

Papakura Local Board feedback on Project Streetscape

Background

1. The Full Facilities (FF) contracts have been in operation since 1 July 2017, delivering services across Auckland. As part of the original contract urban berm mowing, weed management and town centre cleaning services were to be transferred from Auckland Transport (AT) to Community Facilities (CF) whereby the FF suppliers would commence work on these on 1 July 2018.
2. Since the commencement of the FF contracts, the scope of the Auckland Transport services that were to move to Community Facilities has changed significantly and now includes the following extra services across the full road corridor:
 - Extended urban mowing
 - All rural berm mowing
 - All weed management i.e. urban and rural
 - Town centre cleaning plus loose litter collection
 - Street bin emptying
 - Bus shelter cleaning across Auckland
 - Auckland Transport car parks
 - Minor maintenance on street furniture
 - Waste management and recycling from holiday parks.
3. To ensure the best outcomes for Auckland and a smooth and effective rollout, Community Facilities are proposing to stage the commencement of the additional works with the proposed go-live dates as follows:
 - 1 April 2019: Berm mowing and weed management
 - 1 July 2019: 'Streetscapes' – town centre cleaning, loose litter collection and street bin emptying
 - 1 July 2019: Waste management for holiday parks.

Reasons for the delay and two-phase approach

4. Lessons learned from the FF contracts show that in order to achieve a quality outcome for Auckland, rushing something of such high impact is not necessarily in Auckland's best interest. As such, the services of berm mowing and weed management can commence independent of the 'Streetscapes' services for the following reasons:
 - The delay and separation of go live is based on the complexity and size of the scope change
 - The quality of the asset data from Auckland Transport requires refinement
 - The business readiness, both supplier and council (processes, systems, resources, training, etc), requires review

- Staging will allow suppliers to better equip themselves to deal with the increase in volumes
- The April go live for mowing and weed management gives suppliers sufficient time to prepare for high season (October)
- Better management of the reputational risk for town centre cleaning and litter collection by going live in a low season (July)
- Auckland Transport needs sufficient time to get the current town centre assets up to a good condition before the FF suppliers can take over
- By separating these services, focus can be given to the mobilisation and transitioning of the services.

5. Staff presented to the Papakura Local Board at a workshop held on 8 August 2018.

Papakura Local Board Feedback

The Papakura Local Board provides the following feedback to Community Facilities regarding known issues and/or priority areas with respect to streetscape services:

- i) The main street lacks frequent servicing.
- ii) Bird poo in the town centre, parks and sports grounds seats and bins (most of these are located under trees hence the issues).
- iii) Footpaths and tree surrounds are not regularly cleaned, eg: bird poo on the town centre footpaths.
- iv) Full to overflowing rubbish bins in the town centre – these need more frequent emptying.
- v) Falling leaves particularly in Autumn – additional sweeping doesn't appear to be scheduled across the whole of the Papakura area to manage the autumn leaf fall, eg: Biscay Place and Walter Strevens Drive, Conifer Grove, and Redcrest Ave, Redhill.
- vi) Roding catchpits across Papakura require intensive cleaning and maintenance as when they are blocked it causes localised flooding events.
- vii) More regular clearing of catchpits in Settlement Road, Marne Road and outside the Recreation Centre on Great South Road, is required as there is substantial flooding with a medium rain event.
- viii) Berms adjacent to properties that are not front facing the road in Papakura and Takanini need mowing regularly. Residents cannot access these locations easily. Council needs to pick these situations up, eg: Settlement Road, Great South Road opposite Gatland Road, the berms are rarely mowed.
- ix) Trees and foliage in parks need more attention in relation to trimming for health and safety reasons.
- x) The bench seats in 35 Coles Crescent reserve require wooden slat replacements.
- xi) Some of the bench seats in the Papakura main street also need repairing.

- iii) economic development in local areas, including jobs closer to where people live.
- b) Staff need to ensure that the Project Streetscapes contracts provide a sustainable procurement approach as per the Council's procurement policy which includes "increased local spend and enhanced local capability where appropriate".
- c) Staff need to ensure that when negotiating the Project Streetscapes contracts, greater weight is given to tenderers who have included a proportion of local suppliers.
- d) As part of the Project Streetscapes contracts successful tenders be required to ensure local sub-contractors (community groups and small businesses) are paid the living wage as a minimum.
- e) The board supports staff incorporating creative solutions and opportunities to build community empowerment into the Project Streetscapes contracts e.g. a local community group could undertake all the maintenance of a town centre.
- f) The board requests that the Project Streetscapes contracts be designed to allow for enough flexibility to allow community empowerment opportunities to be increased on an annual basis as more local groups and small business build capacity to deliver locally (this will ensure that the tight timeframes for the new contracts won't lock these groups out for five or more years).
- g) The Project Streetscapes contracts should be designed to allow for enough flexibility for local boards to make minor changes to levels of service without the need for locally driven initiative funding.
- h) The Project Streetscapes contracts should be designed to enable local boards to use locally driven initiative funding for major increases to levels of service on an annual basis.
- i) Staff need to ensure that increases to levels of service resulting from the planned growth for Auckland are built into asset-based services budgets to ensure that local boards' locally driven initiative funding is not required to cover a potential shortfall in asset-based services funding.
- j) The board requests that simple and measurable Key Performance Indicators and penalties for non-performance are included in the Project Streetscapes contracts.
- k) Staff need to provide local boards with timely, relevant and high-quality advice during the annual planning process which will enable local boards to make informed level of service decisions following consultation with the community as part of the annual planning process.
- l) The board requests information on the performance of contractors against the Project Streetscapes contracts and information on customer queries and requests for service that relate to these contracts as part of the regular local board quarterly reports.
- m) The board requests that Community Facilities work closely with the council-controlled organisations and the rest of the council family to ensure that service delivery is collaborative and integrated.

Brent Catchpole
Chairperson
Papakura Local Board

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Deputy Chairperson
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Date: 31 Aug 2018

- xii) Behind the badminton hall – very bad litter issue leading to the Pahurehure walkway and the surrounding area.
- xiii) The covered walkway along Averill Street and Railway Street West is not being cleaned and maintained. It has a lot of chewing gum, broken bottles, cans and general rubbish in the immediate vicinity.
- xiv) The walkway that runs down the side of Accent Point to access road and carpark below is a very bad state.
- xv) There needs to be a thorough condition audit of street and park furniture as there are several instances of poor quality assets in the streets and parks.
- xvi) Bottletop Bay, boat ramp and waterfront areas cleaning of rubbish, needles, condoms from the site. This is a road reserve.
- xvii) Elliot Street road surface is in poor condition.
- xviii) Gills Avenue and Coles Crescent corner – Ernie Clark pond consistently needs rubbish removed.
- xix) All rubbish bins in parks and reserves need to be emptied more regularly.
- xiv) The board has an expectation that any additional asset identified, not currently included in the asset register, is automatically picked up and included without an impact on the board's Locally Driven Initiative budgets.
- xx) Growth areas – there is considerable growth happening in the Papakura Local Board area. The board wants to see a robust system in place that ensures maintenance of the areas is picked up into the council system in a pro-active way.
- xxi) Transport – Papakura boasts a significant transport node. These public places must be maintained in a clean and tidy manner, including the rail corridor.
- xxii) Tree maintenance in the main street of Papakura so that the CCTV cameras are not obstructed.
- xxiii) Council owned carparks need better maintenance eg: Ray Small Park, Elliot Street, has numerous large potholes.
- xxiv) Footpath maintenance – many footpaths around Papakura and Takanini have narrowed due to lack of maintenance and the encroachment of the grass from the berm.
- xxv) Numerous sunken service hatches or manholes covers creating trip hazards.
- xxvi) Footpaths being uplifted by tree roots creating trip hazards (eg Conifer Grove, Pahurehure, Redhill).

Procurement principles

- a) More opportunities should be provided for local suppliers for the Project Streetscapes contracts will allow for:
 - i) greater economic opportunities for these local providers
 - ii) greater pride and ownership in the work and consequently better standards