
Waimāero Fendalton-Waimairi-Harewood Community Board Information Session/Workshop AGENDA

Notice of Information Session/Workshop:

A Waimāero Fendalton-Waimairi-Harewood Community Board Information Session/Workshop will be held on:

Date: Monday 24 June 2024
Time: 4.30 pm
Venue: Boardroom, Fendalton Service Centre,
Corner Jeffreys and Clyde Roads, Fendalton

Membership

Chairperson	Jason Middlemiss
Deputy Chairperson	Bridget Williams
Members	David Cartwright Linda Chen James Gough Aaron Keown Sam MacDonald Nicola McCormick Shirish Paranjape

19 June 2024

Principal Advisor

Maryanne Lomax
Manager Community Governance,
Fendalton-Waimairi-Harewood
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Aidan Kimberley
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Note: This forum has no decision-making powers and is purely for information sharing.

To watch the meeting live, or a recording after the meeting date, go to:

<https://www.youtube.com/channel/UC0djJ5RxVNyyf8xYyglkXvg>

To view copies of Agendas and Notes, go to:

<https://www.ccc.govt.nz/the-council/meetings-agendas-and-minutes/>



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3. **Customer Service Hybris Ticket Reports**..... 7

The time allocated for this briefing is 5.15-5.30pm.

4. **Parks In-house Maintenance Mobilisation Introduction** 9

The time allocated for this briefing is 5.30-5.45pm.

1. Apologies Ngā Whakapāha

At the close of the agenda no apologies had been received.

2. Good-to-go ways to get to school

Reference Te Tohutoro: 24/826924

Presenter(s) Te Kaipāhō: Ashley Beaton, Community Travel Advisor

1. Detail Te Whakamahuki

Timing	This information session is expected to last for 45 minutes.
Purpose / Origin of the Information Session	The purpose of this information session is to provide information through a presentation to the Community Board regarding the updated Good-to-go ways to get to school programme the Council provides to schools.
Confidentiality	The workshop and any shared information are not confidential. <Enter text>.
Background	<p>Good-to-go ways to get to school is a programme designed to support schools in encouraging safe, active, fun, affordable, low-emission ways to travel to school and around their community.</p> <p>The programme requires schools to participate in walk or wheel to school week (primary and intermediate schools only), participate in crash bash (high schools only), promote, and participate in our annual school travel survey and receive our termly newsletters. Many of our schools are already meeting these requirements. Council works in partnership with registered schools to focus on transport issues that are prevalent for them. Depending on the type of issue the school is facing we look at the different interventions that could be used.</p> <p>The Good-to-go ways to get to school programme has been well received with over 43 schools registered.</p>
Key Issues	<ul style="list-style-type: none"> • Not applicable.
Next Steps	<ul style="list-style-type: none"> • Not applicable.
Useful Links	<ul style="list-style-type: none"> • The webpage for Good-to-go ways to get to school can be found here.

Attachments Ngā Tāpirihanga

There are no attachments for this report.

Signatories Ngā Kaiwaitohu

Author	Ashley Beaton - Team Leader Travel Demand Management
Approved By	Sarah Anderson - Team Leader Travel Demand Management Stephen Wright - Manager Operations (Transport)

3. Customer Service Hybris Ticket Reports

Reference Te Tohutoro: 24/1034262

Presenter(s) Te Kaipāhō: Bridget Latimer, Manager Operational Process & Insights

1. Detail Te Whakamahuki

Timing	This information session is expected to last for 15 minutes.
Purpose / Origin of the Information Session	The purpose of this information session is for staff to present to the Board on customer service ticket report data, and to explain an expanded Hybris Ticket report which will soon be available to Board members.
Confidentiality	The workshop and any shared information is not confidential.
Background	The Hybris Ticket Report has been a feature of the Community Board Area Report for some time. Staff have developed an expanded report to provide the Community Boards with more accurate information about trends and compliance with service levels.
Key Issues	<ul style="list-style-type: none"> Not applicable.
Next Steps	<ul style="list-style-type: none"> Not applicable.
Useful Links	<ul style="list-style-type: none"> Not applicable.

Attachments Ngā Tāpirihanga

There are no attachments to this coversheet.

Signatories Ngā Kaiwaitohu

Author	Aidan Kimberley - Community Board Advisor
Approved By	Maryanne Lomax - Manager Community Governance, Fendalton-Waimairi-Harewood

4. Parks In-house Maintenance Mobilisation Introduction

Reference Te Tohutoro: 24/1035374

Presenter(s) Te Kaipāhō: Kim Wood, Parks Maintenance Operations Manager

1. Detail Te Whakamahuki

Timing	This information session is expected to last for 15 minutes.
Purpose / Origin of the Information Session	Following last week's Council Briefing where Andrew Rutledge gave an update on the new Parks In-house Maintenance Mobilisation, it was suggested that teams meet with their respective Community Boards to introduce new staff members. The purpose of this session is for the operations manager, team leaders and supervisors responsible for the different areas of this Community Board to introduce themselves and answer any questions regarding the Parks In-house maintenance mobilisation that is commencing on July 1, 2024.
Confidentiality	The workshop and any shared information are not confidential.
Background	A decision was taken in 2023 to bring the parks maintenance in-house to reduce the use of contractors and improve the quality of parks maintenance.
Key Issues	
Next Steps	
Useful Links	

Attachments Ngā Tāpirihanga

There are no attachments to this coversheet.

Signatories Ngā Kaiwaitohu

Authors	Vita Rowe-Smith - Personal Assistant Kim Wood - Manager Operations - Parks Maintenance
Approved By	Rupert Bool - Acting Head of Parks

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