



NOTICE OF MEETING

**Notice is hereby given of the Meeting of the
Community Services Committee
to be held at the Invercargill Public Library,
First Floor Meeting Room,
50 Dee Street, Invercargill on
Monday 13 May 2019 at 4.00 pm**

Sir T R Shadbolt, KNZM JP
Cr R L Abbott (Chair)
Cr A J Arnold (Deputy Chair)
Cr T M Biddle
Cr I L Esler
Cr G D Lewis
Cr L F Soper
Cr Rowly Currie (Environment Southland) (Total
Mobility and Passenger Transport)

EIRWEN HARRIS MITCHELL
MANAGER, SECRETARIAL SERVICES

Council's Values:

- Responsibility Take ownership of decisions and outcomes, both collectively and individually.
- We willingly share our knowledge.
 - We acknowledge our mistakes, work to resolve them and learn from them.
 - We give and receive feedback in a constructive manner to resolve issues.
 - We do our job with total commitment.
- Respect Everyone is important, as are their views.
- We support and care for each other.
 - We stop to listen, learn and understand.
 - We communicate in an honest, up-front and considerate manner.
 - We maintain confidences and avoid hurtful gossip.
- Positivity Always look on the bright side of life.
- We are approachable, interested and friendly.
 - We are open and receptive to change.
 - We acknowledge and praise the efforts of others.
 - We work together as a team to get the job done.
- Above and Beyond Take opportunities to go the extra mile.
- We take the initiative to improve our work practices to get the best results.
 - We challenge ourselves and each other to make it better.
 - We take pride in providing the best possible outcomes.
 - We are ambassadors for our Council at all times.

Council's Vision for the City:

Enhance our City and preserve its character, while embracing innovation and change.

Council's Vision:

We are an energised, fun and innovative team that makes it better for each other and our community.

Council's Mission:

Making it better by making it happen.

AGENDA

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Community Services Agenda - INTEREST REGISTER

**INVERCARGILL CITY COUNCIL ELECTED MEMBERS
INTEREST REGISTER**

ELECTED MEMBERS			
NAME	ENTITY	INTERESTS	PROPERTY
RONALD LINDSAY ABBOTT	Invercargill City Council Kiwi-Pie Radio 88FM Invercargill Invercargill Art Gallery Invercargill Venues and Events Management	Councillor Director / Broadcaster Council Representative / Board Member Director	
REBECCA RAE AMUNDSEN	Invercargill City Council Arch Draught Ltd BP Orr Ltd Task Ltd Arts Murihiku Dan Davin Literary Foundation Heritage South Glengarry Community Action Group SMAG Board Venture Southland Southland Regional Heritage Committee	Councillor Director Director Director Trustee Trustee/Chair Contractor Events Co-ordinator (Volunteer) Council Representative Council Representative Council Representative	

Community Services Agenda - INTEREST REGISTER

**INVERCARGILL CITY COUNCIL ELECTED MEMBERS
INTEREST REGISTER**

ALLAN JAMES ARNOLD	Invercargill City Council Ziff's Café Bar Ltd Buster Crabb Ltd Ziff's Tour Ltd Ziff's HR Ltd Ziff's Trust NZMCA Southland Aero Club Invercargill Club Invercargill East Rotary Southland Aero Club	Councillor Executive Director Executive Director Executive Director Executive Director Trustee Administrator Member Member Member Member Committee Member	
KAREN FRANCES ARNOLD	Invercargill City Council Funding Scheme	Councillor Trustee/Chair	
TONI MARIE BIDDLE	Invercargill City Council Invercargill Venue and Events Management Limited Southland Museum and Art Gallery Trust Board McIntyre and Dick Waihopai Runaka	Councillor Director Trustee Husband (Kris MacLellan) – Chief Executive Officer As a contractor	

**INVERCARGILL CITY COUNCIL ELECTED MEMBERS
INTEREST REGISTER**

ALEX HOLLY CRACKETT	Invercargill City Council Ride Southland Southland Youth Futures Advisory Board Venture Southland and Sub Committee Sport Southland McIntyre Dick	Councillor Chair Chair Council Representative Trustee Marketing Manager	High Street Invercargill
IRWIN LLOYD ESLER	Invercargill City Council Bluff Community Board Bluff Maritime Museum Otatara Landcare Group	Councillor Council Representative Council Representative Member	
GRAHAM DAVID LEWIS	Invercargill City Council Invercargill City Holdings Limited Southland Indoor Leisure Centre Charitable Trust Bluff 2024 Rejuvenation Invercargill Community Recreation & Sports Trust Hospice Southland Invercargill City Properties	Councillor Director Trustee Officer Trustee Trustee Director	

**INVERCARGILL CITY COUNCIL ELECTED MEMBERS
INTEREST REGISTER**

DARREN JAMES LUDLOW	Invercargill City Council Radio Southland Invercargill City Holdings Limited Invercargill Venue and Events Management Southland Museum and Art Gallery Trust Board Healthy Families Invercargill Murihiku Maori Wardens Southland Community Law Centre Invercargill Community Recreation and Sport Trust Invercargill City Properties	Councillor Manager Director Director / Chairman Trustee Board Member Board Member Board Member Trustee Director	770 Queens Drive Invercargill
IAN REAY POTTINGER	Invercargill City Council Southland Electronics Limited Santa Parade Organiser	Councillor Director Alice Pottinger (Wife)	171 Terrace Street Invercargill 9810
TIMOTHY RICHARD SHADBOLT	Invercargill City Council Invercargill Airport Limited Kiwi Speakers Limited SIT Ambassador	Mayor Director Director Contractor	

**INVERCARGILL CITY COUNCIL ELECTED MEMBERS
INTEREST REGISTER**

LESLEY FRANCES SOPER	Invercargill City Council Breathing Space Southland Trust (Emergency Housing) Omaui Tracks Trust National Council of Women (NCW) Active Communities Invercargill Public Art Gallery Citizens Advice Bureau Southland ACC Advocacy Trust	Councillor Chair Secretary/Treasurer Member Chair/Trustee Board Member Board Member Employee	137 Morton Street Strathern Invercargill 24 Margaret Street Richmond Invercargill
LINDSAY STEWART THOMAS	Invercargill City Council Invercargill City Holdings Limited HWCP Management Limited	Councillor Director Director	

**INVERCARGILL CITY COUNCIL ELECTED MEMBERS
INTEREST REGISTER**

EXECUTIVE STAFF			
NAME	ENTITY	INTERESTS	PROPERTY
PAMELA GARE	Invercargill City Council DJ & PM Gare Family Trust	Director of Environmental and Planning Services Trustee	
CLARE HADLEY	Invercargill City Council	Chief Executive	
CAMERON MCINTOSH	Invercargill City Council	Director of Works and Services	
DAVID FOSTER	Invercargill City Council	Acting Director of Finance and Corporate Services Executive Director Foster and Associates Ltd	

MINUTES OF A MEETING OF THE COMMUNITY SERVICES COMMITTEE HELD IN THE COUNCIL CHAMBER, FIRST FLOOR, CIVIC ADMINISTRATION BUILDING, 101 ESK STREET, INVERCARGILL ON TUESDAY 19 FEBRUARY 2019 AT 4.00 PM

PRESENT: Cr R L Abbott (Chair)
Cr A J Arnold (Deputy Chair)
Cr I L Esler
Cr G D Lewis
Cr L F Soper
Cr R Currie – Environment Southland

IN ATTENDANCE: Cr R R Amundsen
Cr D J Ludlow
Cr L S Thomas
Mrs G Henderson- Bluff Community Board
Mr C McIntosh – Director of Works and Services
Mr R Pearson – Manager Roading
Mr P Thompson – Aquatic Services Manager
Mr S Ridden – Manager Corporate Services
Ms M Napper – Community Development Manager
Mrs M Foster – Manager Library and Archives
Ms M Brook – Manager - Strategy & Policy
Ms L Kuresa – Governance Officer

1. **APOLOGIES**

Sir T R Shadbolt, Biddle and Cr A J Arnold for lateness.

Moved Cr Soper, seconded Cr Esler and **RESOLVED** that the apologies be accepted.

2. **PUBLIC FORUM**

Nil.

3. **INTEREST REGISTER**

There were no changes to the Interest Register.

4. **COMMUNITY DEVELOPMENT REPORT**

The report had been circulated.

4.1 **Speakers for Waihopai Solutions to Care Scoping Project**

Megan Roskilley, Oranga Tamariki Partnering for Outcomes Advisor, Carol McArthur, Adventure Development Service Leader, Tracey Wright-Tawha, Ngakete Matauranga, Raewyn Hubber, Site Manager for Oranga Tamariki and Candace Bangura, Director of Number 10 were in attendance to speak to this item.

The group reported on the challenges faced by high needs young people in care. A copy of the Waihopai Solutions to Care Scoping Project 2018 was presented to the Committee that outlined the purpose of the project. Many of these young people were put up in hotels and motels by Oranga Tamariki at a high cost with resource workers and security guards. They needed support for basic things like getting a drivers licence, birth certificate or finding a job. It was suggested that a way forward could be to establish a therapeutic hub where agencies could work together with non-government organisations. The information from the project would be used to design a service to meet the needs of the youth, which would be contracted to a provider.

In response to questions, the following answers were given:

1. There are fairly specific stipulations on where young people on remand can reside. On average there are around 130 youths in the care system in Invercargill. In one case a child had been through 60 placements up to when they were the age of 16.
2. Funding is from a mix of government funding and money from some philanthropic organisations.

Moved Cr Soper, seconded Cr Esler and **RESOLVED** that the report, and the minutes of the Child, Youth and Family Friendly Sub-Committee be received.

Note: Cr L S Thomas left the meeting at 4.20 pm.

5. **MINUTES OF THE MEETING HELD ON 26 NOVEMBER 2018**

Moved Cr Lewis, seconded Cr Soper and **RESOLVED** that the minutes be approved.

6. **MONITORING OF SERVICE PERFORMANCE**

The report had been circulated.

6.1 **Levels of Service**

Passenger Transport

Mr Pearson reported that the transition fare structure had gone well. In the November/December months the number of trips made was the same so there was no decrease in passengers. The farebox recovery was also the same. During the transition period, the increase of people using the Bus Smart cards had increased from 60% to 80%, which was a good result.

Cr Lewis congratulated Mr Pearson and staff involved for a smooth transition. He had been using the bus service over January and he was impressed by the friendly drivers and the nice ambiance of the customers.

Libraries and Archives

In response to a question as to whether an opening of the new development would be held, Mrs Foster explained that the building first opened on 30 July 1989, so a small opening/celebration was planned for 30 July.

Pools

Cr Abbott informed the meeting that the next Community Services Meeting would be held at Splash Palace and the meeting after that would be held at the Library for Committee members to see the new developments at both buildings.

Mr Thompson reported that Maree McQueen, Swim School Supervisor who had been with Aquatic Services for 22 years, retired in early February. She would be missed and was an asset to the facility.

Note: Cr A Arnold joined the meeting at 4.27 pm.

Housing Services

Mr Ridden reported there were still a lot of enquiries coming through from people wanting to move to Southland. He did not expect to see a lot of change in the waiting list.

Moved Cr Lewis, seconded Cr Esler and **RESOLVED** that the report be received.

7. **URGENT BUSINESS**

Nil.

There being no further business the meeting closed at 4.28 pm.

TO: COMMUNITY SERVICES COMMITTEE
FROM: MARY NAPPER, COMMUNITY DEVELOPMENT MANAGER
MEETING DATE: MONDAY 13 MAY 2019

COMMUNITY DEVELOPMENT REPORT

SUMMARY

The Child Youth and Family Friendly Sub-Committee meeting was held on Monday, 15 April 2019.
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RECOMMENDATIONS

That the report be received.

IMPLICATIONS

1.	<i>Has this been provided for in the Long Term Plan/Annual Plan?</i> N/A.
2.	<i>Is a budget amendment required?</i> N/A.
3.	<i>Is this matter significant in terms of Council's Policy on Significance?</i> N/A.
4.	<i>Implications in terms of other Council Strategic Documents or Council Policy?</i> N/A.
5.	<i>Have the views of affected or interested persons been obtained and is any further public consultation required?</i> N/A.
6.	<i>Have the Child, Youth and Family Friendly Policy be considered?</i> Yes.

FINANCIAL IMPLICATIONS

N/A.

CHILD YOUTH AND FAMILY FRIENDLY SUBCOMMITTEE

The minutes of the Child Youth and Family Friendly Sub-Committee meeting held on 15 April 2019 are attached (*refer to Appendix 1*).

**MINUTES OF A MEETING OF THE CHILD, YOUTH AND FAMILY FRIENDLY
COMMITTEE HELD IN THE COUNCIL CHAMBER, FIRST FLOOR, CIVIC
ADMINISTRATION BUILDING, 101 ESK STREET, INVERCARGILL ON MONDAY
15 APRIL 2019 AT 4.00 PM**

PRESENT: Cr D J Ludlow (Chair)
Cr A H Crackett
P Ereckson
A McSoriley
A Knowles
R Thwaites
L Garcia

IN ATTENDANCE: Ms M Napper – Community Development Manager
Ms G Crawford – Community Development Officer
Ms L Kuresa – Governance Officer

2. APOLOGIES

R Amundsen, B McDermott, L Barnes, C Leigh and G Pope.

Moved Cr Crackett, seconded P Ereckson and **RESOLVED** that the apologies be accepted.

3. MINUTES OF THE MEETING HELD ON 28 JANUARY 2019

Moved Cr Crackett, seconded R Thwaites and **RESOLVED** that the minutes be accepted as a true and correct record.

4. MATTERS ARISING

4.1 ILT – Transfer of License

M Napper reported that she attended a meeting with Gemma Crawford and Pamela Gare who was doing the report to Council and put forward the Committee's opinions from the January meeting. The matter was also discussed with the Youth Council and their opinions were also put forward at the meeting. She was uncertain as to what the status of the project was at present.

In response to a question by A McSoriley as to why Council did not put the family friendly lens over this project, Cr Ludlow explained that Council had been briefed on this matter by the ILT but technically nothing formal had come to Council yet.

Cr Crackett explained that although the concept and the principle theme of the container bar was the supply of alcohol, which was not family friendly, the ILT appeared to be taking steps to consider the impact that it would have on families. No bar was ever going to be family friendly, but the ILT was putting things in place such as the opportunities for games outside, security and barriers in place, separate from the container bar to ensure it had a family friendly component.

A McSorley commented that it was the only green space in the city, especially when the Esk Street redevelopment was carried out. Giving over a green space or an open space to a commercial enterprise seemed to be a negative concept towards families and young people. There was also the fact that there were two education providers behind Wachner Place and it was beside a busy traffic area. This was not a very family friendly area for a licensed premise to be sited. She had concerns about the toilets having a baby change area and it being shared with a license premise, so was it appropriate to give over an open space that was used by the community to a commercial enterprise.

After discussions, it was agreed that the concerns would be noted and the Committee informed as a matter of process. If the matter was put out for consultation it would be open for anybody to submit on. As a matter of process, it was unsure if it was a decision that would be brought back to Council to be made or whether it was a decision that would be made under delegated authority. Cr Crackett would contact Chris Ramsay from the ILT and see if she can get an update on this matter.

5. **GENERAL BUSINESS**

The report had been circulated.

5.1 **Brand Update**

G Crawford took the meeting through all the events, services and businesses that had been branded family friendly since the last Committee meeting.

5.2 **The Government's Reform of Vocational Education**

M Napper commented that while the Committee had not submitted on the proposed reform she believed their opinions would be similar to those of the Council and Youth Council who did submit. An answer was expected in June.

5.3 **What makes a Good Life?**

This was a report jointly released by the Children's Commissioner and Oranga Tamariki. M Napper took the meeting through the feedback from young people. It was good to know that the report indicated similar views to those of the Committee.

5.4 **Child and Youth Wellbeing Strategy Update**

The strategy update document was released last week. It was a summary of where the strategy was at and what was happening with it.

Moved L Garcia, seconded P Ereckson and **RESOLVED** that the report be received.

6. GENERAL BUSINESS

6.1 Youth Council

Cr Ludlow asked if there was any value in Liam Barnes and Caitlin Leigh to gather some feedback on what they saw as the priorities for this year for Youth Council. They could also include feedback on what makes a good life and what they saw was important in an Invercargill context. It could assist them in their role as members of this Committee and the Committee would see what was current and fresh in relation to youth.

6.2 Notice of Retirement

P Ereckson informed the meeting that he would be retiring from Barnardos on 1 November and the Committee may need to look at getting another representative for the social services sector.

Cr Ludlow explained that Mr Ereckson could still be a member of the Committee if he wanted to continue to do so, due to the fact that he would still have the connections with the community.

7. NEXT MEETING

The next meeting is scheduled to be held on Monday 27 May 2019.

There being no further business the meeting closed at 4.34 pm.

TO: COMMUNITY SERVICES COMMITTEE
FROM: RUSSELL PEARSON – ROADING MANAGER
MEETING DATE: MONDAY 13 MAY 2019

PASSENGER SERVICES ISSUES

SUMMARY

This report updates the Committee on Public Transport and Total Mobility usage and key issues.
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RECOMMENDATIONS

That report Passenger Services Issues be received

AND

That Council complies with its agreement with Environment Southland to provide public transport updates as detailed in that agreement

AND

That Council reviews its processes to ensure SuperGold patronage data is accurately reported.

IMPLICATIONS

1.	<i>Has this been provided for in the Long Term Plan/Annual Plan?</i> No.
2.	<i>Is a budget amendment required?</i> No.
3.	<i>Is this matter significant in terms of Council’s Policy on Significance?</i> No.
4.	<i>Implications in terms of other Council Strategic Documents or Council Policy?</i> None.
5.	<i>Have the views of affected or interested persons been obtained and is any further public consultation required?</i> No.
6.	<i>Has the Child, Youth and Family Friendly Policy been considered?</i> Not directly applicable.

FINANCIAL IMPLICATIONS

None.

BACKGROUND

Passenger Transport

A number of key issues are continuing to impact the services offered in the Passenger Services area.

The number of passenger trips taken continues to decline with time and this is of concern. The following table shows the number of passengers by year (i.e. January to December).

Year	Adult	Senior Citizen	Single Trip Services	SuperGold	Total
2013	115,999	4,512	120,337	24,072	264,920
2014	107,550	3,594	124,868	24,454	260,466
2015	86,688	3,636	110,683	26,938	227,945
2016	79,353	3,178	96,245	28,528	207,304
2017	77,037	3,294	83,074	28,620	192,025
2018	75,428	2,822	77,772	30,891	186,913

These trends are reflective and typical of passenger transport across many areas of the country and shows that the rate of decline has reduced in recent years, but has dropped significantly since the route change occurred in 2012.

SuperGold travellers have increased and these passengers use the off peak times. The number of school children transported has also reduced, however the routes and times have not changed. These changes show that there are less customers choosing to catch a bus.

During the last six years, newer single door BusSmart buses have been introduced. These smaller buses operate well on the Invercargill network and customers are receiving a better level of service. Invercargill has had electronic cards, on bus Wi-Fi, audible announcements and online real-time tracking available for many years which are all services not provided in some other areas. The fares collected had been a traditional peak and off peak approach and this tends to disincentivize peak usage travelling 'to and from' work, which are normally adult numbers. The cost of travel in the old model may also have reached a price tipping point and caused passenger loss.

Recent fare changes to a flat fare is more appropriate to the passenger numbers Invercargill has where everyone pays the same fare. This currently returns similar revenue fares as in the past. It will be interesting to see if numbers increase due to the fare change.

New routes are planned and these routes will look to address shorter travel time which is an area customer surveys indicate is a limiting factor. One of the issues of the new routes will be that they are tight on travel time, trying to maximise the area covered. The current loop routes are 40 to 45 minutes whereas the proposed routes will be 30 minutes run time. During busy times of the day, buses will be on 30 minute frequency and require six buses whilst in the middle of the day this is reduced to 60 minute frequency. Changes to routes are not able to be put in place until later in the year.

Some thought is being given to the location of the Bus Hub (currently on Dee Street) due to the proposed changes for this area. The new routes require six buses and will therefore be at two locations; outside the Cinema and outside the Library. This is to have sufficient room to accommodate the two extra buses. During any demolition work, the current Hub will need to be relocated to a suitable temporary location.

Feedback is sought from the Committee on potential locations for the Bus Hub (if it was to be relocated) and how this may contribute to better pedestrian movements in the CBD would assist with the planning process.

The new ticketing product is still being developed, and when ready for implementation will have website facilities for purchasing a new card and topping up cards using credit card facilities (features requested in the customer surveys). The new systems tag on tag off approach will provide greater data on where demands are and where new bus shelters can be positioned to match the actual usage. The new routes will require the relocation of some shelters, and finding new acceptable locations is often a difficult process.

It is suggested that a future target for the number of stops (in the inward to city travel) with shelters be around 30%.

A further issue which has developed is the changes to the Employment Relations Act in relation to rest and meal breaks, which take effect on 6 May 2019. This has the potential to cause some disruption to service as the bus drivers will be entitled to defined breaks and this may not fit well with current services. There has been a coordinated national approach to this issue and agreement with the Minister, Councils, Operators and Unions has been reached for a transition approach to occur and to work closely on any issues. Locally, discussion with our Operators indicates they will be able to meet the new legislation requirements and those additional costs are relatively minor. In some cities where there are a large number of buses this can have a huge impact.

The New Zealand Transport Agency (NZTA) has recently undertaken a planned review (Monitoring Investment Performance) of Council which included both passenger transport and total mobility services. The full report is included in the Agenda for the Infrastructure and Services Committee meeting on 20 May 2019. This review recommends an improvement in reporting of SuperGold numbers. This is a relatively minor issue where the method of reporting trips needs refined to allow for those customers who actually get onto the bus during a peak time (e.g. at 8.55 am) whereas the Supergold free travel period does not start technically start until 9.00 am). The report picks this up differently and has led to a small difference in the number of SuperGold customers reported. This is a relatively minor reporting issue and does not have any financial impact as the SuperGold funding is now bulk funded.

The NZTA also noted that the reporting requirements of the agreement with Environment Southland (ES) were not being fully met and have recommended these either be met or the agreement reviewed to reflect the needs of ES. Further discussion will be held with the planning team at ES to discuss what additional information is needed and look to review the agreement where appropriate.

Total Mobility

Total Mobility is operating well and a service is again being provided in Gore. This has taken some time to organise but it is pleasing to see that Gore residents are able to again access the subsidised service. The new RideWise system with the individual photo ID on each card took some time to organise, especially gathering the large number of photographs, but now the process of claims is significantly quicker and more reliable. The transition from the sticker based approach has been well received and the turnaround time for a lost or new card is five to seven days (delivered).

Funding for each trip is provided on a 50% subsidy basis (per trip) up to a maximum subsidy of \$25.00 (which allows for a trip value of \$50.00). These costs are supported by NZTA, and Council recovers the Funding Assistance Rate on the costs which it pays.

There are currently five approved providers in Invercargill, giving customers a good choice. The scheme also provides a subsidy for meeting the additional costs of wheel chair hoists.

The following table shows the annual total number of trips utilised as part of the Total Mobility Scheme across the Councils. Southland District has a limited number of trips generated within their area as the service is not delivered (e.g. by taxis or other approved providers). There is a small increase in use which is pleasing.

Total Mobility Trips:

Year (July to June)	Invercargill City Council	Gore District Council	Southland District Council
2016	49,293	4,884	382
2017	49,824	4,523	158
2018	50,113	4,848	255

CONCLUSION

The Passenger Service has continued to see a decline in the number of trips taken. New routes are planned but will be introduced after the new ticketing system is implemented.

Changes to the CBD provide opportunity to rethink where the Bus Hub is best placed.

Total Mobility Service is well utilised and with a new card system installed, is operating effectively.

Recommendations from the NZTA review will be implemented.
