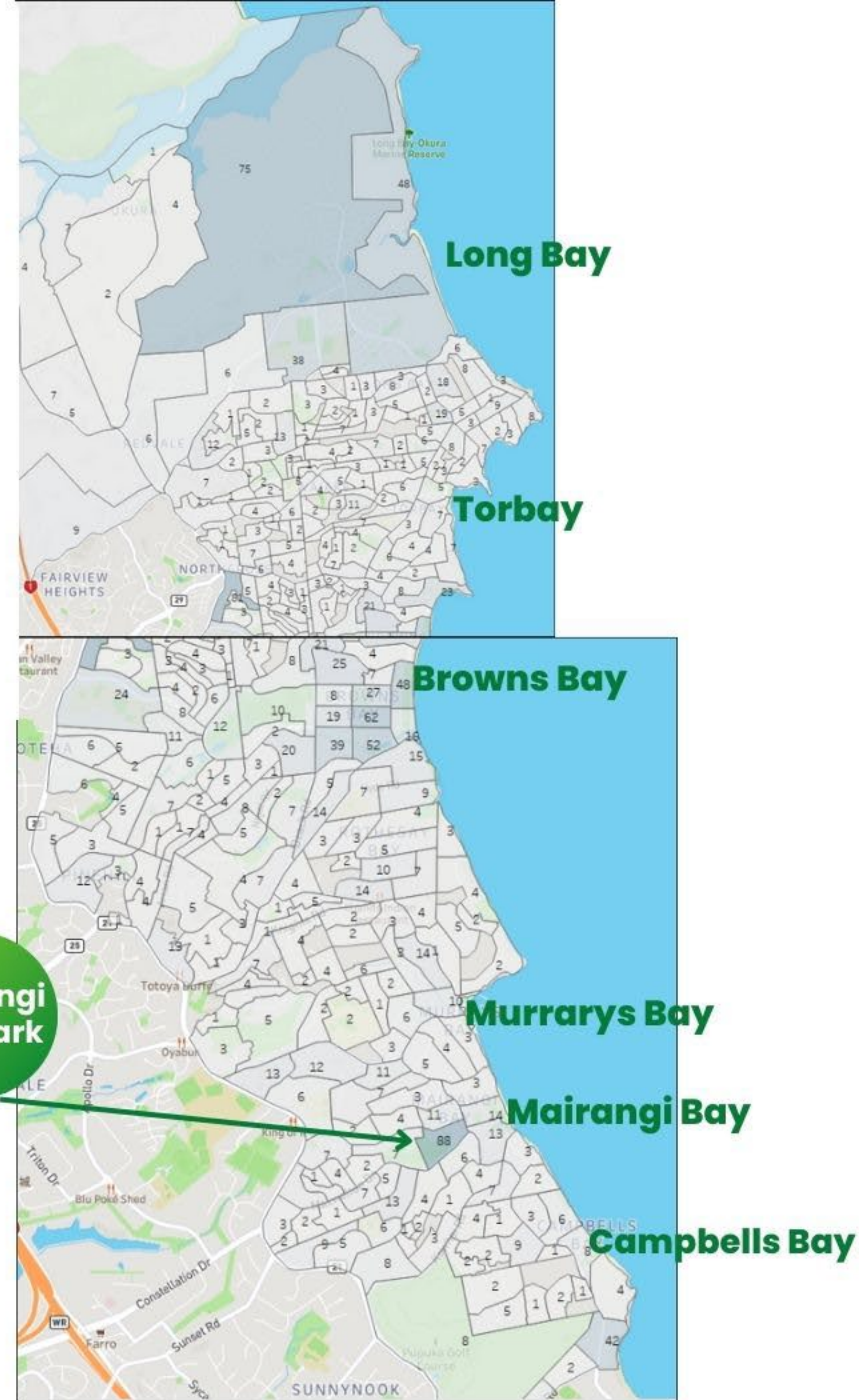
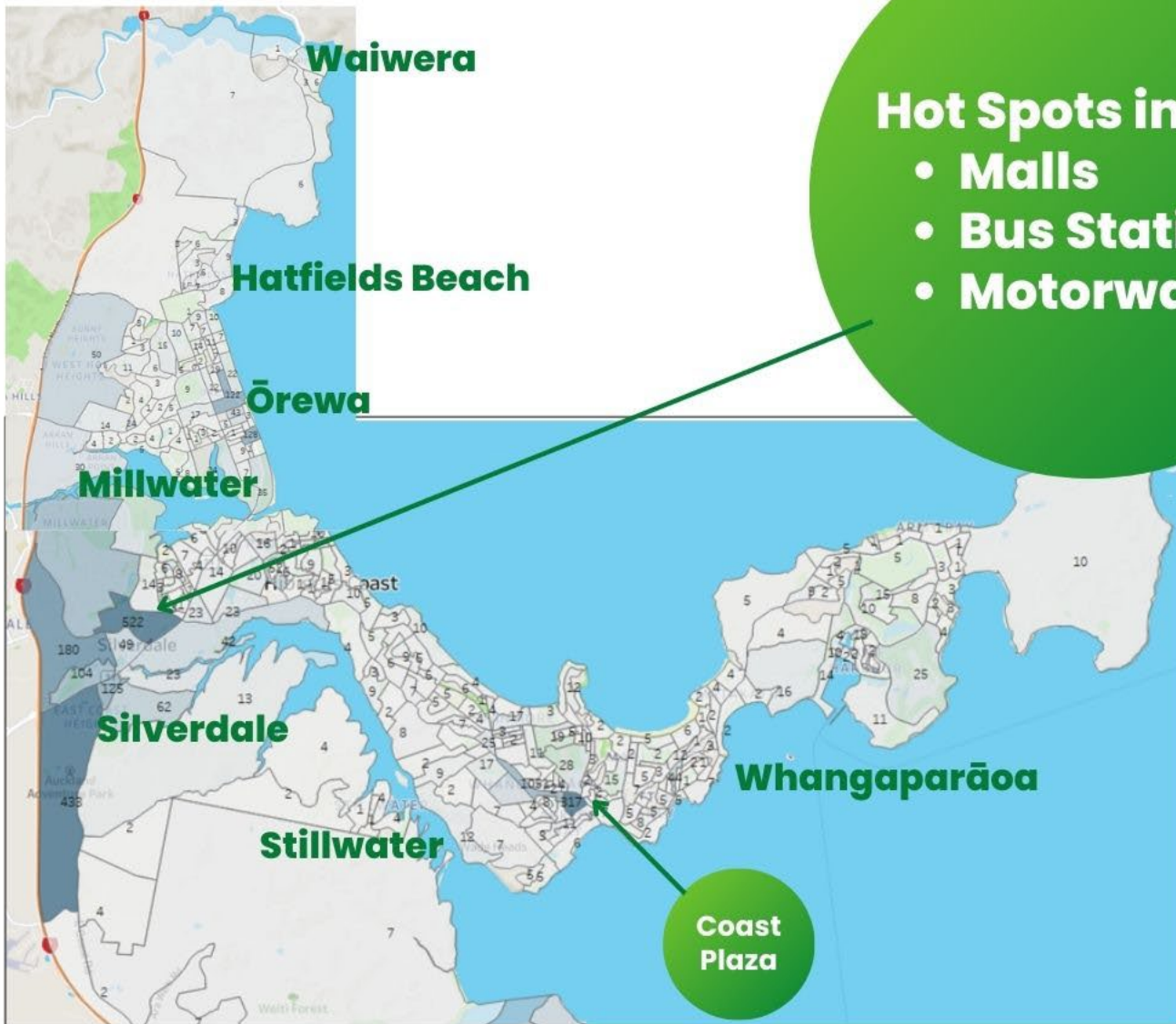
04/21 - 05/2023



Only Hot Spot Browns Bay

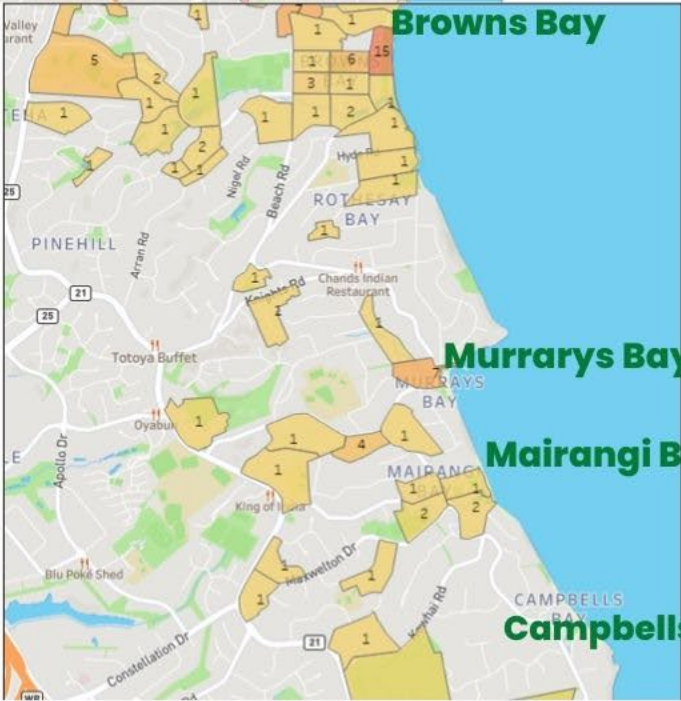
All Victimisations

04/21 - 05/2023



Retail theft

04/21 - 05/2023



What is already happening



Community Patrol

Prevent Crime and reduce harm by having trained patrollers driving in branded vehicles to provide a deterrent to crime and provide the police with information witnessed.

receives regular grants through LB



Security Cameras

Security Cameras in BID areas are designed to be a deterrent and to provide police with footage to help with prosecutions.

receives regular grants through LB



Police and Schools

The Youth Aid officers are having a presence in Whangaparāoa College and will be in Ōrewa College as a way of building relationships, connections and preventing youth offending.

Community Development

Working with communities to prevent and reduce crime

1. Overcoming Community disorganisation

Breakdown of community connections, relationships and infrastructure

2. Responding to Community disorganisation

“Broken Windows” argument – physical decay encourages crime

3. Community Empowerment

Community decision-making / management of activities

4. Community Regeneration

Building community “wellness”

Welsh, B. & Hoshi, A. 2002, 'Communities and crime prevention', in L. Sherman, D. Farrington, B. Welsh & D. Layton Mackenzie (eds), Evidence-Based Crime Prevention, Routledge, London.



The Youth Ecosystem work is contributing to crime prevention through connecting, strengthening and enabling the organisations that work with young people and providing opportunities for young people.

Opportunity to fund Youth-led or Youth Focused Outcomes supported through Ecosystem work

Looking at the drivers for crime and preventative factors there are organisations already working in this space and could be an opportunity to support them in a collaborative project or to provide advice or extend something they are already doing.



Placemaking can contribute to crime prevention through CPTED and also connecting community particularly at a neighbour to neighbour level.

Opportunity to build partnership between community and BID/Town Centres to do Placemaking designed to support wellbeing and CPTED outcomes.

Some ideas from across Auckland.

**Social &
Cognitive
Programmes**

**Recreation
Programmes**

**CPTED reviews in
Town Centres**

**Māori / Pacific
Wardens**

**Education
Engagement
Programmes**

**Diversion
Programmes**

**CCTV
Cameras**

**Campagins
around Drugs
and Alcohol**

**Crime Prevention
Awareness
Campagins**

**Education
Engagement
Programmes**

Now over to you



**Focus
Areas?**



**More
information?**



**Consensus
Decision?**

Thank You



Full Facilities Contract Performance

Parks & Community Facilities



Sample of what we look after ...



102
Town
Centres

57
cemeteries

>1300
projects
delivered
annually

8.3m
visitors to
regional parks
& botanic
gardens



\$11b of assets

53,000 hectares of parkland

32 Regional Parks cover **8%** of Auckland

Botanic Gardens & Wintergarden

280 tree planting events

260 volunteer groups

141,798 digital sportsfield bookings

19,366 accommodation & site bookings

46
pools &
recreation
centres

1,306
community
leases

3
holiday
parks

119
Flagpoles



7
Animal
centres

145
community
halls

35
community
centres

126
BBQ's



56
libraries

958
playgrounds

239
sports
parks

846
public toilets

767
Sports &
Amenity
Lighting



647
chapel
services

432
drinking
fountains

23
Corporate
buildings

1612
Litter Bins

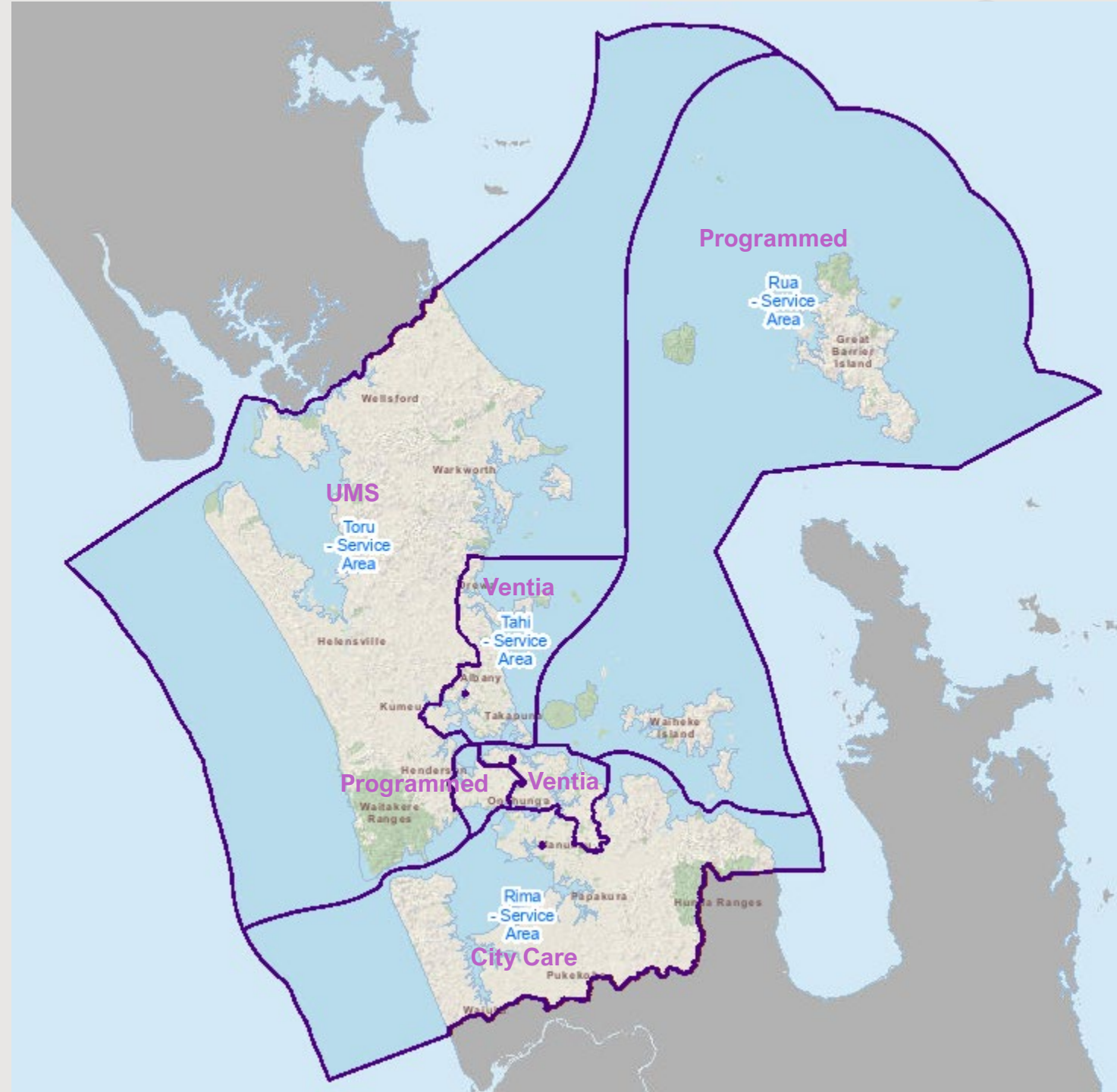
30
Technical
contracts



Project 17 - Background

30 June 2017

- ❖ 30 June 2017 all supplier contracts for the maintenance of Auckland Council's open spaces and assets expired
- ❖ Council moved from core function delivery e.g., mowing lawns, picking up rubbish, cleaning toilets etc to ownership by way of a single Supplier by region
- ❖ The result was in a reduction from 17 x Suppliers across 23 x maintenance contracts to 5 x main Full Facilities Suppliers
- ❖ The new contract model moved largely from 'scheduled' to both 'outcome' and 'scheduled'. Outcome means suppliers are required to meet agreed service level standards at all times
- ❖ Services delivered by various CCO's and departments integrated into the same P17 supplier contracts
- ❖ In March 2019 Streetscapes services were transferred from Auckland Transport to Council following recognition of the collective responsibility and collaboration across the road corridor.



Project 17 - Benefits

1 July 2017

- ❖ The full facilities supplier has **ownership of an entire service area** so there is one point of contact to respond to and address local maintenance issues
- ❖ **Outcome model** gives flexibility to respond to changes in the use of a facility ie. beaches in summer; grass mowing increased during spring flush
- ❖ Full facilities suppliers are responsible for all **works under \$1,000 at no extra cost** to council, which means it is in their best interest to look after and fix assets the first time
- ❖ Sharing **innovation and technology** is key part of the contracts, for example sensors in rubbish bins to inform the supplier when they need emptying
- ❖ Influence of **sustainability and environmental outcomes** through performance measures for reduction of emissions, types of agri-chemicals used etc
- ❖ **Operational efficiencies** with clarified service responsibility enabling better customer service through transfer of services from CCO's and other council departments into full facilities supplier contracts
- ❖ Influence **social outcomes** including working collaboratively with suppliers with council to achieve better outcomes for Māori
- ❖ Significant **reduction in administrative** overheads and internal costs



What makes up Lump Sum (one off cost)

Plumbing

Lump Sum is scheduled works our Full Facilities contractors carry out to agreed asset specifications

Garden Maintenance

Non Sports Turf Maintenance & Repair

Cleaning Services

Roofing Maintenance Services

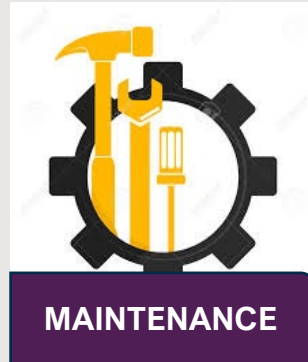
Floor Covering Repairs

Hard Sports Surface



SERVICES

Drain Cleaning & Repair



MAINTENANCE

Carpentry

Track Maintenance

Plant Pest Removal

Gutter Cleaning

Carpark Cleaning

Lock / Unlock Gates & Toilets

Loose Litter Collection

Furniture and Fixtures Maintenance & Repairs



REPAIRS

Dead Animal / Carcass Removal

BWOF compliance

Structure Cleaning

HVAC Repairs & Maintenance

Playground Compliance

Window & Glass Repairs

Painting

Auto Door Maintenance

Electrical

Garden Irrigation Repairs & Maintenance

Plant Pest Removal

Water Features

Sports Equipment Maintenance

Clock Maintenance & Adjustment

Drain Cleaning & Repair

Grass / Turf Mowing

Raising & lowering flags

Chimney Sweeping

Cremator Repairs & Maintenance

Structure Maintenance & Repairs



What makes up chargeable

With approval, Full Facilities contractors are able to charge for works that are over and above the expected service level or more significant works to bring asset to agreed asset specifications

Executive Summary

- ❖ Our contracts for managing arboriculture, ecological, parks and cleaning services, and open space and building maintenance are in place, with final extensions to 30 June 2027.
- ❖ The contractors have been monitored over the past five years and have been issued their annual extensions as per the existing contracts, exceptions noted below.
- ❖ Performance has generally been good, with areas of non-compliance managed through the contract and regularly monitored. Areas of non-compliance covered further in presentation.
- ❖ Financial CPI adjustment savings have been made to the value of \$3m.

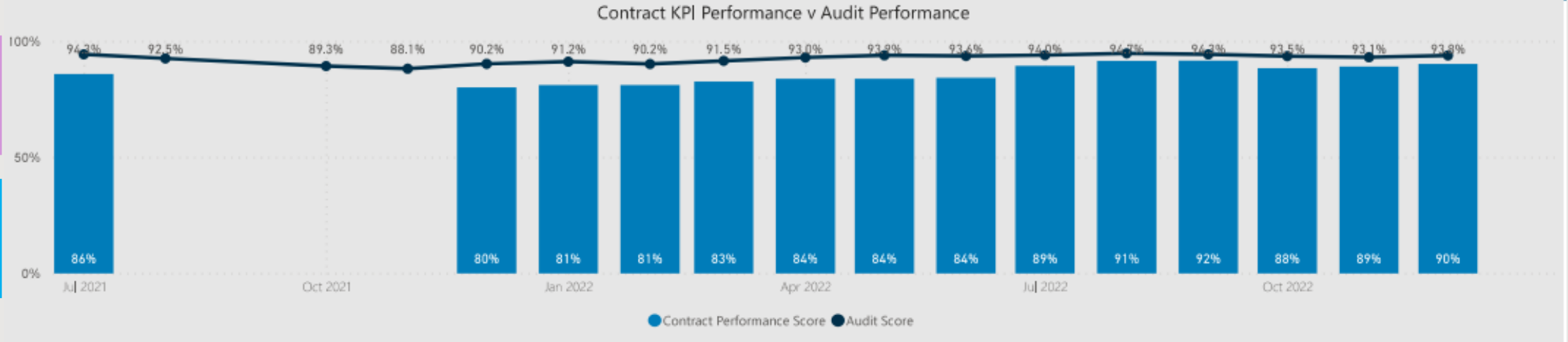


Full Facilities Overall Performance

A combination of contractor performance measures are applied; our main measure for Full Facilities is auditing on outcome based assets / services and a balanced scorecard

Total Audits
30,715

Total Elements
272,908



Full Facilities contracts achieve acceptable levels as measured by Key Performance Indicators	Target	July 2021	December 2021	January 2022	February 2022	March 2022	April 2022	May 2022	June 2022	July 2022	August 2022	September 2022	October 2022	November 2022	December 2022
	82%	86%	80%	81%	81%	83%	84%	84%	84%	89%	91%	92%	88%	89%	90%

Parks & Community Facilities Full Facilities contractors have collectively met targets. Due to the impacts of Covid-19 and associated lockdown restrictions, Full Facilities Contractors have been given a KPI exemption for the period of August through to November 2021.

Full Facilities contracts deliver agreed outcomes as measured by quality audits performed by Community Facilities staff	Target	July 2021	December 2021	January 2022	February 2022	March 2022	April 2022	May 2022	June 2022	July 2022	August 2022	September 2022	October 2022	November 2022	December 2022
# Audits		2402	1255	1371	1631	1954	1666	2715	2723	2441	2744	2836	2571	2748	1980
Audit Score	90%	94.3%	90.2%	91.2%	90.2%	91.5%	93.0%	93.9%	93.6%	94.0%	94.7%	94.3%	93.5%	93.1%	93.8%

Parks & Community Facilities Full Facilities contractors have collectively met targets. August through to November results were affected by Covid-19 Lockdown restrictions with significantly less audits carried out during this impactation scoring. Full Facilities Contractors have been given a KPI exemption for this period as reflected in the Key Performance Indicator results above.

Mechanisms to manage non-performance

In Schedule 2 of the contracts council outlines how to manage non-performance:

- ❖ KPI failure that is not remedied may result in 10% withheld sums from the monthly invoicing

Under Clause 12.3 of the contract council can use defective services:

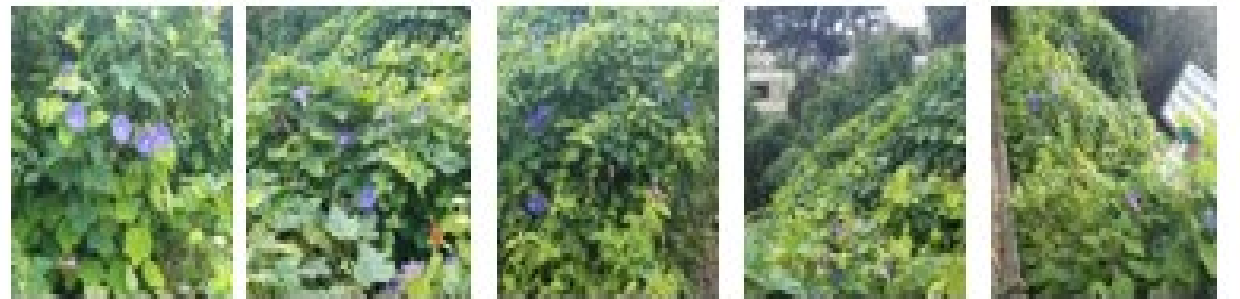
- ❖ A notice will be serviced to the supplier with a timeline to remedy defective services if not remedied council may appoint an alternative supplier to remedy the service and deduct monies from the supplier.



Areas of Non-Performance managed regularly

Performance is tracked and monitored regularly

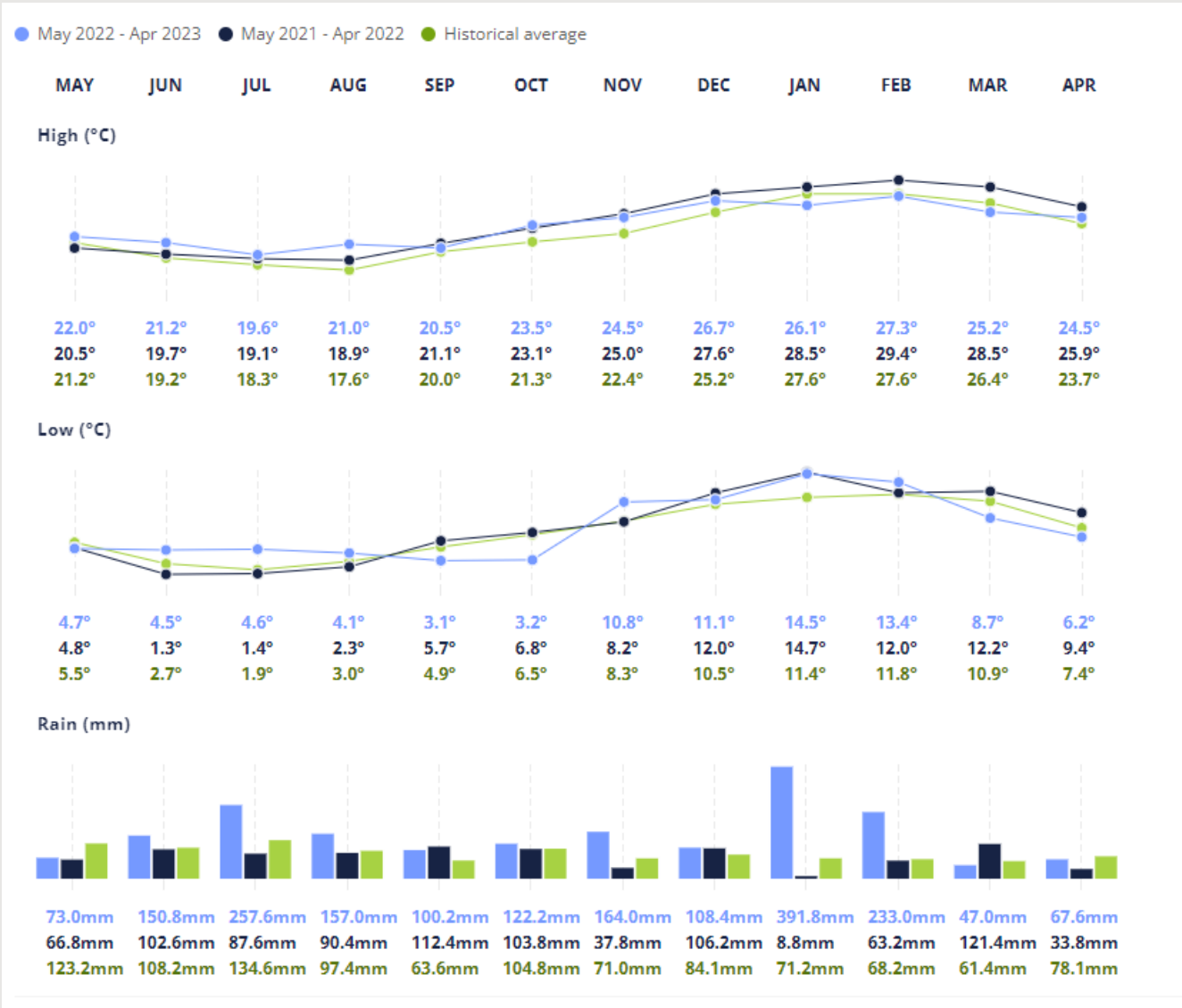
- ❖ Turf height maintenance and edging
- ❖ Pest plants
- ❖ Garden weeds
- ❖ Track maintenance
- ❖ Response audits
- ❖ Building gutters and drains



Month Name	July	August	September	October	November	December	January	February	March	April	May	June	Total									
Category 2	#	Score #	Score #	Score #	Score #	Score #	Score #	Score #	Score #	Score #	Score #	Score #	Score #									
Streetscapes Green	136	81%	101	75%	120	82%	109	88%	167	78%	95	80%	86	90%	110	91%	116	95%	92	85%	1092	86%
Are pest plants and/or weeds present which exceed contract specifications?	32	97%	20	90%	21	95%	22	100%	32	94%	15	100%	10	100%	17	88%	16	94%	10	100%	201	96%
Does edging meet contract specifications, and has the appropriate edging technique been used?	31	52%	23	61%	25	79%	21	67%	33	34%	20	65%	15	50%	22	66%	24	96%	11	82%	225	89%
Has vegetation been controlled to ensure any encroachment is removed and sight lines maintained?	8	100%	10	100%	16	100%	22	100%	34	97%	16	94%	17	100%	24	100%	24	100%	7	100%	178	99%
Is turf height acceptable as per contract (A, B, C or D) specification?	32	74%	23	69%	29	93%	22	77%	34	92%	22	93%	19	74%	23	76%	26	85%	12	84%	242	74%
Overall, is the area well maintained, safe and visually pleasing?	33	100%	25	100%	29	100%	22	100%	34	100%	22	100%	24	100%	24	100%	26	100%	12	100%	246	100%
Streetscapes Clean	142	93%	189	91%	145	93%	100	88%	273	95%	118	97%	112	99%	113	92%	155	89%	83	99%	1430	94%
Are all bus shelter surfaces free of algae, lichen and moss?	10	100%	19	95%	16	94%	9	100%	29	100%	13	100%	15	100%	13	100%	15	100%	10	100%	148	99%
Are all street bins hygienic and not full or overflowing?	19	89%	16	100%	12	100%	11	100%	24	96%	11	100%	8	100%	10	90%	18	93%	4	100%	133	95%
Are bus shelters clean and free from detritus and a build-up of dirt?	10	90%	19	74%	16	83%	9	89%	29	90%	13	89%	14	93%	13	85%	18	79%	10	90%	148	84%
Are bus shelters free from leaf?	10	100%	19	84%	18	100%	9	100%	29	100%	13	92%	14	100%	13	100%	15	93%	10	100%	148	97%
Are hand surfaces clean and free of debris (including kerb and channel catch-pits)?	23	79%	27	81%	18	79%	15	92%	33	79%	12	92%	10	100%	11	84%	18	74%	11	100%	175	80%
Has all loose litter within a 2m radius of the street bin been collected?	19	89%	16	100%	15	100%	12	100%	32	100%	13	100%	9	100%	11	91%	18	94%	4	100%	147	97%
Have all posters and stickers been removed from the bus shelter furniture clean, safe, functional, fit for purpose and visually pleasing?	15	100%	20	95%	13	92%	12	100%	29	100%	13	100%	13	100%	13	92%	15	93%	8	100%	143	97%
Overall, is the area clean, safe and visually pleasing?	26	100%	34	100%	26	100%	17	100%	41	100%	18	100%	16	100%	17	100%	26	100%	16	100%	237	100%
Gutters & Drains	33	87%	66	79%	47	81%	27	93%	46	92%	16	75%	17	94%	23	91%	30	87%	26	85%	311	82%
Do gutters/drainpipes appear to be fit for purpose, clean, free from obstruction and leak?	24	97%	55	93%	47	94%	45	94%	51	94%	31	97%	24	95%	41	94%	38	94%	23	94%	282	94%
Gardens & Plants	74	74%	95	74%	79	74%	84	74%	102	74%	72	74%	90	74%	75	74%	100%	74%	41	74%	770	74%
Are there any weeds or pest plants present?	3	66%	23	66%	19	66%	21	76%	20	70%	3	100%	8	75%	11	73%	16	69%	12	73%	136	68%
Do any weeds or pest plants exceed the maximum height/width and/or coverage allowance?	11	100%	22	91%	27	96%	15	73%	16	83%	1	100%	14	91%	12	67%	12	92%	2	100%	132	80%



Too Wet to Mow



Mowing schedules are severely impacted by continuous wet weather over the past year. This has been unprecedented.

Schedules are generally based on 10-day cycles with these days being 'dry' to meet the outcome.

Each rain day during a cycle affects the productivity onsite which will vary depending on the amount of rain per day.

If there are all day showers, productivity will drop by approximately 30 – 40% and heavier rain would reduce this by 60 - 65%.

This is due to safety and site condition considerations, as well as damage to our grassed areas.

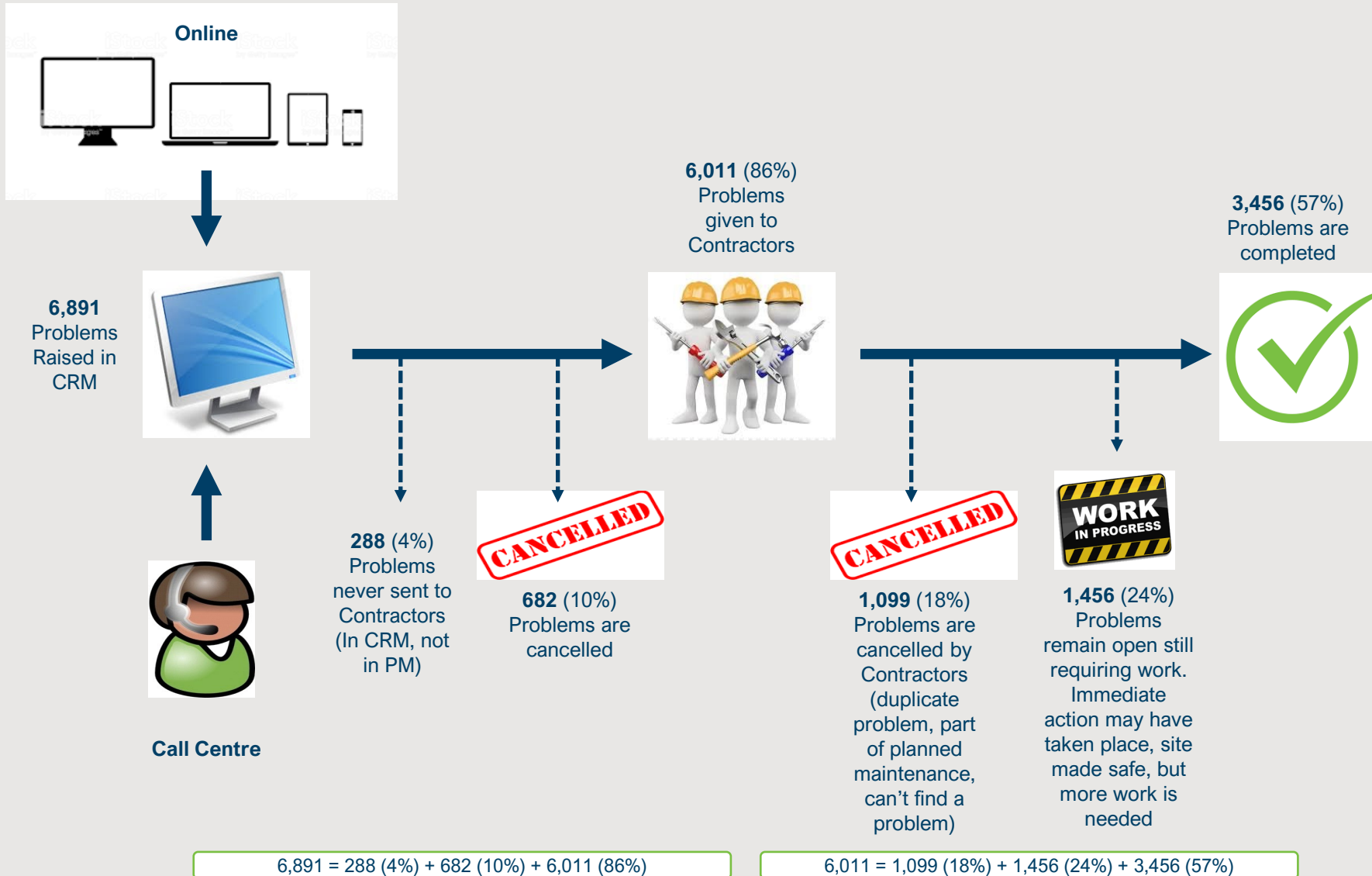
Too wet to mow areas are agreed weekly with Area operations teams who approve these.

Data from Metservice website.



A customer's 'reported problem' journey

(status of problems raised in April 2023, as at 22 May)



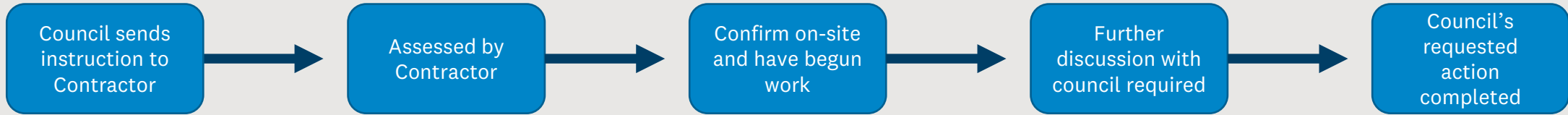
6,011 work orders raised by customers and AKLC staff accounts for 72% of response work contractors undertake

Approx. 2% of work orders require AKLC staff to approve a cost estimate

Work may have been done but 'completed' message will not be sent until invoice received from Technical Contractors 613 (10% of work orders)



Why contractor's 'cancel' work, or completion is delayed



Work with be returned to council:

- Request is not a maintenance problem
- Not the right contractor to undertake work
- Can't find the problem
- Request is a duplicate
- Contractor's regular maintenance will correct the problem within SLA

Work with be delayed or stopped:

- Repair costs need council approval
- Repair work needs LB input
- Repairs are in the LB work programme
- Not enough budget to carry out repairs
- Waiting for parts/traffic mgmt plan

Messages the customer receives:

MyAuckland	Txt
<i>We have closed this request. Someone else already let us know about it and we're working on it.</i>	<i>We have closed your request.</i>
<i>We've taken a look and this is part of our scheduled maintenance and will be completed in the next few months.</i>	<i>We have closed your request.</i>
<i>We have closed this request. The problem you reported was for something that is not on council land or a council maintained asset.</i>	<i>We have closed your request.</i>

MyAuckland	Txt
<i>We've taken a look and this is part of our scheduled maintenance which will be done in the next few months.</i>	<i>We have closed this request.</i>
<i>We have planned this work and we are waiting for suitable conditions before we can begin.</i>	<i>Work to resolve the problem is now on-hold.</i>
<i>The problem you reported is more complicated and we need more time to confirm our approach. Once we know more we will then respond to the problem quickly.</i>	<i>Work to resolve the problem is now on-hold.</i>



Green Flag Awards



Green Flag
Award Winner

Parks & Community Facilities earned 10 Green Flag Awards in partnership with Full Facilities contractors
The Green Flag Award is an internationally recognised programme that rewards well-managed parks and open spaces providing high quality recreational experiences for our communities

Totara Park

Open space with natural areas



Long Bay Regional Park

Busy seaside park



North Shore Memorial

Landscaped, natural amphitheatre



Auckland Domain

Auckland city's oldest park



Parrs Park

Waitakere Ranges door-step



Walmsley / Underwood Parks

Two park connection



Ambury Regional Park

Working farm and education centre



Tawharanui Regional Park

First open sanctuary



Waikumete Cemetery

Largest cemetery in New Zealand



Sanders Reserve

Paeremoremo North Shore



Innovation - Highlights

COVID-19 impacted contractors ability to innovate as focus was on managing services through Alert Level changes.

Bin Sensor Trials



Sensors that have been installed on the underside of rubbish bin lids

Bins sensors are now set up across several of our contract areas following a trial across Whangaparaoa Peninsula by Ventia.

Bins were manually checked twice every day, now sensors allow for runs to be optimised. This is particularly useful for more remote bins.

From the optimisation model we saw a reduction from c. 135 bins to c. 65 bins that needed to be visited and emptied each day, a completion time of 4 hours and an average distance of 50km. The reduction in KM overall was 28% or 11.6 kgs of CO2.

Map showing the bins that needed emptying (green) on the 19th August morning run.

Drone technology trialled at Olympic Park



A robot Linemaker has been successful with savings and not just through running costs but environmentally.

In line with our OUTCOME contracts, areas can be checked via drone to see what services need completing, if any.

The foreman relays back to the upcoming work schedules, pushing out scheduled say mows if appropriate.

This saves on running costs, environmental footprint and enables a more efficient service.

Innovation – General



- ❖ SAP 1.2 Implementation: Financial system to improve billing and invoicing of work orders
- ❖ Developed APP for users to complete internal quality control audits electronically
- ❖ Driver Behaviour Programme: reinforcing beyond training keep drivers safer and lower fuel usage



- ❖ Implementation of additional recycling bins to enable greater recycling volumes and assist in collection of waste
- ❖ Purchased a new John Deere 4066R tractor to assist in times like spring flush, passive areas
- ❖ Successfully trialled an anti-vandal basketball net at Parrs park. These will now be rolled out region wide.



- ❖ The use of drone technologies is being actively investigated and trialled
- ❖ Actively analysing the feasibility of “Weedtech” a product that identified weeds and spot sprays rather than relying on staff to visually see or not and use excess spray when not required
- ❖ Several small parks have become spray free and others low mow sites as Local Boards want to encourage insect life



- ❖ Reticulated water wash-bay
- ❖ Through innovations Citycare has significantly improved Fleet Driver Ratings (Eroads competitions ratings)



- ❖ Developed ArbIT (Treescape product) to connect field staff with software information to improve planning and workflow efficiencies

Sustainability & Environmental - Highlights

Covid-19 environment affected targets for water, energy and waste



Green Cycle Recycling starting in November 2020 UMS partnered with Green Cycle to recycle all Green Waste produced by UMS.



This has allowed UMS to fully recycle both traditional plant waste as well as pest plant green waste. This has allowed UMS to divert 161 tonnes of waste from landfill.



HammerHead Cleaner

A HammerHead cleaner will save large volumes of water as the fountains it cleans no longer need to be emptied before being cleaned. This leads to saving in excess of 1000L at some of the major fountains around the region.



Commercial Initiatives: Solar Charging Base Stations

Focussed drive toward expanding electrical equipment, saving on energy consumption and build towards a greener footprint

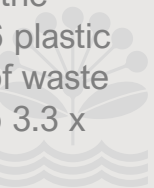


All contractors have adopted alternative / cleaner fuels leading to reduced emissions aligned PERSOL's net zero carbon targets

Tree for Survival 767 plants were planted between the two schools which will remove 390T of CO2 in the next 50 years.

Future Post is a Waiuku based company that make fence posts out of 100% recycled plastic. The resulting ingenuity is beautiful bollards that are also environmentally friendly!

Mangere East Library used 100m2 of the biform decking made from the equivalent of 35,156 plastic bottles and re-use of waste timber amounting to 3.3 x 10m trees.



Sustainability & Environmental – General



- ❖ Ventia has 21 hybrid vehicles on order/delivered and 1 fully electric
- ❖ Sustainable cleaning investment – Cmar 2500, C cat scrubbers, bin sensors, toilet sensors
- ❖ Eco friendly electric pedestrian footpath scrubbing machine
- ❖ A hammerhead cleaner will save large volumes of water as fountains will no longer need to be emptied before being cleaned



- ❖ Updating fleet with more fuel efficient vehicles
- ❖ Investigating electric powered plant and solar technology
- ❖ Rain water collection and use for some sites



- ❖ Adoption of alternate / cleaner fuels leading to reduced emissions aligned PERSOL's net zero carbon by 2030
- ❖ Working with Toitu for reducing carbon emissions
- ❖ Planned water harvesting and solar power generation



- ❖ Improved Fleet Driver Ratings (Eroads competitions ratings)
- ❖ Rubbish bin alternatives
- ❖ Central Park: Our projects team developed a Play Matta Original tile reducing carbon footprint and diverting waste from landfill



SMART Procurement

The SMART procurement outcomes that are required in the full facilities contracts are based on Community Outcomes and Workforce Development Plans.



Citycare offered Work Shadowing for staff's relatives (students) in a joined effort to promote their welfare and wellbeing. This also created the perfect opportunity to obtain some work experience and earn some pocket money to meet their own needs.

All students were shown an understanding of the work environment and what Citycare expect of their workers with the opportunity to explore possible career options, increased self-understanding, maturity, independence, and self-confidence.



The **Te Ara o Rehua Maori Working Party Wananga and Hui** working party has rolled out a diversity survey to better understand our current Māori employment and cultural capability across the NZ business. This data once analysed will assist the working party determine strategies and initiatives for 2022 and beyond.

Te Ara o Rehua Pastoral Care Program for **Māori and Pasifika Apprentices programme** developed to better support trainees and apprentices on all business aspects including values.

Dream Girl Conference was an opportunity to show commitment to female participation at Ventia, growing the leaders of tomorrow, and supporting Māori and Pasifika communities.

Eli Foreman is one of those great examples of an upcoming **Māori entrepreneur** that is currently in the last parts of his training/competency with UMS before he will be signed off to start his journey as an individual contractor separate from UMS with the Kaipatiki Local Board. UMS is happy to pass this part of their Contract in the Toru region on to a Māori owned small enterprise and help them to become a sustainable business.



UMS has also engaged with Fork n Hoe - from October 2021 which is a **Māori owned business and local** we have spent approximately \$110k with them in the First Year and are estimating to spent around \$200k by the end of the current financial year – Thus meaning an increase in usage of almost 81% over the last 10 months. UMS expects to increase this number yet again in the coming financial year due to the staff shortage we currently are experiencing in the Open Spaces/Hort areas.



Community Engagement – Highlights



Rosedale Restoration Project

Utilising a sustainability model that is underpinned by Te Tiriti O Waitangi (Treaty of Waitangi) principles and practices, the Rosedale Restoration Project is an avenue by which its community recognises the need to take ecological responsibility to work towards mitigating climate change and improving the wellbeing of the local environment in order for our local people to be well. The restoration model enables the development of greater social equity, placing mana whenua as a key stakeholder and primarily partner within the project.



The Ranui Action Project (RAP) is recognised as a community hub for the Ranui/Massey/Swanson areas. UMS support their efforts by helping to maintain their grounds on a weekly basis and to look for joint opportunities to provide employment to local residents.



During the regular maintenance the litter team came across a large amount of waste at Corner of Simpson and Candia Road, they decided to clear it up (even though it sits outside the contract).



Enhancing the Wellbeing of our Communities

- ❖ 1100 Hours of volunteering work delivered to south Auckland area
- ❖ 1034 Manaaki Kai boxes delivered to the community during lockdown
- ❖ 230 Meats delivered to the elderly on behalf of 360 Tautua Trust
- ❖ 22 Food parcels delivered on behalf of 360 Tautua Trust



Community Planting

2150 Natives at Rongomai Park

500 Naylor's Esplanade

and more. 

Community Engagement – General



- ❖ Sent out a monthly “Goodnewsletter” and Community Job Newsletter
- ❖ Recognising and celebrating International Women’s Day



- ❖ As part of Ranui schools initiative they choose a couple weeks out of a year and choose a park nearby and they would go out there and collect loose litter throughout the park
- ❖ Our employment of youth increased last year from 7% to nearly 13% of the UMS team



PROGRAMMED

- ❖ \$30,000 sponsorship payment to Keystone Trust over 3 years
- ❖ Waiheke team partnership with community volunteers to remove and dispose of rubbish from Orapiu Roa
- ❖ Horticulture team have signed up Te Whangai Trust as a subcontractor for several park areas



- ❖ Organised a collection for Tonga and organised for contributions of non-perishable food items to support the loved ones and the wider people of Tonga
- ❖ Stream clean up for Curious Minds-South Sci Educator for Te Ararata Stream Team and Accelerating Aotearoa
- ❖ Grocery deliveries where needed during lockdown



Ecological Services - Highlights



Rosedale Restoration Project

Wildlands is proud to be certified Zero Carbon Business. These offsets grow and protect forests in Aotearoa New Zealand and the Pacific Islands



Toitū enviromark®



Wildlands is a Toitū enviromark® diamond certified organisation, which meets and exceeds the requirements for ISO 14001, the international standard for environmental management.

Wildlands was a finalist in the **Toitū Brighter Future Awards 2022** Exceptional achievement in Environmental Management category.

Environmental Initiatives

Each year Wildlands undertakes a tree planting in lieu of sending calendars and promotional material to our clients at Christmas.



Wildlands carefully track our recycling, green waste, and waste to landfill by project (utilising separate bins), and liaise with suppliers to reduce waste at source.

Treescape **recycles** over 150 plastic chemical containers a year. The containers are triple rinsed and have holes drilled in the bottom before they are collected by Agrecovery, where the plastic is repurposed into re-usable products.



Treescape has agreements with the nurseries who provide the plants/trees for plantings that are carried out. All byproducts from the plants are collected and returned to the nurseries for reuse and/or recycling so that zero waste to landfill is generated. This year, plastic containers etc. associated with planting **upwards of 30 000 plants has been recycled.**

Four of the oldest Utes in the Ecological fleet have been replaced with newer Utes that are more fuel efficient and have a smaller carbon footprint.

Treescape Eco has also reduced the number of Utes in the fleet by two vehicles, in order to reduce **unnecessary emissions.**



Arboriculture Services



Treescape has continued with its **expansion of electric equipment** in place of petrol alternatives.

This financial year Arb has increased stock of electric chainsaws by 5 units and electric pole saws by 10 units.



Treescape has switched from regular oil to a **biooil alternative** supplied by LubEco. This has been used on a trial basis, but Treescape has now moved over to only using this biooil substitute.

The arboriculture division is reducing carbon emissions by replacing 3032 liters of regular oil per year with this biodegradable and non toxic alternative

Rainwater is now being collected from the Otahuhu depot's roof and collected in two 25 000 liter tanks. The collected water is used to wash the vehicles and water plants in the nursery.

This financial year 1100 kiloliters of water has already been collected.



Regular Reporting on performance



PERFORMANCE REPORTING

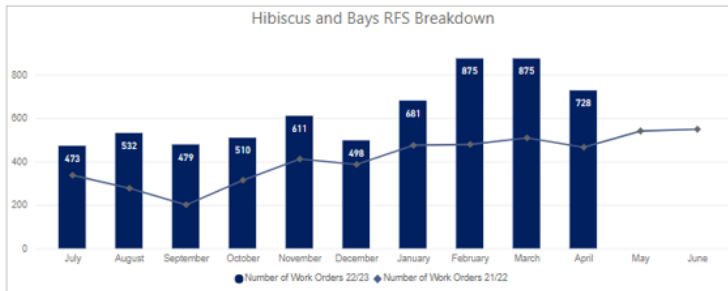
Audit Results and Request for Service

MAKING GREAT PLACES
AUCKLANDERS LOVE
PARKS & COMMUNITY FACILITIES

- Monthly Reporting is provided to local boards
- Annual reporting through this committee

Request for Service Received

Total raised for FY22/23 YTD **6262**



*Only includes RFS that have resulted in a Work Order for action.

Breakdown of Top 5 Request for Service for April

Service Name	#Received
Structure Maintenance and Repairs	111
Tree Maintenance - General	84
Electrical Maintenance Service	72
Plumbing Maintenance Service	67
Furniture and Fixtures Maint and Repairs	59

Breakdown of Top 5 Request for Service FY22/23 YTD

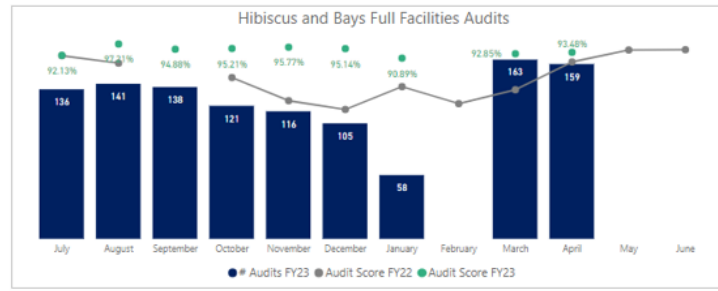
Service Name	#Received
Tree Maintenance - General	923
Structure Maintenance and Repairs	872
Plumbing Maintenance Service	711
Electrical Maintenance Service	514
Loose Litter Collection	352

COMMENTARY

This month has seen RFS requests have a down-turn toward average rolling numbers. Off the back of more weather events the tree service requests, and structure maintenance service lines remain top features.

What seems like non-stop rainfall has also raised plumbing service requests due to leaking issues, hopefully a drier winter provides some relief in this space.

Audit Results



The highlights and lowlights of audits undertaken FY22/23 YTD are:

Highlights YTD
Streetscapes Clean
Response WO
Litter
Furniture, Playgrounds & Recreational Equipment
Building Cleaning

Lowlights YTD
Water Feature
Tracks (incl. Structures)
Streetscapes Green
Street Garden
Sportsfields

COMMENTARY

Audit scores for the month were 93.5%. The large amount of rainfall and recent weather is really impacting on the KPI targets around track maintenance.

Notably however, building washing and cleaning has shone with a consistent PPM schedule being delivered on, which is a great change from this time last year.





Pātai





Hibiscus & Bays Local Board

Development of AT's 10-year programme

Presenter: Tony Parish



10 October 2023



Purpose of this presentation

To seek input from the Local Board to the development of AT's 10-year programme for the 2024 Regional Land Transport Plan

Outline

- Working with **Council and stakeholders** early in the development process
- Our **timeline** for developing the AT programme
- **Key challenges** for developing the AT programme
- Local Board **themes and feedback** from RLTP 2021
- Local Board **priorities and outcomes** for the future
- Continuing the **engagement with Local Boards** and next steps



Working with Council and stakeholders

AT are working jointly alongside Council, as well as engaging with key stakeholders early

Long-Term Plan (LTP)

Every 3 years Auckland Council is required to develop its 10-year programme for services and investment across the Auckland region. Transport is one of many components of the Long-Term Plan (LTP).

AT will be working closely with Council Officers, Councillors, partners and stakeholders to input to **LTP development** and align with:

- Outcomes Council are seeking from their funding of AT activities
- Outcomes central government are seeking through the Government Policy Statement (GPS) on transport
- Council and AT policies and strategies – such as the Auckland Plan, RPTP, Future Connect, Room to Move etc.

Our approach to developing the programme will need to balance ambitions for improvements with what is realistically achievable given **available funding**.

We expect the LTP process will identify the broad transport funding envelope and strategic direction

Regional Land Transport Plan (RLTP)

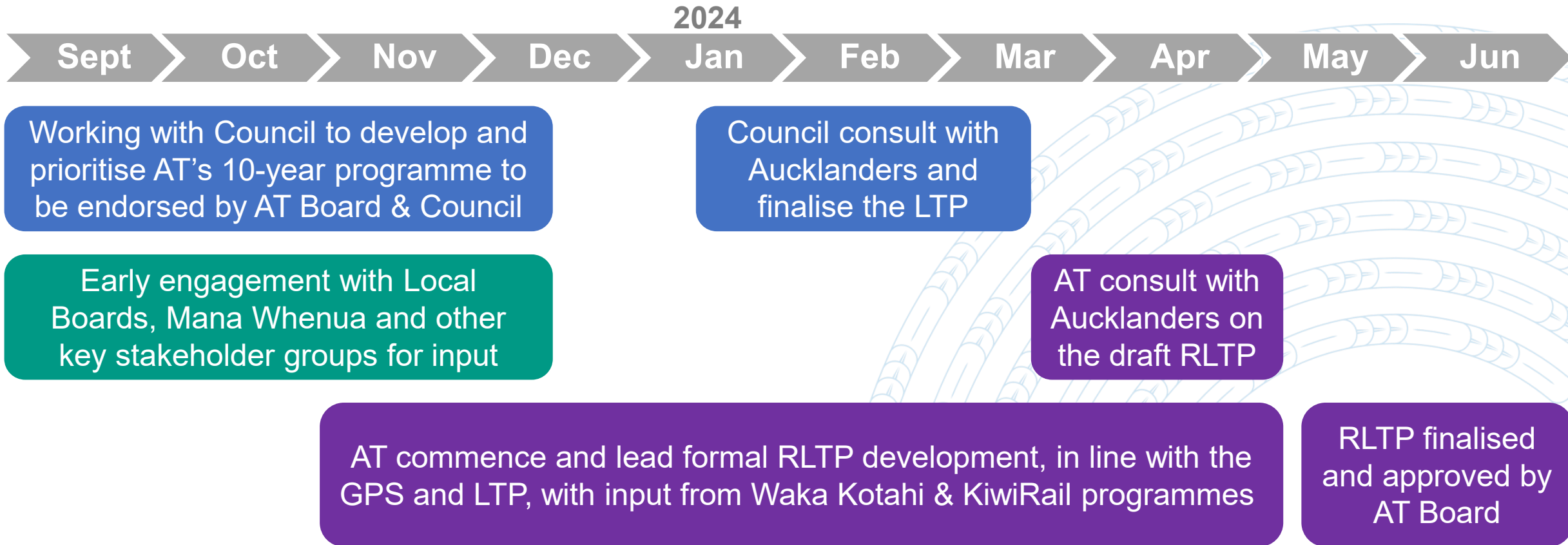
The AT transport capital programme is developed and endorsed by Council and the AT Board. Then AT and the Regional Transport Committee have the statutory responsibility to develop the **Regional Land Transport Plan** for the Auckland region.

AT will further refine and prioritise a whole of region 10-year transport programme, including the programmes from Waka Kotahi and KiwiRail, to form the Regional Land Transport Plan (RLTP 2024-34) for Auckland. This is subject to formal public consultation before finalising.



Timeline to develop the 10-year plan

AT will be developing the 10-year plan over the next 6-8 months



'Balancing' the programme is a challenge

There are a number of challenges to consider as we develop the 10-year programme

Notable challenges that are influencing the development of the 10-year programme (to provide context and prompt thinking):

- High likelihood that both **local and central government funding** will be under **significant pressure**, including **funding for public transport services**
- Continued **inflationary and cost pressures** around materials and construction
- Increased emphasis on **local and tactical interventions** in the transport system, while still supporting development of the Rapid Transit System
- Increased investment in **renewing existing assets** to safeguard the system and reduce risk and long-term costs
- Ensuring transport plays a role in working towards **emissions reduction targets** as outlined in TERP
- Accelerating **mode shift** to public transport and active (walking and cycling) modes
- Reducing the **impact of climate events** on the system through increased **resilience and adaptation**
- Delivering **faster reductions in deaths and serious injuries** to support Vision Zero goals
- Prioritising Regional Fuel Tax funded projects
- Supporting growth areas across the region with **greater access and more transport choices**



Hibiscus & Bays Local Board

Previous themes and feedback to RLTP2021 feedback and projects delivered since 2021

The key themes we heard from the Local Board during public consultation in 2021 were:

- Public Transport – Improve provision of FTN services, especially connections to the Northern Busway, and bus lane provision. More frequent sailings on the Gulf Harbour route
- Active Modes – Expansion of network with separated facilities, aligning delivery with development and growth areas. Ensure increased funding for footpath and walkway renewals.
- Asset Management – Ensure mode neutrality and us the opportunity to ‘build back better’ when undertaking renewals
- Safety – continue level of investment and delivery across programme roll outs (education and intervention)
- Support of specific projects outlined in the feedback – Glenvar Road improvements, electrification of bus and ferry fleets, Penlink, SGA, extension of RTN network north, the Local Board Transport Capital Fund
- Reinstatement of the Community Safety Fund.

Some capital project highlights delivered since 2021:

- Safety improvements Audio Tactile Markings on key corridors such as East Coast Bays Road (Silverdale to Glenvar)
- Speed Management programmes and safety improvements around schools (e.g. Mairangi Bay School, Murrays Bay Primary and Intermediate, Long Bay, Stanmore Bay) as well as wider speed reduction roll out on key roads, town centres and intersections.



Hibiscus & Bays Local Board

Looking ahead to the next 10-years we want to hear about your priorities around transport

Reviewing your draft Local Board Plan 2023, we have heard the following themes and priorities:

- Transport options – supports providing a range of choice for communities. Highlights private vehicle trips are unavoidable and necessary for some and so should still be provide for. An integrated network across all modes is key.
- Public Transport – Dedicated infrastructure and modal integration, with better more frequent and reliable connections linking employment, social and educational facilities (especially at Gulf Harbour).
- Active modes – safer and more accessible options (with wayfinding), seamlessly integrating with key land uses.
- Safety – across all modes, especially on roads (speed and traffic calming) and for those not in private vehicles.
- Asset Management – Improved policies for maintaining and monitoring infrastructure, and the importance of reporting faults.
- Policy - Advocate for a Rural Roads Design Guide (with Rodney) and better public transport alignment with new developments.
- Delivery of Glenvar/ East Coast Bay road improvements and upgrading of Vaughans & Okura Road.

What other priorities, outcomes and aspirations do you have for transport in your local area?



Engaging with Local Boards

Your input is important to develop a programme that works for all Aucklanders

We are meeting all Local Boards individually during September and October for early engagement.

We will be considering **Local Board Plans** (having reviewed initial drafts), and we are seeking your views, particularly on:

- Key transport issues and challenges in your area
- The potential for small scale and tactical projects to help resolve issues (in line with Council direction)
- How we can better align our projects with 'soft' interventions, such as parking management
- Any specific project priorities at this stage

We will be undertaking **full formal consultation** on the RLTP, currently likely to occur in March / April 2024. This will be an opportunity for Local Boards to comment on the detailed content of the RLTP.





Thank you

