PALMERSTON NORTH CITY COUNCIL

MINUTES ATTACHMENTS

ECONOMIC DEVELOPMENT COMMITTEE

9AM, MONDAY 8 MAY 2017

CONVENTION CENTRE, 354 MAIN STREET
PALMERSTON NORTH

ECONOMIC DEVELOPMENT COMMITTEE MEETING

8 May 2017

7 Presentation - Pasifika Community Committee

1. Presentation - Pasifika Community Ctte 4

5 Presentation - Palmeston North City Council

1. Presentation PNCC 13

central region pasifika thrive

Papaioea Pasifika Community Trust & Partnerships for the Future.

Tena koutou, talofa lava, kia orana, malo e lelei, malo ni, fakaalofa lahi atu, ni sa bula, halo olgeta, aloha, mauri & warm Pacific Greetings

papaioea pasifika community trust

the people

- 2013
- 7% = Approx 296,000
- 2/3 Auckland
- Approx 7000 (8000) Wanganui, Rangitikei, Manawatu, Horowhenua
- 22.1 median age
- 43.5 transient
- 2038
- Approx 600,000
- 26 median age

the home & education

- Home ownership
- 1986 – 2013
- Approx 50% - 28.4%
- Wealth & Health: Contribution

- Education 2013 (MPP Contemporary Pacific Status Report)
- 21.5 %
- 57% female across the island groups (except Samoa)
- Low education = Low Income, 2013 median $19,700

the opportunities

- Sort it Expo
- STEAM & Trades training
- Affirming Works
- Building Clever Companies & YES to Pasifika Enterprise
- Sport Manawatu
- CHP Regional Leadership & Navigate
- Regional Pasifika Thrive Festival
- Enteprise & Entrepreneurship – 57 potential 200+
- Koli Sewabu – Produce & Internships

PNCC Online Consenting

Presentation to
Economic Development Committee

8 May 2017

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What are we doing?

Moving from a paper-based manual system for processing building consents

- Charging customers for scan & print
- Linear process, constant handling of paper files during processing
- Difficult/costly to be transparent on performance

to...

to...

End-to-end online system (online application & electronic processing)

- Lodge a building consent application 24/7
- Users can track progress of their consents from their PC/device
- Real-time transparency of performance
- Cloud-based platform, all staff can work on consent at same time

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Why are we doing this?

Crucial cogs in an economic machine

Benefits to PNCC	+	Benefits to users	=	Economic growth
30%		**70%**		**$5m**
reduced scanning & printing effort, staff inputting in parallel, improved mgmt information		reduced lodgement & submission costs, better tracking of progress, reduced total handling time		of benefit to City (NPV, 10yrs, 8% discount, 1,000 consents growing at 1% a year)

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Why are we doing this?

Transforming the way we do things

- **Transform internal processes –** just shifting what we do now to online/electronic mode is not enough, must commit to doing things differently
- **Transform external processes –** harnessing information to help local industry improve is where the long-term gains are

Who have we involved?

- **Industry Reference Group**

  Group of key group builders, construction firms and designers

- **Industry User Liaison Group**

  Group of high-consent application businesses (group builders, designers)

Who is AlphaOne?

- Palmerston North-based building services firm developed the system
- Currently used by 7 local authorities, 3 others joining soon
- Nearly 15,000 consents used through system, representing $7b of work
- Selwyn won SOLGM Local Government Excellence award and Supreme McGredy Winder award 2014 for transforming their service delivery using AlphaOne

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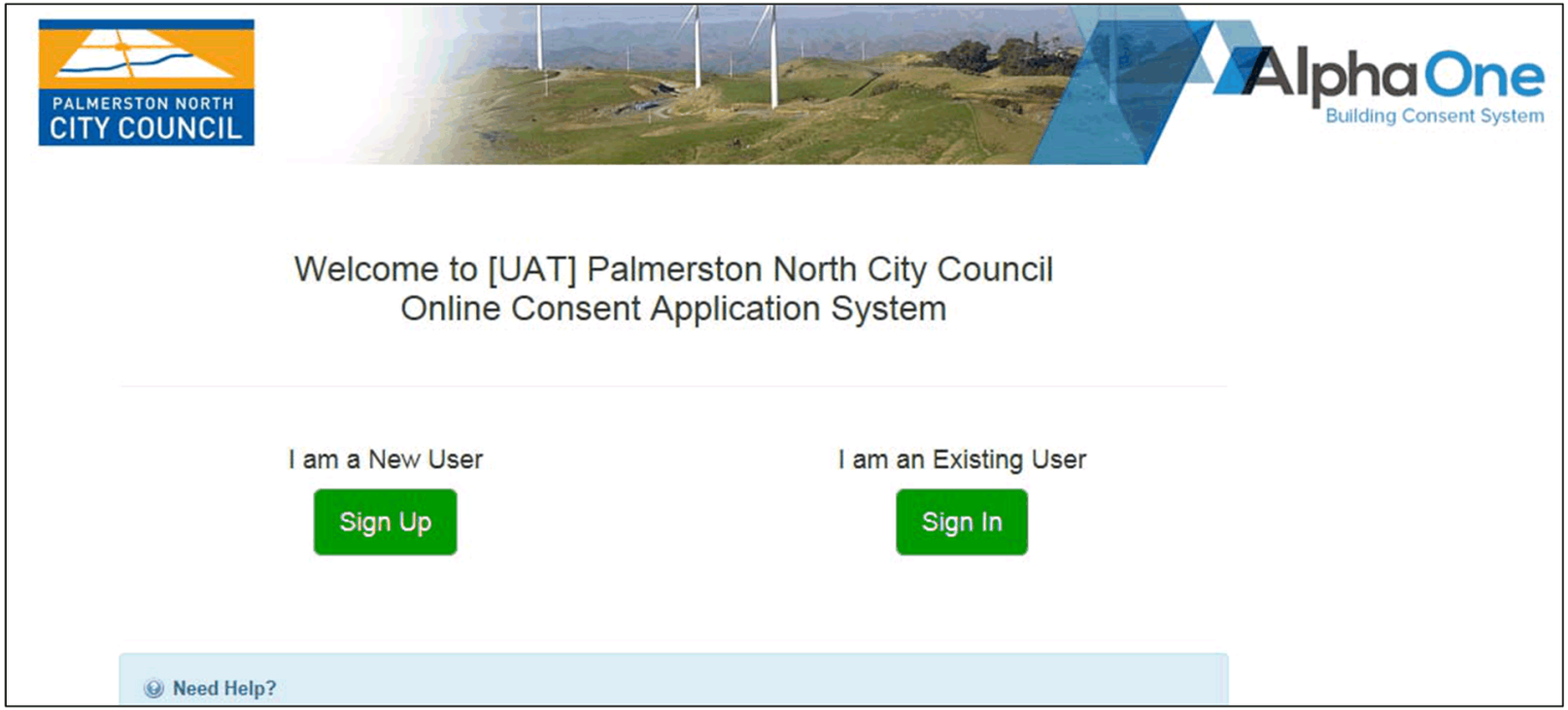
Front page customer view



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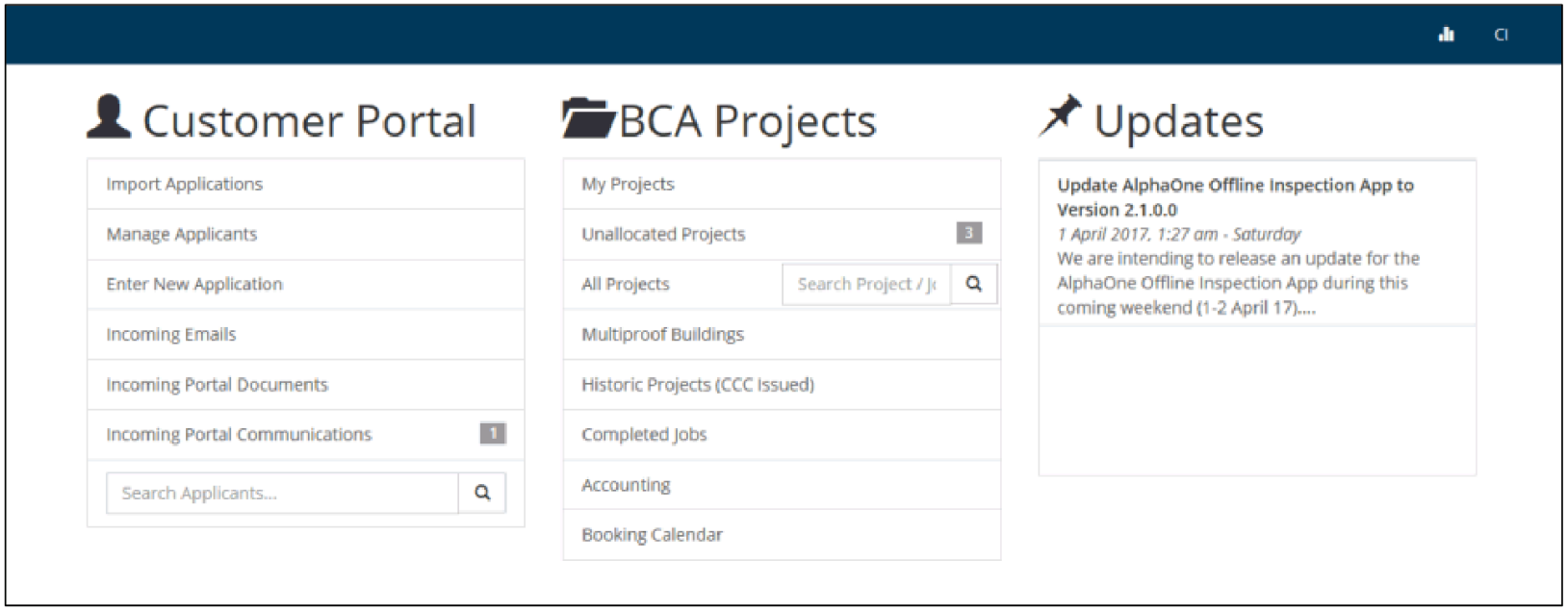
Customer portal



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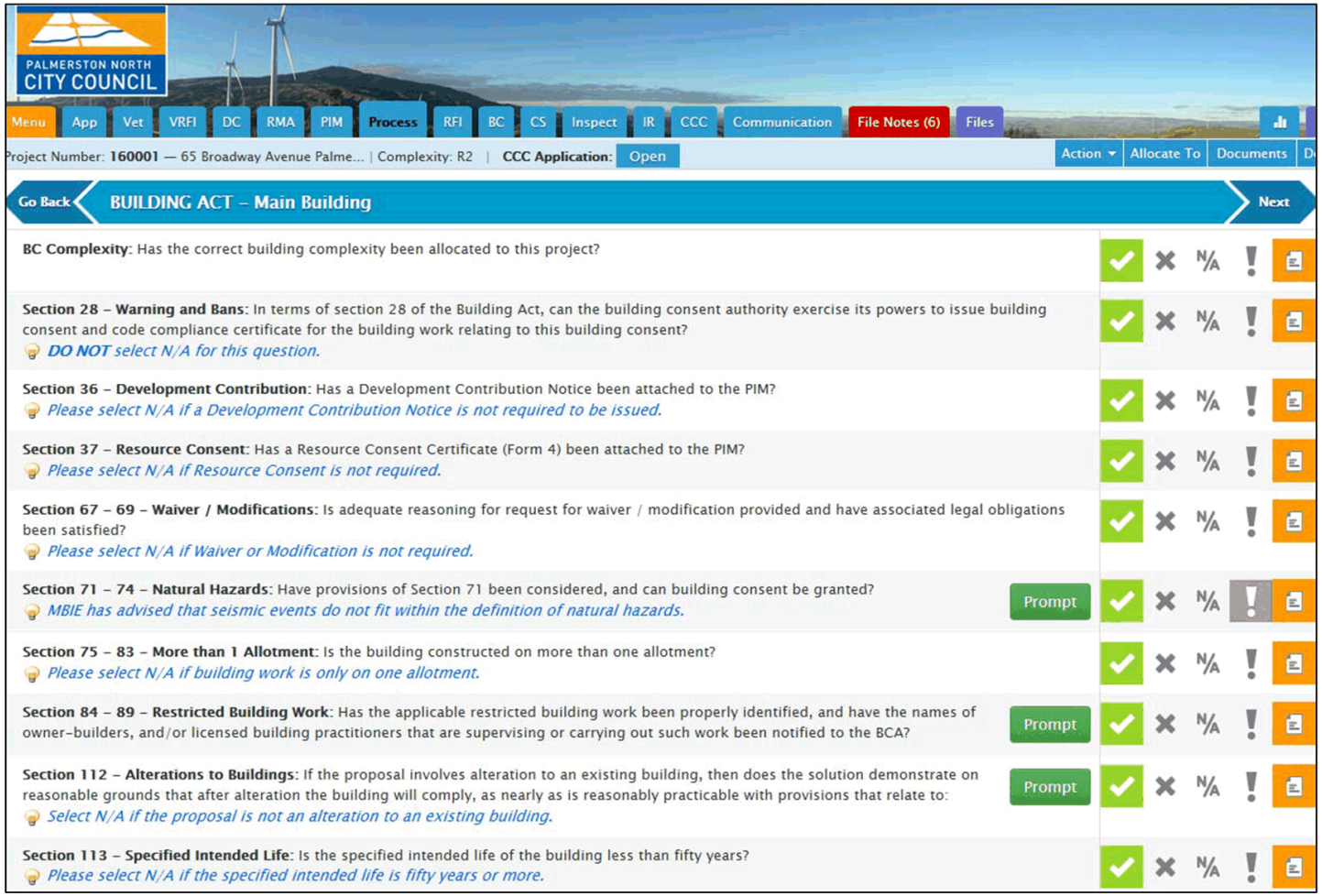

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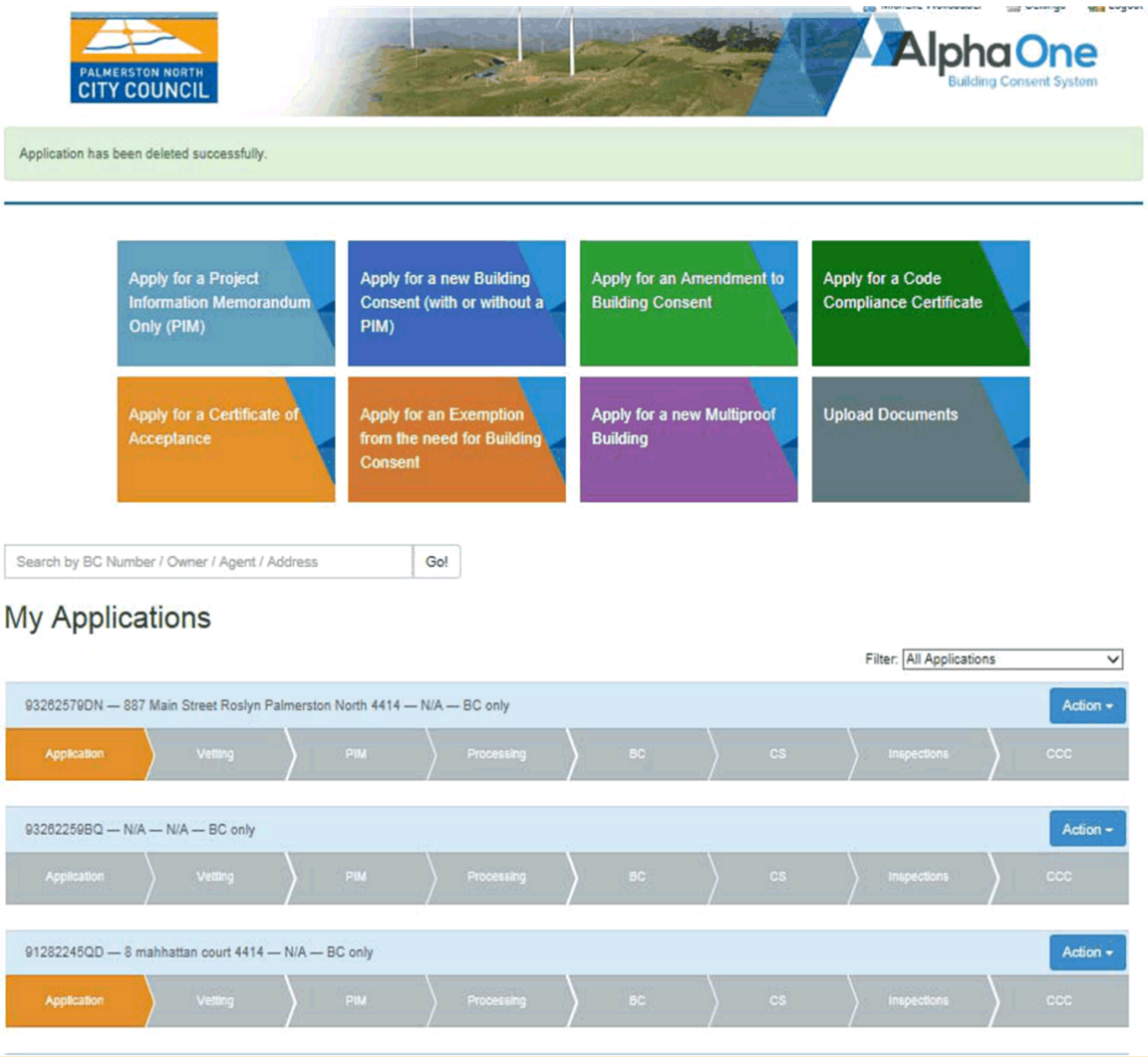
ITEM 5 - ATTACHMENT 1



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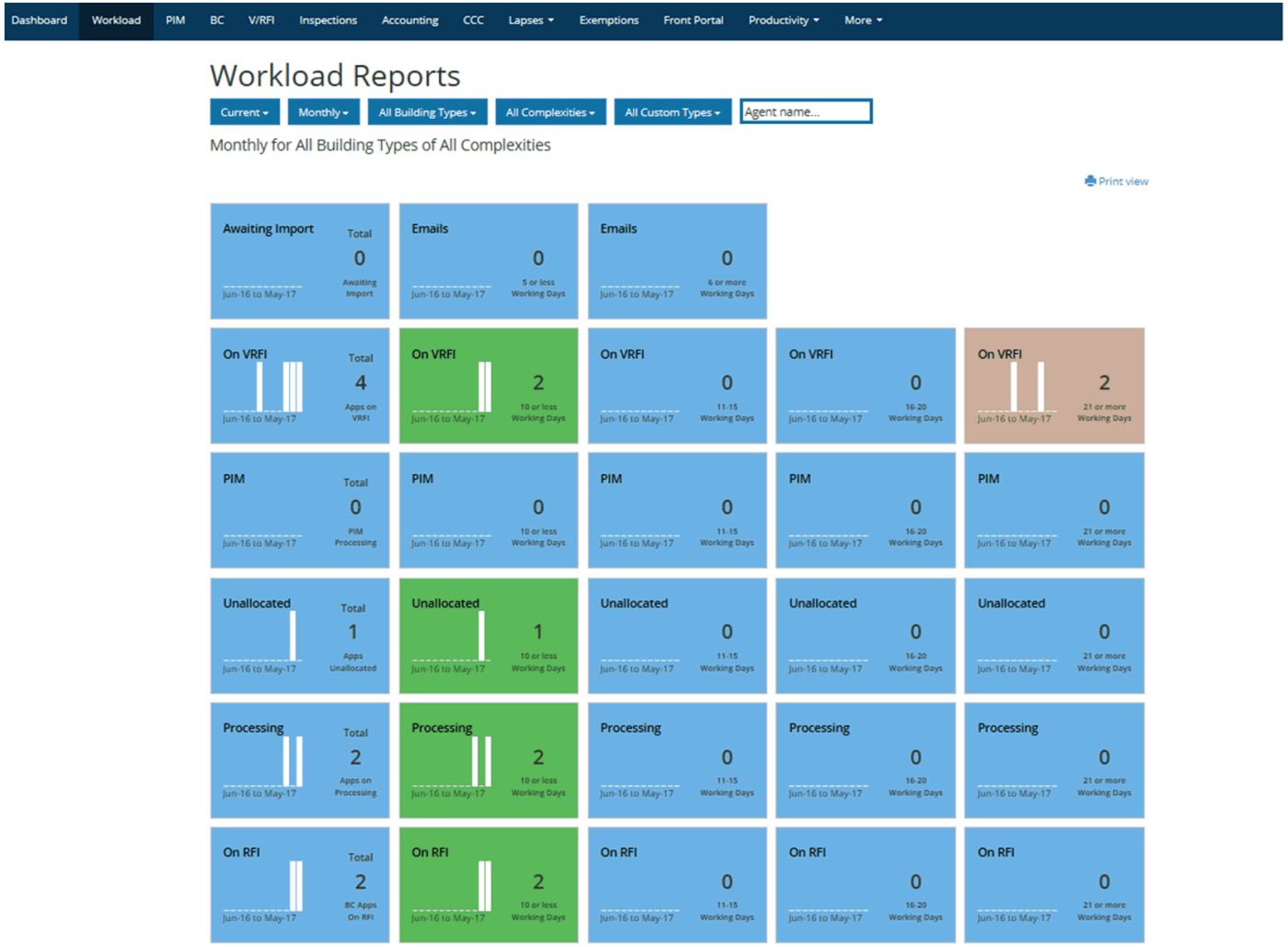

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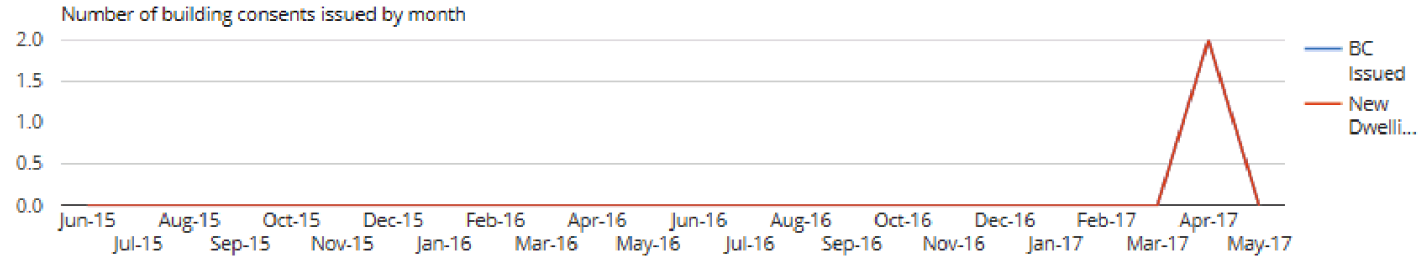
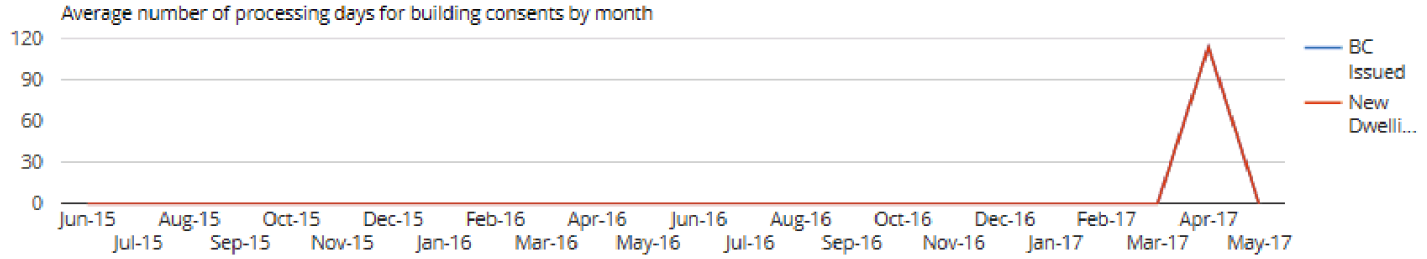
Councillors Report





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Where to next?

- Project progressing well however key challenges are sorting out integration issues
- Pilot is to be conducted with High Volume Users over the next few weeks
- Anticipate 90-95% of applicants will use this system within two years.
- Planned to go live 28 June 2017

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