



PAPAIOEA
PALMERSTON
NORTH
CITY

PALMERSTON NORTH CITY COUNCIL

AGENDA

COUNCIL

9:00 AM, WEDNESDAY 5 JUNE 2024

COUNCIL CHAMBER, FIRST FLOOR
CIVIC ADMINISTRATION BUILDING
32 THE SQUARE, PALMERSTON NORTH

MEMBERS

Grant Smith (Mayor)	
Debi Marshall-Lobb (Deputy Mayor)	
Mark Arnott	Leonie Hapeta
Brent Barrett	Lorna Johnson
Rachel Bowen	Billy Meehan
Vaughan Dennison	Orphée Mickalad
Lew Findlay (QSM)	Karen Naylor
Roly Fitzgerald	William Wood
Patrick Handcock (ONZM)	Kaydee Zabelin

AGENDA ITEMS, IF NOT ATTACHED, CAN BE VIEWED AT

pncc.govt.nz | Civic Administration Building, 32 The Square
City Library | Ashhurst Community Library | Linton Library

Waid Crockett

Chief Executive | PALMERSTON NORTH CITY COUNCIL

Te Marae o Hine | 32 The Square
Private Bag 11034 | Palmerston North 4442 | New Zealand
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COUNCIL MEETING

5 June 2024

ORDER OF BUSINESS

1. Karakia Timatanga

2. Apologies

3. Notification of Additional Items

Pursuant to Sections 46A(7) and 46A(7A) of the Local Government Official Information and Meetings Act 1987, to receive the Chairperson's explanation that specified item(s), which do not appear on the Agenda of this meeting and/or the meeting to be held with the public excluded, will be discussed.

Any additions in accordance with Section 46A(7) must be approved by resolution with an explanation as to why they cannot be delayed until a future meeting.

Any additions in accordance with Section 46A(7A) may be received or referred to a subsequent meeting for further discussion. No resolution, decision or recommendation can be made in respect of a minor item.

4. Declarations of Interest (if any)

Members are reminded of their duty to give a general notice of any interest of items to be considered on this agenda and the need to declare these interests.

5. Public Comment

To receive comments from members of the public on matters specified on this Agenda or, if time permits, on other matters

6. **Tribute: Heather Allan**
7. **Petition- Reverse Changes to Featherston Street** Page 7
8. **Featherston Street Safety Improvements Project - Bus Stops** Page 9
Report, presented by Glen O'Connor, Group Manager - Transport and Development, and Michael Bridge, Service Manager - Active Transport.
9. **2023 Residents' Survey Action Plan** Page 45
Memorandum, presented by Andrew Boyle, Head of Community Planning and Jessica Ballinger, Marketing Manager.
10. **Fees and Charges - Finalisation** Page 53
Memorandum, presented by Steve Paterson, Strategy Manager - Finance.
11. **Ashhurst Campervan Dump Station - Custom Street Proposal** Page 71
Report, presented by Aaron Phillips - Activity Manager Parks.
12. **International Relations and Education Annual Plan 2024-2025** Page 81
Memorandum, presented by Gabrielle Loga - International Relations Manager.
13. **Council Work Schedule** Page 101

RECOMMENDATIONS FROM COMMITTEE MEETINGS

14. **Presentation of the Part I Public Strategy & Finance Committee Recommendations from its 8 May 2024 Meeting** Page 105
15. **Karakia Whakamutunga**

16. Exclusion of Public

To be moved:

That the public be excluded from the following parts of the proceedings of this meeting listed in the table below.

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

General subject of each matter to be considered		Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for passing this resolution
17.	Nature Calls- Lead Technical Consultant contract extension	NEGOTIATIONS: This information needs to be kept confidential to ensure that Council can negotiate effectively, especially in business dealings	s7(2)(i)
18.	District Licensing Committee- Additional Commissioner	PRIVACY: This information needs to be kept private to protect personal information that is confidential or sensitive. This includes people who are no longer alive	s7(2)(a)
19.	Presentation of the Part II Confidential Strategy & Finance Committee Recommendations from its 8 May 2024 Meeting	NEGOTIATIONS: This information needs to be kept confidential to ensure that Council can negotiate effectively, especially in business dealings	s7(2)(i)

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

PETITION

TO: Council

MEETING DATE: 5 June 2024

TITLE: Petition- Reverse changes to Featherston Street

RECOMMENDATION TO COUNCIL

1. That Council receive the petition for information.

Brenton Beach will present a petition to Council seeking to reverse the changes to Featherston Street.

REVERSE THE CHANGES TO FEATHERSTON STREET

Changes to Featherston Street is a major safety risk. Emergency services can't get through, traffic response times are increasing with backed up traffic

Disabled and vulnerable residents are at risk of being hit by cyclists while getting on the bus. Cyclists are at risk from car doors opening and poor visibility.

School runs at two busy schools have become increasingly difficult and more dangerous. Both schools' principals have publicly stated this point.

Businesses are suffering with a significant reduction in the number of customers since the road changes were made. Parking spaces were removed and some left turning lanes.

In-lane bus stops are inappropriate on a busy road, especially when placed close to a very busy intersection. This holds up traffic and buses are crossing the median line to avoid the traffic jam.

Many residents want Featherston Street put back to the way it was to save injuries and lives.

Petition signed by over 3000 people

[Petition · Reverse the changes to Featherston Street - New Zealand · Change.org](#)

ATTACHMENTS

Nil

REPORT

TO: Council

MEETING DATE: 5 June 2024

TITLE: Featherston Street Safety Improvements Project - Bus Stops

PRESENTED BY: Glen O'Connor, Group Manager - Transport and Development, and Michael Bridge, Service Manager - Active Transport

APPROVED BY: Chris Dyhrberg, Chief Infrastructure Officer

RECOMMENDATIONS TO COUNCIL

1. That Council EITHER:

- a) Retain the four in-lane bus stops in their current positions on Featherston Street between Aroha Street and North Street, while officers monitor and evaluate their function and report back to Council by November 2024, noting this will come at no additional cost to Council.

OR

- b) Reposition the four in-lane bus stops on Featherston Street between Aroha Street and North Street to a kerbside position, with bike riders passing to the right of stationary buses by entering the live traffic lane. To enable this, Council directs the Chief Executive to increase capital new expenditure by \$960k in year 1 of the draft LTP to be brought back to Council for adoption on 26 June 2024, noting that will be 100% funded from Council with no co-funding from NZTA – Waka Kotahi.

OR

- c) Reposition the four in-lane bus stops on Featherston Street between Aroha Street and North Street to a kerbside position, with bike riders passing to the left of stationary buses by entering a shared pathway on the footpath side. To enable this, directs the Chief Executive to increase capital expenditure by \$1.2M in year 1 of the draft LTP to be brought back to Council for adoption on 26 June 2024, noting that will be 100% funded from Council with no co-funding from NZTA – Waka Kotahi.

- 2. That Council note the remaining elements of the Featherston Street Safety Improvement Project will continue to be implemented as planned, to be delivered by 30 June 2024, including side street improvements, placemaking, and cycleway separators, noting that these elements are all 90% co-funded from NZTA – Waka Kotahi. Additionally, noting that resealing of this section of the road on Featherston Street will also be undertaken through Council's reseal programme which is 51% co-funded from NZTA – Waka Kotahi.**

SUMMARY OF OPTIONS ANALYSIS

Problem or Opportunity	<p>The safety improvement project that is currently underway on Featherston Street is almost complete. There is currently congestion at peak times in the section of Featherston Street between Aroha and North Streets, some of which may be exacerbated by the new layout in this section of road.</p> <p>One element in particular, the placement of in-lane bus stops, is believed to be contributing to the congestion.</p> <p>This report provides the opportunity for alternative bus stop layouts to be considered alongside their respective costs.</p>
OPTION 1:	Retain the four in-lane bus stops in their current positions on Featherston Street between Aroha Street and North Street, while officers monitor and evaluate their function.
Community Views	<ul style="list-style-type: none"> • In-lane bus stops were included in the co-design process, involving stakeholders, residents, and businesses. • In-lane bus stops were trialled in August 2023. In isolation, their contribution to congestion was assessed as being minor. • Since they have been constructed, there have been mixed views about how they operate. It is believed that they are influencing general traffic flow. • Feedback through a recent survey illustrated a divided view on this, with around equal numbers of respondents stating they believed the in-lane bus stops improved safety, made no change to safety, or made it more unsafe.
Benefits	<ul style="list-style-type: none"> • As this option is already in place there is no risk of further disruption being caused through changes and this will have no further cost to Council. • The in-lane bus stops provide the greatest safety benefit for bike riders, bus passengers and pedestrians. A Waka Kotahi design panel endorsed the in-lane bus stops. Additionally, an independent Safe System Audit (SSA) did not find any flaws with the design. • The in-lane bus stops have been assessed by Waka Kotahi and Council's consultants to provide the greatest efficiency benefit for the public transport service. • The typical bus drop-off/pick-up time is around 25 seconds, which results in a less than minor effect on congestion. • The integration of the cycleway with the in-lane bus stops

	<p>is designed to maintain the mode separation, accounting for bus passengers boarding and alighting from buses.</p> <ul style="list-style-type: none"> • New Zealand and international evidence show that in-lane bus stops reduce the risk of bus and vehicle crashes, compared with conventional kerbside or indented bus stops, as buses do not need to turn in and out of the live traffic lane. • Horizons Regional Council (HRC) supports the use of in-lane bus stops, as they improve operational efficiency compared to other bus stop types. They acknowledge buses move on more quickly as they do not need to wait for a gap in the traffic to continue their service. Further, HRC acknowledge buses no longer need to cross the cycle lane to access the bus stop, thereby reducing conflict between cyclists and buses (see attachment 'Horizons Featherston Street in-lane bus stops letter').
Risks	<ul style="list-style-type: none"> • There is a reputational risk from the belief that in-lane bus stops are a cause of congestion or not considered best practice. Whilst this risk can be somewhat mitigated through a robust communication campaign, the risk cannot be fully mitigated. • There is a health and safety risk that the in-lane stops may result in other road users making dangerous decisions when using this section of the road which may result in crashes. This risk is caused by the belief that buses hold up traffic. While drivers will adapt to the street layout changes, this risk cannot be fully mitigated. • There is a reputational risk to Council as a result of the perception of not listening to feedback.
Financial	<ul style="list-style-type: none"> • There is no additional cost to Council by retaining the existing in-lane bus stops as these are already in place.
OPTION 2:	<p>Reposition the four in-lane bus stops on Featherston Street between Aroha Street and North Street to a kerbside position, with bike riders passing to the right of stationary buses by entering the live traffic lane.</p>
Community Views	<ul style="list-style-type: none"> • Kerbside bus stops are common around Palmerston North and motorists are accustomed to how they function, and many road users consider this to be an acceptable design layout.
Benefits	<ul style="list-style-type: none"> • As these are currently commonplace through the city road users are accustomed to how they function and how to navigate them. • Given the level of feedback about making a change to the current in-lane bus stops, this option will be received

	<p>well from some members of the public and Council will be perceived as responding to their concerns raised.</p> <ul style="list-style-type: none"> • In most bus stops throughout the city cyclists are required to navigate around stationary buses by entering the live lane. This option will see a similar practice having to be undertaken.
Risks	<ul style="list-style-type: none"> • There is a health and safety risk in that cyclists will need to enter the live lane to get around stationary buses. This increases the risk to their safety. This risk cannot be mitigated. • There is a health and safety risk that bike riders may be hit by buses entering or exiting the kerbside bus stop if drivers do not look for cyclists. • There is an operational risk that these changes will prolong the construction works in this section of Featherston Street, further contributing to the congestion, disruption to businesses, schools, and users. Whilst night works can be considered for this to mitigate the disruption somewhat, this will not fully mitigate this risk. • There is a reputational risk with NZTA – Waka Kotahi if Council chooses to significantly change the project scope. This may place PNCC in a position of not having funding provided in future for similar type projects. • While it is acknowledged that significantly changing the project at this late stage may be supported by some parties, there is also a reputational risk with the public, businesses and supporters of the project, who will likely criticise Council for changing the project, which could make the area less safe, or potentially creating new risks. • There is reputational risk that Council may be criticised for wasting money and causing unnecessary disruption in the area. This is also considered a high risk, although may be able to be mitigated through robust public communications that work carried out on the project so far has been majority funded through Waka Kotahi (90%), with 10% contributed by our ratepayers; notwithstanding, new costs associated with significantly changing the project would be 100% funded by Council. • There is a financial risk to Council that the costs to make changes to the project will need to be 100% funded by Council. This is unbudgeted expenditure, which will impact the debt headroom available for the 2024-34 LTP period. This is considered a major risk that cannot be mitigated.
Financial	<ul style="list-style-type: none"> • This option will require \$960K of additional unbudgeted

	<p>expenditure (\$240K per stop) to undertake the changes.</p> <ul style="list-style-type: none"> This would be 100% funded by Council, with no co-funding from NZTA – Waka Kotahi.
OPTION 3:	<p>Reposition the four in-lane bus stops on Featherston Street between Aroha Street and North Street to a kerbside position, with bike riders passing to the left of stationary buses by entering a shared pathway on the footpath side.</p>
Community Views	<ul style="list-style-type: none"> Shared paths around bus stops do not currently exist in Palmerston North and they are not common in New Zealand, so community views are not known. Shared pathways in built up urban environments are not supported by pedestrian and disability representative groups, as they mix bike riders with pedestrians and wheelchair/mobility device users.
Benefits	<ul style="list-style-type: none"> As kerbside bus stops are currently commonplace through the city, motorists are accustomed to how they function and how to navigate them. As with Option 2, this option will be received well from some members of the public and Council will be seen to be responding to their concerns raised. Cyclists would not have to enter the live traffic lane to get around stationary buses, reducing the risk of conflict with motor vehicles.
Risks	<ul style="list-style-type: none"> There is an operational risk whereby cyclists, bus passengers, and pedestrians do not understand how this layout works causing confusion and the possibility of the layout not functioning as it is intended. While users may become accustomed to their function over time, this risk cannot be fully mitigated. There is a health and safety risk that bus passengers and other pedestrians may be hit by cyclists riding through the shared pathway space. While users may become accustomed to their function over time, this risk cannot be fully mitigated. This option will require the removal of the newly installed bus shelters as there is not enough footpath width. There is a reputational and strategic risk that Council may be criticised for removing the new shelters and this being perceived as a poor practice. This risk can be mitigated somewhat by communicating that the bus shelters will be relocated to other stops in the city, however this will mean that there is not bus shelters in this section of the road. There is an operational risk that these changes will prolong the construction works in this section of

	<p>Featherston Street, further contributing to the congestion, disruption to businesses, schools, and users. Whilst night works can be considered for this to mitigate the disruption somewhat, this will not fully mitigate this risk.</p> <ul style="list-style-type: none"> • There is a reputational risk with NZTA – Waka Kotahi if Council chooses to significantly change the project scope. This may place PNCC in a position of not having funding provided in future for similar type projects. • Council may be criticised by the public & businesses that supported the project for not completing the work and potentially making the area a less safe environment, or creating new risks. • There is reputational risk that Council may be criticised for wasting money and causing unnecessary disruption in the area. This is also considered a high risk, although may be able to be mitigated through robust public communications that work carried out on the project so far has been majority funded through Waka Kotahi (90%), with 10% contributed by our ratepayers; notwithstanding, new costs associated with significantly changing the project would be 100% funded by Council. • There is a financial risk to Council that the costs to make changes to the project will need to be 100% funded by Council. This is unbudgeted expenditure, which will impact the 2024-34 LTP.
Financial	<ul style="list-style-type: none"> • This option will require \$1.2M of additional unbudgeted expenditure (\$301K per stop) to undertake the changes. • This would be 100% funded by Council, with no co-funding from NZTA – Waka Kotahi.

RATIONALE FOR THE RECOMMENDATIONS

1. OVERVIEW OF THE PROBLEM OR OPPORTUNITY

- 1.1 Construction of the improvements along Featherston Street between Aroha and North streets is nearing completion. The deadline is 30 June 2024, when Waka Kotahi programme funding ends.
- 1.2 The four in-lane bus stops have been operating since April. They are a new type of bus stop to Palmerston North and there is a belief they may be affecting traffic flow along Featherston Street and causing congestion near the intersection with Rangitikei Street.
- 1.3 Project construction is not yet complete. When all the elements are in place and operating together, and road users have had time to adapt, we will be able to monitor and evaluate the full effect of these improvements and

advise if any changes are required. The indication so far is that the in-lane bus stops are having a less than minor effect on general traffic.

- 1.4 This report provides the opportunity for alternative bus stop layouts to be considered alongside their respective costs.

2. BACKGROUND AND PREVIOUS COUNCIL DECISIONS

- 2.1 Please refer to the following reports that provide background information and Council decisions:

Date	Detail
15 February 2023	Council approved the programme for the wider Featherston Street Safety Improvements Project, which brought together two Waka Kotahi funding streams – Streets for People (90% Waka Kotahi funding) and Transport Choices (100% Waka Kotahi funding).
April-June 2023	Co-design workshops with stakeholders, businesses, and residents. In-lane bus stops were discussed at the final workshop and there was a recommendation to trial them to test the effects on general traffic.
28 June 2023	Council endorsed the preferred unidirectional cycleway option. Council also noted trials would be undertaken and feedback from the trials would be brought back to Council for consideration.
August 2023	Trials were undertaken of key elements of the Featherston Street Safety Improvements Project, including in-lane bus stops.
27 September 2023	Council endorsed the design for the Featherston Street Safety Improvements Project. A report on the August trials was presented to Council.
December 2023	Waka Kotahi advised PNCC that Transport Choices funding for cycleways was withdrawn.
February 2024	Construction work commenced on Featherston Street, with work required to be complete by 30 June.
3 April 2024	Council agreed to an additional \$500K capital expenditure on Featherston Street for improvements.

1 May 2024	Council resolved to 'direct the CE to report back on alternative options to the in-lane bus stops on Featherston Street and pause any further work until a decision is made on this matter'. By 1 May, work on the in-lane bus stops had already been completed, less some minor safety and accessibility treatments.
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3. DESCRIPTION AND ANALYSIS OF OPTIONS

3.1 Officers have investigated several alternative bus stop layout options, some of which were discarded as viable options due to practical and safety reasons.

3.2 The only viable alternative to the in-lane bus stops is to reposition them to being kerbside bus stops which is commonplace around the city at present.

Option 1: Retain the four in-lane bus stops in their current positions on Featherston Street between Aroha Street and North Street, while officers monitor and evaluate their function

3.3 Option 1 of this report retains the current in-lane bus stops in their current positions.

3.4 The in-lane bus stop platform is a pedestrian priority space, where bike riders give way to bus passengers as and when buses are stationary at the stop. When a bus is not at the stop, the platform operates in the same way as the rest of the cycleway, as a separated space for people on bikes to navigate away from the live lane.

3.5 The current bus stop layout in this section of Featherston Street was designed to operate as an integrated system. The in-lane bus stops, separated cycleway, raised crossings, side street improvements and intersection changes work together to deliver on the safety objectives. Therefore, any change to one element will affect other parts of the system.

3.6 Please refer to Attachment1: 'Option 1 - In-Lane Bus Stop - Identified Conflict Points' for detail on where there may be a safety conflict between road users with this option.

Option 2: Reposition the four in-lane bus stops on Featherston Street between Aroha Street and North Street to a kerbside position, with bike riders passing to the right of stationary buses by entering the live traffic lane

3.7 This option requires bike riders to enter the live traffic lane to get around stationary buses.

3.8 Please refer to Attachment 2: 'Options 2 and 3 - Kerbside Bus Stop - Concept Layout Designs' for a layout design comparison between Options 2 and 3.

- 3.9 Please refer to Attachment 3: 'Option 2 - Kerbside Bus Stop - Identified Conflict Points' for detail on where there may be a safety conflict between road users with this option.
- 3.10 The cost for this option is \$960K (\$240K per bus stop). This would be 100% funded by Council.
- 3.11 Subject to contractor capacity, construction could be completed within 3 weeks, following detailed design, procurement, and a Safe System Audit; with a total implementation period estimate of 6-8 weeks.

Option 3: Reposition the four in-lane bus stops on Featherston Street between Aroha Street and North Street to a kerbside position, with bike riders passing to the left of stationary buses by entering a shared pathway on the footpath side

- 3.12 This option requires riders entering a 'shared zone' on the footpath to get around stationary buses. The shelters would be removed for this option as there is not enough footpath width.
- 3.13 Again, please refer to Attachment 2: 'Options 2 and 3 - Kerbside Bus Stop - Concept Layout Designs' for a layout design comparison between Options 2 and 3.
- 3.14 Please refer to Attachment 4: 'Option 3 - Kerbside Bus Stop - Identified Conflict Points' for detail on where there may be a safety conflict between road users with this option.
- 3.15 The cost for this option is \$1.2M (\$301K per bus stop). This would be 100% funded by Council.
- 3.16 Subject to contractor capacity, construction could be completed within 12 weeks, following detailed design, procurement, and a Safe System Audit; with a total implementation period estimate of 16-18 weeks.
- 3.17 The layout designs for all three Options in this report were also peer reviewed from a technical perspective from another consultant. The peer review provides further safety and operational remarks to each kerbside option and reference to how it compares to the current in-lane layout. Please refer to Attachment 5: 'Technical Peer Review of Options' for this short memorandum.

Other Options Considered

- 3.18 Officers also considered:
- Repurposing the existing raised tables as mountable bus platforms.
 - Creating indented bus stops; and
 - Relocating the bus stops altogether.

- 3.19 Repurposing the existing in-lane bus stop raised tables as mountable platforms for buses – effectively creating a raised kerbside stop. The existing platforms were not designed to accommodate buses and they do not have adequate concrete reinforcing to support buses. They would be at risk of failing and requiring renewal within a 6-month period. For this reason, the in-lane bus stops could not be properly repurposed as raised kerbside bus stops. Further, their current configuration and geometry are designed to facilitate easy access for wheelchair users and mobility impaired passengers to board and alight. Positioning buses on the raised platform would reduce accessibility for wheelchair users and mobility impaired passengers. Horizons Regional Council has indicated this would not be their preferred option.
- 3.20 Creating indented bus stops – indented bus stops are not assessed as a safe option for Council to consider. Indented bus stops are the least safe option of all bus stop options when combined with cycleways, as they increase the risk of conflict between buses and people on bikes. Please refer to Attachment 6: 'Indented Bus Bay - Layout Concept Design' and Attachment 7: 'Indented Bus Bay - Identified Conflict Points' for the layout explored and the conflict points identified.
- 3.21 Relocating the bus stop locations altogether – the existing locations were strategically chosen to meet the demand of bus users; this was not explored further. Additionally, there are constraints that limit location options along this stretch of Featherston Street, such as proximity to vehicle crossings, intersections, sightlines, footpath width, gradients, stormwater, and services. Council would also be required to consult with affected landowners regarding the location of bus shelters.
- 3.22 Horizons advise that both pairs of bus stops on each side of the Rangitikei intersection serve important destinations and moving them potentially further from these locations could be to the detriment of the public transport network, especially the bus stops outside Countdown and Office Products. Therefore, simply removing the stops altogether and removing the lines on the road for circa \$20K each stop was not considered a viable option.

Safety Considerations

- 3.23 The primary purpose of the Featherston Street Safety Improvements Project is to deliver safer facilities for people riding, walking, and taking the bus on Featherston Street. A key aim is to reduce the risk along a stretch of road which has the highest incidents of crashes in Palmerston North.
- 3.24 The separated cycleway is the key element that drives other design considerations, including the in-lane bus stops. It is intended to provide dedicated space for people on bikes, away from the live motor vehicle lane and parked cars, where the risk is greatest, and the consequence of a crash can be serious or fatal.
- 3.25 The integration of the cycleway with the in-lane bus stops is designed to maintain the mode separation, accounting for bus passengers boarding and

alighting from buses. The in-lane bus stop platform is a pedestrian priority space, where bike riders give way to bus passengers as and when buses are stationary at the stop. When a bus is not at the stop, the platform operates in the same way as the rest of the cycleway, as a separated space for people on bikes to navigate, away from the live vehicle lane.

- 3.26 In-lane bus stops reduce the risk of bus and vehicle crashes, compared with conventional kerbside or indented bus stops. When slowing down and stopping, buses do not have to turn left and thereby avoiding conflict with people on bikes. When departing from the bus stop, buses do not have to re-enter the live traffic lane, thereby avoiding conflict with other vehicles.
- 3.27 An independent Safe System Audit (SSA) was carried out for the entire Featherston Street design, including the in-lane bus stops. The SSA did not find any flaws with the design of the four in-lane bus stops between Aroha Street and North Street. The in-lane bus stops meet Waka Kotahi best practice design guidance. A Waka Kotahi panel reviewed our Featherston Street designs and endorsed the in-lane bus stops.
- 3.28 Trials were carried out in 2023 to confirm that fire and ambulance vehicles can mount the cycleway separators and access the cycleway and in-lane bus stops, if necessary, in an emergency.

Efficiency Considerations

- 3.29 The new bus network that has been operating since 4 March is intended to deliver faster, more frequent, and direct services.
- 3.30 Officers recognise there is a belief that the in-lane bus stops may be contributing to traffic congestion on Featherston Street between Aroha and North streets, while noting this stretch of Featherston Street intersects with Rangitikei Street, which is the key driver for traffic flow (levels of service). The evidence so far indicates that the effect of the in-lane bus stops on traffic flow is less than minor.
- 3.31 In-lane bus stops support more efficient service delivery, compared with other bus stop types. Buses spend less time slowing down and stopping at in-lane bus stops as they do not have to manoeuvre around bike riders or other vehicles to their left. Buses spend less time re-entering the live traffic lane as they do not have to wait for a gap in the traffic. The combined dwell time at each in-lane bus stop is less on average than other bus stop types. This efficiency benefits bus passengers and bus drivers.
- 3.32 Horizons supports the use of in-lane bus stops, as they improve operational efficiency compared with other bus stop types. They acknowledge buses move on more quickly as they do not need to wait for a gap in the traffic to continue their service. Further, Horizons acknowledge buses no longer need to cross the cycle lane to access the bus stop, thereby reducing conflict between cyclists and buses. Please refer to Attachment 8: 'Horizons Featherston Street in-lane bus stops letter' to verify this.

- 3.33 Bus passenger data for April 2024, provided by Horizons, show that:
- There was a 55% increase in patronage across the network, compared with April 2023.
 - The peak period for the in-lane bus stops at Countdown saw 82 passengers board/alight during the month.
 - The peak period for the in-lane bus stops at Office Products saw 48 passengers alight (no boarding).
- 3.34 Officers have measured the dwell times of buses stopping at the two in-lane bus stops at Countdown and Office Products, west of the Rangitikei Street intersection. Please refer to Attachment 9: 'Featherston Street Bus Stop Data – April 2024' for more information on this.
- 3.35 In summary, the evidence shows that the in-lane bus stops have a less than minor impact on overall flow and traffic efficiency. Across both bus stops at Countdown and Office Products Depot, the average dwell time measured during the survey was 25 seconds, affecting an average of one car.
- 3.36 Separately, consultants have reviewed the data and concluded that in a 'worst case scenario' – with a bus stopping every fifteen minutes during the peak period, with 700 vehicle movements in each direction – there would be a 4.55 second delay per vehicle.

4. FINANCIAL

- 4.1 The two kerbside layout options in this report (Options 2 and 3) were priced through engineer's estimates. Officers are currently working with the contractor to confirm an actual price for the works and whether any reductions to this cost could be achieved.
- 4.2 The substantial costs for replacing the in-lane bus stops with kerbside bus stops reflects the robust construction methodology of the existing in-lane platforms, which includes reinforced concrete. Kerbside bus stops would also require the road surface to be reinstated as well as the construction of new kerb and channels all contributing to the costs.

5. COMMUNITY VIEWS

- 5.1 Officers acknowledge that there has been a high level of feedback in respect to the project, both positive and negative.
- 5.2 To seek a balanced view, officers have carried out a recent survey of people who are using Featherston Street, covering all modes - motorists, pedestrians, bus passengers and bike riders. Surveys were taken between 17 April and 24 April. In total, 102 survey responses were received. Almost all were motorists, about half were bike riders and about a quarter were bus users. Please refer to Attachment 10: 'Featherston Street Survey Results' for the detailed results.

- 5.3 Some surveys were conducted in person on Featherston Street. Invitations to complete the online survey were also sent to everyone who registered an interest in the project, participated in the drop in and co-design sessions, as well as Featherston Street stakeholders. Surveys were also conducted at Council's Long-Term Plan 'Planning Palmy Expo' on 20 April.
- 5.4 During the period, the surveys were undertaken, the in-lane bus stops were completed, however other construction works were underway along Featherston Street, between Aroha and North streets. During the survey period the Featherston/Rangitikei intersection had not had any corresponding changes to the traffic signal phasing.
- 5.5 In summary, the survey results show that:
- 77% of respondents agree with the aim of the project to improve safety for all road users.
 - About equal numbers of respondents thought that the in-lane bus stops improved safety, or made no change to safety, or made it more unsafe, with a slightly higher number saying the in-lane bus stops were safer.
- 5.6 Already, we have made minor safety improvements in response to feedback since construction started:
- Installation of flexi-posts in advance of the on-street parking, as a guide to motorists; and
 - Installation of flexi-posts near the intersection, to separate the cycleway from general traffic lanes.
- 5.7 It is acknowledged that the in-lane bus stops are new to Palmerston North. All road users, not just motorists, need information about how they work, as well as time to adapt to the changes. An education campaign has been developed and is ready to roll out, subject to Council's decision today.
- 5.8 During co-design for the Featherston Street Safety Improvement Project in 2023, in-lane bus stops were discussed and included in the concept designs that the participants debated. We trialled in-lane bus stops in August and reported the results to Council in September. The effect of all the trials, including the in-lane bus stops, was less than minor.

6. CONCLUSION

- 6.1 Option 1 allows for the road system to achieve a steady state before any adjustments are made. The effects on safety, traffic flow and user experience can be monitored and evaluated over an extended period. There is also no further cost.
- 6.2 The benefits of Option 1 are that it allows all improvements to be implemented and work together, giving time for motorists and other road

users to adapt to the changes. Council would also be seen to deliver on its plans and follow through with its decisions.

- 6.3 The other option for Council is to change the existing in-lane bus stops to kerbside bus stops at 100% cost to Council. Both Options 2 and 3 are viable options with similar benefits and risks. If Council decides to reposition the bus stops to kerbside, a decision will be required on the preferred layout option.











7. NEXT ACTIONS

- 7.1 If Council endorses final implementation of the Featherston Street Safety Improvements project, instructions will be issued to the contractor to complete the works by 30 June.
- 7.2 If Council directs changes to the bus stops, we will initiate further design work and a Safe System Audit, as well as further stakeholder engagement. Additionally, a new programme in the Long-Term Plan will be created to fund the additional works.

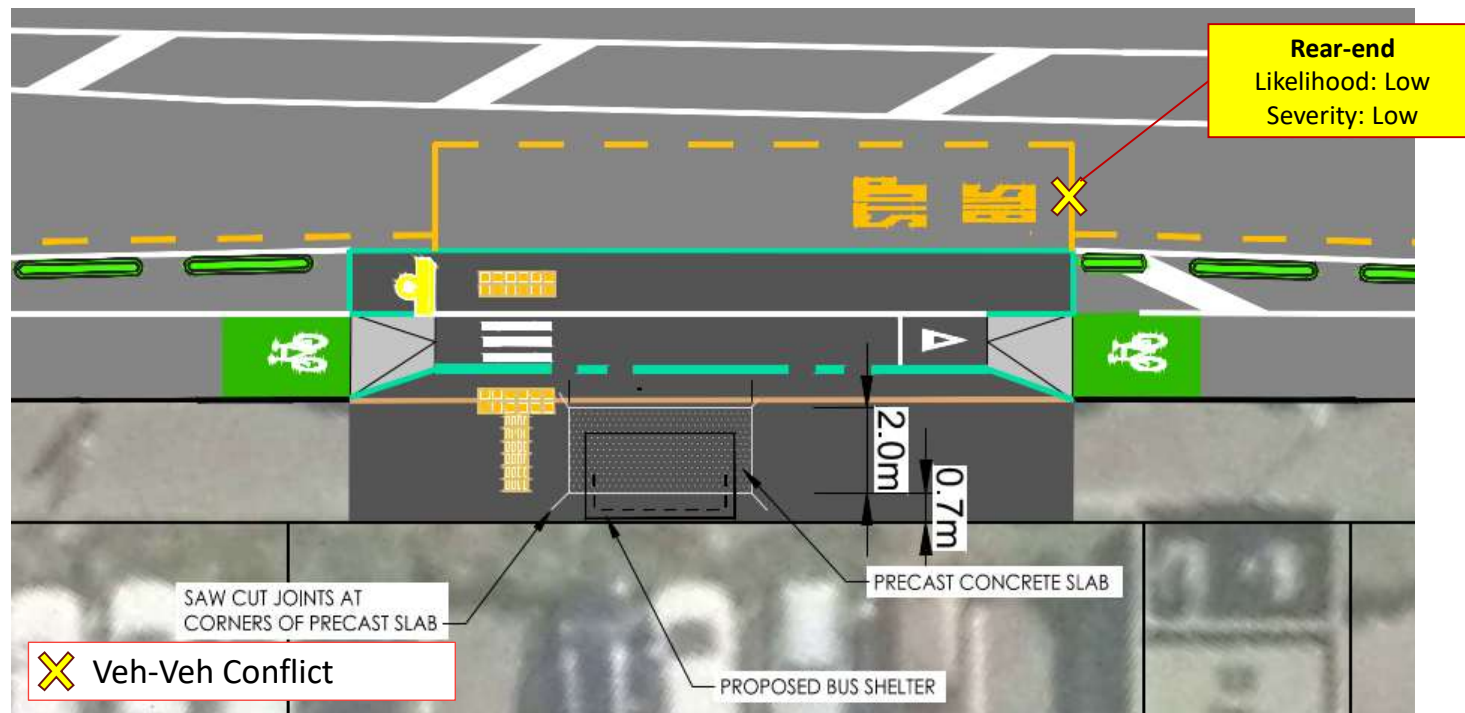
8. COMPLIANCE AND ADMINISTRATION

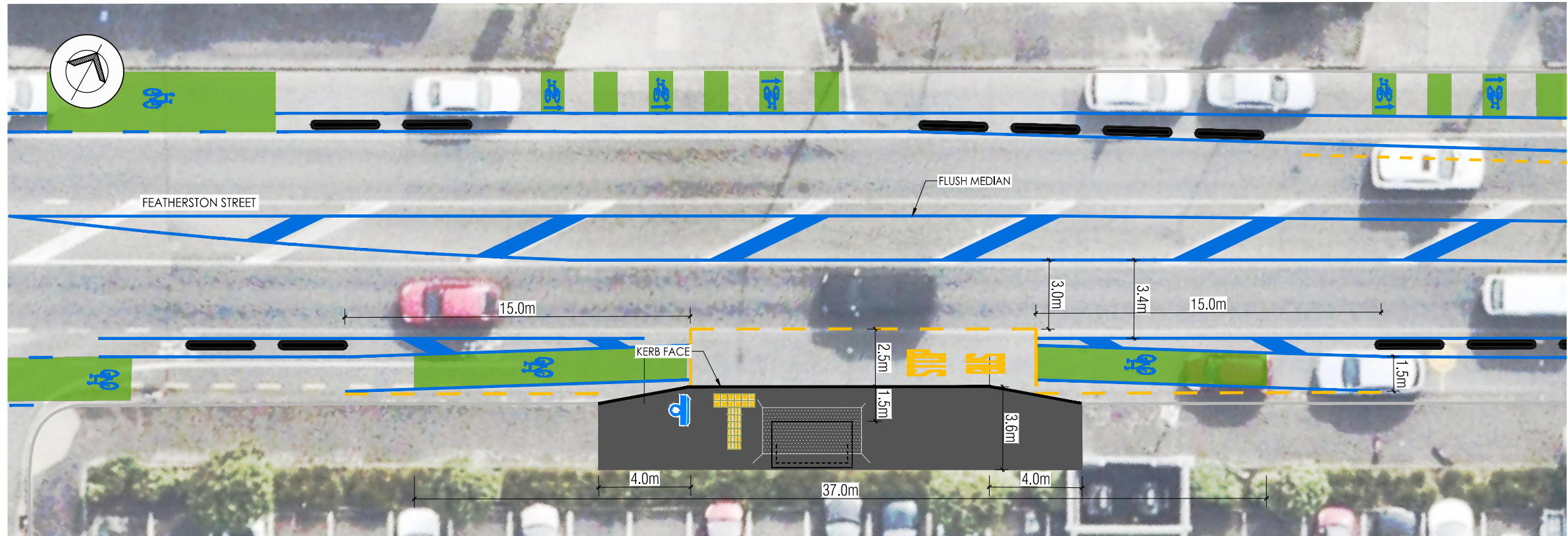
Does Council have delegated authority to decide?	Yes
Are the decisions significant?	No
If they are significant do, they affect land or a body of water?	No
Can this decision only be made through a 10 Year Plan?	No
Does this decision require consultation through the Special Consultative procedure?	No
Is there funding in the current Annual Plan for these actions? Option 1 – Yes, Options 2 and 3 - No	No
Are the recommendations inconsistent with any of Council's policies or plans?	No
The recommendations contribute to Goal 1: An Innovative and Growing City	
The recommendations contribute to the achievement of action/actions in Transport	
The action is: Prioritise transport programmes that deliver on Council's goals, the purpose of the plan and the Government's Policy Statement on Transport.	
Contribution to strategic direction and to social, economic, environmental, and cultural well-being	NZ Transport Agency Waka Kotahi's Streets for People programme aims to create liveable cities through mode shift and creation of low carbon transport choices. Our project aims to improve environmental and social wellbeing for our community.

ATTACHMENTS

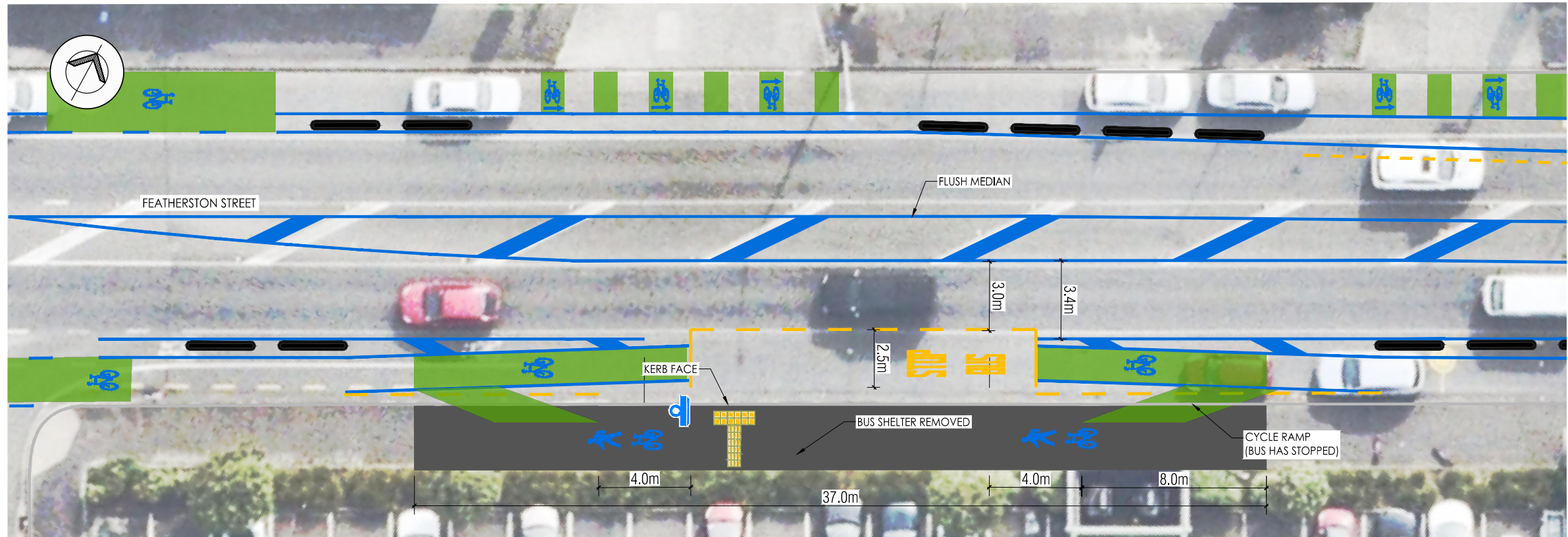
1. Option 1 - In-Lane Bus Stop - Identified Conflict Points [↓](#) 
2. Options 2 and 3 - Kerbside Bus Stop - Concept Layout Designs [↓](#) 
3. Option 2 - Kerbside Bus Stop - Identified Conflict Points [↓](#) 
4. Option 3 - Kerbside Bus Stop - Identified Conflict Points [↓](#) 
5. Technical Peer Review of Options [↓](#) 
6. Indented Bus Bay - Layout Concept Design [↓](#) 
7. Indented Bus Bay - Identified Conflict Points [↓](#) 
8. Horizons Featherston Street in-lane bus stops letter [↓](#) 
9. Featherston Street Bus Stop Data - April 2024 [↓](#) 
10. Featherston Street Survey Results [↓](#) 

In-lane Bus Stop Conflict points





BUS STOP OPTION 1 - CYCLIST BYPASS IN LIVE LANE
Scale 1:100 A1



BUS STOP OPTION 2 - CYCLIST BYPASS ON FOOTPATH
Scale 1:100 A1

FOR INFORMATION ONLY

- NOTES:
1. The Contractor is to give 48 hrs notice to all service authorities & to confirm with the relevant authority the location of their service positions prior to the commencement of any excavations.
 2. It is the Contractor's responsibility to confirm all dimensions on site.
 3. Residents to be given 48 hrs notice prior to vehicle access being restricted.
 4. Footpath link to be constructed as per PNCC's ESLD standards.
 5. The raised platforms are to be constructed as per the details shown.
 6. Warning and directional tactiles to be setout and installed in accordance with the RTS 14 guidelines.
 7. 180mm Vertical Kerb and Channel used for Bus Stop 03. 170mm Vertical Kerb and Channel used for Bus Stop 04.
 8. Existing levels and proposed design levels based on information from LIDAR survey data. Contractor to confirm actual levels on-site.
 9. All survey and design information is based on NZTM 2000 co-ordinate system and NZVD2016 vertical datum.
 10. All Cycle Ramps at 1:20 Grade

REV	AMENDMENTS	INITIAL	DATE
A	CONCEPT		



PROGRAMME	PROJECT
JOB TITLE	FEATHERSTON STREET CYCLEWAY ISSUED FOR CONSTRUCTION

DRAWING TITLE
BUS STOP RECONFIGURATION OPTIONS

	NAME	SIGNED	DATE
DESIGNED			
DES. REVIEW			
DRAWN			
DRW. CHECK			

APPROVED FOR TENDER

DATE	SIGNED
------	--------

FOR CONSTRUCTION

DATE	SIGNED
------	--------

PARTH SHESHODIA - ACTIVITIES MANAGER - TRANSPORT

STUART CARTWRIGHT - CHIEF ENGINEER - APPROVED

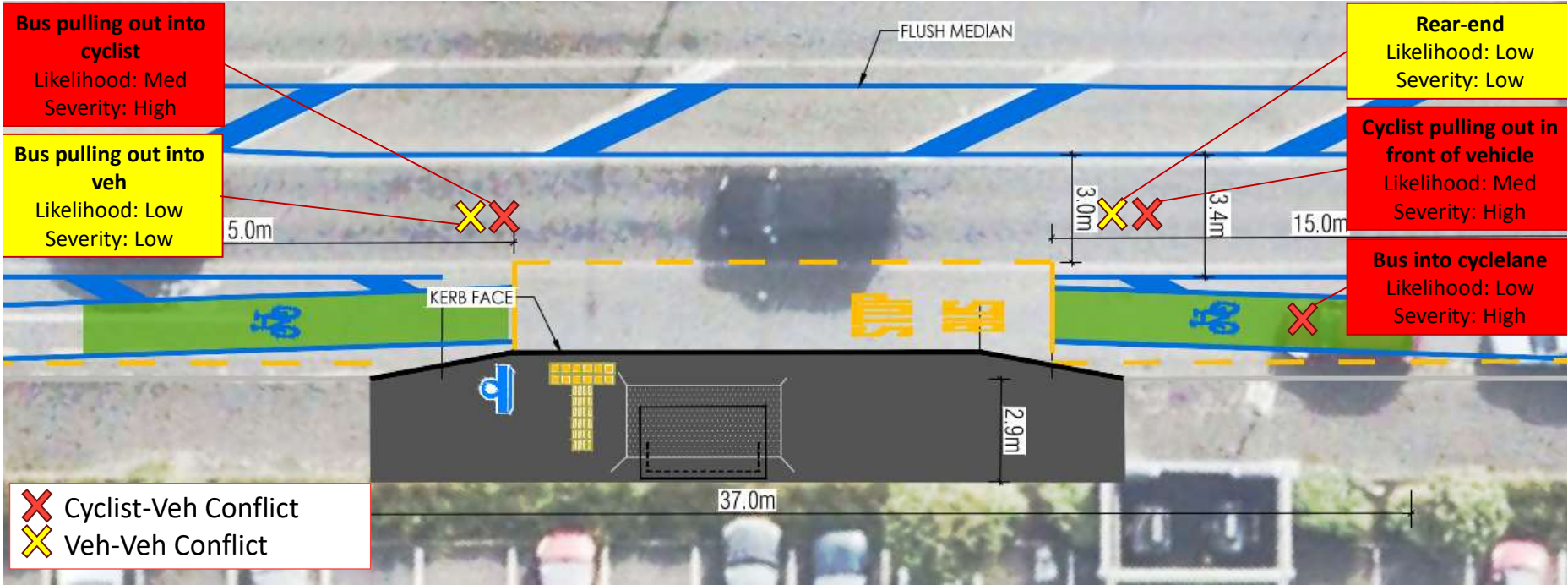
SCALES A1 1:250 A3 1:500

PNCC No. 6365

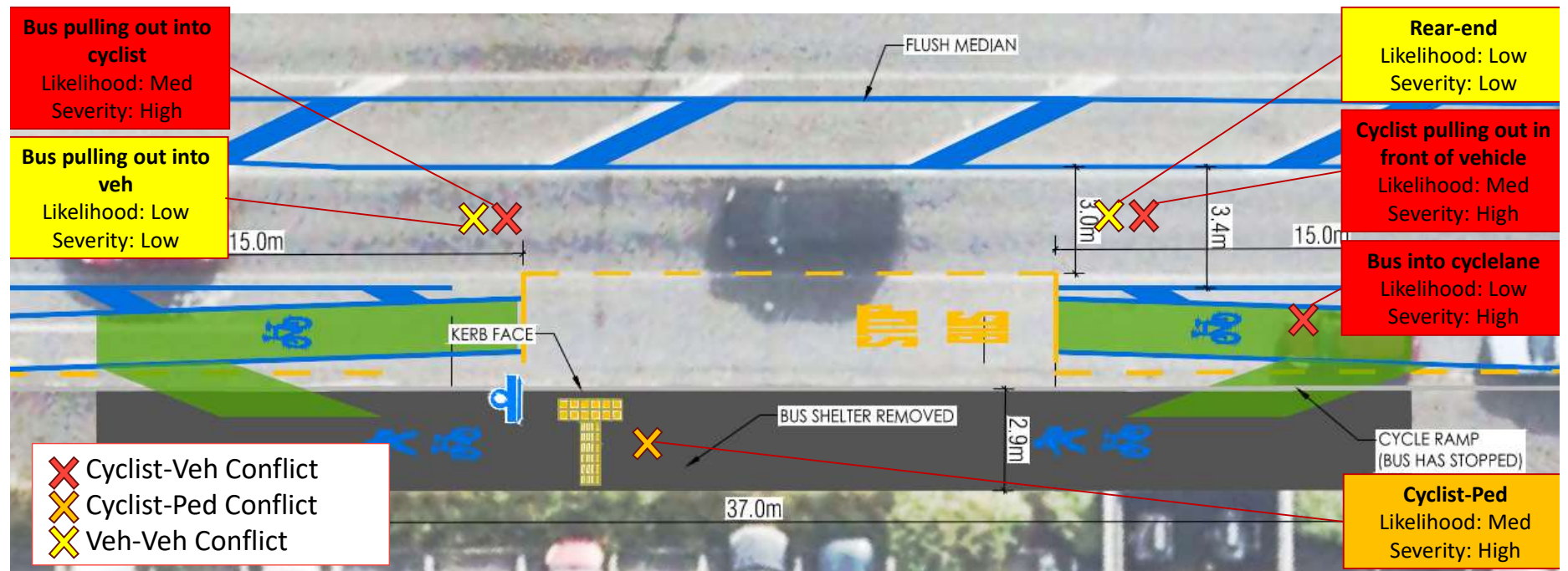
CONSULTANT No. 5-P1569.DD

DATE	DRAWING No.	REVISION
03.02.24	CON	A

Kerbside Bus Stop Conflict points (Cycleway “terminates”)



Kerbside Bus Stop Conflict points (Cycleway onto shared path)



Technical Memorandum

May 9, 2024

To	Margot Mortland (PNCC)	Contact No.	+64 6 833 8285
Copy to	Pirran Kendall (GHD)	Email	winston.gee@ghd.com
From	Winston Gee (GHD)	Project No.	12603104
Project Name	Featherston Street Cycleway Improvements		
Subject	Featherston Street – Bus Stop Safety Options Review		

1. Introduction

Palmerston North City Council (PNCC) has engaged GHD to undertake a safety and design review of the proposed bus stop facility options along Featherston Street, Palmerston North (outside Woolworths supermarket) as part of the cycleway improvements. In response to public feedback received during the construction phase of the project in regard to the bus stop infrastructure, PNCC has commissioned WSP to provide two alternative concept layouts that form the basis for the review of this memorandum.

1.1 Purpose of this Memorandum

The purpose of the memorandum is to provide review on the two alternative bus stop layouts provided by WSP. The review will be formed predominantly around the safety aspects of the two designs, and also provide improvement considerations for the designer and PNCC to incorporate into the design should an alternative design proceed to be implemented.

This Technical Memorandum is provided as an interim communication under our Design Panel agreement with Palmerston North City Council. It is provided to foster discussion in relation to technical matters associated with the project and should not be relied upon in any way or for any purpose.

1.2 Scope and limitations

This technical memorandum has been prepared by GHD for Palmerston North City Council. It is not prepared as, and is not represented to be, a deliverable suitable for reliance by any person for any purpose. It is not intended for circulation or incorporation into other documents. The matters discussed in this memorandum are limited to those specifically detailed in the memorandum and are subject to any limitations or assumptions specially set out.

Accessibility of documents

If this Technical Memorandum is required to be accessible in any other format this can be provided by GHD upon request.

GHD has prepared this memorandum on the basis of information provided by the Client and others who provided information to GHD (which may also include Government authorities), which GHD has not independently verified or checked for the purpose of this memorandum. GHD does not accept liability in connection with such unverified information, including errors and omissions in the memorandum which were caused by errors or omissions in that information.

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2. Existing Proposal

As to date, the proposed design is currently constructed and adopts a floating bus stop arrangement as shown below in Figure 1.

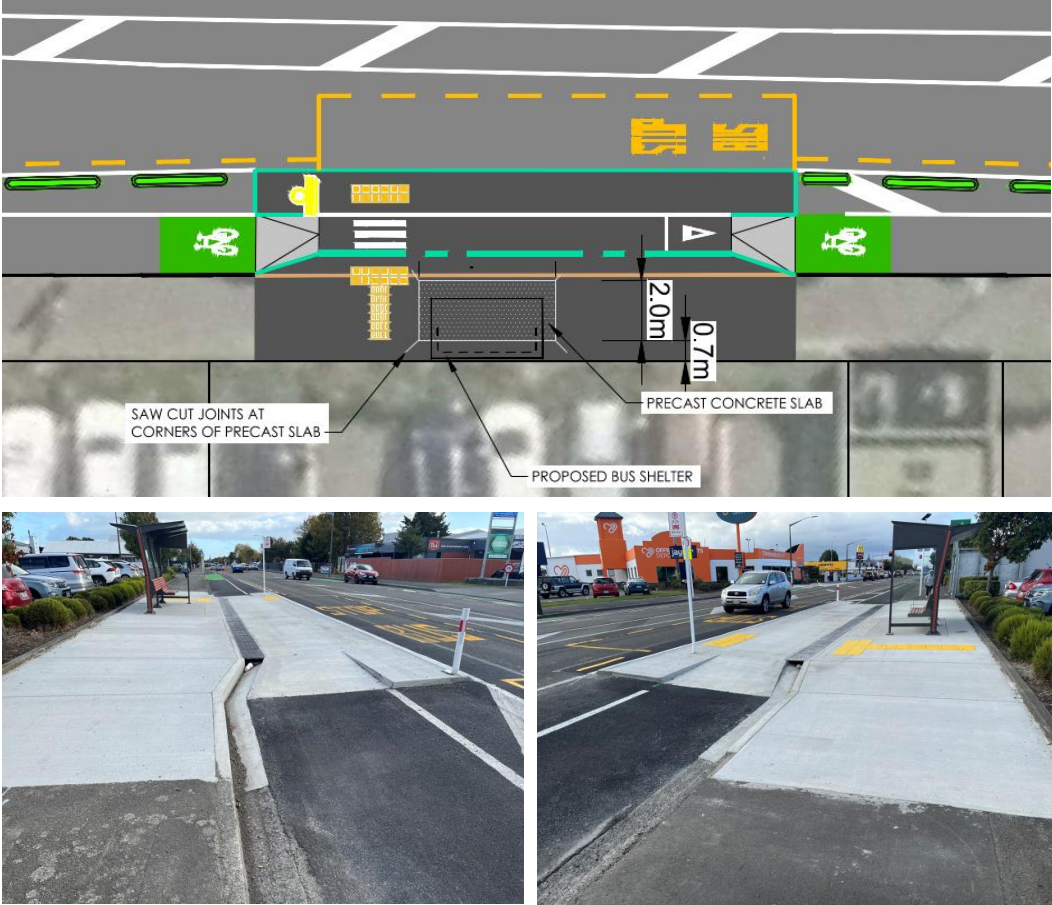


Figure 1 – Constructed floating bus stop

This layout is consistent with the intent of current design standards where interactions between pedestrians, bus patrons, cyclists, buses and general traffic are managed to result in lower severity outcomes. Conflict points at this facility separate active road users (cyclists and pedestrians) from motorised vehicles (cars, trucks and buses) which typically travel at higher speed. This reduces the likelihood of incident and the severity of outcome should a collision occur. This layout is the easiest for buses to stop at and to manoeuvre through, as there is no requirement to pull over to the kerb, with reduced collision risk to other vehicles and infrastructure.

It should be noted that this layout requires the following operational understandings by road users:

1. General traffic is required to slow down and stop, or slowly pass a stopped bus if the road layout allows (e.g. if no waiting vehicles in the flush median) as the bus stop position is in line with the traffic lane;
2. Cyclists are required to give way to pedestrians that are alighting and disembarking from buses; and

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3. Pedestrians are expected to be contained within the footpath area, off the marked cycle lane until boarding stopped buses.

3. Alternative Proposals

Two alternatives are provided and detailed with commentary as below.

3.1 Option 1 – Cyclist Bypass in Live Lane

The first option presented takes the form of a standard bus stop arrangement, in-line with the cycle lane and is shown in Figure 2. The bus stop area is slightly built out towards the traffic lane, to allow for buses to align better with the kerb and provide enough space for a bus stop shelter. General traffic can flow past a stopped bus with minimal disruption. There is a short break in the cycle lane facility due to the bus stop.

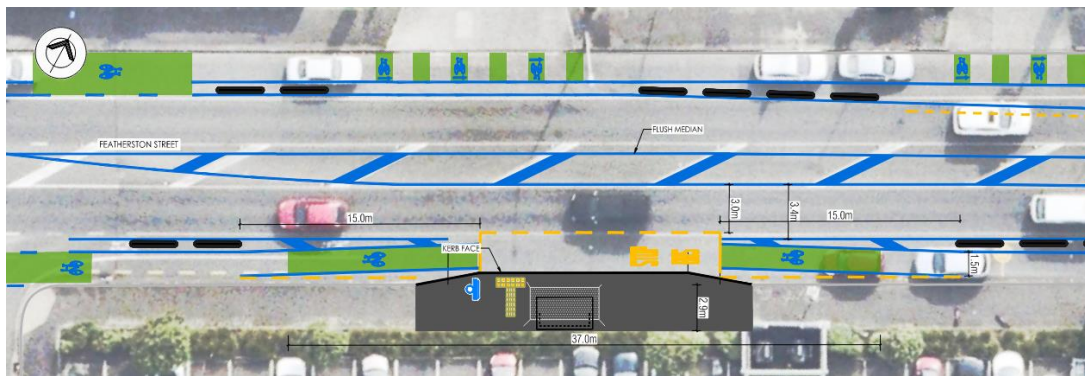


Figure 2 – Option 1 Cyclist bypass in live lane

Safety and Operational Remarks

- There is no clear pathway or implied action for cyclists to take on approach to a stopped bus. In the presence of stopped bus, cyclists are expected to merge into the general traffic lane. However, vehicles focusing on the bus may be inattentive to cyclists and may not expect this merge movement to occur. As the posted speed limit is 50km/h, this could likely result in a more higher severity injury outcome to cyclists should a collision occur.

If the bus stop caters for high frequency services combined with a high volume of cyclists, this increases the likelihood/exposure risk profile. Also the proposed lane width adjacent to the bus stop is narrow at 3.0m which is insufficient for cyclists to merge between the stopped bus and general vehicles.

- As buses do not stop in-line with the traffic lane, there is almost no risk in terms of rear-end collisions occurring within the traffic lane. However, there is still a small risk present when a bus re-enters the traffic lane.
- Vehicles may be present in the flush median waiting to turn right into the property opposite the bus stop. In this situation with a stopped bus, it is likely that vehicles will slow down or stop due to the 'narrowing' of the traffic lane. It is expected that this will occur more frequently during peak traffic times.
- All pedestrian movements and interactions with the bus are contained within the footpath, typically free of conflict with other modes of traffic (with the exception of e-scooter users if present).

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3.2 Option 2 – Cyclist Bypass on Footpath

The second option presented also takes form of a typical bus stop arrangement, and is in-line with the cycle lane, shown in Figure 3. There is no change to the existing kerb line, and therefore the footpath is not wide enough to provide a footpath for a bus stop shelter. General traffic can flow past a stopped bus with minimal disruption. The key difference from Option 1, is that off-road cyclist facilities are provided where cyclists can bypass a stopped bus without conflict to on-road traffic via a short section of shared path.

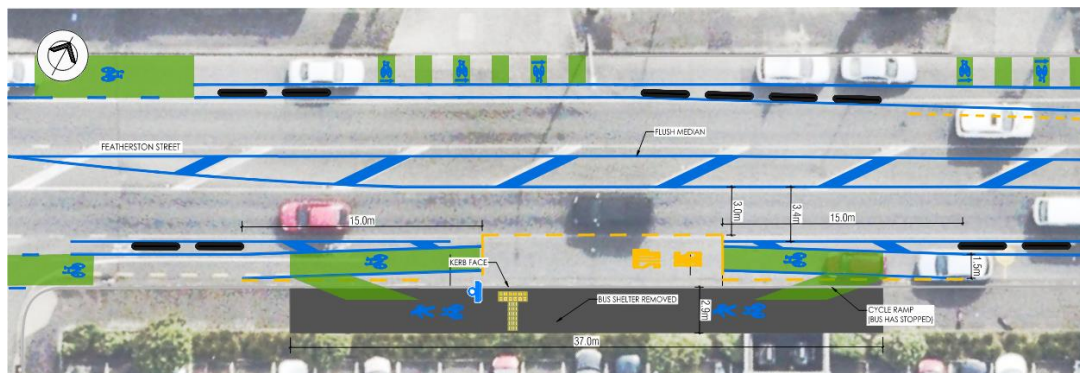


Figure 3 – Option 2 Cyclist bypass on footpath

Safety and Operational Remarks

- The provision for on and off ramps from the cycleway to the footpath / shared path, allows for cyclists to take a route of lower safety risk than having to merge with on-road traffic in the presence of a stopped bus. This pathway is likely to be utilised by less confident or less experienced cyclists.
- However, as cyclists can use the footpath in a shared path arrangement, pedestrians now have further risk of collision with cyclists. Unlike the floating bus stop arrangements, there are no visual clues or designated areas for cyclists to traverse the section of the bus stop, or to signify which mode has priority.
- Should a bus be stopped, confident cyclists also have the option to merge into the general traffic lane. However vehicles focusing on a stopped bus, may be inattentive to cyclists and may not expect this merge movement to occur. As the posted speed limit is 50km/h, this could likely result in a more higher severity injury outcome to cyclists should a collision occur.

If the bus stop caters for high frequent services combined with high volume of cyclists, this increases the likelihood/exposure risk profile. Also the proposed lane width adjacent to the bus stop is narrow at 3.0m which is insufficient for cyclists to merge between the stopped bus and general vehicle.

- As buses do not stop in-line with the traffic lane, there is almost no risk in terms of rear-end collisions occurring within the traffic lane. However, there is still a small risk when a bus re-enters the traffic lane.
- Vehicles may be present in the flush median waiting to turn right into the property opposite the bus stop. In this situation with a stopped bus, it is likely that vehicles will slow down or stop due to the narrowing of the traffic lane. It is expected that this will occur more frequently during peak traffic times.
- As noted above, pedestrian movements and interactions with the bus occur on the shared path / footpath which is now shared with cyclists. Given this is a bus stop, it is expected that there is likely a high number of pedestrians to be present during peak periods, and occupying a relatively

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significant amount of space. If the shared path width is insufficient, then there may be inadequate space for a cyclist to freely move through the bus stop area without conflict with a pedestrian.

4. Further Considerations

The following items below can be considered to improve the safety of the alternative options.

- **Introduce cycle buffer zone**

NZTA provides guidance¹ to cycle infrastructure at bus stops. An appropriate example to be considered is shown below in Figure 4.

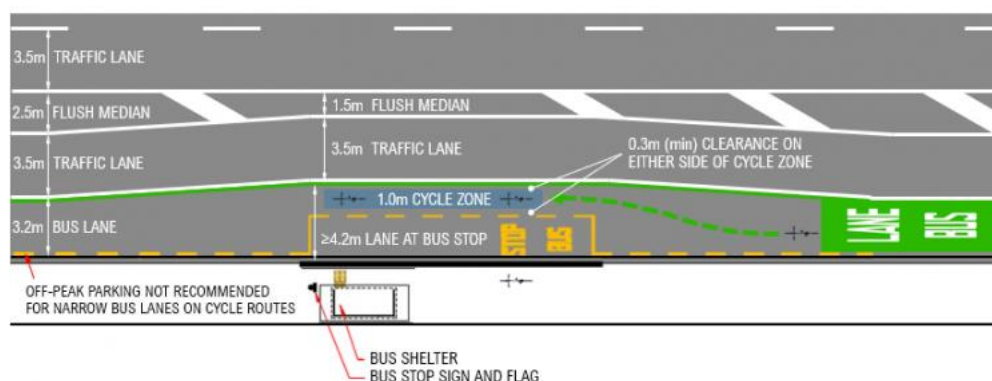


Figure 4 – Bus stop with 1.0m cycle buffer

In this example, a 1.0m wide cycle buffer is provided adjacent to the bus stop, along with 100mm wide green roadmaking line and 100mm wide white bus lane line. Additionally, the flush median is locally narrowed to provide a 3.5m wide traffic lane.

Although this example shows a bus lane, a similar arrangement can be applied to the two alternative options. This will enhance the visual look and provide continuity of the cycle lane; such that other road users keep clear of the cycle lane.

However to provide this design, it comes at a reduction of the flush median width and vehicles waiting to turn right in the flush median may block through traffic.

- **Improved road marking signage**

Specific to Option 2, further road marking and signage on the shared path section could be included to delineate paths for cyclists and pedestrian areas. This is to help reduce the likelihood of collisions occurring.

¹ "Accommodating cyclists at bus stops in bus lanes" <https://www.nzta.govt.nz/walking-cycling-and-public-transport/public-transport/public-transport-design-guidance/bus-stop/bus-stop-design/integrating-bus-stops-with-cycling/accommodating-cyclists-at-bus-stops-in-bus-lanes/>

- **Consistency of bus stop treatments along Featherston Street**

It is noted that the proposal above is for one bus stop potentially to be changed to an alternative design. Currently several other bus stops are designed with a floating arrangement and, by having one bus stop different from the rest, creates an inconsistent design language for the corridor.

It is preferable that a consistent bus stop design is adopted along the corridor, such that all road users know what to expect and how to use the roading infrastructure when approaching. From a road user perspective, design inconsistencies or outliers can lead to confusion and misuse of the facilities and resulting in increased safety risk.

- **Other design options**

We consider that the above is not an exhaustive set of design options and there are other options that could be explored.

Regards,



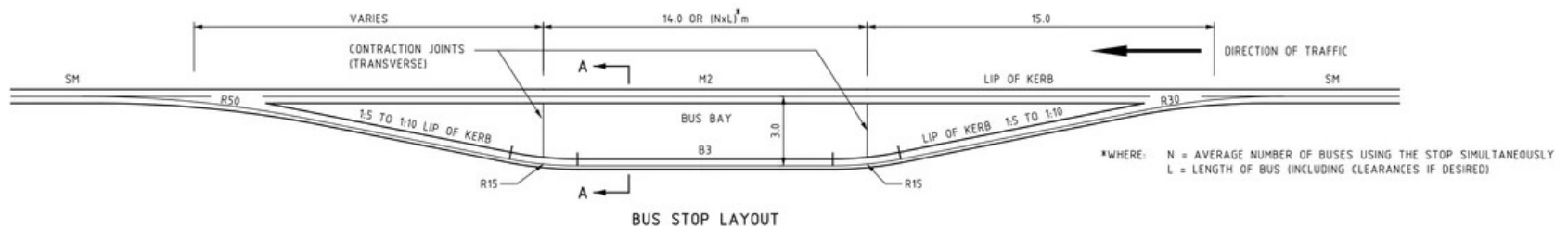
Winston Gee
Senior Transportation Engineer

This Technical Memorandum is provided as an interim output under our agreement with Palmerston North City Council. It is provided to foster discussion in relation to technical matters associated with the project and should not be relied upon in any way.

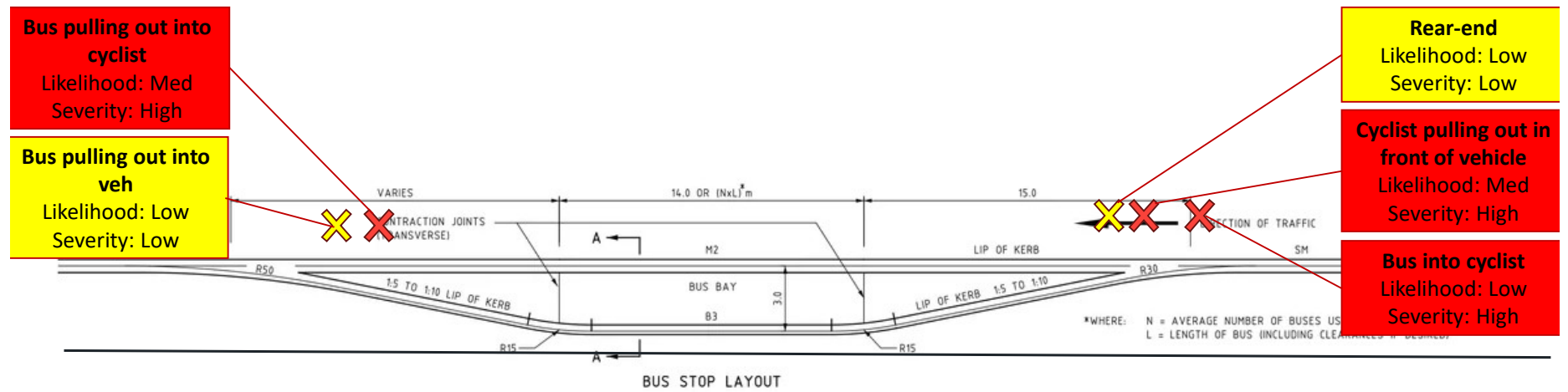
Indented bus bays and why they are not suited for Featherston St


- Best for use in 80km/h+ zones
- Used to allow vehicles to pass where there is insufficient space on-road (Not the case with Featherston St)
- Used at bus stops that require longer dwell times
- Used in areas with curved alignment or poor forward sight distance (Not the case in Featherston St)
- Significantly reduces efficiency of the bus service
- Featherston St has 3m wide sidewalks. An indented bus bay will use 2 to 3 meters of this space. This does not leave enough room to accommodate the number of pedestrians using Featherston Street and will not be sufficient to accommodate passengers waiting to board the bus.

Indented bus bay typical design



Indented Bus Stop Conflict points



 Cyclist-Veh Conflict
 Veh-Veh Conflict

wsp

Palmerston North City Council
Sent via email

Featherston Street in-lane bus stops

Horizons Regional Council (Horizons) have recently introduced a new bus service for Palmerston North and Ashhurst. This more than doubled the number of services delivered across the city. The new bus service has shown positive signs so far. April 2024, the second month of the new bus service, saw a 55% increase in patronage compared to April 2023. The new bus service was delivered alongside improvements to bus stop infrastructure in the city delivered as part of the 'Transport Choices' project.

Horizons advocate for and supports bus stop infrastructure that creates a space for the safe interaction of all road users. The Featherston Street 'Streets for People' project, in our view, has the primary benefit of delivering safer cycling opportunities. For Horizons part in the project, we sought to maintain the four existing bus stops within the project scope area.

We are supportive of the process that was run that resulted in the development and eventual installation of the in-lane bus stops on Featherston Street. We understand from engagement with PNCC officers and their consultants that the in-lane bus stops provide the best safety outcome for cyclists travelling through this space. With the in-lane bus stops in place, buses will no longer need to cross the cycle lane in order to access the bus stop. This will reduce the conflict at these points between cyclists and buses.

We are aware that the new in-lane bus stops on Featherston St are a contentious topic. In-lane bus stops can, and do operate daily in parts of Wellington and Auckland with similarly busy, intersections to Featherston St/Rangitikei St. The in-lane bus stops provide improved operational efficiency compared to other stop types. Buses are able to move on more quickly, as they do not need to wait for a gap in the traffic to continue their service. We've heard from many drivers that they love using the in-lane stops as they do not have to wait for a minute or more for a gap between vehicles or other road users. We're also aware that not all drivers were as comfortable with the new stops when they were first installed. Similar to the temporary stops on Pioneer Highway, some drivers have expressed their concerns with stopping in-lane, and holding up traffic. While the bus is only stopping for an average of approximately 20-30 seconds periodically throughout the day at these in-lane stops, the drivers have been aware of the impact and public dissatisfaction of the new stops.

Horizons are supportive of the safe operation of the transport network for all road users. We are also supportive of investment and changes in the transport network that encourages greater use of public transport. We look forward to continuing to delivery positive outcomes alongside PNCC for public transport in the city.

Nāku noa, nā
Mark Read
Manager Transport Services





Featherston Street bus stop data – April 2024

Bus passenger data for April 2024, provided by Horizons Regional Council (HRC), show that:

- There was a 55% increase in patronage across the network, compared with April 2023;
- The peak period for the in-lane bus stops at Countdown saw 82 passengers board/alight during the month;
- The peak period for the in-lane bus stops at Office Products saw 48 passengers alight (no boarding).

PNCC Officers have measured the dwell times of buses stopping at the two in-lane bus stops at Countdown and Office Products, west of the Rangitikei Street intersection. Measurements were taken during the peak periods (7.30am to 9.30am plus 3pm to 4.30pm) over multiple weekdays between 2 and 9 May.

Our observations show that during these peak periods:

Countdown bus stop –

- Approximately 40% of buses stopped at Countdown;
- Average dwell times at Countdown were 13 seconds in the morning peak and 31 seconds in the afternoon peak (HRC report that the average dwell time at this stop across a 2-week period in April was 21 seconds), with a maximum dwell time of 60 seconds;
- During these dwell times at Countdown, we counted on average 3 cars held up by the stationary bus;

Office Products bus stop –

- Approximately 23% of buses stopped at Office Products;
- Average dwell times at Office Products were 14 seconds in the morning peak and 39 seconds in the afternoon peak (HRC report that the average dwell time at this stop across a 2-week period in April was 17 seconds), with a maximum dwell time of 62 seconds;
- During these dwell times, we counted an average of 0.3 cars held up by the stationary bus;

The scheduled maximum number of buses per hour during the peak period using the Countdown and Office Products in-lane bus stops is 4 (The scheduled maximum number of buses during the peak period using the in-lane bus stops at City Garden / Suzuki is 4 and 6 at Palmerston North Boys' High).



Therefore, the average total time gained per hour for general traffic by replacing in-lane bus stops with kerbside bus stops would be approximately:

Countdown bus stop –

- 21 seconds gained per hour in the morning peak
- 50 seconds gained per hour in the afternoon peak

Office Products bus stop –

- 13 seconds gained per hour in the morning peak
- 36 seconds gained per hour in the afternoon peak

In summary, the evidence shows that the in-lane bus stops have a less than minor impact on overall flow and traffic efficiency. Across both bus stops, the average dwell time measured during the survey was 25 seconds, affecting an average of one car. Separately, consultants have reviewed the data and concluded that in a 'worst case scenario' – with a bus stopping every fifteen minutes during the peak period, with 700 vehicle movements in each direction – there would be a 4.55 second delay per vehicle.



Featherston Street safety improvements

Construction survey results

2/05/2024

As part of the Featherston Street safety improvements, we are conducting surveys before, during and after construction to gather insights from road users about their perceptions of safety.

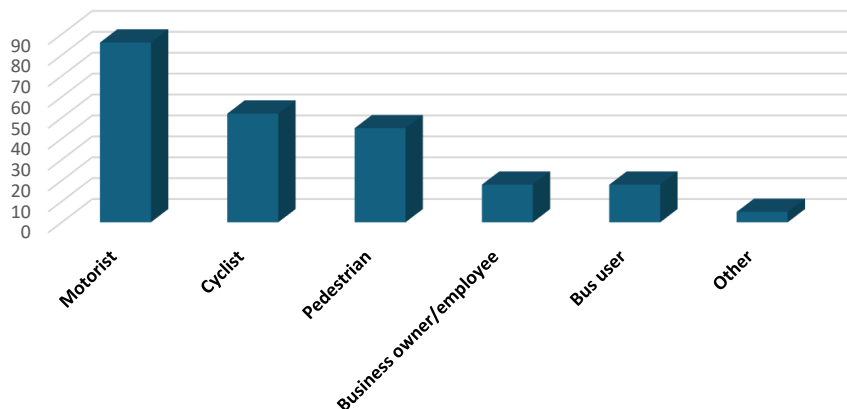
These surveys were completed during construction, between Wednesday 17 April and Wednesday 24 April.

We received 102 responses (52 recorded on-site and 50 via email).

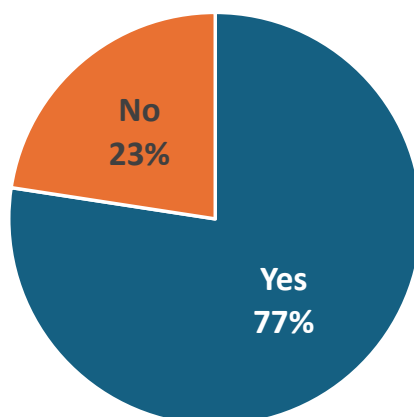
Most of these responses were gathered via interviews on-site to capture feedback from road users directly while they were using the street, though we also invited businesses and anyone who had indicated an interest in the project to contribute too. This includes all the people who came to the three co-design workshops last year and anyone who has provided feedback during various stages of the process so far.

The survey aims to gauge their thoughts on the ongoing safety improvements and any observed concerns during the construction phase. A summary of the data and analysis of comments is outlined below:

How respondents use Featherston Street

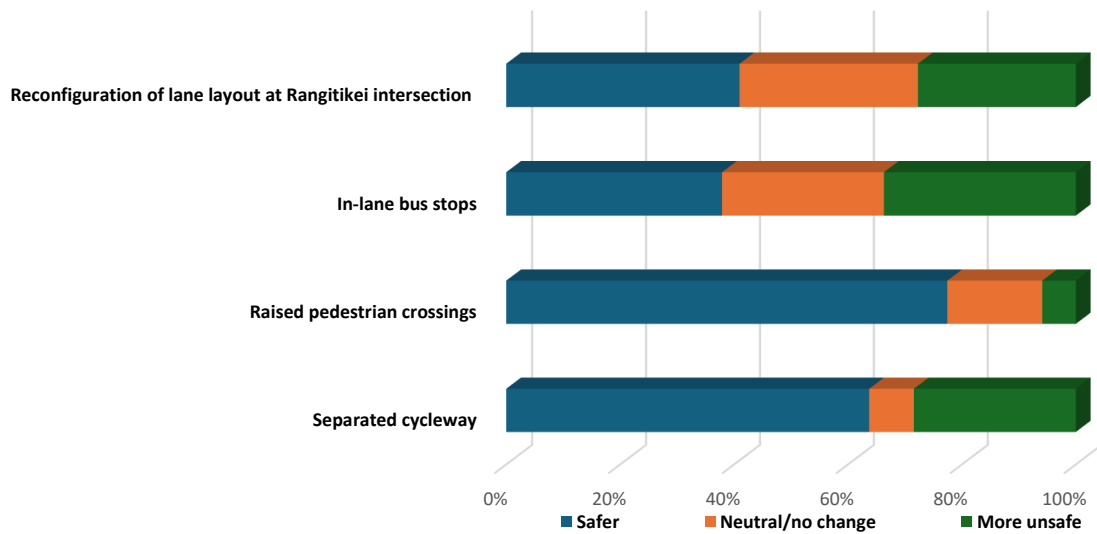


Do they agree with the aim of the project to improve safety for people who travel by foot, bike and bus?



Comment themes	These improvements are much needed	13	Number of comments received
	Not enough cyclists or pedestrians to warrant project	3	
	Project hasn't improved safety	6	
	Improve safety for all road users, not just a few	3	
	Project is critical for both schools (CNS & PNBHS)	2	
	Road didn't require safety improvements	3	
	Waste of money	1	
	Too much disruption at a major intersection	1	

To what extent do they believe the following elements are improving safety?



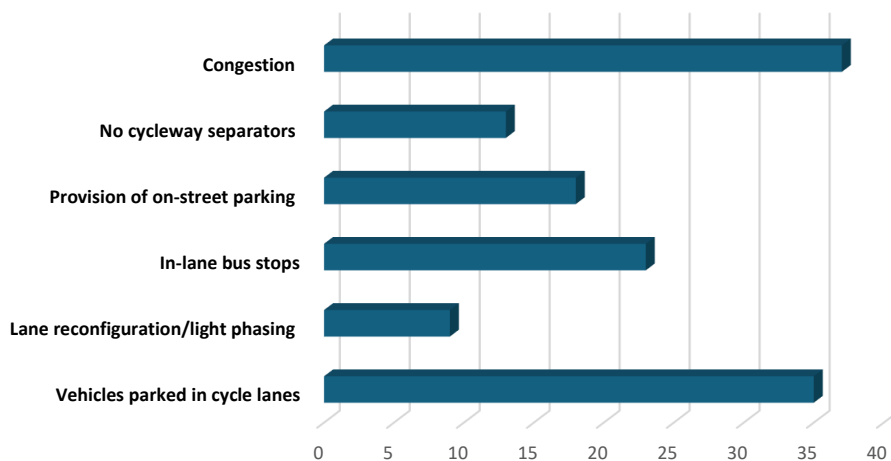
Separated cycleways			
Comment themes	Cyclists feel much safer than before	13	Number of comments received
	Enforce parking in cycleways during construction	5	
	Conflict between cyclists and car doors opening at on-street parking spaces	5	
	Education campaign required	1	
	Don't know until impact is assessed post-construction	1	
	Cyclist conflict with in-lane bus stops/bus passengers	1	
	Cyclist conflict with left-turning vehicles at Rangitikei intersection	1	

Raised pedestrian crossings			
Comment themes	Speeds needed reducing in this area (especially around schools)	6	Number of comments received
	Rely on drivers stopping	5	
	Not visible enough / needs better warning signs to alert motorists	5	
	More crossings needed along Featherston Street and at side street intersections	3	
	Appreciate the green dual crossing for cyclists	1	
	Reducing crossing distance and width was great	1	
	Crossings were unsafe when removed during construction	1	

In-lane bus stops			
Comment themes	Delays or congestion causing bad driving	16	Number of comments received
	Creating congestion	16	
	Annoying or confusing to motorists	10	
	Unsafe conflict with cyclists	9	
	Wait to assess impact post-construction	6	
	Education campaign required	3	
	Good design idea, cars need to give way and drive safely	3	
	Consequence of the separated cycleway rather than an improvement from previous road layout	1	
	Indented bus bays preferred	1	
	Annoying to walk around bus shelter in footpath	1	
	Disruptive, but a worthy safety compromise	1	

Reconfiguration of lane layout and light phasing at Rangitikei intersection			
Comment themes	More dangerous to turn left and right at Rangitikei intersection	18	Number of comments received
	Creating driver frustration	7	
	Motorists need to drive carefully and patiently	7	
	Cyclist and/or pedestrian phase required at lights	6	
	Creating additional congestion	8	
	Unsure or don't know	5	
	Wait to assess impact post-construction	4	
	Safer for cyclists	4	
	Removal of median is impeding traffic flow when vehicles are waiting to turn right into major businesses and side streets	1	
	Congestion is no worse than it was under the previous road layout	1	

Safety concerns observed during construction



Comment themes	Parking on-street is confusing and dangerous (especially around Ebony Coffee and Anchor Barbershop)	12	Number of comments received
	Bad driver behaviour and decisions witnessed	6	
	Remove on-street parking entirely	5	
	Vehicles are still speeding	5	
	Prevent right turns into Countdown and McDonald's	1	
	Parking loss unacceptable	2	
	People haven't adapted to new road layout and need more time	1	

MEMORANDUM

TO: Council

MEETING DATE: 1 May 2024

TITLE: 2023 Residents' Survey Action Plan

PRESENTED BY: Andrew Boyle, Head of Community Planning and Jessica Ballinger, Marketing Manager

APPROVED BY: David Murphy, Chief Planning Officer
Donna Baker, Acting Chief Executive Unit Manager

RECOMMENDATION TO COUNCIL

1. That Council note the actions being undertaken in response to the 2023 Residents' Survey results.
-

1. ISSUE

- 1.1 This report looks at the trends from the 2023 Annual Residents' Survey results and outlines what Council needs to do to improve its reputation and satisfaction with its services.

2. BACKGROUND

- 2.1 In September 2023 Council received the results of the 2023 Residents' Survey. Council resolved to request the Chief Executive to bring back an Action Plan for the 2023 Residents' Survey's results.
- 2.2 Council noted that the rationale for the resolution was that the survey results showed a drop in satisfaction in various areas, including Council's reputation, and Elected Members needed to understand what work needs to be done to address the issues.

3. DISCUSSION OF SURVEY RESULTS

- 3.1 The Residents' Survey measures residents' perceptions of Council's reputation and its services.
- 3.2 Trend data from the survey shows that satisfaction with Council's reputation and services was fairly steady or increased between 2019 and 2021, but then dropped considerably in 2022. The 2023 results were similar to 2022.

3.3 Other councils experienced similar drops in 2022. This suggests that national factors such as COVID-19, tough economic times, and cost of living increases all impacted on how people felt and how they rated councils, including PNCC. This led to lower satisfaction scores for our reputation and service.

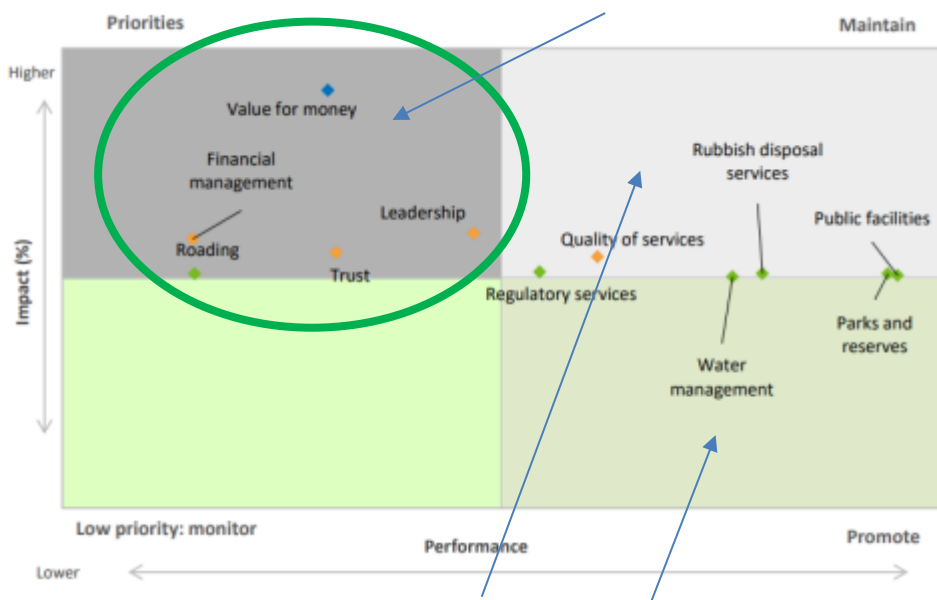
3.4 The survey also identifies the priorities for Council to improve satisfaction with its reputation and services. In the 2023 Survey Report KeyResearch said that:

"The key priorities for [Palmerston North City] Council include Value for Money, and perception of Council Reputation measures that include Leadership, Trust and Financial Management. Another priority to focus on is Roothing."

"Verbatim comments left by the respondents indicate general disagreement with how rates are spent, as well as not enough effort from Council to consult the public before making financial decisions."

"Over the past years, road maintenance has received the highest number of comments from respondents. The issues mentioned include the need for improved maintenance and ensuring that roads are safe to use."

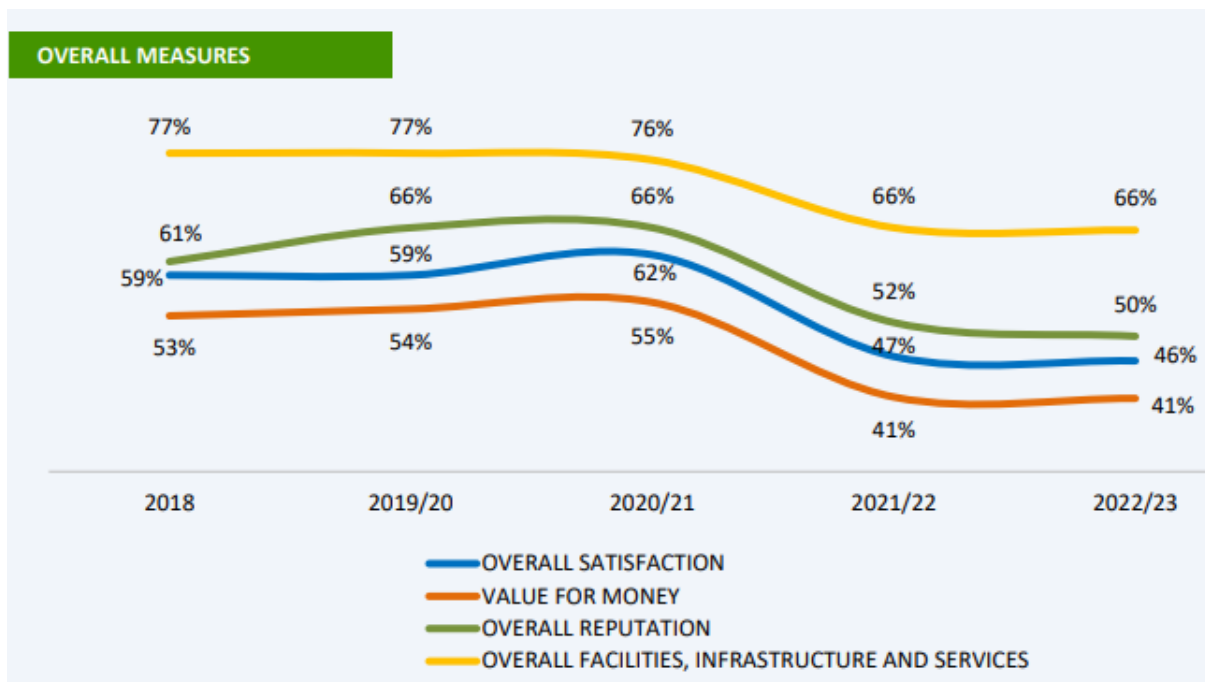
3.5 These priorities are shown in the Opportunities and Priorities matrix from KeyResearch. The areas Council should focus on improving are in the Priorities quadrant. These are the areas that have the highest impact on how residents perceive Council overall and the lowest performance. The 2023 priorities are similar to previous years' results.



3.6 Other areas are in the Maintain and Promote quadrants. "Maintain" means the area has a high impact on how residents perceive Council and residents consider it is performing well – hence Council should continue this level of performance. "Promote" means Council is performing well but this has little

impact on how Council is perceived, so Council should let people know what it does in these areas to get some reputational credit from its good performance.

- 3.7 Four reputational areas and one service area are in the Priorities Quadrant: Value for Money, Trust, Leadership, Financial Management and Roading. Value for Money, Trust, Leadership and Financial Management all overlap and actions to address one will impact on the others. Hence they are considered together in this report.
- 3.8 The following graph also shows that reputational measures are a priority to address.
- 3.9 Satisfaction with Council's Value for Money (the red line), Overall Reputation (green) and Overall Satisfaction (blue) are all around 15-20 percentage points below Satisfaction with Council's Facilities, Infrastructure and Services (yellow). In other words, residents are generally satisfied with our services, but this does not fully flow through into Council's reputation and overall satisfaction.



- 3.10 These two charts mean that Council is unlikely to markedly improve its overall reputation by focussing solely on improving its services. Instead, our main focus should be on raising residents' awareness that it is the Council that provides many of the services that they trust and rely on every day.

4. PRIORITY ACTIONS TO ADDRESS THE RESIDENTS' SURVEY RESULTS

4.1 Many of Council's actions to address the Survey's results fall into three broad areas:

- Raising residents' awareness of Council's services and role in the city
- Leading the city and providing reliable, value for money services through the Long-Term Plan
- Improving those services where satisfaction is low.

Raising residents' awareness of Council's services and role in the City

4.2 This occurs through a wide mix of formal and informal actions.

4.3 Since receiving the results from the last Residents' Survey, a new initiative - the "What does Palmerston North City Council do?" campaign – has been launched. This gives residents "a peek behind the curtain of how things work at Palmerston North City Council. It's all about community, democracy, and making Palmy an even better place to call home."

4.4 The campaign is supported by a range of promotional material including video and printed collateral. This material will continue to be promoted through Council channels.

4.5 The Residents' Survey results show younger demographics are less satisfied in Council services than older groups, so we have "What Council Does" information specifically targeted at youth. We have been working with high school students, teaching them about the different ways Council affects their lives.

4.6 For more information on the campaign see: www.pncc.govt.nz/whatwedo

4.7 The other major initiative directly involves Elected Members talking about Council's role and services, including:

- Elected Members have active roles in drop-in activities with diverse audiences for different activities.
- Elected Members tell people about their roles on Council. This includes talking at schools and Chairs of committees speaking about their portfolios.
- Elected Members' photos and contact information are included on the website and in publications like the Annual Budget/Long-Term Plan consultation documents.
- Elected Members write newspaper columns and appear on radio talking about their roles and Council projects.

- Elected Members and officers use a wide range of communication methods to reach community and stakeholders. This includes significant numbers of formal letters, radio advertising, newspaper advertisements, social media etc. All these communications encourage two-way conversations.

Leading the City and providing reliable, value for money services through the Long-Term Plan

- 4.8 Trust, leadership, value for money, and financial management are central to the Council's Long-term Plan. The LTP is all about what Council will do to lead the city and to provide services that residents can rely on and that provide value for money.
- 4.9 The LTP rests on the Oranga Papaioea City Strategy and Plans. These set out how Council will work towards social, economic, environmental and cultural well-being of communities, now and in the future
- 4.10 Socialisation of the LTP Consultation Document involves an open discussion with the community about the future of Palmerston North, the services that Council could provide, and the value for money people get for these services.
- 4.11 Council is now holding its LTP discussions in public meetings, rather than closed workshops, to engender more trust.
- 4.12 The Residents' Survey is a key source of information for Elected Members and officers at various points of the LTP, including:
 - The environmental scan
 - The direction setting strategic retreat
 - Oranga Papaioea City Strategy and Plans
 - Asset Management Plans and Activity planning
 - Prioritisation Activity Summary Sheets.

Improving Council services where satisfaction is low

- 4.13 The Residents' Survey clearly shows that the priority area amongst Council services is transport, particularly road maintenance.
- 4.14 Council and Fulton Hogan have been looking at improvements to the roading maintenance process as part of the LTP. A report is going to Council in May proposing an increased budget, more clearly defined key deliverables for the contract, and a more transparent process.

- 4.15 Council's Business Assurance Team has overseen an external review on the performance of the contract. Recommendations from this are considered in the Report going to Council in May.
- 4.16 Other improvements in the way Council invests in, and manages, its roading network are highlighted in the Palmerston North Integrated Transport Initiative (PNITI). These include:
- The Manawatū regional freight ring road to stop trucks using residential streets.
 - Building a more balanced network that allows more people to walk, cycle or use public transport to get around.
 - Building safer roads and intersections.
 - Incorporating urban design into roading projects (such as Cuba St).
 - Changing the way streets in the city centre look and operate to make the CBD more vibrant and attractive and to bring economic benefits.
 - Footpaths are inspected every two years and are covered by the roading maintenance contract.
 - Continuing to upgrade lights to LED and increasing programme to replace failed LED units.
- 4.17 One other service has dissatisfaction greater than 20% - community engagement. Here Council encourages people to have their say by offering a range of easy-to-use techniques. Through the "What does the Council do?" campaign it is also working to ensure residents understand the breadth and relevance of Council's services so they are more motivated to have their say.
- 4.18 Note that community engagement and trust have a close two-way relationship.

Ongoing Implementation of these actions

- 4.19 The Council identified "Loss of public trust in Council" as a strategic risk at the March 2024 Risk and Assurance Committee. Public trust in Council is largely a result of residents' perceptions of Council's leadership in the city and the reliability and value for money they feel they get from Council's services. It is the central issue raised in the Residents' Survey results.
- 4.20 Having 'loss of public trust' as a strategic risk means that:
- Officers will prepare a risk register for a loss of public trust in Council. This will identify the causes and consequences of a loss of trust. The risk register will include controls and mitigations (actions) to improve trust in Council. Note: the Risk and Assurance Committee adopted 11 strategic risks. Officers will progressively prepare risk registers for each of these. The risk

register for loss of public trust is likely to be reported to Committee in September 2024.

- The Risk and Assurance Committee will receive regular monitoring reports on the risk rating of Council's strategic risk registers.

4.21 In other words, identifying "loss of public trust in Council" as a strategic risk puts the actions identified in this report, along with other actions subsequently identified, into a formal risk register that Council will implement and monitor on an ongoing basis.

5. NEXT STEPS

5.1 KeyResearch is working on the 2024 Residents' Survey. The survey is carried out in quarterly batches and the annual report will be sent to Council in July. Officers will prepare a report for Council to consider in September.

5.2 The "What does Palmerston North City Council do?" campaign will continue to roll out, reminding residents that it is Council that provides many of the value for money services that they rely on every day.

5.3 Council is currently consulting on the LTP. At its core the LTP is a community – Council conversation about Council's leadership, trust, and value for money services. Council will adopt the LTP in June.

5.4 A report will go to Council in May with an improved road maintenance contract.

5.5 Officers will prepare a Strategic Risk Register. The strategic risks include "a loss of public trust in Council". This will identify the causes and consequences of a loss of trust, along with mitigation actions. The risk register for loss of public trust is likely to be reported to the Risk and Assurance Committee in September. Council will receive regular monitoring reports on its strategic risks.

6. COMPLIANCE AND ADMINISTRATION

Does Council have delegated authority to decide? If Yes quote relevant clause(s) from Delegations Manual	Yes
Are the decisions significant?	No
If they are significant do they affect land or a body of water?	No
Can this decision only be made through a 10 Year Plan?	No
Does this decision require consultation through the Special Consultative procedure?	No
Is there funding in the current Annual Plan for these actions? Some of the actions are dependent on the programmes currently in the proposed 2024 long-term plan.	

Are the recommendations inconsistent with any of Council's policies or plans?		No
Contribution to strategic direction and to social, economic, environmental and cultural well-being	The recommendations contribute to the Council's contribution to the four well-beings and all of Council's goals and plans by giving Council feedback on its reputation and services.	

ATTACHMENTS

Nil

MEMORANDUM

TO: Council

MEETING DATE: 5 June 2024

TITLE: Fees and Charges - Finalisation

PRESENTED BY: Steve Paterson, Strategy Manager - Finance

APPROVED BY: Cameron McKay, Chief Financial Officer

RECOMMENDATIONS TO COUNCIL

1. That Council approve the fees and charges for Planning & Miscellaneous Services, as scheduled in Attachments 2 and 3, effective from 1 July 2024.
 2. That Council approve the fees and charges for Trade Waste Services, as scheduled in Attachment 4, effective from 1 July 2024.
 3. That Council approve the updated caps for swimming pool admission fees as scheduled in tables 1 and 2 of Attachment E, effective from 1 July 2024.
-

1. ISSUES

1.1 Confirmation following public consultation

At its meeting on 6 March 2024 Council approved fees and charges for planning and miscellaneous services and for trade waste services for public consultation. This memorandum advises that no specific submissions were received to the targeted public consultation process but one submitter to the Long-term Plan process did take the opportunity to comment on planning fees and charges. As no matters of significance were raised this memo recommends confirmation of the fees and charges as attached.

1.2 Swimming pool entry fees

The aquatic facilities management agreement (between the Council and CLM) provides for an adjustment to the management fee on a 3-yearly basis, based on CPI, and pool entry fees on an annual basis. These two mechanisms enable Council to address ongoing increases in the cost of providing swimming pools. CLM have requested that Council increase pool entry fees in 2024/25.

2. BACKGROUND

- 2.1 On 6 March Council adopted recommendations approving a schedule of fees and charges for planning and miscellaneous services and trade waste services for public consultation.
- 2.2 Public consultation was carried out over the period from 25 March to 30 April 2024. It involved public notices in local media and on Council's website and social media platforms.
- 2.3 One submission was received. This submission (recorded as number 493 within the submissions for the Long-term Plan) is attached (**Attachment 1**) for information.
- 2.4 The submitter believes the proposed fees and charges are unreasonably high. The rationale for the fees and charges and the proposed increases was canvassed in the report to the March meeting.
- 2.5 No further changes are recommended and the proposed fees and charges to be approved are outlined in **Attachments 2, 3 and 4**.

Swimming Pool entry fees

- 2.6 The process for reviewing swimming pool entry fees is outlined in **Attachment 5**. Options available to the Council include reducing the cost of operations, increasing the portion subsidised from rates and increasing user fees. Officers have considered each of these options and on balance recommend an increase in the cap for pool entry fees effective from 1 July 2024. These are outlined in **tables 1 and 2 in Attachment 5**.

3. NEXT STEPS






- 3.1 Once approved the fees and charges for planning and miscellaneous and trade waste will be published on Council's website and in all other relevant places and implemented from 1 July 2024.
- 3.2 Once approved CLM will be advised and appropriate steps taken to publicise the new fees and to implement them effective from 1 July 2024.

4. COMPLIANCE AND ADMINISTRATION

Does Council have delegated authority to decide?	Yes
Are the decisions significant?	No
If they are significant do they affect land or a body of water?	No
Can this decision only be made through a 10 Year Plan?	No

Does this decision require consultation through the Special Consultative procedure?		Yes
Is there funding in the current Annual Plan for these actions?		Yes
Are the recommendations inconsistent with any of Council's policies or plans?		No
The recommendations contribute to Goal 5: A Driven & Enabling Council		
The recommendations contribute to the achievement of action/actions in (Not Applicable)		
Contribution to strategic direction and to social, economic, environmental and cultural well-being	Setting fees and charges as proposed is consistent with the Council's Revenue & Financing Policy and therefore with the strategic direction of the Council.	

ATTACHMENTS

1. Submission re planning & miscellaneous fees & charges [↓](#) 
2. Planning fees & charges [↓](#) 
3. Miscellaneous fees & charges [↓](#) 
4. Trade waste fees & charges [↓](#) 
5. Swimming Pool entry fees [↓](#) 

493

Attachment A

From: [mike dixon](#)
To: [Submission](#)
Subject: Proposed fees and charges for planning and miscellaneous services
Date: Sunday, 28 April 2024 5:56:48 PM

I wish to make the following written submission regarding this matter.
 Please note, I do not wish to appear in person to present my submission.

I DO NOT support the proposed across the board increases in fees and charges for planning & miscellaneous services.

The increases seem borne from habitual price increases rather than necessity or "cost increases".

For example, I find it abhorrent that the proposed increase for a LIM report to \$521 from 01 July 2024 continues to make the Palmerston North City Council one of the most

expensive in the country to obtain a LIM report from.

This fee is not justifiable, especially when you consider most of the PNCC LIM Report is a standard rhetoric blurb template, with property-specific data added to it.

PNCC is becoming the laughing stock of local government, with its excessive fees and charges, with the bad joke being on the Rate-payers.

The focus should be on REDUCING fees and charges, perhaps with a review of the Council Officers Hourly Rates to begin with. There are either too many Officers or they are being paid too plentiful for the contributions they make.

If costs cannot be controlled within the current budget, then an organisational restructure is required to meet that objective.

It is not acceptable to have these willy-nilly increases at every opportunity just because you think you have a mandate to do so.

This is not what I voted for as a Rate Payer.

Mike Dixon

Palmerston North City Council		Attachment B	
Planning Services		Fees & Charges	
Planning services charges listed below are imposed under the Resource Management Act 1991 to recover the cost to Palmerston North City Council for processing applications, monitoring consents and for Notice of Requirements Designations and Private District Plan Changes.			
Section 36 of the Resource Management Act 1991 enables the Council to charge additional fees to recover actual and reasonable costs when the indicative (fixed) fee is inadequate. This means that applications that exceed standard processing times or which involve a hearing may incur additional charges. Consultants and solicitors fees associated with all work types are also included. We may also refund part of the fee if the work required to process the application is less than any deposit paid.			
The Council's normal approach will be to invoice charges progressively on a monthly basis but it reserves the right to require a deposit of up to the amounts shown below before any work is commenced by the Council.			
All fees and charges shown are GST inclusive unless indicated			
Consent Charges			
Charges payable by applicants for resource consents, for the carrying out by the local authority of its functions in relation to the receiving, processing and granting of resource consents (including certificates of compliance [and existing use certificates] pursuant to Section 36(1)(b).			
Flat Fees			
Activity Type	Flat Fees from 1 Jul 2023	Flat Fees from 1 Jul 2024	
Small-scale resource consents	\$ 730	\$ 780	
Boundary Activity	\$ 400	\$ 430	
Temporary or Marginal Breaches	\$ 620	\$ 660	
Certificates of compliance	\$ 510	\$ 550	
Town Planning Certificate (Alcohol)	\$ 400	\$ 430	
Existing use certificates	\$ 1,170	\$ 1,250	
Waiver for requirement for Outline Plan	\$ 510	\$ 550	
Other Consent Fees/Designation Fees			
Activity Type	Indicative Charges from 1 Jul 2023*	Indicative Charges from 1 Jul 2024*	Deposit from 1 Jul 2024
Non notified land use consents (minor, see note (d) (b))	\$ 2,100	\$ 2,200	\$ 1,500
Non notified land use consents (other than minor)	\$ 4,700	\$ 5,000	\$ 3,000
Limited notified land use consents	\$ 68,000	\$ 73,000	\$ 48,000
Notified land use consents (full notification)	\$ 91,000	\$ 97,000	\$ 64,000
Non notified subdivision consents (Controlled Activity)	\$ 3,200	\$ 3,400	\$ 1,900
Non notified subdivision consents (Discretionary Restricted)	\$ 3,400	\$ 3,600	\$ 2,400
Non notified subdivision consents (other)	\$ 6,400	\$ 6,800	\$ 4,500
Notified subdivision consents for up to and including 20 lots in total (full and limited notification)	\$ 26,000	\$ 28,000	\$ 18,000
Notified subdivision consents for more than 20 lots (full and limited notification)	\$ 45,000	\$ 48,000	\$ 31,000
Outline Planning Approval	\$ 1,300	\$ 1,400	\$ 900
Notified notice of requirements, heritage orders, designation alterations.	\$ 19,000	\$ 20,000	\$ 13,000
Non notified notice of requirements, heritage order, designation alterations	\$ 3,200	\$ 3,400	\$ 2,000
District Plan changes	\$ 30,000	\$ 32,000	\$ 20,000
* Pursuant to Section 36AAB(2), these are identified as 'Indicative Charges' (or 'fixed charges' under the RMA) whereby in the event of an objection to a fee, Council would be unlikely to discount below the Indicative Charge.			

Charges payable by holders of resource consents, for the carrying out by the local authority of its functions in relation to the administration, monitoring and supervision of resource consents and other planning related functions.			
Activity Type	Indicative Charge from 1 Jul 2023*	Indicative Charge from 1 Jul 2024*	Deposit from 1 Jul 2024
Monitoring of non notified resource consents	At cost of Officer's time per hour (minimum of two hours)	At cost of Officer's time per hour (minimum of two hours)	
Monitoring of notified resource consents	At cost of Officer's time per hour (minimum of four hours)	At cost of Officer's time per hour (minimum of four hours)	
Variations to conditions (section 127 and 221 - subdivision and land use)	\$ 2,035	\$ 2,175	\$ 1,400
Extensions of time (section 125)	\$ 1,285	\$ 1,375	\$ 900
Cancellation of building line restrictions (under Local Government Act 1974)	\$ 1,285	\$ 1,375	\$ 900
Adjustment of easements	\$ 1,285	\$ 1,375	\$ 900
Subdivision certificates (including section 223, 224)	\$ 455	\$ 485	\$ 300
Subdivision certificates (section 226)	\$ 1,605	\$ 1,715	\$ 1,100
Subdivision inspections for up to and including 5 lots, or staged, in total	\$ 965	\$ 1,035	\$ 600
Subdivision inspections for between 6 lots and up to and including 10 lots, or staged, in total	\$ 1,820	\$ 1,945	\$ 1,300
Subdivision inspections for between 11 lots and up to and including 20 lots, or staged, in total	\$ 3,640	\$ 3,895	\$ 2,500
Subdivision inspections for more than 20 lots un-staged	\$ 5,350	\$ 5,725	\$ 4,000
Removal of designations	\$ 300	\$ 320	\$ 280
Purchase of District Plan & District Plan updates	At cost	At cost	At cost
Charges payable by holders of resource consents, for the carrying out by the local authority of its functions in relation to reviewing consent conditions if:			
Activity Type	Fixed Charge from 1 Jul 2023	Fixed Charge from 1 Jul 2024	Deposit from 1 Jul 2024
Review at the request of the consent holder	\$ 1,925	\$ 2,060	\$ 1,300
Review pursuant to section 128(1)(a)	\$ 1,925	\$ 2,060	\$ 1,300
Review pursuant to section 128(1)(c)	\$ 5,670	\$ 6,065	\$ 4,000

Charges for supply of documents payable by the person requesting the document. (Section 36(1)(f))			
Activity Type	Fixed Charge from 1 Jul 2023	Fixed Charge from 1 Jul 2024	Deposit from 1 Jul 2024
Replacement copies of certificates	\$ 120	\$ 130	
Replacement copies of resource consents	At cost of officer's time per hour + disbursements	At cost of officer's time per hour + disbursements	At cost of officer's time per hour + disbursements
Other documents	\$1 per page	\$1 per page	\$1 per page
Additional copies of order papers	\$ 40	\$ 40	\$ 40
Notes:			
(a) The number of lots in a subdivision includes the balance lot			
(b) The fixed charges do not include other charges that may be imposed under the Resource Management Act or other legislation such as:			
(i) Additional charges (section 36(5));			
(ii) Bonds;			
(iii) Monitoring and supervision charges expressly provided for in a resource consent;			
(iv) Development contributions			
(c) If the fixed charges are not sufficient to meet the Council's actual and reasonable costs then additional charges may be payable- Note this may include but not be limited to charges for consultants, solicitors, independent Commissioners and Council officers' time.			
(d) Fees Methodology:			
(a) Land use and subdivision consents have been based on an average costs of consents issued. Deposits have generally been set at rates consistent to the previous year. In terms of the Indicative Charge they are set at an appropriate level based on historical data. Final charges will be charged at staff hourly rates, technical officer or consultant time and any other relevant Council fees applicable.			
(b) Minor non notified land use consents usually applies to:			
(i) Applications for a dwelling or a minor dwelling, dependent dwellings, accessory buildings, home occupations and access in the residential and rural zones.			
(ii) Applications for non-illuminated signage in the business and industrial zones.			
(c) Monitoring and inspection charges are based on staff hourly rates to complete the task. In terms of dealing with compliance issues this is based on the actual time spent by the Monitoring Officer based on the hourly rate for the Monitoring & Enforcement Officer.			

Other Charges			
	General Enquiries - Applies where staff provide information in response to customer queries	For enquiries received - no cost for an individual enquiry up to 30min (whether in person or in writing), where an individual enquiry is for a period longer than 30min, charged at cost based on the relevant officer's hourly rate	
	Pre-application advice; Applies where staff provide professional advice prior to the lodgement of an application	\$1,000 fee for use of the pre-application advice service (standard proposals). Additional advice, or special circumstances, to be charged at the relevant officer's hourly rate.	
	Objections considered by a Hearings Commissioner (section 36(1)(af))	At cost plus disbursements of the Hearings Commissioner	
Consultant Charges			
Work Type		Rate per hour from 1 Jul 2023	Rate per hour from 1 Jul 2024
Consultants and Solicitors fees associated with all work types, including the processing of a consent or certificate (including specialist technical or legal advice where a consent involves creating legal instruments) and new notice of requirements, heritage orders, designation alterations, removal of designations and District Plan changes.		At cost plus disbursements	
Charges for hearings		Rate per hour from 1 Jul 2023	Rate per hour from 1 Jul 2024
Hearings for all applications, designations, notice of requirements private District Plan changes, development contributions and remittance fees and associated work by relevant staff.		At cost of officers time per hour as per rates listed below	
Production of Order Papers		At cost plus disbursements	
The following hourly rates for Council Officers and Decision Makers will be charged for the processing of consents, hearings, designations etc that do not have a indicative charge or where the indicative charge is inadequate to cover the actual and reasonable costs of the Council.			
Council Officer's Hourly Rates		Rate per hour from 1 Jul 2023	Rate per hour from 1 Jul 2024
Planning Technician		\$ 195	\$ 209
Planning Officers/Graduate Planning Officer		\$ 220	\$ 235
Monitoring and Enforcement Officer		\$ 195	\$ 209
Senior Planning Officer		\$ 235	\$ 251
Principal Planner		\$ 245	\$ 262
Planning Services Manager		\$ 255	\$ 273
City Planning Manager		\$ 255	\$ 273
General Manager/Group Manager		\$ 275	\$ 294
Team Leader Business Support		\$ 205	\$ 219
Senior Business Support Officer		\$ 185	\$ 198
Administration/Committee Administration Staff		\$ 135	\$ 144
Technical and Professional Staff from all other Council units		\$ 250	\$ 268
Commissioner		At cost plus disbursements	
Hearing Panel of Elected Members (Chair & members)		At cost (\$116 per hour for Chair & \$93 per hour for members) plus disbursements	

Other Charges			
General Enquiries - Applies where staff provide information in response to customer queries		For enquiries received - no cost for an individual enquiry up to 30min (whether in person or in writing), where an individual enquiry is for a period longer than 30min, charged at cost based on the relevant officer's hourly rate	
Pre-application advice; Applies where staff provide professional advice prior to the lodgement of an application		\$1,000 fee for use of the pre-application advice service (standard proposals). Additional advice, or special circumstances, to be charged at the relevant officer's hourly rate.	
Objections considered by a Hearings Commissioner (section 36(1)(af))		At cost plus disbursements of the Hearings Commissioner	
Consultant Charges			
Work Type	Rate per hour from 1 Jul 2023	Rate per hour from 1 Jul 2024	
Consultants and Solicitors fees associated with all work types, including the processing of a consent or certificate (including specialist technical or legal advice where a consent involves creating legal instruments) and new notice of requirements, heritage orders, designation alterations, removal of designations and District Plan changes.	At cost plus disbursements		
Charges for hearings			
	Rate per hour from 1 Jul 2023	Rate per hour from 1 Jul 2024	
Hearings for all applications, designations, notice of requirements private District Plan changes, development contributions and remittance fees and associated work by relevant staff.	At cost of officers time per hour as per rates listed below		
Production of Order Papers	At cost plus disbursements		
The following hourly rates for Council Officers and Decision Makers will be charged for the processing of consents, hearings, designations etc that do not have a indicative charge or where the indicative charge is inadequate to cover the actual and reasonable costs of the Council.			
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Senior Business Support Officer		\$ 185	\$ 198
Administration/Committee Administration Staff		\$ 135	\$ 144
Technical and Professional Staff from all other Council units		\$ 250	\$ 268
Commissioner	At cost plus disbursements		
Hearing Panel of Elected Members (Chair & members)		At cost (\$116 per hour for Chair & \$93 per hour for members) plus disbursements	

Deposits		
Charges for the following services are based on the actual costs incurred by the Council. Any deposit specified in the table below is payable before the Council commences the service. The total charge for the service will be determined upon completion of the service, on the basis of the time spent by the relevant officer undertaking the work specified at that officer's hourly rate.		
Work Type	Deposit from 1 Jul 2023	Deposit from 1 Jul 2024
Right of Way Approval		
Right of Way Approval- section 348	\$ 500	\$ 500
Certificates		
Certificate of Compliance Building Code - Alcohol	\$109 Deposit, then billed at actual cost of officer's time per hour	Billed at actual cost of officer's time per hour
Gambling		
Gambling venue consent	\$472 plus officer's hours after 3 hours	\$472 plus officer's hours after 3 hours

Other Charges		
These fees may be applicable to a consent or may be applied as a single charge. Note that photocopying and scanning charges includes both material and labour costs associated with such work.		
Work Type	Charge from 1 Jul 2023	Charge from 1 Jul 2024
Photocopying / Copy of scanned documents		
A0, A1, A2	\$10/page	\$10/page
A3	\$0.50/page	\$0.50/page
A4	\$0.40/page	\$0.40/page
Double sided A3	\$0.60/sheet	\$0.60/sheet
Double sided A4	\$0.50/sheet	\$0.50/sheet
For colour copies		
Single sided	Additional charge of \$1.70/page	Additional charge of \$1.70/page
Double sided	Additional charge of \$3.80/sheet	Additional charge of \$3.80/sheet
Request for Property Information		
Copy of Property Information	At cost of officer's time per hour plus disbursements	At cost of officer's time per hour plus disbursements
Certificate of Title	\$ 31	\$ 33
Swimming Pools		
Swimming Pool initial compliance inspection	\$ 226	\$ 242
Swimming Pool reinspections (second and subsequent inspections)	\$226 per inspection	\$242 per inspection
Vehicle Crossings (cost per inspection)		
T1; Inspect existing vehicle crossing	\$ 241	\$ 258
T2; New vehicle crossing	\$ 445	\$ 476
T3; Alter an existing vehicle crossing	\$ 241	\$ 258
Over-weight Vehicle Permit (note 4)		
Application for each single, multiple trip or linked permit *	\$ 18.18	\$ 18.18
Application for each continuous, high-productivity motor vehicle, or specialist vehicle permit *	\$ 54.55	\$ 54.55
Application for each renewal of each continuous permit *	\$ 9.09	\$ 9.09
Asset Bonds		
Council Asset Bond (payable for each building consent above the value of \$100,000)	\$1,000 (no GST)	\$1,000 (no GST)
Administration & processing fee	\$ 212	\$ 227
Overgrown Trees/Shrubbery		
Removal of Overgrown Trees/Shrubbery	Recovery of actual cost incurred by Council, including staff time and contractor costs	Recovery of actual cost incurred by Council, including staff time and contractor costs

Charges for Council Officers and Decision Makers		
The following hourly rates will be charged for those approvals, authorities and inspections listed in this schedule that are not listed as a fixed fee		
Council Officer's Hourly Rates (per hour)	Charge from 1 Jul 2023	Charge from 1 Jul 2024
General Manager/Group Manager	\$ 275	\$ 294
City Planning Manager	\$ 255	\$ 273
Senior Planning Officer	\$ 235	\$ 251
Planning Officers/Graduate Planning Officer	\$ 220	\$ 235
Monitoring and Enforcement Officer	\$ 195	\$ 209
Team Leader - Building	\$ 235	\$ 251
Senior Plumbing and Drainage Officer and Advanced Building Officer	\$ 235	\$ 251
Building Officer	\$ 216	\$ 231
Environmental Health Officer and Environmental Health Technical Officer	\$ 208	\$ 223
Environmental Health Officer Cadet	\$ 188	\$ 201
Team Leader Business Support	\$ 205	\$ 219
Senior Business Support Officer	\$ 185	\$ 198
Administration	\$ 135	\$ 144
Technical and Professional Staff from all other Council Units	\$ 250	\$ 268
Commissioner	At cost plus disbursements	At cost plus disbursements
Hearing Panel of Elected Members (Chair & members)	At cost (\$116 per hour for Chair & \$93 per hour for members) plus disbursements	At cost (\$116 per hour for Chair & \$93 per hour for members) plus disbursements
Notes:		
1	The hourly rates for Council Officers noted above will be charged for the work type listed above which do not have a fixed fee	
2	The hourly rates for the services which are listed in the above tables are for those staff listed in the table headed "Charges for Council Staff"	
3	Where it states above the fee per hour, please note this should be read in full as "fee per hour or part thereof".	
4	Over-weight vehicle permit fees are set by the Land Transport (Certification & Other Fees) Regulations 2014	

Trade Waste Charges				Attachment D
Pursuant to the Palmerston North Trade Waste Bylaw 2022				
	Category	2023/2024 Charge (GST Incl)	2024/2025 Charge (GST Incl)	Description
Administrative Charges (Table 2 – Schedule 1)				
2.2	Compliance Monitoring - sampling	\$237 per sampling & analysis	\$250 per sampling & analysis	Charge to recover cost of sampling and analysis of trade premises discharge
2.2	Compliance Monitoring - administration	\$195 per month	\$210 per month	Charge to recover cost of administration from monitoring and analysis of monthly sample results
2.4	Trade Waste Charge - Permitted Tanker consent	\$120 per annum	\$130 per annum	Charge to recover cost of processing new or renewed applications for Permitted Tanker customers
2.4	Trade Waste Charge - Controlled consent	\$600 per application	\$650 per application	Charge to recover cost of processing new or renewed applications for Controlled customers with discharges over 5m ³ /day
2.4	Trade Waste Charge - Conditional consent	\$1,600 per application	\$1,700 per application	Charge to recover cost of processing new or renewal applications for Conditional customers
2.6	Re-inspection Fee	\$195 per inspection	\$210 per inspection	Charge to recover cost of re-inspections of trade waste premises
2.9	Trade Waste Charge - Permitted Consents	\$120 per annum	\$130 per annum	Charge to recover cost of processing new or renewed applications for Permitted customers with grease traps/ oil interceptor/ amalgam traps
Trade Waste Charges (Table 3 – Schedule 1)				
3.1	Volume Charge (\$/m ³)	\$0.6039/m ³	\$0.694/m ³	Charge to recover sewerage collection costs
3.3	Suspended Solids Charge (SS) (\$/kg)	\$0.6468/kg SS	\$0.744/kg SS	Charge to recover suspended solids treatment costs
3.4	Organic Loading Charge (BOD) (\$/kg)	\$0.6173/kg BOD	\$0.71/kg BOD	Charge to recover organic loading treatment costs
3.6	Dissolved Reactive Phosphorous Charge (DRP) (\$/kg)	\$33.7434/kg DRP	\$38.805/kg DRP	Charge to recover phosphorous (DRP) removal costs
Tankered Waste Charges (Table 4 – Schedule 1)				
4.1	Tankered Wastes Charge	\$45/1,000 litres	\$45/1,000 litres	Charge to recover administration, receiving and treatment costs of tankered wastes

Note – this schedule includes some changes in fee and charge descriptions for administrative charges compared with the schedule approved in March 2024. These changes have been made in an effort to more clearly describe the nature of the charges so that correct charges are applied to customers. The charges described as “Compliance monitoring – administration” were not included in the schedule in March but are a part of the current charging regime. No submissions were received on these trade waste charges and the correction of the schedule is not considered to be a material change.

Attachment E

Swimming Pool Entry Fees**1. Issue**

The aquatic facilities management agreement (between the Council and CLM) provides for an adjustment to the management fee on a 3-yearly basis, based on CPI, and pool entry fees on an annual basis. These two mechanisms enable Council to address ongoing increases in the cost of providing swimming pools.

CLM have requested that Council increase the caps for pool entry fees in 2024/25.

2. Background

In 2023/24 Council adjusted the management fee and the pool entry fees. The adjustment was made to address the 15.6% increase in CPI since the management fee was last increased in September 2020. The pool entry fees were increased by 15%. This was the first increase in fees since 2014. The management fee was increased by 8%, effective 30 September 2023. The combination of the additional revenue forecast to be generated from the increase in pool entry fees (retained by CLM) and the management fee was forecast to adequately cover the cost increases over the preceding 3 years.

CLM have calculated that the recent increases in utility charges will increase the overall energy bill for the pools by \$290k. Other costs are forecast to rise by \$236K, if a 5% CPI rate is assumed. CLM are forecasting an overall increase in costs of \$526K in 2024/25.

CLM have requested that council increase pool entry fees in 2024/25.

3. Options

Options available to Council are

- Reduce the cost of operation
- Increase rates
- Increase pool entry fees

3.1 Reduce the cost of Operation

CLM are incentivised to manage operational costs, whilst maintaining levels of service, as they retain the revenue and pay the costs associated with operating the pools. CLM monitor their costs very closely including energy consumption.

Council has used the low carbon fund to reduce in energy consumption at the pools. Investments include replacement of existing lights with LEDs, variable speed drives (VSDs) on pool pumps and the replacement of pool covers. There is limited opportunity to further reduce energy consumption. The forecast cost of electricity and gas consider the energy efficiencies accrued through these measures.

Reducing the level of service would reduce the cost of operation, e.g. reducing pool opening hours. Officers do not recommend a reduction in level of service. Several submitters to the draft 2023/24 annual plan requested Council increase rather than decrease access to pools. Council would have to decrease the pool operating hours considerably to make the level of savings needed. There is not a direct relationship between the hours of operation and energy costs - even when the pools are closed and the pool covers are in place, the water still needs to be heated, circulated and treated.

The pools are a large consumer of natural gas. Investment in alternative fuels and energy generation, may reduce the energy costs at the pools, but the potential savings have not been assessed. Savings would depend on the cost of the alternative fuel and servicing the capital investment. Investment in alternate fuels has not been included within the Draft LTP.

3.2 Increase rates

Increasing rates increases the portion of costs paid for by ratepayers, and decreases the portion paid by users. The current Draft 2024-34 Long-term Plan (LTP) makes provision for a 7% increase in the management fee in Year 4, in line with the 3-yearly management fee review. This increase will be paid for through rates.

The Draft LTP assumes that any other increase in the cost of pool operations will be managed through pool entry fees.

Increasing rates at this stage, rather than increasing entry fees would increase the portion of costs paid for by ratepayers and decrease the portion paid for by users. There is no provision in the current Draft LTP to address the cost increases through rates in 2024/25.

3.3 Increase Pool Entry Fees

Under the agreement Council sets the maximum pool entry fees that CLM can charge.

The current pool entry fees are:

- Adult \$6
- Child \$5
- Under five-year-old and supervisor – Free

The fees are marginally higher than other swimming pools in the Region with similar facilities as Freyberg and Splashhurst but represent very good value for money at the Lido, when compared to other pools with a similar level of facilities.

To address the cost increases, without increasing rates, officers propose an increase in entry fees effective 1 July 2024.

CLM have recommended that Council increase the caps for pool entry fees by 12.5%. Based on the entry numbers for 2022/23, this level of increase would generate additional revenue of \$512K pa.

Officers propose a new series of caps for pool entry fees based with an increase of between 12.5% and 15%, rounded.

These are outlined in the following tables:

Table 1

Casual Visit	Current CLM price	Proposed Price Cap effective from 1 July 2024
Adult pool entry	\$6.00	\$6.80
Child pool entry	\$5.00	\$5.80
Children 4 years and under (includes up to 2 children and 1 adult supervisor)	Free	Free
Senior/Community Services Card/Tertiary Student pool entry	\$5.00	\$5.80
Family Pass (2 adults & 3 children/ 1 adult & 4 children) pool entry	\$16.80	\$19.00

Table 2

Concession Card	Current CLM price	Proposed Price Cap effective from 1 July 2024
Adult pool entry – 10 trip	\$47.60	\$54.00
Adult pool entry – 20 trip	\$89.90	\$100.00
Child/Senior/Community Services Card/Tertiary Student pool entry – 10 trip	\$35.70	\$40.00
Child/Senior/Community Services Card/Tertiary Student pool entry – 20 trip	\$67.50	\$76.00

REPORT

TO: Council

MEETING DATE: 5 June 2024

TITLE: Ashhurst Campervan Dump Station - Custom Street Proposal

PRESENTED BY: Aaron Phillips - Activity Manager Parks

APPROVED BY: Chris Dyhrberg, Chief Infrastructure Officer

RECOMMENDATION TO COUNCIL

1. That Council proceed with construction of a campervan dump station on the northern side of Custom Street in Ashhurst as shown in Option 1.

SUMMARY OF OPTIONS ANALYSIS FOR

Problem or Opportunity	<p>Council has been working on a project to develop a campervan dump station, with Motorhome Friendly Status, in Ashhurst in 2023/24 (Programme 1535 - City-wide: Campervan Dump Stations).</p> <p>Proposals to site the dump station next to the Ashhurst Domain Sportsfields were opposed by the community and suggestions were made that Custom Street, within the industrial area, was a better location.</p> <p>Council has investigated the feasibility of this option and engaged with property owners in Custom Street.</p> <p>Council now needs to decide whether it wishes to proceed with the Custom Street option.</p>
OPTION 1:	Proceed with the option of a campervan dump station located on the northern side of Custom Street
Community Views	<p>Seven industrial property owners supported the proposed location and one objected. One further submission was received in objection.</p> <p>None of the 5 residential properties, 250 m to the east of the proposed location, replied to Council or sought more information.</p>
Benefits	<p>Certainty of completing the project using the \$100,000 of external funding secured.</p> <p>Dump station within land administered by Council.</p> <p>Supported by most property owners who engaged with council.</p>

Risks	<p>The property owner and additional submitter who did not support this option may be dissatisfied with the decision.</p> <p>Small risk of cleanliness issues - mitigated by a monitoring and cleaning regime.</p> <p>Risk of minor safety issues with turning traffic, further advice to be available at the meeting.</p>
Financial	<p>Due to delays in reaching this stage of decision making, this option will require a carry forward.</p> <p>It is assumed that this option can be completed within budget. A construction estimate is being sought and will be provided at the meeting.</p>
OPTION 2:	Do not proceed with Custom Street and investigate other locations for a campervan dump station in Ashhurst
Community Views	Community views were assessed in the first consultation and the Ashhurst locals predominantly desire a campervan dump station in Ashhurst; with 4 of them recommending Custom St by name as an appropriate alternative location to the Ashhurst Domain option.
Benefits	Two objectors will be satisfied with Council deciding not to build a campervan dump station in Custom Street
Risks	<p>There is a risk that the \$100,000 external funding from MBIE may be withdrawn due to further project delays.</p> <p>Based on the earlier option of the Domain carpark, there are likely to be more concerns from the community about another location in Ashhurst, than those received for the Custom Street site.</p> <p>It is unlikely that there is another suitable location that meets NZMCA motorhome friendly requirements.</p>
Financial	This option would require a carry forward of the remaining project budget. Another portion of the budget would be required for design work, leading to a budget shortfall for construction.

1. OVERVIEW OF THE PROBLEM OR OPPORTUNITY

- 1.1 Council has been engaging with the Ashhurst Community on a planned campervan dump station to support the city's Motorhome Friendly status and provide facilities for visitors and residents.
- 1.2 Council has now undertaken two engagements.
- 1.3 This report presents the results of the second engagement, whereby officers have consulted the property owners on Custom Street.

- 1.4 Officers seek a decision on whether to continue with the option to build the campervan dump station in Custom Street.

2. BACKGROUND AND PREVIOUS COUNCIL DECISIONS

- 2.1 To achieve Motorhome Friendly status, Council installed its first NZMCA Standard dump station at the end of Totara Road in 2021/2022.
- 2.2 Programme 1535 (City-wide: Campervan Dump Stations) was included in the 2021-31 LTP to facilitate a further campervan dump station that could serve motorhome traffic coming into the City.
- 2.3 After considering the level of development and projects planned for the Ashhurst area, such as the Te Ahu a Turanga highway development and the Te Āpiti Masterplan, Ashhurst was determined to be an appropriate location for the second campervan dump station.
- 2.4 After considering a range of options, the proposal to locate the campervan dump station adjacent to the Ashhurst Domain Sportsfield carpark, on Cambridge Avenue, was chosen as the Council's preferred option.
- 2.5 The project cost was estimated at \$213,595. External funding was sought to enable the project. Council was successful in securing \$100,000 from the Ministry of Business Innovation and Employment (MBIE) Tourism Infrastructure Fund.
- 2.6 Council consulted on the campervan dump station proposal in October 2023. Council received a total of 193 submissions from the community on the proposed location within the Ashhurst Domain Sportsfield carpark. The results were:
 - 173 (91%) of the 193 submitters responded that they lived in Ashhurst.
 - 155 (80%) stated that they owned a motorhome.
 - 154 of the 193 (80%) did not support the proposed location.
 - 30 of the 193 (20%) supported the proposal.
- 2.7 In the additional "comments" section of the consultation questionnaire, a few submitters recommended the Custom Street area as a more appropriate location. The reason given was it is industrial and many other campervan dump stations around the country are in industrial areas.
- 2.8 Over 90% of the respondents desired, or did not object to, a campervan dump station in Ashhurst. The only issue was the location.
- 2.9 The results were considered at the [Council meeting on 6 December 2023](#). The Council decision was to investigate Custom Street as an option, resolving:

225-23

Ashhurst Motorhome Dump Station - Community Engagement Results and Options

Report, presented by Aaron Philips, Senior Parks Planner

Moved Grant Smith, seconded Karen Naylor.

RESOLVED

1. That Council receive the information from the community consultation on the proposed motorhome dump station at the Ashhurst Domain Sportsfield carpark.
2. That Council investigate Custom Street (Option 2), noting that a cost of \$30,000 for design and cost estimation will be incurred, reducing the remaining budget available for construction.

- 2.10 This report presents the results of the engagement with the property owners on Custom Street and seeks direction on whether to proceed with Custom Street as the location for the campervan dump station or not.

3. ENGAGEMENT WITH PROPERTY OWNERS

- 3.1 The campervan dump station location within the street was determined by council's consultants. Considerations were the engineering limitations of the street, the width of the land in council ownership, the location of properties and the sight lines and distances need to ensure safe access to and from the station.
- 3.1.1 The proposed location is on the northern side of the street 50 m from the nearest active business and 250 m from the nearest residential house.
- 3.2 The consultation targeted 8 commercial properties and 5 residential properties in Custom Street.
- 3.3 A flyer was placed in the residential property mailboxes advising them to contact the Council if they had any comment or wanted further information. No responses were received.
- 3.4 Seven of the commercial properties were contacted directly via phone or face-to-face and the proposal was discussed, and their comments recorded. Land Information New Zealand (LINZ), on the southern side of Custom Street, across the street from the proposed location was sent an email and a flyer as per their instructions via their land holdings unit.
- 3.5 7 of the 8 commercial property owners, including the owner of the property the campervan dump station would be directly outside, advised they had no concerns and were comfortable with the proposal. LINZ responded by email with no concerns.
- 3.6 The property owner of 46 Custom Street objected to the proposal.

3.7 The consultation results and the proposed location are shown in Figure 1.



Figure 1: Proposed location and consultation results

3.8 In addition to the feedback received from the property owners, one community member submitted via the draft Long-Term Plan submissions process. They advocated for considering another location on the basis that the intersection of Custom Street and Cambridge Avenue is dangerous to turn out of - in particular right-hand turns.

4. REASONS FOR OBJECTION AND RESPONSES:

4.1 The objector did not want the campervan dump station in Custom Street at all. The points raised by the objector, and officer's consideration of those, are outlined in [Table 1](#).

Objectors point	Officer consideration
There will be odours from the dump station	<p>There are campervan dump stations in industrial areas across numerous towns and cities throughout New Zealand that operate well (Feilding is an example).</p> <p>Modern campervan dump stations are well-designed, and odours are rarely an issue of note.</p> <p>NZMCA Association is active in educating its members.</p> <p>The prevailing wind is a westerly/north-westerly meaning any minor and temporary odours would be dispersed before reaching an occupied building (100m away across the rail tracks on York Street).</p>
It will be dirty/effluent spillages and people	<p>It is unlikely to be an issue as:</p> <ul style="list-style-type: none"> - Most campervan users are careful and

will be walking past	<p>respectful, and a pipe is placed in the dump site from the campervan to eliminate large spills.</p> <ul style="list-style-type: none"> - Washdown hoses are provided for any small spills. - Mitigation available e.g. adding the dump station to the Council cleaner's inspection regime. - There are expected to be very low numbers of people walking past the facility given the industrial nature of the area and its recent conversion to a cul-de-sac¹.
Should be across the road (southern side)	<p>The option of the southern side of Custom Street was explored. The width available in relation to the newly constructed vehicle lanes is 8.16 m from the centreline, vs 11.96 m on the northern side.</p> <p>The campervan dump station facility, including a splitter island and dual disposal units, cannot fit on the southern side without land purchase or lease arrangements with LINZ.</p> <p>The MBIE funding deadlines have been extended to 31 October to complete the project. It is highly unlikely land access could be approved before the deadline, and there is a small risk it might not be granted at all.</p> <p>It is preferable to have the entire facility within Council administered land if possible, to reduce the risk of future issues with land access.</p>
The Custom St/Cambridge Ave intersection is not suitable for campervans / danger of intersection.	<p>The two recorded crashed in the intersection in the last 10 Years were vehicles rear ended when waiting on Cambridge Ave to turn right into Custom Street.</p> <p>A Safe System Audit (Road Safety Audit) was completed as part of the Custom Street upgrade. Minor geometry changes were made to the intersection design.</p> <p>Council's Service Manager for Traffic Infrastructure is preparing advice on the safety of adding campervans to the intersection and this will be available at the Council meeting.</p>

Table 1: Objections points and responses

¹ Vehicle movements are 75 per day.

5. DESCRIPTION OF OPTIONS

Option One: Proceed with the option of a dump station facility on the northern side of Custom Street.

- 5.1 The facility would be completed in general accordance with the design shown in Figure 2 and positioned on the northern side of the street².
- 5.2 Council would add the facility to its monitoring and cleaning rotation to mitigate concerns of the objector.

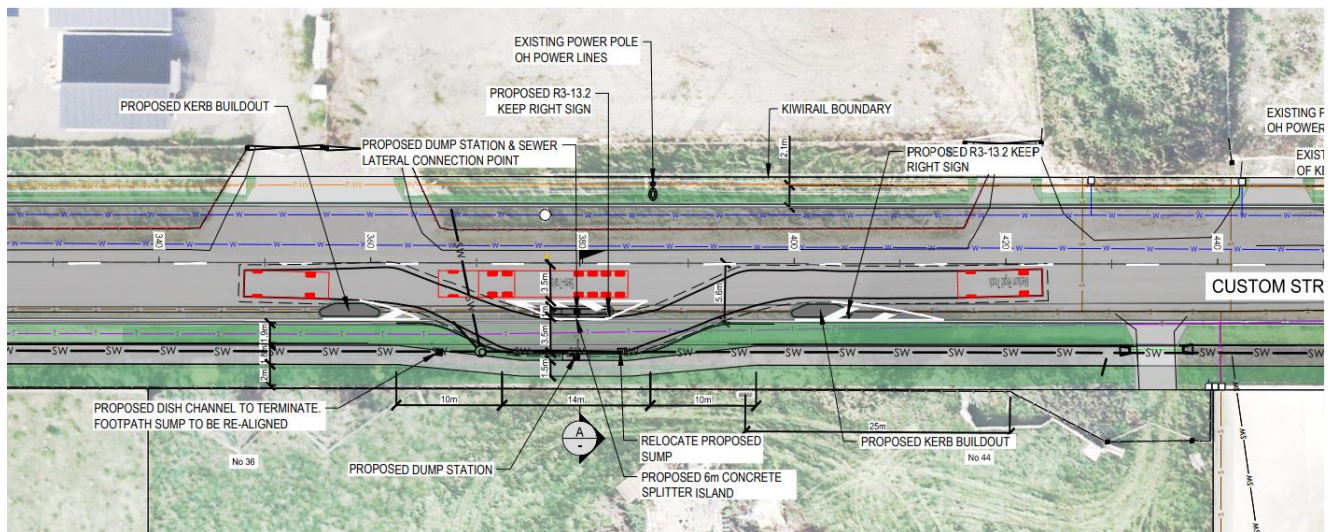


Figure 2: Design in proposed location

A cost estimate to construct the facility has been sought from the contractor currently working in Custom Street. It will be available for the meeting.

Option Two: Do not proceed with Custom Street and investigate other locations for a campervan dump station in Ashhurst.

- 5.3 Council would seek to secure a new and different location somewhere in Ashhurst.
- 5.4 Further design work would be required to confirm details of the space required and confirm a location relative to services and vehicle crossings, at around \$30,000.

² Note design has southern side of the street at top of the page/drawing and north at the bottom. Reorientation of the image has been requested at the time of writing for ease of reading.

6. ANALYSIS OF OPTIONS

Option One: Proceed with the option of a campervan dump station on the northern side of Custom Street.

6.1 The benefits of proceeding are:

- MBIE \$100,000 funding is secure
- The contractor undertaking the existing Custom Street upgrade can undertake out the work

6.2 The risks and issues are:

- One property owner has objected
- Low risk of odour or cleanliness issues – which can be mitigated through a monitoring and cleaning regime.
- Risk of intersection safety issue - to be advised at meeting.

Option Two: Do not proceed with Custom Street and investigate other locations for a campervan dump station in Ashhurst.

6.3 The benefits of proceeding with looking for an alternative are:

- Will address concerns of the two objectors to the proposal.

6.4 The risks and issues are:

- Some significant risk to the MBIE funding (would have to locate site and engage with community again).
- Locations have been investigated twice; it is unlikely a third process will deliver any more appropriate sites than have been delivered thus far.

7. FINANCIAL

7.1 With both options, a carry forward of all or part of the construction funding will be required. It is expected that under option 1, the work would be completed early in the new financial year.

7.2 Under Option 2, a new design would need to be developed. This would further reduce the fund available for construction.

8. CONCLUSION

8.1 While a property owner objection has been received, it is the advice of officers that the reasons for the objection are manageable or of low risk and consequence. The intersection safety concern is being considered and will be available at the time of reporting.

- 8.2 Subject to the intersection safety advice, it is recommended that Council proceed with option 1, constructing the campervan dump station on the northern side of Custom Street as shown in [Figure 2](#).

9. NEXT ACTIONS

- 9.1 Advise the property owners of Custom Street of the decision.
- 9.2 Finalise procurement with the contractor.
- 9.3 Report to MBIE on progress.

10. COMPLIANCE AND ADMINISTRATION

Does Council have delegated authority to decide?	Yes
Are the decisions significant?	No
If they are significant do they affect land or a body of water?	No
Can this decision only be made through a 10 Year Plan?	No
Does this decision require consultation through the Special Consultative procedure?	No
Is there funding in the current Annual Plan for these actions?	Yes
Are the recommendations inconsistent with any of Council's policies or plans?	No
The recommendations contribute to Goal 1: An Innovative and Growing City	
The recommendations contribute to the achievement of action/actions in Economic Development	
The action is: Palmerston North's Motorhome Friendly Town accreditation	
Contribution to strategic direction and to social, economic, environmental and cultural well-being	Provides for services supporting tourism and visitors.

ATTACHMENTS

Nil

MEMORANDUM

TO: Council

MEETING DATE: 5 June 2024

TITLE: International Relations and Education Annual Plan 2024-2025

PRESENTED BY: Gabrielle Loga - International Relations Manager

APPROVED BY: David Murphy, Chief Planning Officer

RECOMMENDATION TO COUNCIL

1. That Council receive the International Relations and Education Annual Plan 2024-2025 presented on 5 June 2024.
-

1. ISSUE

- 1.1 On 6 December 2023, Council resolved that the Chief Executive provide an Annual Plan for international relations activity to Council.
- 1.2 The purpose of this memorandum is to provide the Annual Plan for international relations and education activity for the financial year 2024-2025. It also includes a high-level review of the previous two years' achievements.

2. BACKGROUND

Overview of the International Relations and Education function

- 2.1 Council has embraced a civic leadership role in fostering the city's international relations and creating an environment that enables our city to be more internationally connected, respected, competitive, innovative and vibrant. The commitment of successive mayoral administrations, Elected Members and Council staff to international relations traces its roots back to the 1970s.
- 2.2 Recognising that attractiveness and influence often arise from exchanges and collaboration, Council acknowledged the strategic significance of international relations to Palmerston North as a less well-known city in New Zealand. In response, Council established the International Relations Office in 2016.

2.3 The International relations chapter in the Economic Development Plan 2021-2031 acknowledged that around 20% of Palmerston North-based tertiary students are international and approximately 250 international students attend Palmerston North primary and secondary schools each year. In addition, \$68m (or 15.7%) of the total \$433m visitor spending in Palmerston North in 2019 was by international visitors.

2.4 The activities of the international relations and education office focus on:

- Promoting the city's interests and bolstering Palmerston North's positive reputation on international, national, and local fronts to attract investment, visitors and students.
- Developing meaningful and beneficial international partnerships including those with the diplomatic corps and global partner cities for greater economic, research/educational, social and cultural cooperation.
- Increasing community's awareness of the city's international partnerships and opportunities.
- Managing inbound and outbound international visits and delegations including purposeful follow-ups to explore and establish connections in areas that can respond to the needs of local businesses and their growth.
- Identifying opportunities for learning and innovation, such as international knowledge exchange, best practice and benchmarking on issues of shared interest to our community.
- Coordinating, supporting and advising the international education sector in enhancing the study experience in Palmerston North and promoting the city as a preferred study destination.

2.5 The International Relations and Education Office engages in long-term, strategic activities akin to those undertaken by the Central Economic Development Agency (CEDA). Building up international relations is a gradual process that inspires voluntary actions that benefit the city, yielding lasting power in delivering the following advantages to our community:

- Generate the desire to invest, visit, study, etc. in Palmerston North.
- Promote understanding of the city's rich offerings, cultural heritage and accomplishments on both domestic and international platforms.
- Elevate the city's standing within the global network of cities.

- Create greater connectivity and collaboration with international counterparts.
- Advance the city's sustainable development objectives and bolster its competitiveness on the world stage.
- Open doors for access to international markets and intel as well as for mutually beneficial transactions and enhanced sustainable dialogue between cities, peoples, and cultures.

2.6 Through diplomatic outreach, the office facilitates and supports the city's key sectors to establish and foster relationships with a wide range of potential international investors, visitors, etc. and utilise the diplomatic corps as ambassadors for our city.

3. REVIEW OF THE PREVIOUS TWO YEARS' ACHIEVEMENTS

3.1 This high-level review assesses Council's international relations and education function in 2022-2023 and 2023-2024.

3.2 The Council's international relations and education activities during this two-year period should be considered in the context of the world, New Zealand and Palmerston North emerging from an unprecedented global pandemic which disrupted our international connections and had a significant impact on our local international education offerings. The Council has also been rebuilding its internal capability during this time, whilst also taking on the International Education function from CEDA.

3.3 This review covers most major achievements of the International Relations Office, but it is not an exhaustive list of all accomplishments of the function. Details of Council's international relations and education activities are reported regularly to Council through the six-monthly reports which go to the Economic Growth Committee.

Attracting funding and other financial opportunities

3.4 Council applied and has successfully obtained US\$15,000 (estimated conversion to NZ\$25,000) from the Public Diplomacy Grant by the Embassy of the United States of America. The purpose of the grant is to foster cross-cultural connections between the United States and New Zealand through indigenous engagement. It covers a range of activities between Palmerston North and our sister city of forty-two years, Missoula.

3.5 On behalf of the International Education Leadership Group (IELG), Council received \$30,000 from Education New Zealand to deliver two regional partnership projects:

- A Virtual Tour of the Education Experience in the City – aims to attract new international students to the city/region, enabling prospective students and their families to have a real sense of the life they'd have in Palmerston North, assisting with their decision making without having to travel all the way to the city. This was completed in February 2024.
- A Regional Marketing Mission to reconnect with Japan and Vietnam in 2023 and assist the recovery of the international education sector post-COVID. This was completed in March – April 2023.
- Through collaboration with Massey University, UCOL, IPU NZ and participating high schools, Palmerston North has delivered and completed both projects successfully.

- 3.6 The Waseda Group Study Programme drove Palmerston North's efforts in working closely with Education New Zealand in Japan and hosting delegation visits in 2022 and 2023. It entails local participating schools hosting two groups from Waseda affiliated high schools per year. Each group contains up to 25 students for two weeks in Palmerston North during March and August. Each student pays over \$3,200 for the two-week programme to cover tuition, extracurricular activities, and homestay or boarding experience. This number could grow to 50+ students annually with potential interests to come back for tertiary education.
- 3.7 On 31 January 2024, Palmerston North, Mihara City, and Hiroshima Global Academy officially signed a three-way Memorandum of Understanding to foster educational opportunities, marking the fifth anniversary of the sister city relationship and demonstrating the commitment to advancing the people-to-people connections between Palmerston North and Mihara. This agreement aims to provide Palmerston North High School students with the opportunity to enrol in the International Student Programme at Hiroshima Global Academy, fully funded by the Hiroshima Prefecture Board of Education for three years of tuition-free education. It will undoubtedly enrich the lives of participating students and contribute to the broader goal of enhancing students' global competence and educational ability as well as building bridges between communities across borders.

Increase engagement with local stakeholders

- 3.8 Council has increased engagement with Rangitāne o Manawatū in the international relations activities, including:
- Welcoming esteemed guests to the city alongside Council in all relevant civic events.

- Inviting Rangitāne to participate in overseas delegation mission to specifically represent and promote Māori interests and values (e.g., Councillor Fitzgerald attended the Mayoral delegation to Missoula in 2023 on behalf of Rangitāne).
- Participating in various projects to promote Māori business growth (i.e., with the EU delegation visit to Palmerston North in September 2022).
- Promoting Māori values and perspectives through indigenous exchanges and cooperation with Missoula.

- 3.9 To foster business development and attract investment to the city, the International Relations Office works closely with the City Economist, Central Economic Development Agency, Manawātū Business Chamber and other specific sectors including education, ManawaTech and AgriTech, to keep abreast of community needs and priorities. This enables effective response and provision of tailored support where needed.

Increase profile with the diplomatic corps and relevant central government agencies

- 3.10 Palmerston North maintains a strong presence at numerous diplomatic events in Wellington. This representation underscores the city's active engagement in national and international affairs. Through participation in such events, Palmerston North demonstrates its commitment to fostering diplomatic relationships, advocating for its interests, and contributing to broader discussions on regional and global issues such as food security and climate change. Additionally, this involvement provides opportunities for Palmerston North to showcase its strengths, promote economic and cultural initiatives, and establish valuable connections with government officials, diplomats, and stakeholders from diverse sectors. Here is an example of some of the annual events that Palmerston North is now regularly invited to attend:

- Chinese National Day Reception.
- Europe Day Celebration.
- Hungary's National Day Reception.
- India's Republic Day Reception.
- Indonesia's Independence Day Reception.
- Japanese Emperor's Birthday Reception.

- 3.11 In addition to its participation in diplomatic events, Palmerston North actively promotes the city's interests to pertinent central government agencies and

departments. This proactive engagement ensures that Palmerston North's priorities, concerns, and development initiatives are effectively communicated and considered at the national level. By fostering strong relationships with key government bodies such as Education New Zealand, New Zealand Trade and Enterprises, Ministry of Foreign Affairs and Trade, Council can advocate for policies, funding allocations, and projects that align with its strategic objectives and benefit the local communities. An example of this advocacy effort is the funding received from Education New Zealand.

3.12 Council also host members of the diplomatic corps at various local events such as the annual Festival of Cultures, Lunar New Year, Diwali in the Square, and the Latin American and Spanish Film Festival. Furthermore, Council goes the extra mile by hosting ambassadors' visits and other delegation visits to Palmerston North to engage with various key sectors of the city. For example:

- Chinese Ambassador visit Palmerston North 23 June 2022.
- US Ambassador visit Palmerston North on 2 Sept 2022.
- EU delegation visit and talks on EU-NZ Free Trade Agreement on 11 Sept 2022.
- British High Commissioner's visit and talk on UK-NZ Free Trade Agreement on 2 Oct 2023.
- Indian High Commissioner's visit and engagement with business community on 24 Apr 2024.

Facilitation of networking and connections

3.13 Council actively facilitates networking opportunities and fosters connections within and beyond the community. Through various initiatives, events and platforms, Council aims to bring together individuals, businesses, organisations, and stakeholders to collaborate, share resources, and build mutually beneficial relationships. For example:

- Event '*How to Position SMEs for Growth in China*' on 25 August 2022 – collaborated with Central Economic Development Agency (CEDA), and Manawātū Business Chamber
- Event '*Doing Business with Vietnam*' on 3 April 2023 – collaborated with the Trade Office, Vietnam Embassy in New Zealand, CEDA, NZIIA Palmerston North, and Manawātū Business Chamber
- Event '*Business Talks – Charting Path for a Relationship*' on 24 April 2024 – collaborated with the High Commission of India and Manawātū Business Chamber

3.14 By serving as a catalyst for networking, Council helps to create an environment where ideas can flourish, partnerships can form, and collective actions can be taken to address local challenges and pursue common goals. Whether through business forums, community gatherings, or sector-specific meetings, Council plays a vital role in connecting people and organisations, thereby promoting economic development and enhancing the overall wellbeing of the community. This is evident in:

- The city's collaborative efforts with the Manawātū Multicultural Council in hosting cultural events, diplomatic visits and partnership-building activities
- Council's facilitation of collaborative discussion between FoodHQ and the East China Agricultural Science and Technology Center (ECS-CAAS)
- Council's leading business representatives from Fonterra Research & Development Centre and Biolumic to attend a roundtable discussion with the Vietnamese Prime Ministerial delegation on 11 March 2024.
- Council's coordination with ManawaTech, Sprout AgriTech and FoodHQ in hosting the diplomatic delegation for an AgriTech-city tour during the 2024 Festival of Cultures.

International City Partnerships

3.15 Celebrating anniversary milestones with sister cities is a significant way to strengthen bonds, commemorate shared history and reaffirm commitment to international partnerships. Over the past two years, Palmerston North has marked four major anniversary celebrations with its sister cities, highlighting the enduring relationships and collaborative efforts between these communities:

- 40th anniversary with Missoula in September 2022.
- 30th anniversary with Guiyang in August 2022.
- 5th anniversary with Mihara in January 2024.
- 30th anniversary with Kunshan in January 2024.

3.16 These anniversary celebrations served as occasions to celebrate achievements, reaffirm commitments and explore opportunities for further collaboration and exchange. They also provided valuable opportunities for publicity and public relations efforts which allowed Palmerston North to maximise its visibility, fostering goodwill, strengthening relationships, and positioning the city as a global leader in international cooperation and citizen diplomacy.

3.17 In the last two years, Palmerston North has also entered Memoranda of Understanding on Education Cooperation with Hefei city in China as well as

Ho Chi Minh city in Vietnam. This opens doors for the local education providers to boost international student recruitment and promote cooperation in various areas of education i.e., student exchange programmes, joint research projects, resource sharing, curriculum development, etc.

- 3.18 The city has also engaged in meaningful discussions on strategic cooperation with Wageningen in the Netherlands and has received proposals for new sister city relationships from Shijiazhuang, Yantai, and Fuzhou city in China. This offers the chance to expand the city's global network; open economic opportunities for Palmerston North, such as business partnerships, investment or joint economic development initiatives; and provides a platform to promote the city's strengths, attractions and contribution to the international community.
- 3.19 While receiving proposals for new sister city relationships presents an exciting opportunity for Palmerston North to expand its global network, foster international cooperation and exchanges, the International Relations Office is prudent in managing existing sister city relationships and evaluating new proposals effectively, ensuring benefits delivered to local community.

4. SWOT ANALYSIS

Strengths

- 4.1 Established diplomatic channels: Strong relationships with international partner cities, the diplomatic corps in Wellington, relevant national and international organisations.
- 4.2 Cultural diversity: Palmerston North's culturally diverse population offers insights and connections to various countries and cultures.
- 4.3 Economic opportunities: Access to global markets and market intelligence can stimulate economic growth and attract foreign investment.
- 4.4 International standing: The city's international connections and enhanced profile may allow it to have a stronger and wider influence in global policies and agendas.

Weaknesses

- 4.5 Limited resources: With a small team and limited budget, it is a challenge to effectively manage all international relations and process all opportunities presented. In addition, there is no explicit funding earmarked for international education activities. Therefore, the level of service is reduced to providing coordination function only, risking the ability to provide meaningful support to the international education sector – a significant economic contributor to the city.

- 4.6 Limited breadth of involvement: Council's expertise and experience in diplomacy and international affairs are concentrated within a small number of personnel, potentially limiting effective engagement, the breadth of our involvement and sustainability of the city's international relations.
- 4.7 Language barriers and cultural competency: Communication challenges may arise when dealing with representatives from different countries and cultures.

Opportunities

- 4.8 Strategic partnerships: Collaborating with international partners can create opportunities for mutual benefit and knowledge exchange
- 4.9 Global events: Hosting international conferences, summits, or events can raise the city's profile and attract attention from the global community
- 4.10 Collaborative agreements or memoranda of understanding: Participating in collaborative agreements or partnerships can facilitate business opportunities and economic growth.
- 4.11 Innovative exchange: Sharing best practices and innovation with international partners can foster creativity and drive progress

Threats

- 4.12 Geopolitical tensions: Political conflicts or tensions between nations may impact international relations and cooperation activities.
- 4.13 Economic downturns: Global economic instability can affect resource allocation, trade and investment, impacting the city's economic prospects.
- 4.14 Public perception: Negative media coverage or public opinion about the city's international engagements can damage its reputation and relationships.

5. GOALS AND STRATEGY FOR 2024-2025

World trends that might impact the city's growth

- 5.1 By anticipating and planning for the potential impacts of relevant world trends, Palmerston North can enhance its resilience and adaptability in an uncertain global landscape. International relations provide us with opportunities to understand how other countries and cities are addressing these issues.
- 5.2 Urbanisation: Cities like Palmerston North are continuously faced with population growth and increased demand for infrastructure, housing, and

services in urban areas. Managing urban growth sustainably while addressing issues such as housing affordability, transportation, and environmental sustainability remains crucial for the city's future development.

- 5.3 Climate change: Climate change poses significant challenges for cities in terms of preparing to response to extreme weather events, implementing sustainable practices to mitigate risks, build resilience, and reduce carbon emissions.
- 5.4 Technological advancements: Rapid advancements in technology are transforming economics and societies worldwide. Embracing technological innovations can enhance productivity, efficiency, and competitiveness in Palmerston North's key industries while also creating new opportunities for innovation, collaboration and entrepreneurship.
- 5.5 Demographic shifts: Changing demographic trends, including aging populations, migration patterns, and cultural diversity can influence the social, economic, and cultural dynamics of cities. Understanding and responding to the needs and preferences of diverse demographic groups will be important for ensuring inclusive growth and social cohesion in Palmerston North.
- 5.6 Workforce trends: The nature of work is evolving with remote work and flexible employment arrangements. Adapting to these workforce trends by fostering skills development, supporting entrepreneurship, and creating flexible workspaces can enhance Palmerston North's attractiveness as a place to live, work, and invest.
- 5.7 Global economy: Economic trends such as trade policies, inflation, market fluctuations, and industry disruptions can affect the city's competitiveness and investment attractiveness. Geopolitical instability can lead to economic volatility which can impact on the level of foreign investment and hinder economic growth, infrastructure development, and job creation in cities.
- 5.8 Geopolitical developments: Heightened geopolitical issues can result in trade restrictions, tariffs, reduce international tourism and international cooperation. Cities with reliance on tourism for economic growth and cultural exchange may face declines in visitor numbers, impacting local businesses and revenue. Cities engaged in sister city programmes or global networks may find it challenging to maintain or expand these relationships.

Goals for International Relations and Education Activity 2024-2025

- 5.9 The draft 2024 Oranga Papaioea City Strategy and Economic Development Plan reaffirms Council's commitment to an innovative, resilient and low-carbon city economy, where communities prosper and achieve their goals.
- 5.10 The draft 2024 Economic Development Plan includes the following:

Support international education and promote Palmerston North's interests to global partners

What will this mean?

Palmerston North has enduring relationships with international partners. Businesses and organisations have greater opportunities to access international markets and to attract students and visitors. There are opportunities for the transfer of technology and knowledge sharing.

Specific actions:

- *Promote Palmerston North's interests to global city partners*
- *Promote the important and distinct contribution of iwi Māori to the city and regional economy*
- *Provide opportunities for meaningful and effective relationships between iwi Māori and international partners*
- *Facilitate international economic and education partnerships with city institutions*
- *Manage official delegations and relationships with embassies and high commissions*
- *Participate in international forums and events*

5.11 While not always directly connected, strategic outcomes relevant to the broader work of international relations include:

- Goal 1 outcomes for our communities to have: A city that fosters pride, and supports the aspirations of people and communities; a business environment that encourages investment and provides career opportunities across a range of sectors; a globally connected city that fosters opportunities for local people, businesses and organisations; an economy that embraces innovation and uses resources sustainably; and a resilient, low-carbon economy.
- Goal 2 outcomes for our communities to have: A vibrant city that connects people and where creativity is built into our cityscape; an arts community and cultural facilities that are well supported and invested in; our unique heritage preserved and promoted; opportunities to celebrate our many cultures; access to exciting well-managed events and activities throughout the city and our neighbourhoods.
- Goal 3 outcomes for our communities to have: Access to services and facilities that are inclusive and appropriate for their needs; access to safe and accessible community places

- Goal 4 outcomes for our communities to have: a sustainable and, low-emissions city; and access to relevant information and education to support more sustainable choices; a resilient city and communities, prepared for the impacts of climate change; a circular economy with more resource recovery and less waste; a healthy, thriving ecosystem, including native biodiversity and food security; the Manawatū River and waterways restored to a healthy, respected and connected state sustainable urban planning with a low-carbon built environment; effective, low-carbon, wastewater collection and treatment; appropriate infrastructure and development to avoid and minimise the effects of flood events; access to relevant information and education to support more sustainable choices

5.12 Addressing the concerned world trends and contributing to the objectives of Council, the International Relations Office will continue to partner with agencies and organisations in 2024-2025 to:

- Increase international exchange & cooperation to strengthen local economies and preparedness for future challenges
- Increase promotion of the city and engagement with international partners to enhance the city's attractiveness as a tourism as well as a preferred study destination
- Foster economic diversification and growth by facilitating new connections for local businesses, supporting emerging industries, and promoting innovation and entrepreneurship
- Build up cultural competence, expertise and experience in international affairs across Council and within the city, with a focus on engaging the youth for the sustainability of Council's international connections.

6. 2024-2025 ANNUAL PLAN

Outcome	Key activities to achieve it	How success is demonstrated
Increase international exchange & cooperation to strengthen local economies and preparedness for future challenges	Strengthen and enhance the diplomatic footprint of Palmerston North with diplomatic corps and international partners through events and overseas mission	Narrative measure outlining Council's international initiatives and how they are promoting the city's interests through events and overseas mission
	Facilitate connections and network to provide opportunities for sustainable business growth and attract	Narrative measure outlining the level of engagement and follow ups that leads to further international exchange and discussion

Outcome	Key activities to achieve it	How success is demonstrated
	investment to the city	of cooperation
Increase promotion of the city and engagement with international partners to enhance the city's attractiveness as a destination as well as a preferred study destination	<p>Promote the city to international partners through overseas mission, people-to-people exchanges and diplomatic engagements to attract major international events and activities to Palmerston North</p> <p>Explore options to get data on international students and the quality of student experience in the city with Education New Zealand and Immigration New Zealand.</p>	<p>Frequency Palmerston North is promoted by international partners in their media, programmes/events</p> <p>Narrative measure outlining how Council's international initiatives are promoting the city's interests, especially for international markets, students, and visitors</p>
Foster economic diversification and growth by facilitating new connections for local businesses, supporting emerging industries, and promoting innovation and entrepreneurship	<p>Foster enduring relationships with existing as well as new partnerships.</p> <p>Identify niche markets to provide local businesses and organisations to have greater opportunities to access international markets and to attract students, visitors, and investment. There are opportunities for the transfer of technology and knowledge sharing.</p>	<p>Narrative measure outlining Council's international initiatives and how they are promoting the city's interests, especially for international markets, students, and visitors.</p>
Build up cultural competence, expertise and experience in international affairs across Council and within the city, with a focus on engaging the youth.	<p>Increase and enhance engagement with different cultural communities and Manawātū Multicultural Council</p> <p>Explore opportunities to</p>	<p>Narrative measure outlining the level of involvement of Council's personnel in diplomatic engagements and cross-border cultural experience</p> <p>Narrative measure the</p>

Outcome	Key activities to achieve it	How success is demonstrated
	involve more Council personnel in cross-border cultural awareness and in diplomatic engagements	success of the Global Ambassadors Programme
	Encourage active participation of city youth and Youth Council in international relations through Global Ambassadors Programme to provide youth with real-world exposure to diplomatic and sustainability efforts and foster global citizenship within the local community.	

Planned Activities

Proposed timeline	Planned activities	Partners to work with
June 2024	Hosting Missoula delegation and Kunshan delegation at E Tipu Boma Agri Summit	Rangitāne CEDA Arts Missoula Embassy of the USA Kunshan Foreign Affairs Office
July 2024	Event - 'Pisco es Peru' – a food event featuring Pisco, a Peruvian spirit that has been in integral part of Peru's identity and cultural tradition	Embassy of Peru Manawatū Business Chamber Manawatū Multicultural Council CEDA
August 2024	Waseda Study Group – 2 nd intake for 2024	Awatapu College Nga Tawa Diocesan School Palmerston North Girls' High School Palmerston North Boys' High School Massey University UCOL Waseda affiliated schools
	Event 'Pōwhiri – Welcoming new	Welcoming Communities Rangitāne

Proposed timeline	Planned activities	Partners to work with
	<i>international students'</i>	
	Global Ambassadors Programme 2025	Welcoming Communities Youth Council Education providers
September 2024	Event 'ASEAN – Open Doors for AgriTech' – a market information session and networking opportunity for local businesses interested in one of the key strategic partners for New Zealand.	Ministry of Foreign Affairs and Trade CEDA Manawatū Business Chamber NZIIA Palmerston North
October 2024	Latin American and Spanish Film Festival – showcasing Latin cultures	Palmy BID Manawatū Multicultural Council Embassy of Cuba Embassy of Peru Embassy of Argentina Other Latin American embassies
	Diwali Mela – Festival of Light	PNCC Events Team High Commission of India High Commission of Republic of Fiji High Commission for Malaysia Singaporean High Commission Embassy of Republic of Indonesia Manawatū Multicultural Council Local communities: Indian, Nepalese, Sri Lanka, Fijian, Bangladeshi, Indonesian
November 2024	Missoula Day	Palmy BID Arts Missoula Destination Missoula Embassy of the USA
	Waseda Study Group - 3 rd Intake for 2024	Awatapu College Nga Tawa Diocesan School Palmerston North Girls' High School Palmerston North Boys' High

Proposed timeline	Planned activities	Partners to work with
		School Massey University UCOL Waseda affiliated schools
	The 17 th International Hydrocolloids Conference	Riddet Institute Massey University
December 2024	Event ' <i>Building Youth Engagement in sister city relationships, international policy and global citizenship</i> '	NZIIA Palmerston North UCOL Massey University IPU NZ
January 2025	Lunar New Year Celebration	PNCC Events Team Manawatū Multicultural Council Chinese Community Vietnamese Community Korean Community Embassy of People's Republic of China Embassy of Socialist Republic of Vietnam Embassy of Republic of Korea Singapore High Commission High Commission for Malaysia
February 2025	2025 Festival of Cultures: Day 1 – City tour themed 'Sustainability' TBC Day 2 – World Food, Craft and Music Fair	Members of the diplomatic corps CEDA Manawatū Multicultural Council PNCC Events Team
March 2025	Holi – Festival of Light	Manawatū Multicultural Council PNCC Events Team High Commission of India
	Waseda Study Group – 1 st intake for 2025	Awatapu College Nga Tawa Diocesan School Palmerston North Girls' High School Palmerston North Boys' High School Massey University

Proposed timeline	Planned activities	Partners to work with
		UCOL Waseda affiliated schools
April 2025	Event ' <i>The Effects of EU-NZ FTA</i> '	Ministry of Foreign Affairs and Trade EU Delegation CEDA Manawatū Business Chamber
	Application for Prime Minister Scholarships – Cultural Competence Development Tour	Education New Zealand
May 2025	Overseas Mission to the US <ul style="list-style-type: none"> Promote indigenous engagement with Missoula Attend NAFSA Annual Conference and Expo in support of the international education sector 	Arts Missoula Missoula City Council NAFSA: Association for International Educators Education New Zealand Local education providers
June 2025	Engage with Australian High Commission	Ministry of Foreign Affairs and Trade Australian High Commission CEDA Manawatū Business Chamber

Contingencies

- 6.1 As Palmerston North elevates its international standing, Council receives contingent invitations for international events and activities that require international travel, sometimes at short notice. These invitations are typically part of strategic efforts to foster international collaboration, cultural exchange, economic partnerships, or diplomatic ties. Managing and leveraging contingent invitations effectively can strategically enhance the city's international relations, ensuring that such engagements are mutually beneficial and aligned with the city's long-term goals and interests.
- 6.2 The International Relations Office has been developing an appropriate process to approach contingent invitations in a more structured and purposeful way, leading to more sustainable and impactful outcomes.
- 6.3 While Council can receive contingent invitations at any time of the year, there are repeating or indicated invitations that can be expected. They include invitations to attend or visit:
- Eco Forum Global Guiyang

- Big Data Expo in Guiyang
- Taipei Smart Cities Summit and Expo
- New Zealand – China Mayoral Forum
- Asia-Pacific Mayors' Forum in Melbourne
- Ho Chi Minh City
- Shijiazhuang City
- Fuzhou City

7. COMPLIANCE AND ADMINISTRATION

Does Council have delegated authority to decide? If Yes quote relevant clause(s) from Delegations Manual	Yes
Are the decisions significant?	No
If they are significant do, they affect land or a body of water?	No
Can this decision only be made through a 10 Year Plan?	No
Does this decision require consultation through the Special Consultative procedure?	No
Is there funding in the current Annual Plan for these actions?	Yes
Are the recommendations inconsistent with any of Council's policies or plans?	No
The recommendations contribute to Goal 1: An Innovative and Growing City	
The recommendations contribute to the achievement of action/actions in Economic Development The action is: Various actions with the international relations chapter in the economic development plan.	
Contribution to strategic direction and to social, economic, environmental and cultural well-being	The 2024-2025 annual plan for international relations and education activity outlines the tentative plan of actions and contingencies which contributes to the Economic Development Plan and Innovative and Growing City Strategy.

ATTACHMENTS

1. Letter of Appreciation from FoodHQ  

International Relations Team
May 2024

Dear Gabrielle

Letter of appreciation

On behalf of FoodHQ, I would like to express our appreciation to the International Relations Team for the work that you have done recently to raise the profile of FoodHQ with the international diplomatic community across New Zealand. As the CEO at FoodHQ I recognize the impact that this type of activity will have on the FoodHQ partnership and Agritech sector in New Zealand.

FoodHQ is a collaborative partnership involving most of New Zealand's capability in food science-based innovation, and includes public and private sector research, education, and industry organisations. It is headquartered in Manawatū with extensive national and international networks. FoodHQ was founded by Palmerston North City Council, Fonterra, Plant & Food Research, Massey University, and AgResearch with new partners The Riddet Institute, and AGMARDT joining in 2024.

The role that the International Relations Team plays is particularly important to Palmerston North given how significant our offshore relationships are to the food, science, research and innovation sector. The team has brought and will continue to bring to FoodHQ and Palmerston North a host of different international figures that can help contribute to our success and the success of the region.

Sincerely,

Yours sincerely

Dr Victoria Hatton
CEO, FoodHQ
victoria@foodhq.com
0275385338

COMMITTEE WORK SCHEDULE

TO: Council

MEETING DATE: 5 June 2024

TITLE: Council Work Schedule

RECOMMENDATION TO COUNCIL

1. That Council receive its Work Schedule dated 5 June 2024.

COUNCIL WORK SCHEDULE 5 JUNE 2024

#	Estimated Report Date	Subject	Officer Responsible	Current Position	Date of Instruction & Clause
	1 May 2024	2023 Residents Survey-- Action Plan	Chief Planning Officer	Deferred 1 May 2024	6 Sept 2023 Clause 144-23
	5 Jun 2024	Featherston Street Alternative options for in lane bus stops	Chief Infrastructure Officer		1 May 2024 Clause 58.1-24
	5 Jun 2024	Māori wards Submission	CE Unit Manager		1 May 2024 Clause 61.1-24
8	5 Jun 2024 7 Aug 2024	Appointment of Trustees on Council Controlled Organisations	CE Unit Manager		Terms of Reference
9	5 Jun 2024	Remits received from other Territorial Authorities	CE Unit Manager	None received.	Terms of Reference
	5 Jun 2024	2024-2025 Annual Plan-- International Relations Activity	Chief Planning Officer		Council 6 Dec 2023
	5 Jun 2024	Adopt Fees and Charges - Trade Waste + Planning	Chief Financial Officer		Terms of Reference
10	26 Jun 2024	Adopt Long Term Plan 2024-34	Chief Executive		Terms of Reference
11	26 Jun 2024	Adopt Future Development (FDS) Strategy – Recs from Steering group.	Chief Executive		Council 28 June 2023 Clause 109-23

#	Estimated Report Date	Subject	Officer Responsible	Current Position	Date of Instruction & Clause
13	26 Jun 2024	Adopt Rating System. + Set the rates 2024-25.	Chief Financial Officer		Terms of Reference
14	26 Jun 2024	Adopt Revenue and Finance Policy and Rates Remission and Postponement Policies	Chief Financial Officer		Terms of Reference
15	26 Jun 2024	Adopt the Development Contribution Policy	Chief Planning Officer		Terms of Reference
16	26 Jun 2024	Adopt the Waste Management and Minimisation Plan (WMMP)	Chief Planning Officer		Sustainability Committee 13 March 2024
17	7 Aug 2024	Civic and Cultural Precinct Master Plan Steering Group - 6-monthly update	Chief Planning Officer		Terms of Reference of the CCMP Steering Group
	4 Sept 2024	Delivery Model options for Property - CCO/ Trust to include Summerhays St.	Chief Infrastructure Officer/ CE Unit Manager		1 May 2024 Clause 66.1
18	4 Sept 2024	Annual Review of Delegations Manual	CE Unit Manager		6 September 2023 Clause 147-23
19	2 Oct 2024	Food HQ Innovation Limited - Director's company progress report	Chief Infrastructure Officer		6 September 2023 Clause 143-23
20	2 Oct 2024	Appointment of members to the District Licensing Committee List.	CE Unit Manager		1 November 2023 Clause 190-23
21	30 Oct 2024	Adopt Annual Report 2023-24	Chief Financial Officer		Terms of Reference
22	27 Nov 2024	Appointment of CEDA Directors	CE Unit Manger		6 March 2024 Clause 23 -24
23	27 Nov 2024	Annual Report 2023-2024 - Performing Arts Trust	CE Unit Manger		Terms of Reference
24	11 Dec 2024	Annual Budget 2025/26	Chief Financial Officer		Terms of Reference

#	Estimated Report Date	Subject	Officer Responsible	Current Position	Date of Instruction & Clause
25	11 Dec 2024	City Revaluation – impact on rates	Chief Financial Officer		Terms of Reference
26	TBC	Report back on Investment Options for PN Airport	Chief Financial Officer		6 December 2023 Clause 197-23
27	Mar 2025	Exemption of Manawatū Whanganui Disaster Relief Fund from being a CCO	CE Unit Manger		Terms of Reference
28	Mar 2025	Remits from PNCC for consideration	CE Unit Manager		
29	Mar 2025	Review of Fees and Charges 25/26			
30	TBC 2025	Hearings of the Annual Budget 2025/26			
31	May 2025	Exemption of Palmerston North Performing Arts Trust	CE Unit Manager		Terms of Reference
32	TBC 2025	Deliberations of the Annual Budget 25/26	Chief Executive		Terms of Reference
33	TBC	Summerhays Reports - Partnership Models Expressions of Interest	Chief Infrastructure Manager	Lying on the Table	1 May 2024 Clause 66-24 and 74 -24

RECOMMENDATIONS FROM COMMITTEE

TO: Council

MEETING DATE: 5 June 2024

TITLE: Presentation of the Part I Public Strategy & Finance Committee Recommendations from its 8 May 2024 Meeting

Set out below are the recommendations only from the Strategy & Finance Committee meeting Part I Public held on 8 May 2024. The Council may resolve to adopt, amend, receive, note or not adopt any such recommendations. (SO 2.18.1)

22-24 Quarterly Performance and Financial Report - period ending 31 March 2024

Memorandum, presented by Scott Mancer, Finance Manager, John Aitken, Manager - Project Management Office and Andrew Boyle, Head of Community Planning.

The **COMMITTEE RECOMMENDS**

2. That the Capital New revenue and expenditure budgets for 2207-Urban Cycle Infrastructure Network Improvement (Transport Choices) be reduced by \$4,092k to \$751k.
3. That the Chief Executive is given delegation for the 2023/24 financial year to move budgets in excess of the existing delegations between Roading and Active and Public Transport, and between Stormwater, Water and Wastewater and that these budget movements will be reported with the June 2024 quarterly report.

24-24 Delegation Manual - Financial Delegations section update

Memorandum, presented by Hannah White, Democracy & Governance Manager and Scott Mancer, Finance Manager.

The **COMMITTEE RECOMMENDS**

1. That Council adopt the revisions to the financial section and definitions section of the Delegations Manual (Attachments 1 and 2), effective from 1 July 2024.
2. That Council revoke previous sections 1.19-1.20 and 5.3-5.15 of the Delegations Manual, effective from 1 July 2024.
3. That Council note the Fees and Charges clauses of the financial delegations will be reviewed with the Revenue and Financing Policy

and a report brought back to Council.

25-24

Draft Palmerston North Animals and Bees Bylaw 2024 – Deliberations

Report, presented by Stacey Solomon, Policy Analyst.

The **COMMITTEE RECOMMENDS**

1. That Council confirm:
 - a. the Palmerston North Animals and Bees Bylaw 2024 is the most appropriate means of addressing the perceived problem of regulating the specific requirements for the keeping of animals (other than dogs) and bees in Palmerston North, protecting the health and safety of the community; and
 - b. the form of the Bylaw is the most appropriate form of bylaw; and
 - c. the Bylaw does not give rise to any implications under the New Zealand Bill of Rights Act 1990.
2. That Council adopt the Palmerston North Animals and Bees Bylaw 2024 and the Palmerston North Animals and Bees Bylaw Administration Manual 2024 (Attachments 2 and 3).

26-24

Draft Palmerston North Dog Control Policy 2024 - Deliberations

Memorandum, presented by Kate Harridge, Policy Analyst and Stacey Solomon, Policy Analyst.

The **COMMITTEE RECOMMENDS**

1. That Council adopt the Palmerston North Dog Control Policy 2024, as presented in Attachment 2 of this memorandum.