



Date: Wednesday, 14 May 2025
Time: 10.30 am
Meeting Room: Waiheke Local Board Office
Venue: 10 Belgium St
Ostend
Waiheke Island

Waiheke Local Board Workshop

OPEN AGENDA

MEMBERSHIP

Chairperson	Cath Handley
Deputy Chairperson	Kylee Mathews
Members	Bianca Ranson
	Robin Tucker
	Paul Walden

Amelia Lawley
Democracy Advisor

9 May 2025

Contact Telephone: 027 261 8595
Email: amelia.lawley@aucklandcouncil.govt.nz
Website: www.aucklandcouncil.govt.nz

Email Waihekelocalboard@aucklandcouncil.govt.nz for the link to observe the workshop online.

The workshop will be recorded and the link included in the proceedings which can be found at <https://infocouncil.aucklandcouncil.govt.nz/>

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Karakia Timatanga – Whakataka te Hau

Whakataka te hau ki te uru	Cease oh winds of the west and the south
Whakataka te hau ki te tonga	Let the bracing breezes flow
Kia mākinakina ki uta	over the land and the sea
Kia mātaratara ki tai	Let the red-tipped dawn come
E hī ake ana te atakura	with a sharpened edge
He tio, he huka, he hauhū	a touch of frost
Tihei Mauri Ora!	A promise of a glorious day

Agenda Items

1 Ngā Tamōtanga | Apologies

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

2 Te Whakapuaki i te Whai Pānga | Declaration of Interest

Members are reminded of the need to be vigilant to stand aside from decision making when a conflict arises between their role as a member and any private or other external interest they might have

Local Board Workshop

File No.: CP2025/07594

- Note 1: This workshop has been called by the chairperson in consultation with the staff.
- Note 2: No working party/workshop may reach any decision or adopt any resolution unless specifically delegated to do so.

Te take mō te pūrongo Purpose of the report

1. To present the Waiheke Local Board workshop agenda for 14 May 2025

Whakarāpopototanga matua Executive summary

2. Most workshops are open to the public to attend as observers in person or online.
3. Some sessions may not be open to the public. The staff / chairperson and deputy chairperson decide which sessions are open to the public, depending on the sensitivity of the information being discussed. If a session is not open, a reason will be provided below.
4. Workshops will be recorded and a link to the recording will be included in the published documents available at <https://infocouncil.aucklandcouncil.govt.nz/>.
Email Waihekelocalboard@aucklandcouncil.govt.nz for a link to join the workshop online /
The public can observe the workshop on via MS Teams to **observe** the workshop online.
5. Local Board workshops provide an opportunity for local boards to carry out their governance role in the following areas:
 - a) Accountability to the public
 - b) Engagement
 - c) Input to regional decision-making
 - d) Keeping informed
 - e) Local initiative / preparing for specific decisions
 - f) Oversight and monitoring
 - g) Setting direction / priorities / budget.
6. Workshops do not have decision-making authority.
7. Workshops are used to canvass issues, prepare local board members for upcoming decisions and to enable discussion between elected members and staff.
8. Members are respectfully reminded of their Code of Conduct obligations with respect to conflicts of interest and confidentiality.
9. The following will be covered in the workshop:

10.30am – 11.30am	
Te Ara Hura Hura 2027 Parks & Community Facilities maintenance contract workshop	
Presenters:	<p>Sarah Jones – Programme Manager (P27 Contracts)</p> <p>Shane Hogg – Manager Area Operations, Parks & Community Facilities</p> <p>Jennifer Rose – Head of Business Performance, Parks & Community Facilities</p> <p>Julie Pickering – Head of Operations, Parks & Community Facilities</p> <p>Steve Paulson, Jody Deer, Grant Hathaway – City Care</p>
Purpose:	Check in on performance / inform future direction
Governance role:	Keeping informed
Proposed outcome:	Members will be updated on the Parks & Community Facilities maintenance contract performance for 2024, then briefed on the Te Ara Hura 2027 Parks & Community Facilities maintenance procurement programme.
Attachments:	Attachments A – E (see below)
11.30am – 12.30pm	
Local Board Transport Capital Fund project update	
Presenters:	<p>Alex Elton-Farr – Elected Member Relationship Partner, AT</p> <p>Richard La Ville – AT Manager, Waiheke</p> <p>David Boulton - Transport Engineer, AT</p> <p>Fady Ghanima – Project Manager, AT</p>
Purpose:	Review progress with projects
Governance role:	Keeping informed
Proposed Outcome:	Members will be updated on progress made on the current LBTCF project, a raised pedestrian crossing on Seaview Road.
Attachment:	Attachment F (see below)
Lunch	
1.00pm – 2.00pm	
Auckland Emergency Management update	
Presenters:	<p>Anna Wallace – Head of Planning, AEM</p> <p>Daniel Major – Senior Community Planning and Readiness Advisor, AEM</p>
Purpose:	Receive update on progress
Governance role:	Keeping informed
Proposed Outcome:	Members will be updated on emergency management plans for Waiheke.
Attachment/s:	Attachment not available at time of agenda publishing

2.00pm – 3.00pm	
Dark Sky Waiheke update	
Presenters:	Nalayini Davies, Gareth Davies, Mary Orapiu, Kim Wesney – Dark Sky Waiheke Rosemary Thorne – Waiheke Eastern End Community Association Fiona Gregory – Community Broker
Purpose:	Review progress with projects
Governance role:	Keeping informed
Proposed Outcome:	Members will be provided with a summary of the status of the Dark Sky initiative on Waiheke, and the next steps required to progress this.
Attachment/s:	Attachment G – see below

Ngā tāpirihanga Attachments

No.	Title	Page
A	Parks & Community Facilities performance presentation	7
B	Te Ara Hura 2027 Parks & Community Facilities maintenance contracts optimisation programme memo	17
C	Te Ara Hura 2027 Parks & Community Facilities maintenance contracts optimisation programme presentation	23
D	P27 Te Ara Hura option update report to Revenue, Expenditure and Valuation Committee	45
E	Local Board P27 feedback form.	57
F	LBTCF project update - Waiheke Primary School Seaview Rd pedestrian crossing	63
G	Dark Sky Waiheke presentation	69

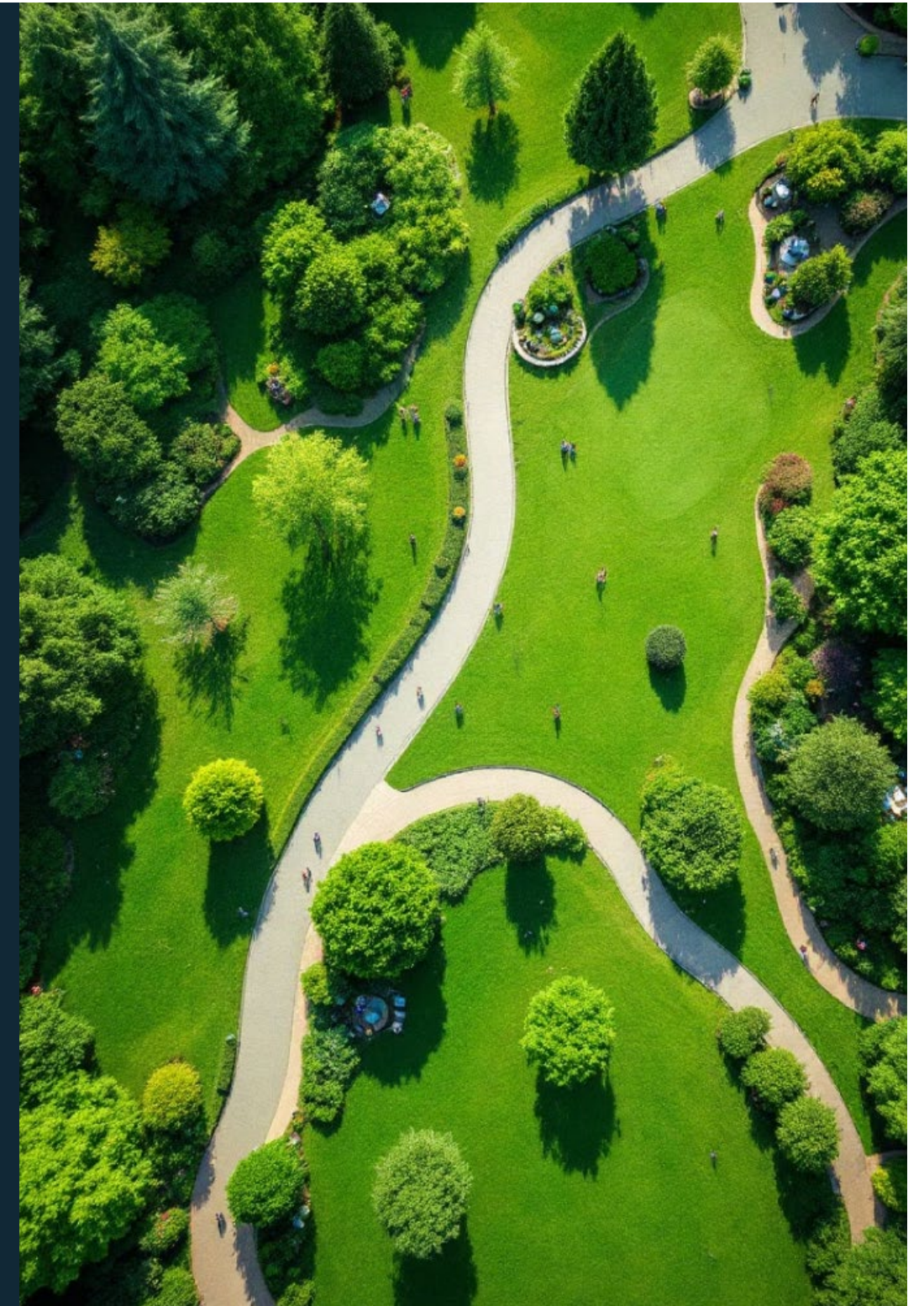
Karakia Whakamutanga – Unuhia, Unuhia

Unuhia, unuhia	Release, release
Unuhia ki te uru tapu nui	Release us from this sacred state
Kia wātea, kia māmā, te ngakau	to clear and set free the heart
Te tinana, me te wairua, I te ara takatū	body and spirit so that we are prepared
Koa rā e Rongo	Let peace and humility
Whakairia ake ki runga	be raised among us
Kia tina! TINA!	And be made manifest (indeed!)
Haumi e. hui e,TAIKI E!	Draw it together! Affirm! It is done!

Parks and Community Facilities Performance

9 April 2025 – Waiheke Local Board

Jennifer Rose
Head of Asset and Business Performance,
Parks and Community Facilities



Executive Summary

1 Contract Extensions

Final extensions was granted to June 2027, after the Performance review

2 Performance

Full Facilities contractors have collectively met the established Key Performance Indicators (KPIs) as per the Agreement. Areas of non-compliance managed and monitored through the contract

3 Challenges

No Major challenges around this year . Minor challenges were Litter, Spring flush Grass growth.

4 Financial Information

Adjusted service levels for gardens and turf, bin removals to meet the Mayoral' s proposal savings

Cost Avoidance achieved through CPI

Improved service delivery efficiency in Technical contracts achieved cost avoidance around 100k



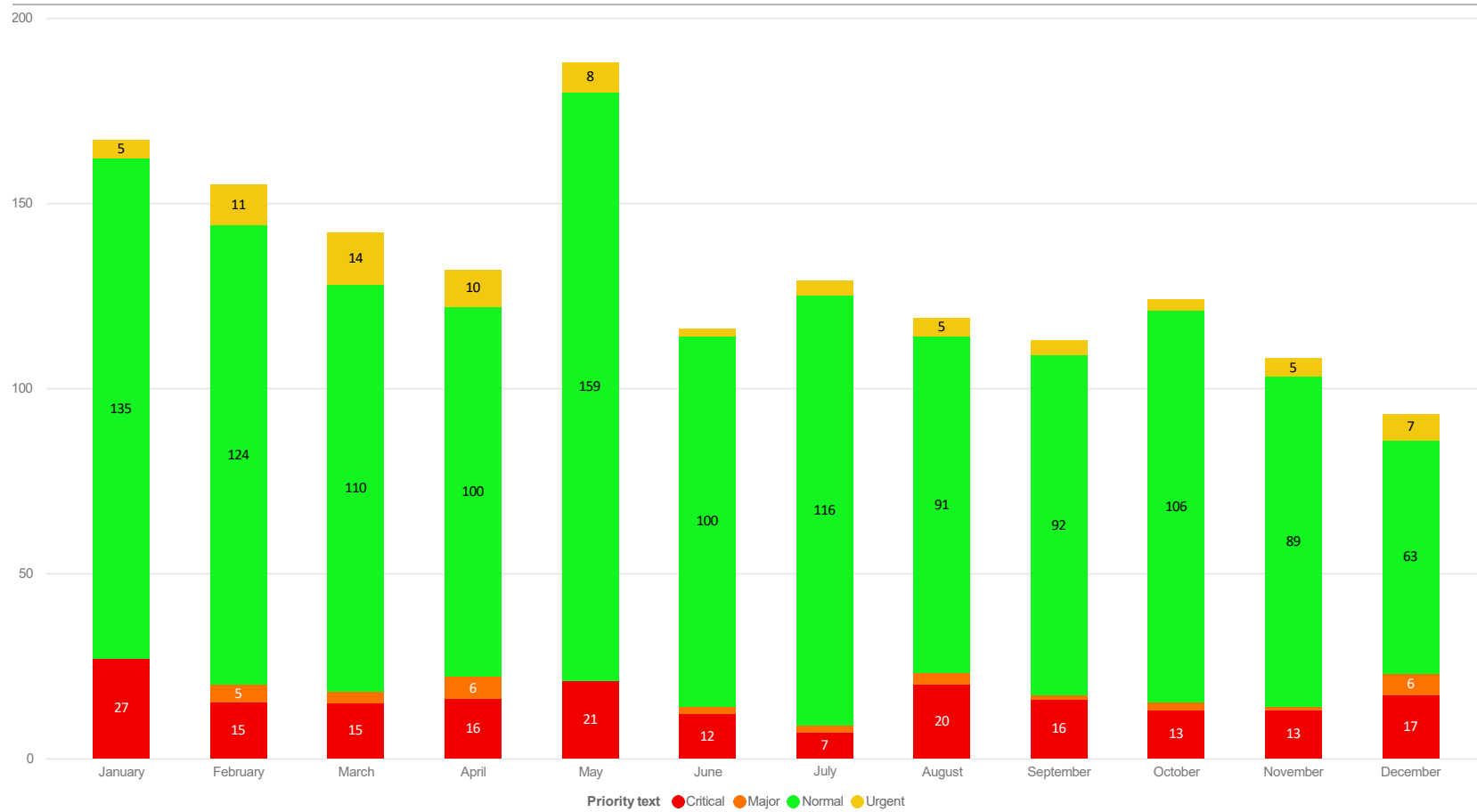
Request for Service Work Orders –Waiheke Calendar Year 2024



1586 Total RFS WO #	85 # Site RFS raised	7 # Vendors Assigned	192 Critical #	31 Major #	78 Urgent #	1285 Normal #
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Local Board
Waiheke

Request for Service Volume



Top 25 Request Types by WO Volume

Request Type	Volume
Tree Maintenance - General	465
Plumbing Maintenance Service	219
Electrical Maintenance Service	143
Plant Pest Removal	123
Carpentry Maintenance Service	117
Structure Maintenance and Repairs	87
Furniture and Fixtures Maint and Repairs	52
Tree Maintenance - Power Lines	42
Garden Maintenance	39
Loose Litter Collection	31
Cleaning Services	30
Berm Mowing / Maintenance	24
Fire System Maintenance Service	21
Hard Surface Cleaning	20
Roofing Maintenance Services	19
Locksmith Services	18
Furniture and Fixtures Cleaning	17
Non Sports Turf Maintenance & Repair	17
Bee and/or Wasp Removal	14
HVAC Repairs and Maintenance	10
Floor Covering Repairs	7
Painting Maintenance Exterior	6
Window and Glass Repairs	6
Handheld Fire Protection Equipment Maint	5
Security Response and Patrol Service	2

Heat Map Programmed Calendar Year 2024



Calendar Year 2024

Local Board

Multiple selections

Item 3

Attachment A

Month	January			February			March			April			May			June			July			August			September			October			November			December			Total		
Element Audited	#A	#E	Score	#A	#E	Score	#A	#E	Score	#A	#E	Score	#A	#E	Score	#A	#E	Score	#A	#E	Score	#A	#E	Score	#A	#E	Score	#A	#E	Score	#A	#E	Score	#A	#E	Score	#A	#E	Score
Water Feature	1	5	100.00%				1	5	100.00%	1	5	75.00%										1	4	75.00%	1	5	100.00%	2	10	100.00%				3	15	100.00%	10	49	95.83%
Turf	91	443	94.10%	68	337	91.34%	83	412	96.58%	95	475	98.31%	102	509	98.62%	98	489	97.95%	109	543	97.40%	119	595	98.65%	101	496	98.58%	118	588	97.26%	116	570	96.82%	66	330	94.48%	1166	5787	96.96%
Tracks (incl. Structures)	11	45	97.78%	21	79	93.51%	14	53	94.34%	18	68	94.12%	12	46	100.00%	15	59	100.00%	18	71	95.77%	22	84	78.75%	21	76	96.05%	17	65	100.00%	27	104	97.12%	9	34	100.00%	205	784	94.98%
Toilet	59	281	91.81%	68	319	94.67%	84	384	92.45%	69	315	92.70%	79	353	95.18%	91	394	93.65%	80	365	97.53%	98	432	95.37%	86	407	93.12%	91	453	96.25%	65	290	94.14%	69	308	96.10%	939	4301	94.49%
Streetscapes Green	27	102	85.42%	36	144	70.08%	23	96	89.13%	31	133	90.55%	35	133	91.20%	31	138	84.73%	39	173	84.43%	43	198	88.11%	24	102	87.23%	31	140	93.98%	30	140	78.44%	25	116	87.04%	375	1615	85.81%
Streetscapes Clean	37	210	94.55%	43	191	88.77%	39	172	95.91%	43	295	97.95%	52	259	94.47%	36	173	97.69%	28	145	93.79%	40	251	97.99%	24	117	97.37%	30	160	98.74%	33	160	90.45%	25	126	95.20%	430	2259	95.38%
Street Garden	28	111	95.37%	33	121	91.23%	38	150	98.66%	64	252	98.79%	47	173	98.84%	42	157	96.10%	64	240	99.15%	40	160	100.00%	42	160	95.45%	55	220	99.09%	53	194	96.86%	51	204	99.01%	557	2142	97.77%
Sportsfields	14	59	98.31%	27	98	94.90%	24	79	97.47%	35	111	96.40%	42	135	97.04%	35	142	96.48%	46	146	97.95%	38	109	100.00%	27	70	95.71%	9	23	86.96%	23	84	66.67%	22	64	82.81%	342	1120	93.84%
Response WO	26	26	92.31%	38	39	89.61%	39	42	85.19%	56	56	96.43%	55	56	94.59%	26	26	96.15%	62	71	84.96%	59	59	96.61%	76	77	94.77%	68	71	91.37%	53	53	98.11%	59	61	95.00%	617	637	92.98%
Litter	68	180	97.74%	49	122	82.30%	44	116	93.81%	64	158	98.72%	73	187	97.28%	67	179	98.32%	67	168	97.01%	78	202	97.98%	69	173	98.22%	81	219	99.08%	73	184	97.25%	44	122	96.67%	777	2010	96.76%
Hard Surfaces & Paths	70	258	96.11%	50	171	90.35%	57	205	94.61%	69	250	96.76%	71	246	93.81%	69	257	94.47%	75	274	94.10%	86	314	96.16%	66	241	96.64%	93	345	96.20%	89	323	97.52%	48	170	95.25%	843	3054	95.40%
Gardens & Plants	75	348	96.98%	55	232	78.46%	67	280	95.13%	77	338	97.51%	88	382	97.88%	71	317	98.50%	76	343	93.62%	94	427	95.77%	82	369	98.11%	99	448	98.94%	90	407	95.28%	46	212	94.29%	920	4103	95.66%
Furniture, Playgrounds & Recreational Equipment	90	323	94.67%	76	290	86.02%	73	271	94.80%	84	310	95.47%	110	410	96.81%	104	384	94.46%	88	323	94.98%	110	419	95.62%	125	465	96.07%	135	487	96.70%	123	459	96.05%	57	219	96.33%	1175	4360	95.08%
Building Maintenance	36	326	97.85%	37	346	95.29%	30	327	97.25%	42	364	95.04%	45	321	97.79%	53	366	98.63%	59	401	95.75%	61	462	98.25%	46	376	95.54%	56	431	98.84%	35	270	94.76%	38	320	95.58%	538	4310	96.81%
Building Cleaning	60	237	97.03%	75	323	91.90%	89	292	98.96%	70	313	97.43%	84	360	97.75%	97	559	99.10%	90	532	95.85%	105	545	99.07%	93	345	99.41%	96	402	98.76%	68	278	98.17%	72	297	99.66%	999	4483	97.82%
Total	300	2954	95.23%	362	2812	89.37%	357	2884	95.44%	418	3443	96.43%	465	3570	96.76%	414	3640	96.55%	484	3795	95.40%	504	4261	96.69%	469	3479	96.44%	485	4062	97.51%	441	3516	94.67%	333	2598	95.63%	5032	41014	95.67%

Contractor Audit Overview

- W a i h e k e C a l e n d a r Y e a r 2 0 2 4

Contractor Audit Overview - Waiheke Calendar Year 2024

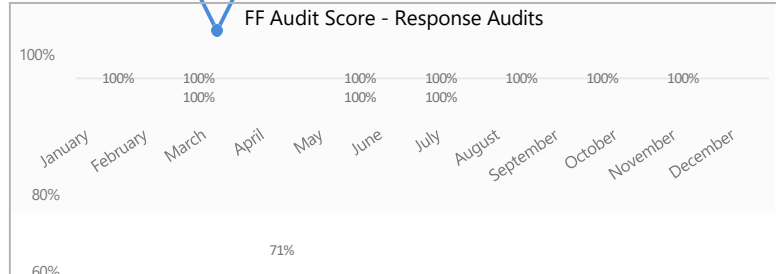
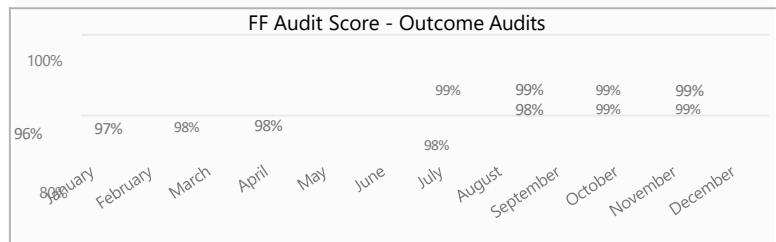
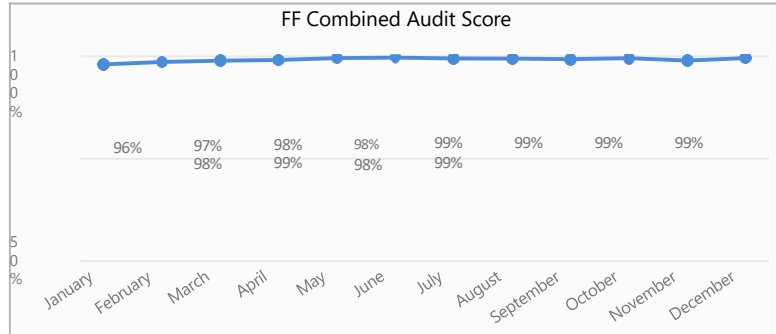
98% Combined Audits

98% Outcome Audits

98% Response Audits

Category	#A	#E	Avg Score
Sportsfields	5	23	100.00%
Litter	74	222	99.10%
Hard Surfaces & Paths	77	289	98.96%
Building Cleaning	254	610	98.85%
Turf	215	1069	98.59%
Response WO	130	131	98.47%
Furniture, Playgrounds & Recreational Equipment	218	702	98.43%
Toilet	239	1004	98.11%
Gardens & Plants	100	427	97.38%
Streetscapes Green	38	177	97.18%
Streetscapes Clean	64	367	97.00%
Tracks (incl. Structures)	105	395	96.20%
Street Garden	38	152	93.84%

Please Note: Full Facilities contractors are measured at Contract Region, this means all Local Board results are combined and shown at Contract Region level, and may not reflect the overall scoring as a whole, and are just shown to give a break down for each Local Board to understand that specific area.



Element	#	%
Is turf height acceptable as per contract (A, B, C or D) specification?	35	88.57%
Are the tracks drainage systems maintained and cleaned to conserve the loss of surface materials and to prevent flooding or damage to the asset? (Includes open drains/channels alongside the track, cesspits and culverts and any other device to prevent water entering the track surface).	77	88.31%
Are showers clean and free of mould and soap scum build up?	25	80.00%
Does the street garden meet contract specifications (appropriate to the species and site)?	38	76.32%
Are all street bins hygienic and not full or overflowing?	8	75.00%
Do any weeds or pest plants exceed the maximum height/width and/or coverage allowance?	16	75.00%
Is all glass (including on entrance doors) and door handles clean?	17	64.71%

Spotlight on Waiheke

Community Engagement Highlights

Touch a Truck Fundraiser - Silver Sponsor

Junk to Funk 2024 – Major Sponsor

Seaview School

Waiheke Island Hostel - Cleaning



Local people working locally:
40 Staff on Island

Service Delivery Manager
Operations
Green Space
Cleaning
Waiheke Waste
Support Services

Volunteer
Hours

320



Good News Stories

Weed collection for volunteer groups, mulch supplies for Friends of Oakley Creek.



Parks & Community Facilities earned 5 Green Flag Awards in partnership with Full Facilities contractors.



Value Add – mud clean off the plaques that were affected by flooding last year



Upskilling of staff – Chainsaw trainings /training in Rose Pruning



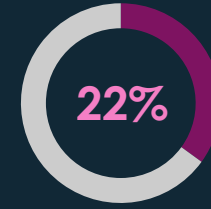
New Seating Prototype
Constructed from 100% recycled plastic, offers superior flame resistance and lower maintenance/replacement costs over time.

Item 3

Attachment A

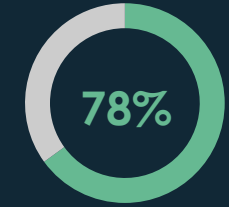
Smart Procurement

Overall
Programmed female
employees across
Auckland Council

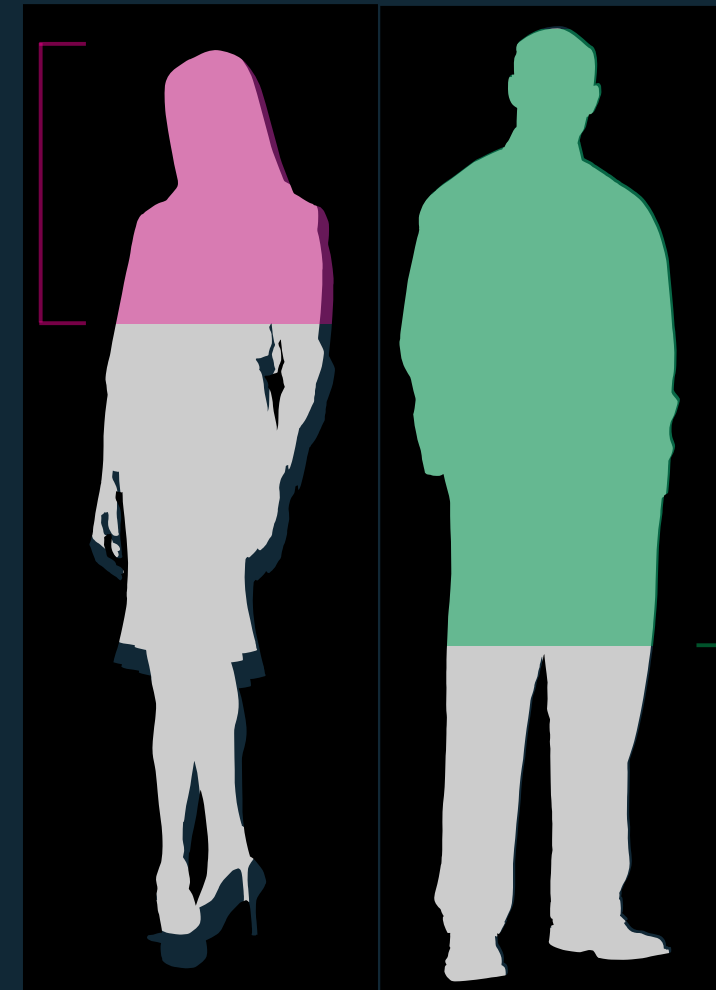


62

Overall
Programmed male
employees across
Auckland Council



224



Staff Demographics

- 22% Leadership Positions occupied by Women
- 66% Workforce who are over 45
- 17% Maori, Pasifika, Aboriginal and Torres Straits
- 86% Living Wage or above

287
Staff



As of 1 December 2024

107
Sub
contractors

Absolute Water Blasting
Building Compliance Group
Envirotech Maintenance Ltd

Innovation - Highlights

Testing robotic mowers for efficiency and sustainability



Future-Proofing Grounds Maintenance

Molok Sensors



Drone Process Realised Benefits- Doing same work Differently

	Drone Process	Traditional Method
Cost of operation	Low	High
Safety Risk	Low	High
Data Accuracy & Accessibility	High (Automated)	Moderate (Manual)
Inspection Coverage	Complete (Hard to reach areas)	Inconsistent (Accessibility)
Environmental Impact	Low	Moderate/ High
Real-Time Feedback	Available	Limited
Scalability	Easy to scale	Difficult
Report Turnaround	Short (hours)	Long



Community Engagement – Highlights

Local Support

- Blockhouse Bay Recreational Reserve Habitat
- Balmoral Heights Butterfly Group
- Whau Estuary Community Group
- Friends of Whau
- Friends of Oakley Creek
- Community Waitakere
- Seaview School (Waiheke)
- Junk to Funk (Waiheke)

Te Whangai Trust

- Programmed partnered with Te Whangai Trust to support long term unemployed youth and people at risk
- Assistance is provided through ongoing mentoring in structured and safe workplaces
- They focus on creating and improving the environment, cultural profits and socio economic outcomes
- Walmsley Reserve, Underwood Reserve & McGehan Close were subcontracted to the Trust

Keystone Trust

- Keystone Trust helps young people who have been held back by inequality, to get the education they deserve
- Programmed is a key sponsor & partner of the Trust
- Kama McEntee Amzian received a scholarship from FMANZ following his previous K Trust study award in 2019
- He has been with Programmed throughout his studies and is now a permanent employee.

These partnerships enhance community involvement and provide valuable support.



Memorandum

9 April 2025

To: Waiheke Local Board

Subject: Te Ara Hura (The Way Forward) 2027 Parks and Community Facilities maintenance contracts optimisation programme

From: Sarah Jones – Programme Manager (P27 Contracts)

Contact information: sarah.jones2@aucklandcouncil.govt.nz

Purpose

1. To provide a briefing on the Te Ara Hura, 2027 PCF maintenance contracts programme and to receive feedback on:
 - Service aspects that matter most to each community
 - What are the current maintenance pain points
 - Focus areas for local priority.

Summary

2. In 2017 Council's maintenance contracts for Parks and Community Facilities were combined into 10-year outcome-based agreements, with four main contractors over five areas.
3. These full facility contracts come to the end of their term on 30 June 2027.
4. The Te Ara Hura 2027 programme scope is to implement the next round of full facilities maintenance contracts.
5. Work started in 2023. Options were taken from an initial list of 162, to a short list with one recommended option.
6. These options were presented to the Revenue, Expenditure and Value (REV) Committee in November 2024, where resolution ([ECPCC/2024/47](#)) was passed. This directed that staff continue to investigate the shortlisted options, focusing on a contract structure that allows for a range of frequency and outcome specifications, services may be delivered by full facility contractors, staff or by specialists.
7. There are several high-level dimensions that influence the contract operating model. These are supplier size, geographic areas versus specialists, contract management systems, types of services and the specifications.
8. Increased decision-making implications mean more local flexibility is required in delivering the maintenance services. The contracts are being designed to make this as efficient and effective as possible.
9. Local priorities that are different to the standard contract could be achieved by:
 - a funding top up by local the board
 - removal of some services from the standard
 - specific key performance indicators (KPI) added into the contract.
10. Local board feedback will be captured, collated and used to help frame the contract operating model.
11. The recommended approach, contract operating model and procurement plan will be presented to the Revenue, Expenditure and Value (REV) Committee in December 2025. The resulting decision will allow us to progress to tendering in early 2026.

Context

12. In 2017 Auckland Council combined maintenance contracts for Parks and Community Facilities into 10-year outcome-based agreements with four main contractors over five areas.
13. Key learnings have been identified, both positive and negative. Some of the main disadvantages are unclear contract specifications, inadequate asset information and that transferring the operational risk of keeping the assets up to standard to the contractor limits our oversight. Some of the advantages are simplified operations, extra services delivered within the budget, operational risks shifted to suppliers and significant cost avoidance.
14. The full facility contracts come to the end of their term on 30 June 2027. We are therefore working through requirements for going out to market for the next 10 to 15 years of contracts. The final length will be determined after working through advice around getting the best value balanced against getting capital investment from the contractors.
15. The current round of Local Government Act Section 17A, service delivery and value for money review is under way by other teams. This is looking at a range of issues and coincided with the



Te Ara Hura P27 work. The review has therefore considered the current and proposed future contract operating model, to ensure the maintenance contracts follow a robust process and provide value.

16. Increased decision making for local boards means more flexibility is required to be built into the maintenance contracts, to allow for local priorities. This needs to be balanced against cost efficiency and consistent quality of maintenance across Auckland.

Discussion

Scope

17. The programme scope is to implement the 2027 Parks and Community Facilities full facilities maintenance contracts. The main goals are:

- consistent quality and delivery across Auckland
- effective level of flexibility for local priorities
- clarity for customers
- continue cost avoidance successes
- reduce council risk
- achieve social, environmental and supplier diversity targets.

18. To help achieve this, staff started collecting lessons learnt, feedback, reviewing specifications and considering options for the contract operating model in 2023.

Options assessment

19. The early business case work considered a wide range of criteria to develop preferred options. These included factors such as:

- strategic
- economic
- commercial
- financial
- management.

20. The process helped create the goals list used in the scope definition. These will be refined through the life of the programme.
21. Staff have worked through options about the form of the contract operating model. The initial list of 162 options was worked down to a long list and then a short list with one recommended option.
22. This work was presented to and discussed with the REV Committee in November 2024. The report, 20241107 P27 Options update to REV committee - political report, is attached as appendix A. Resolution [ECPCC/2024/47](#) was passed. It reads:

That the Revenue, Expenditure and Value Committee:

- a) tuhi ā-taipitopito / note that staff have assessed a wide range of potential options for the contracts and developed a short list of options and an initial recommended option.
- b) ohia / endorse staff not progressing with further work to investigate either a fully insourced facilities maintenance model or fully outsourcing to a single entity model.
- c) tuhi ā-taipitopito / note that staff will progress further investigations into shortlisted options for the P27 “Te Ara Hura” Full Facilities Maintenance Contract with focus on the initial recommended option of the hybrid contract structure explained in the report.



d) tuhi ā-taipitopito / note that when the Council moved from 38 small contracts to 5 large contracts in 2017, a significant ongoing cost avoidance of \$30m was generated. The further investigation into the initial recommended option proposed looks to ensure continued efficient delivery of these services, while enhancing some areas of the contracts.

23. Several constraints to delivering the new maintenance contracts have been identified:

- Long Term Plan budget
- cost inflation since 2017
- requirement to maintain cost avoidance achieved
- technology
- market availability.

24. These may limit how, and to what extent, the programme will deliver improvements.

Contract operating model

25. The operating model has several dimensions that need to be decided. How these key levers are used influences the cost, efficacy and efficiency of the contracts. The major levers are:

- supplier model - large or small suppliers
- geographic coverage and size of areas or functional suppliers
- types of services covered by the full facility contract and by specialist suppliers
- details of specifications
- contract management systems and processes.

26. In general, the contract model is likely to have a mix of the first three dimensions, with flexibility where required. Mainly large suppliers and areas is likely to create the most value for money and economies of scale across the city but will not suit every situation. Local boards can give feedback on these elements. Changes may have cost implications.

27. The types of services and the specifications are key areas that can influence local priorities and what communities experience. Some of these will be standard across Auckland, some may be specific to local boards. The cost implications need to be understood, so local feedback will be used to request the relevant information during the tender stage.

28. At present, the mixed contract operating model may be:

- mainly large full facility suppliers with a few specialists and local suppliers
- the size of areas could be similar to the existing split but with some tweaks
- a standard set of service levels across Auckland with flexibility for local priorities
- a range of outcome and frequency specifications
- have a mechanism to deliver local priorities.

Local priorities

29. The local board can provide feedback on all aspects of the new contracts. Areas of specific interest for each board will be captured in the local priorities section.

30. Increased decision-making implications mean more local flexibility is required in the contracts. Individual assets will continue to be able to be taken out or added through the life of the



- contracts. Major changes to services are better dealt with at the set-up stage because they are likely to have significant cost implications. However, these could be negotiated when required.
31. If the elements a local board wants to be provided are not covered by the final standard contract specifications, the changes could be achieved by:
- a funding top up by the local board
 - requesting removal of some services from the standard contract.
32. If a subject is common to many boards, we will look to include a mechanism into the standard contract. For example, a key performance indicator (KPI) could be added into the standard contract to measure and report contractor performance around local employment.
33. The details of the local board priorities will be part of the contract. This likely to be in the form of an appendix. This will allow contractors to be clear about the priorities.
34. During past feedback and lessons learnt sessions, we have repeatedly heard about several subjects. These may be useful in helping frame the priorities for some boards.
35. Examples of aspirational strategic goals are:
- lowest cost maintenance
 - environmentally friendly maintenance
 - local employment.
36. Examples of the services that are talked about regularly are:
- town centre cleaning
 - loose litter management
 - rubbish bins
 - weed management methods
 - sports field maintenance
 - track maintenance
 - working with volunteer groups.
37. Feedback can be given on any aspects of the current full facility contracts and what could be added, removed or improved.

Consultation and engagement

38. Staff have already heard from industry, other councils, our current suppliers and other council teams.
39. Staff have been to the REV Committee and Parks Committee.
40. Staff are in the process of organising hui with mana whenua.
41. Staff have update and feedback sessions with all local boards during March, April and May.
42. Staff would particularly like to hear from members about:
- Services: Which service aspects matter most to the local community? What are the current pain points with maintenance?
 - Focus areas for local priority: What local factors should influence service delivery? What opportunities do you see for local businesses and communities?
43. Local board's feedback will be captured, collated and used to help frame the contract operating model. Reports summarising the feedback and the likely implications of each local



board's priorities on the contract operating model, will be presented at business meetings between July and September.

Next steps

44. Staff will update local boards through a presentation to the Chairs Forum, planned for mid-2025, and through periodic updates in the PCF monthly reports.
45. Reports to resolve on feedback and a second to summarise likely contract implications and the local priority document, will be presented to each board between June and September.
46. Staff will present the final recommended approach, contract operating model and procurement plan to the REV Committee in December 2025. The resulting decision will allow staff to progress to tendering in early 2026.
47. The contract award decisions will be presented to the REV Committee in December 2026.
48. The new suppliers will go live on 1 July 2027.

Attachments

Appendix A 20241107 P27 Options update to REV committee - political report



Te Ara Hura (The Way Forward) 2027 Parks and Community Facilities maintenance contracts optimisation programme

Waiheke Local Board – 9 April 2025

Sarah Jones – Programme Manager (P27 Contracts)

Jen Rose – Head of Business Performance
Parks & Community Facilities Department



Purpose

- 1) To provide a briefing on the Te Ara Hura, 2027 PCF maintenance contracts project.
- 2) To receive feedback on:
 - Service aspects that matter most to your community
 - What your current maintenance pain points are
 - Focus areas for local priority



Programme context

Context (2017)

Auckland Council combined maintenance contracts for Parks and Community Facilities into 10-year outcome-based agreements with four main contractors over five areas.

Key Learnings from 2017 contracts

Advantages	Disadvantages
<ul style="list-style-type: none">• simplified operations• extra services within budget• shifted risks to suppliers.	<ul style="list-style-type: none">• unclear contract specifications• inadequate asset information• transfer of risk limits oversight.



Te Ara Hura P27 programme scope

**Implement
the 2027 PCF
maintenance
contracts**

Goals:

- Consistent quality and delivery across Auckland
- Effective level of flexibility for local priorities
- Clarity for customers
- Continue cost avoidance successes
- Reduce council risk
- Achieve social, environmental and supplier diversity targets



