

EAST WARD	Note: Kristen Cambell-Smith did not provide a response						
	Maggie Bentley	Dave Donaldson	John Dyer	Mark Gould	Russell Judd	Maureen Waaka	Cliff Lee

Manifesto Policy 1 – A business friendly and supportive approach to development proposals

<p>Improve communication – open meetings, friendly cooperative staff and a more helpful website that contains the right information and contacts and is clear and easy to use. Make it easy for people to find out about requirements and costs</p>	<p>I totally agree, with the proviso that more staff do not have to be employed to facilitate it. It should also be more current</p>	<p>I agree that the RDC website needs work, and that information on it remains current. It took several months after the bylaw was passed for information on the liquor ban [e.g. a map] to appear on the site. On the other hand, I attended a meeting held to inform the owners of all commercial property in the city of the implications of the 'Built Heritage Study' for them. Every owner was invited per mail and you could have counted the attendees on two hands.</p>	<p>Having been a city councillor in an Auckland city in the 80's and chair of the works committee, I do notice a significant change in staff attitudes. In my day it was how can we make this work for you?" Now it's the rule book approach+D6</p>	<p>To make certain all elected members have an opportunity to speak on topics when required. We need to better understand how different elected people respond. Everyone has a different answer, web site is operational matter (staff) councillors decide policy</p>	<p>Our meetings are already open except those that are commercially sensitive. I agree that there is still much to do on our website including costs of service etc, however plans to get the rating database and property files online are steps in the right direction. If any member of the public or business community want to communicate with councillors we are only a phone call away. We are very accessible</p>	<p>Agree. This does exist and is a two way street. Building Act influx - but this area is on the improve given that accreditation also required by Act. Other side of picture with Resource Consents is applicants also need to "up their plans" Don't blame Council if you haven't done your job - I believe we can work through these issues. Should I get back on Council - will support.</p>	<p>Yes</p>
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Develop a clear, positive vision through the District Plan, setting out how it will be achieved, and communicate that. Change the perception among those surveyed by the Chamber that Rotorua is an expensive and difficult place to do business.	Compliance costs are exorbitant, unrealistic and unjustifiable. Possibly they are at the present levels because of inefficiency at the RDC and because central Government dictates a lot of policy.	I agree that this is a perception that needs to be changed through planning and communication. I'm sure the District Plan is communicated to the Chamber. As long as the plan is a visionary one, what then remains to be done is to communicate that vision to prospective business people. The RDC website has a key role in this. Participation in conferences such as TRENZ would also be important avenues of communication. Such communication must be a key role for the Economic Development Manager	As a commercial property investor in other cities and in Rotorua I can confirm Rotorua is expensive with unrealistic rates. The District Plan needs to be a much less wordy document	First is to get all interested parties to lodge an application. Second as a group to give all ratepayers a fair chance to speak on their given topics. Third weigh up all the requests and make the correct decision as a group. The government does say what we do how we do projects and at times controls the costs. At times it is hard to reduce costs	I agree. Projects like the 5 farms 5 lakes initiative, the desire to advance renewable energy initiatives or water exporting and industrial development are all examples of how our district plan could signal the districts strategic direction for those who want to take advantage of the districts strengths. LTCCP is also good for this. However I would like to say that perception is not reality. For example RDC is in the NZ top 15% for RMA and Building consents. We can do better however. Also many compliance tasks that slow Rotorua down are delegated to RDC by central	You are wrapping a lot into a wide-ranging opinion. District Plan under review process - expect you to take part, but please be specific. I don't know what specifics your survey brought up - EXPENSES - Charges set to cover costs -NOT RATEPAYER EXPENSE. "Difficult to do business". The opinions of wider community dictate what - environmental, cultural, economic and social outcomes are - not every wants the rest of the world here! We need to find the balance.	District Plan deals with much more than the commercial sector. Getting our planning department to consider the big issues is very difficult,

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Review and remove unnecessary barriers in Council's policies and procedures and improve certainty and clarity	Yes, and operate a more cost efficient Council.	I would support this action but I suspect the numbers of 'barriers' that are not in place through either statutory requirement, or as a protection against litigation [e.g. leaky homes class actions] are relatively few.	Staff training of Council officers in how businesses operate. More direct access to staff	This would in the case of RDC be a 7 vote or larger to change policies and procedures. Would work with the majority and at times would not be possible as this will increase the burden (extra rate costs) to our ratepayers. All elected officials would have different views as to what needs changing or how it would be implemented	I believe that council needs to do better when it comes to creating time delays for innovative projects. Process is not so important when there is unanimous consensus in the community. Policy and procedures are important in most cases and it depends on what side you view them from as to whether you see them as a good thing. Certainty and clarity are a must. Its not good enough to have the conditions of consent changed on you when in the middle of the process.	Difficult to respond to this unless I know what you are thinking about. What you might determine as unnecessary, others may well deem as essential to preserve! Clarify!	Yes – at speed. However the RMA is a very solid barrier that would stop a train

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Appoint an adviser outside the regulatory process to liaise with business and major developers on processes and opportunities to reduce time and costs.	Does RDC really need more staff, more expense, more consultants? Staff in place at present should be able to do this work and if they can't, then given the right supervision and direction could be more than adequate.	These advisers outside the regulatory process exist – they are called consultants and are generally specialists in certain areas of expertise; and their services are expensive. I doubt you'd find one who could liaise on all the regulatory processes of RDC. Presumably you are advocating that this position is employed at a cost to the RDC [ratepayer] and I question how this fits with the final issue raised in this Manifesto, i.e. reducing the size and cost of local govt.	See above	No. At this time the Council does get outside opinions or uses outside consultants in different projects. People with special skills would be needed for different projects not the same advisor for all regulatory projects	I do support this strongly, however one must be mindful that this creates a need for extra staff and council is always criticised for this	Why? Process is in place. Don't throw the Baby out with the Bath Water! I believe I heard this response to you from Nigel Wharton at recent Economic Forum!	Advisors deal with the same Acts only at a higher cost.
Review consent processes to ensure they reflect best practice, are customer focussed and meet legislative time requirements	This should always be done on an ongoing basis and is a basic requirement of Council	I have stated that I would support a Council Executive that fosters staff improvement and excellence. I think we are saying the same thing. I am personally aware of several processes [e.g. special liquor licences and building consents], that have been delivered well ahead of legislative requirements, often with the cooperation of partner agencies of RDC	Council processes are a nightmare. Needs a complete political shift. More pressure on government	At times to outside people this many not be happening. All consent processors are different. The offices of council at times need to check with different groups check different regulations, work out what the best process is. Chance parts where required to best fit the legislative requirements	I support this. Would like to know specific examples/evidence of where RDC is found wanting.	As a qualified Commissioner, I strongly question your motives. Best practice is not about use of process. But rather best Outcome. Legislative and time requirement will vary case by case. Customer focussed is not necessarily Best Practise!	The legislative time requirements are contained in the same Acts that make meeting the time requirements impossible

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Manifesto Policy 2 – A well defined plan and the provision of suitable infrastructure for stron

<p>Identify and classify through the District Plan prime commercial development precincts that meet the needs of industrial and technology business parks</p>	<p>This is a basic requirement of Council and if not already in place then it is failing in its duty to rate payers of Rotorua</p>	<p>I am an optimist and share the perception that Rotorua is on the cusp of a major growth spurt, conditional on certain milestones being achieved - the trans-Tasman air link being a key one. I see unresolved treaty claims being another barrier to development. The key words here are "meet the needs". There must be evidence of the future needs to enable planning and I would be keen to see that evidence.</p>	<p>Establish the need working with the Chamber</p>	<p>This is done at present by officers of the Council. They have been dealing with this for a long length of time. As elected officials we can decide which is good which is bad and ask questions to the necessary RDC departments before a decision is made</p>	<p>I agree. Help from the chamber with this task appreciated</p>	<p>The current District Plan is under Review. So now we can re determine commercial and industrial zones., and their inclusion in our future planning with some degree of support. But we have to balance these with the environmental issues also prevalent in our Rotorua Community. NOT IMPOSSIBLE TO ACHIEVE.</p>	<p>We should identify such areas however history has not been kind to such planning, I would prefer that they commercial sector lead</p>
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Provide encouragement for organisations to establish and develop industrial and technology business parks that meet business needs	This is a basic requirement of Council and if not already in place then it is failing in its duty to rate payers of Rotorua	The unfilled space at Eastgate and Biak St would suggest the needs are not that great currently. I support the following three Action points as being excellent examples of encouragement to address that. I abhor the mess that Tauranga's transport [roading] infrastructure has become and believe it is vital that we plan to avoid repetition here when the growth associated with International Air Transport and predicted increased Tourism [irrespective of the trans Tasman air link]transpires	Meet with developers - stream line council process re examine development contribution requirements	We need business parks for industrial and technology groups to set up business in Rotorua. We need to make this answer for different groups to set up business in Rotorua. At present the government is making it hard for Council to comply	I agree. Must be mindful that increased council involvement often means increased costs for ratepayers.	Again - District Plan Review. Remember Council has to listen to you AND Community AND Environmental AND Cultural expressions. I agree encouragements is good - but balance is essential!	Yes

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<p>Increase the priority of roading developments that will provide a safer, more efficient transport network for businesses in Rotorua. Maintain progress on direct route to Tauranga and Victoria Street bypass</p>	<p>A lot of the roading throughout the RDC district is sub-standard and subject to sub-standard maintenance. Maintenance and upkeep work is contracted out to very expensive contractors and is poorly supervised by Council. All contracts should be tightly supervised and monitored</p>	<p>I am a voluntary participant in the 'Sustainable Transport Project Group' which meets monthly in the Engineers Office at RDC. I am keen to see development of a comprehensive sustainable transport package that provides for a range of safe, efficient transport options for all Rotorua citizens; the workforce, our children, our business community and our visitors</p>	<p>Top priority on completion of the up grading of the direct route to Tauranga</p>	<p>Roading depends on Transit for how much money Rotorua will get for the roads. Currently we take all we can from Transit. Support the Victoria Street bypass but in my opinion the back road to Tauranga would be better if an overpass was built over the canyon. The Victoria Street bypass would be better for the residents of Eastside</p>	<p>I agree. This is a Transit NZ issue however. RDC has all projects planned and waiting for Transit funding.</p>	<p>Agree. Inner city needs re vamp. Direct route to Tauranga and Victoria bypass on the books and supported. Some other safety changes in city may be warranted e.g. Ranolf St/Arawa St.</p>	<p>Yes</p>
<p>With Rotorua Regional Airport to gain trans-Tasman capability, consider lobbying Transit NZ to rapidly upgrade highway links between Tauranga and Rotorua. This would allow promote a twin city concept of Rotorua and Tauranga</p>	<p>Why are we in competition with Tauranga is beyond belief. The two cities are so close they should be working in conjunction. And who is the Trans-Tasman airline about to fly into Rotorua?</p>	<p>Agree with this but I do not believe we should turn a blind eye to the opportunities presented by better highway links with Eastern Bay and South Waikato as well</p>	<p>This concept is very worthwhile</p>	<p>The key is money. How much money would the ratepayers need to spend? There are other projects which need money as well (safer communities) . Yes we do need a Trans Tasman airport but at what cost? As a ratepayer, I would not want to be paying this debt for the rest of my life</p>	<p>Definitely agree with better transport links between Tauranga and Rotorua. This actually benefits forestry and manufacturing more than tourism</p>	<p>Agree. Lets get the TransTasman service first. Than we have grounds to promote further.</p>	<p>Yes</p>

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Maintain pressure on Transit NZ to re-establish construction of the Eastern Arterial Highway in its ten-year plan	Yes	Agreed Te Ngae Rd is fast becoming woefully inadequate and congested	Yes	The Eastern Aerial highway would be a must in the 10 year plan. There is not maybe. The government does have money through Transit and they have announced that Special projects would be funded by 10 cents per litre special tax (for local projects)	This is happening	Agree	Yes

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Manifesto Policy 3 - A commitment to improving lakes quality

Actively support EBOP in achieving the action plans for the restoration and preservation of the lakes.	This is basic work and duties of our Council	Yes	Definitely obtain a political input in 2008 elections with a firm timetable for sewerage and recreational funding. This is fundamental for Rotorua	We need the assistance of EBOP to restore our lakes. They have the money in investments and there must be a time for the investments to be broken if the government does not come to the party. We need to clean the lakes up today and not in the future. If the lakes do die the damage to Rotorua will be huge and irreversible	Very much agree. The 5 farms, 5 lakes initiative must be supported	Agree. In working on committees associated with preservation of lakes etc. We need to continue to lobby for support with EBOP and GOVT.	Yes
Continue to build sewerage schemes around the lakeside settlements	Again, this is basic Council work but work in this area should be managed well and costs watched.	Yes	As above	This is part of the help the lakes need. There are other projects RDC, EBOP and the government can do to improve the lake. We need to take sewerage away from the lake edges and other parts of Rotorua , which do not have sewerage schemes	Agree. Also need to convert some farms which would be a greater benefit for our money.	Agree	Yes. Changing the land use patterns in the basin will also be required
Support EBOP in obtaining a reasonable financial contribution from Central Government.	As above	Definitely. Central Government must also address the issues which are creating continuing doubt regarding future recreational access to Whakarewarewa Forest	Significant. Offer all if is not only Rotorua who benefits	EBOP does have the investments themselves. They do charge the Rotorua ratepayers a rate. Yes, they are helping RDC and local ratepayer groups in getting funding from the government	We will continue doing this	Agree	Good luck!

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Ensure preservation and restoration of the lakes becomes a principle driver in the Rotorua District Plan by allowing innovative land use change from intensive farming to more sustainable alternatives.	This question is not worthy of an answer. When business is encouraged to Rotorua this will take care of itself. One must remember that farming practises 80 years ago today has caused the damage to our lakes. Farming practices today have vastly improved and with natural evolution this will continue to improve.	Yes	Yes this will need bold legislation to support the action necessary	Rule 14 from EBOP will help with this. We need to work as a community to save our lakes for future generations. Yes I would do my best to save our lakes	Very much agree and have supported this throughout my term	Agree. Already underway. Number of farming initiatives also looking for solutions. So a collaborative answer. Review of District Plan needs input to reflect this.	Yes
Encourage the tourism industry to widen its focus from Maori culture and volcanic activity to all Lakes district recreational experiences.	Yes	N-Zone skydiving, Mountain Bike World Champs [we're bidding for another one] both winners at the 2007 NZ Tourism Awards – isn't this happening? Neither of these enterprises focuses on Maori Culture and volcanic activity. Busloads of tourists walk the Redwoods every day.	Suggest appointment of a specific structure to coordinate activities on the lakes to measure any increased loading	The answer would be to help different tourist operations in setting up business in Rotorua. To make it easier, lessen the cost for first time business operations. During the first 2 years it is the hardest for businesses to get established. Volcanic and Maori is the jewel in Rotorua tourism - we need investment to survive	Agree. Rotorua is very diverse in its unique attributes and they all need support	BASIS OF TOURISM IN OUR AREA IS MAORI CULTURE. Expansion on this is to do with Market and not perception. We are the Heart of Maoridom and compliment with wide range of activities. IT WORKS!	Yes an innovative list of possibilities would be helpful

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Manifesto Policy 4 – Strong leadership uniting stakeholders to achieve growth

Have a strong vision for the future of Rotorua that can be captured in media and conceptual statements that can create a visual image.	Yes	We have our pyramid of desired Community Outcomes which is the driver for the many initiatives underway to grow our community – views at odds with that vision need to be actively discouraged. I have participated in workshops to arrive at a vision statement [e.g. the Police redevelopment project] and the arguments rage for hours. The vision for Rotorua must be based on our prioritised Community Outcomes.	Leadership starts at the top. An elected council needs to show vision	To work as a Council to make Rotorua the best place to live work and retire in. We need the strongest image to make Rotorua the best place	Energy City!	Already exists in Marketing Strategies. Future is about bringing all ideas together. Are you suggesting that you do this? I would suggest Council - again facilitate forum to determine our united approach.	Our planning department refuses to provide a realistic vision and may prevent a realistic vision to succeed
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Articulate this vision with passion to all stakeholder groups	Yes	I am passionate about Community Outcomes. While in Police I participated in the Community Outcomes monitoring workgroup. I believe the pyramid of Community Outcomes, headed by the desire for 'a safe and Caring Community' should be referred to as our Community Values. As such, it should be taught in all Rotorua Schools as part of the social studies curriculum, with which it fits perfectly. A caring community does not tolerate graffiti, child abuse, dangerous behaviour on roads and so on	RCC stakeholder groups needs to be involved	When Rotorua is the best the stakeholder groups will benefit. They will prosper and become the envy of the rest of New Zealand	Energy City! Forestry – Bio Energy/carbon neutral, Tourism – energy and vitality, Farming – growing energy, Electricity – geothermal, biomass.... Etc etc etc. Easy to sell	Kia Kaha Rotorua! We're Simply the Best!	Yes

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Actively encourage a cooperative and unified whole of community approach to achieving that vision	Yes	Absolutely. If we teach it at a young age, display it in our public places, and consistently reinforce what the citizens of Rotorua stand for, I believe we can foster a much better community spirit in this city. It is no good just leaving it tucked away in documents and in a corner of the RDC website – it should be on the Home Page	The present ward system MUST GO. The best potential candidate should be elected on an open system, i.e. voters elect 12, not 3 as at present. This will give voters a more satisfactory feeling towards council	We have groups in the community to help with this like the Chamber of Commerce and the Economic Development Unit. The Economic Development Unit is one of the 35 red Business units	Agree. Council and industry needed for several key developments... such as waterfront upgrade, a geothermal plant and a biomass power station etc. Vision requires leadership and practical elements for people to follow.	Support our Vision. We are the Best! Call community meeting to hear concerns. We don't need our own undermining us.	Yes

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Provide leadership to maintain momentum towards the vision.	That is why I am standing for Council	Providing leadership toward the vision will be a key early challenge to the newly elected Mayor and Council.	As above, Voters will relate to a council "they" elected. More notice, and acceptance of council as a system will allow greater communities	The Mayor should be the leader and the elected members of a group for the policy. The offices of council put the policy in place. We need to work as a group and not go off in different directions	Council needs to stop mucking around on aspects. The waterfront development for example has been on the table for the last 3 years. In the meantime the businesses that lease waterfront spaces are on short term lease agreements while they wait for council to action a proposal. This delayed approach is not good for Rotorua businesses and not good for Rotorua's profile. In the mean time places like Timaru and Napier overtake us with their waterfront/CBD upgrades etc. Its not good enough. RDC needs to do better with its vision for the city.	Determine a Leader? OR Combined Leadership? TOURISM, ECONOMICAL GROUP, COUNCIL, TE ARAWA, ENVIRONMENTAL, SOCIAL.	Yes

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Manifesto Policy 5 – A clear, integrated and coordinated vision for inner city Rotorua

<p>Create a clear vision for the future of Inner City Rotorua.</p>	<p>This is basic local government duty and should be done as a matter of right. It is noted, however, that 2 car parks are now missing from the DCBD due, I believe, by a developer putting pressure on Council staff that has resulted in a total deviation from the town plan. This type of Council decision making must be stopped</p>	<p>This Policy issue is closely related to the previous. The penultimate paragraph [referring to the aim of a CBD plan] lacks one adjective – ‘safe’, but I generally agree wholeheartedly with this statement. What is a concern is the number of business and professional entities choosing to locate themselves well outside the CBD. Doubtless some of them are your members and I'd be interested to learn what might lure them back.</p>	<p>Now we have bulk retail shopping- the CBD should be considered for more niche marketing. Rotorua should be ideal for this concept. Activities, stalls, entertainment, pedestrian malls etc.</p>	<p>At present the CBD is the core of the Rotorua business scene. This may change if overseas patterns occur. It may be that different parts of Rotorua are known for different types of businesses</p>	<p>Inner city living, geothermal heating schemes back, cycling city and so on. Need to play on our strengths. Like in Napier... we need a theme down the main street like a steaming geothermal river that can be lit at night. The river flows to the vibrant waterfront upgrade with its night life, cafes and restaurants. Delays kill vision. Lets eliminate the delays.</p>	<p>Again - District Plan Review. Issues. ? Apartment Dwelling in city. ? Height of Buildings in City...?Liquor Licensing, Gambling, Prostitution, Smoking, Safety</p>	<p>The commercial drivers in Rotorua are weak. A clear vision may restrict opportunities</p>
<p>Clearly convey this vision and the principle concepts to Rotorua residents so they can understand it and embrace it.</p>	<p>This is basic local government duty and should be done as a matter of right. It is noted, however, that 2 car parks are now missing from the DCBD due, I believe, by a developer putting pressure on Council staff that has resulted in a total deviation from the town plan. This type of Council decision making must be stopped</p>	<p>Agreed. Communication of visions and plans must be ongoing and make wide use of electronic and print media</p>	<p>How it is done in other cities worldwide? Lets find out. Lets ask businesses who have successfully marketed themselves. Consider cost is not the only factor - perceived value can be an asset</p>	<p>The RDC reports should be easily accessible . Use words which most people understand, show vision and the residents can see which direction the city is going in. All types of groups have different needs including age groups</p>	<p>Energy City!... play off our unique strengths</p>	<p>Need CBD that is safe, progressive, active, and regulated and monitored.</p>	<p>Yes</p>

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Manifesto Policy 6 - A tourism strategy that positions Rotorua as the premier tourist destination in New Zealand							
Continue investment in funding Destination Rotorua Tourism marketing and link the level of funding to an annual index.	Investment from those directly benefiting from tourism should be sought. That sector should have a say in the future. Council should be careful with its own investment of time and money		I would need to look further into this!	A budget of Destination of Rotorua would need to change every year. There may be times where more investment is needed or years where the RDC money needs to go into the other more needy projects. The submission period and the 10 year plan would be a guide for special events like the 2011 Rugby world cup	It is very important to me that other industries such as farming, forestry, energy generation, manufacturing, health, and so on, are not burdened by one other industry. Currently 5% of general rates goes to tourism via DRTM and the visitors centre. This must stop as it creates division. We need a targeted rate as indicated by the Commissioners in the Rating Enquiry. Most cities round the world have an accommodation tax to pay for marketing and related expenses of the tourism industry as they see fit. Rotorua needs to do the same.	Need to connect to National Strategy. Major industry that needs support. Have always reported to Council that we have point of difference that puts us in lead role. We need to keep our edge and maintain all other services as well i.e. accommodation, restaurants, conference facilities etc.	Difficult question. The funds allotted to this activity might be better value in the physical development of the CBD, lake front pier as an example.

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Develop a marketing strategy that positions Rotorua as the premier tourist destination in New Zealand	As above		Yes	We are now the premium destination in New Zealand. The key is to keep it. We need the companies to reinvest. One way of assistance would be a rate s rebate over a period of years.	I support this as long as not paid for by all industries in Rotorua. Tourism is 14% of Rotorua economy (Rotorua Economic Development 2006 figures). Rating Review Commissioners agree with me	We have already developed this, and are actively supporting strategy. Rotorua has been lead Council with Queenstown for many years to undertake funding of Tourism. Others only just following our lead in recent years.	Yes suggestions appreciated!
Encourage and facilitate a whole of industry approach to supporting and building on the investment the Council has made in tourism marketing through Destination Rotorua Tourism Marketing.	As above		Yes	We are leading the way with BrightEconomy board and the economic business unit. These groups need success stories. They need to get more runs on the board and show to the people of Rotorua that the approach is working	Must be tourism industry paying for this only. Rating Review describes charging other industries that are mutually exclusive from tourism for tourism activities as obscene and philosophically incorrect. Supporting the current approach must stop for the ongoing development of Rotorua.	Again, already in place. Retail, Brighter Economy, Review of District Plan, Environmental initiatives Lakes, all compliment Tourism industry.	Yes
Build on Rotorua's strong Maori cultural and geothermal attractions to continue developing attractions based on the district's other advantages	As above		Yes	The tourisms advisory board should be doing this through Don Gunn (GM Tourism) control. There may be future attractions with MAORI CULTURE and geothermal attractions which have still to be invented/discovered (like MITAI in the past few years)	Marketing surveys and the free market will determine where the emphasis should be. Support in principal	Cultural products and activities are significant in Rotorua, authentic and wide ranging Maori Cultural Tourism started here and continued to lead the rest of NZ. Birthplace of Maori in Tourism	Yes

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Encourage the development, through the CBD revitalisation project, of the CBD as a tourist visitor retail attraction.	As above		Yes	They key would be the money required to make this work well . We as ratepayers have not got a bottomless pit with money, for example most ratepayers believe 3% to 5% should be the most spent on rates. Perhaps certain types of business be located similar places in town	Free market should determine this. What we need to do is encourage people into the CBD by making it a vibrant place to LIVE and visit. Come live work and play concept	Agree. Not just for tourists but also for Rotorua. Too many pokie outlets deter from progressive retail and vibrant retail. Parking also need rethink in city.	Yes

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Manifesto Policy 7 – More involvement of business through consultation on relevant issues

<p>Commission an annual business ratepayer satisfaction survey on aspects of Rotorua District Council performance relevant to business.</p>	<p>Only if done expertly and without bias</p>	<p>Business people whom I respect have expressed dissatisfaction that what they see as sensible and reasonable approaches to Council are listened to but are rejected out of hand in favour of RDC staff recommendations – i.e. an inflexible approach to business innovation and concerns. The level of this dissatisfaction needs to be ascertained and I would support this measure</p>	<p>I have studied the surveys and possibilities at Victoria University. I have some doubts on the process and results of the surveys carried out. However they are of some value</p>	<p>The RDC have a survey they do every year. Add questions to this survey. This would save money or get an organisation like the RDC to randomly phone business customers with the questions. Pay contractors</p>	<p>Need to incorporate into NRB survey. Chamber can have input into developing the questions.</p>	<p>Annual Plan process invites all ratepayers and associations to have a voice. NRB Survey allows comment and measurement of performance. Does the Chamber have such a survey? On your performance?</p>	<p>Informal submission and discussions have more value</p>
<p>Establish a Business Forum chaired by the Mayor that comprises all 12 elected Councillors and 12 representatives from across all sectors of Rotorua business.</p>	<p>Yes, I would support that</p>	<p>I would be receptive to hearing the objectives of such a forum, and whether it complemented or clashed with the following key action</p>	<p>Yes. Although I seem to recall as a CEO and city councillor earlier ; that with respect, some elected representative may not have the knowledge necessary. (Don't quote me!)</p>	<p>The council now meets with different groups including the RCC with a breakfast meeting. Overseas trends show business get there customers in for business surveys and ask questions like "how can we improve" "show product"</p>	<p>Sounds good. Forum needs to represent all business sectors as per the make up of Rotorua GDP for example. 14% tourism, 14% forestry 8% farming... and so on. Need to get balanced view back. Bright Economy Board is a good example of this and is already being done.</p>	<p>Bright Economy would be ideal base to continue to hold such forums. This has been done and is often calling in sectors of business for discussion. Suggest Chamber also support.</p>	<p>Yes</p>

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Use the BrightEconomy Advisory Board in developing business-related Council policy, rather than to comment on policy already formulated	Yes	If more than lip service is to be paid to the comment of the BE Board it would make sense that they developed business-related Council policy, and Council commented, debated, and voted on that policy.	I would need to see the Board in operation before making a decision. Input would be useful though	The BrightEconomy board may be one type of forum. There may be others. One of the best ways is talking with the same type of business at conferences looking at overseas trends internet forums	All decisions involving ratepayer funds must have the democratic last word. However I do support this concept.	Such consultation already takes place.	Yes

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Manifesto Policy 8 – Development of a broadband infrastructure strategy							
Investigate methods of optimising the regional broadband network and improving intra-region connectivity from the region to the main Auckland-Wellington broadband highway	Is this the responsibility of the RDC? I agree the broadband network in greater Rotorua is poor but satellite is there for anyone who wants it. It is affordable and efficient	I agree this needs investigation. I am told there is a huge broadband link into to Scion capable of providing for far more than their needs but linking to it is expensive. Contacts I have in Telcos here tell me that Rotorua has plenty of broadband capacity; the problem is that outlying suburbs of the city do not have access. Furthermore, where access is available, the level of subscription is only 20% on average, making it uneconomic to provide access to all areas. I am further advised that Environment BOP is co-operating with local councils and subsidising a broadband strategy to service BOP centres	Definitely. I would appreciate having broadband at Lake Tarawera!	This is being investigated by a department outside of RDC and Rotorua. to region to improve is Tauranga/Whakatane/Rotorua. Once this is improved we will have faster broadband. The answer is to make it affordable to all the people in Rotorua	Very much agree. High Speed broadband is 2 nd strongest driver to economic development in OECD nations.	Already underway in association with EBOP.	Yes, yes!

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Include a requirement for broadband access capability in reticulation of utilities to new subdivisions or replacement of existing utilities	As above	I think this action makes good sense and would support its implementation, even if it was regarded as yet another council procedure to be complied with. I understand that the Nelson City Council and Nelson Schools banded together to finance a large link into their City, and they now have the fastest internet in the Country. This sounds like a model worthy of investigation.	Yes	All new subdivisions should be future proofed. For faster broadband if not 2 lines in per section. We also have to cater for sections being divided into 2 and allow for more connections to the line	Agree, however we must watch that this does not create extra compliance and cost. Council is criticised for this.	Will likely follow once above initiative is achieved as part of detail. Ned to assess cost and utilities funding. Are you suggesting this is part of developers contributions?	Yes
Facilitate the extension of broadband capability to the rural areas of the Rotorua district	As above	Like all of the action points in relation to this Policy Issue, the financial cost is high. Generally speaking, an investment in a better broadband infrastructure is something I would support, but affordability and the impact on rates needs to be kept in mind.	Yes	This problem is major and with Telecom not the RDC.. RDC do the resource consent process and we can attempt to make this process as councillors	We should help private enterprise do this such as helping the PushPlay initiative at Tarawera.	Already part of Strategy with EBOP.	Yes

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Manifesto Policy 9 – Encouragement to establish new business							
Continue the work of the BrightEconomy Advisory Board in addressing the negative responses of the perception survey.	No further responses received	I support the continuation of this work	Yes	BrightEconomy advisory board needs results showing the RDC that more companies are setting up in Rotorua with different projects. Being helpful to new and additional projects/developments of new and existing companies	Agree	Council addresses all responses. Some need to be addressed in light of misunderstanding and failure to comply with process. Nigel Wharton explained this well at Economic summit recently.	Yes
Continue the work of Destination Rotorua Economic Development in positioning Rotorua as a place to work, live, plan and invest.		I support this continuing. Should the word 'plan' in fact be 'play'? Personally and within my club framework I believe I am making a contribution to this	Yes	Allow Destination Rotorua Economic development unit to have adequate funding for different projects. Ensuring as a council that money is not wasted. Keeping a clean/green Rotorua concept and make it easier for new residents and companies to live work and play in Rotorua	Agree	Agree - part of LTCCP, and doing it already.	Yes

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Create a positive retail environment in the CBD to attract the interest of new retailers by adopting a CBD revitalisation strategy		Covered in Policy Issue No 5	Yes	This is being done at present with new businesses coming to Rotorua. The problem is empty shops on the outskirts. Retailers always want to be where (the action is) the people are. Some businesses do very well in certain areas. Like White Street Riri Street . There can be cases of too many retailers for the Rotorua people. The good /best will survive	Agree	Agree. Include 2nd level apartment dwelling to support activity in CBD.	Yes
Develop a strategy that will incentivise existing property owners in the CBD to invest in refurbishment and/or redevelopment		Again related to Policy Issue No 5 – I believe the Build Heritage Study and the Transport Study are aimed at this problem, but from my experience, property owners in the CBD are going to need some pretty strong incentives to invest in the much needed refurbishment proposed. I am astounded that the Multiplex remains a blot on the CBD cityscape.	As stated, Council and council staff need to better understand what business friendly means	At present this is hard as the most retail shops are going through a slow down in the economy. In some cases the landlords add the costs to the tenants. Better economy, better results	Very much Agree... use private enterprise	Agree - See above.	Yes

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Develop a strategy to attract, incentivise and facilitate the establishment of new businesses to Rotorua		I'm interested in recommendations from the Bright Economy Board on this proposed action.	Yes	The answer is not with the individual people but with the groups like BrightEconomy Destination Rotorua Economic development unity. Tourism Rotorua and the Rotorua Chamber of Commerce with help from government departments	Agree	Agree - again, the holding of forums will help. So will support from organisations such as yours.	New businesses require new customers and a larger population. The District Plan may well stuff this up

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Manifesto Policy 10 – Pro-active approach to environmental sustainability.							
Encourage and facilitate recycling from all households.		I support this action and agree that kerbside collection of recyclable materials and increased landfill charges is the only effective way to achieve buy-in to household recycling. I am amazed and dismayed at the speed with which we have filled a huge hole in our city landfill – we must do better	This is a good initiative. However where there are areas with holiday homes - recycling containers cannot be left out for long periods of time- as it encourages break ins and loss of property	Yes recycling needs to be developed more. Some items cannot be recycled. The rubbish at the tip needs to be reduced. The cost involved needs to be explored more. How much ALL ratepayers will pay? Storage? Cost of special wheelie bins. Recycles/good being blown around in windy days. Will it work? Goods being sent on to businesses to be recycled. Use of recycled products	Very much agree that we need convenient kerbside recycling for busy households	Yes, I agree. But cost factor for our population is important to consider. Likely to start with a user pay content - especially curb side recycling. We have had many debates over this, and cost is prime factor.	Yes
Encourage and facilitate sustainability in the construction sector		If Waitakere, Hamilton and Kapiti Coast can provide free advice on this then surely Rotorua can also.	Remove unnecessary restrictions on development	The key for development IS THE ABOLISHMENT of the DEVELOPMENT LEVY. This levy is having a huge negative impact on the non establishment of new products/developments funding of the projects is not councils concerns but the developers finance companies, banks and other income supporters	Agree	Agree. Accreditation of Building Services with Council will achieve this, plus bringing our staff levels up to "quota" to facilitate inspections and LIMS and PIMS become mandatory.	"??"

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Research and facilitate conversion of waste products into fuel.		Agreed	Provide concessions to remove overhead costs	Different projects being looked into at present by different groups . Again for the developers to process their different projects council is getting revenue from some waste products at the treatment station and the rubbish dump	Very much agree	This is a National and even World-Wide topic. It is also costly. Don't agree ratepayers should fund this. We need to hold hands with Government, EBOP, LGNZ and SCION, to investigate possibilities.	Don't get side tracked from the only realistic alternative being a properly planned, built and run bio-fuel industry

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Manifesto Policy 11 – A co-ordinated energy strategy for the district							
Develop an energy management strategy that includes an energy management policy and plan for the Rotorua District Council		I do not have the knowledge at this stage to comment on the proposed key actions proposed in your manifesto. In principle I support energy conservation and in the redevelopment of our home I have installed double glazing and improved insulation throughout, as well as solar hot water heating – we have been running solely on solar heated hot water throughout the winter. Our log fire has been replaced with energy efficient heat pumps. It was an expensive exercise but worthwhile. I agree that RDC should set an example and lead the way in energy management in the District.		This is not just a RDC problem with carbon credits but a problem with the whole community. Some companies and individuals will always think of profit and not the economy. Rotorua is just a small pin prick in the world. One of the largest problem areas is China. This has partly showed up with the large product recall. Will assist where required	Agree. We are already doing this with the CCP (communities for Climate Protection) initiative	Agree. Geothermal use is paramount. This has been signalled to EBOP. Still awaiting release of their Geothermal Plan. Council part of LAMA.	Small beans in the main effort

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Adopt best practice for energy use by the Council and publish details to establish the Council as a positive role model in energy management				One of the best ways people can help is grey water. Recycle our water use . Water in the future will be expensive. Solar heating needs to be improved and the companies putting on the roof needs to offer better service. Geothermal is mainly in government control and regulation. (1-5km from whak) hydro the old RAEA had its own power station and this was taken over by Trustpower	Agree – CCP initiative	Agree. Involved in LAMA strategy. Recently had demonstration of ECO low energy light bulbs. Also use of bikes to get around city. Already have bike lanes. Council doing this.	Yes
Support and actively enable new local energy management initiatives				This council needs to employ and officer or outside consultant to reduce costs such as power savings running costs may share the equipment more car pools cars even further use of small cars that are energy efficient. Vehicles maybe *** longer for ratepayers needs to be more helpful in areas	Very Much agree	Council receives presentations all the time. Council is energy conscious and involved in LAMA	Yes, yes!

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Set strict carbon reduction targets for the Rotorua District and develop an action plan for their achievement				use firms like David McNiven (in RCC building) to put this in place	This is easy to do in a district so rich with renewable energy opportunities	Government still discussing carbon credits. As Forestry is major industry still in this area we are involved in discussions including SCION.	A side issue with little advantage until sufficient alternative fuels and power sources are available
Develop and support renewable energy generation initiatives including hydro, solar, geothermal and bio fuels				depends on costs. There will be a level where costs our way savings. New local energy management initiatives will happen. It is a case of being careful and not wasting ratepayers funds with failed ventures. Sometimes it does pay to wait and not be the first	Very much agree. We need to do more for this area	Agree. Council policy supports these initiatives. I do not see <u>development</u> as part of Council core business.	Yes
Develop work started by the BrightEconomy Board on local energy resources.				BrightEconomy boards has an agenda to do the necessary work. At certain stages they will need help in there funding resource consent or maybe land. This is where the council can help	Very much agree. Big strength for Rotorua. This is our future as a district.	Council meets regularly with BEB and receives their reports. Council is not the one stop shop for all jobs.	Yes

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Manifesto Policy 12 – Reduced size and cost of local government.							
Review Council units that provide private goods and services to the public to ensure they operate effectively and efficiently. The review should consider different management models and the benefits of divesting commercially viable activities to private enterprise while retaining a return on the investment.		I accept there may be scope for some change here, but I take issue with some of the services singled out for 'privatisation'. There are a number of events staged in Rotorua which are initiated by 'not-for-profit' organisations. They not only contribute to Community Outcomes, but they also provide economic benefit to the economy. The UCI Mountain Bike World Champs was such an event, bringing a \$12million boost to the economy. There are several more such as the Rotorua Wearable Creations n Colour competition.	See comments previous. Council is involved in areas that are not cost effective	The review would mostly take place at budget time. Sometimes the council can do a better job that private enterprise in certain business units. There is a core business which the council has to provide to ratepayers with some units do not provide a return on investment and some businesses take years to provide a return on investment like the airport	Agree on efficiency, however do not agree on privatisation of all operations. All privately run companies charge a profit margin and this must be paid for by ratepayers. Many councils coming back to Council Controlled Organisations for the provision of service. Can also be shown that ratepayers get better value for money from CCOs than from private contractors.	Council is cost effective, and assesses its functions regularly across the spectrum. Fees are set to cover costs.	Rotorua is one of many thousands of communities that have a very long history. If private enterprise could do the job with the same community benefit they would be on the job

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Reduce the size, scope and cost of local government by focusing on core activities of local government.		The NZ Police privatized [outsourced] the maintenance of it's vehicle fleet a few years back. In some Police Districts with small fragmented stations it worked OK. In Rotorua where 95% of the vehicle fleet was based in the city, a non-sworn qualified mechanic who kept the fleet in immaculate condition was made redundant. Within a couple of months a shambles resulted with flat tyres, flat batteries and expired warrants and regos commonplace. A senior sergeant on twice the salary of the non-sworn vehicle 'handyman' was put in charge of liaison with the fleet maintenance people.	Yes. Yes - see audit statement	Look at all departments. Your question would mean the airport is not part of core activities. Example the people of Rotorua would loose out in future income and Rotorua in my opinion would go backwards. The RDC is doing the hard yard now. We will benefit in the future. The question should be how much can ratepayers (%) pay on there rates. set policy where needed. The councillors set the policy and the RDC officers put it into practice	Agree. Private enterprise should be paying the \$50 million dollar bill for the Airport as an example. International airports are not core business for local government. There are other examples such as health and social responsibilities of central government.	Already do. Council is efficient and effective. Less is not always more - and we now have a Community Board as well.	Core activities is a matter of opinion not fact

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Desist from moving into areas of commercial operation that compete directly with private interests and expose Council to commercial risk.		I have heard of a couple of rather obscure council appointments which bear scrutiny, but by an large I would need to see a really good business case which acknowledged and minimized risks to Community Outcomes before I could be convinced that some of the roles earmarked were handed over to private enterprise.	Yes. Government and local government should not be in activities with which they do not have the commercial experience	The council has over 500 employees. Who should know what is correct and what us wrong For the council to be involved in. They may need to set up an operators develop land and then on sell the projects or operations to provide enterprise, thus making a return to ratepayers. they need to give careful and correct advice	I do agree... but there is many examples of where this philosophy does not work such as the delivery of broadband. Chamber need to assess the policy on this if they want RDC to get involved in the delivery of Broadband also. Its all about the cost for ratepayers. If council can do it cheaper then we should as council represents all ratepayers, not just one sector.	Agree. Council is vigilant on this matters.	Financial loses on some activities area part of local government. Just ask the Education Department, the Health Department, transport sector etc etc.