

Activity 6.2: Garden and Heritage Parks

Accountable Manager: John Mackie

What services are provided?

- Provide and manage The Botanic Gardens – including education, promotion and displays
- Provide and manage Garden and Heritage parks
- Heritage buildings and structures (eg fountains, clocks, statues, and outdoor art works)

Why do we provide these services?

The Botanic Gardens and a number of garden and heritage parks have a significant place in our natural, cultural, social and botanical heritage, and are managed to protect and enhance these values. Garden and heritage parks play a significant role in supporting the City's garden image. Maintaining the heritage buildings and structures will help protect the City's cultural and heritage image.

What outcomes are we trying to achieve?	How do the services contribute to desired outcomes?
<ul style="list-style-type: none"> • The garden city image and garden heritage image of the district are enhanced 	<p><i>The Botanic Gardens and other garden and heritage parks are an integral part of the Christchurch's internationally recognised identity as the Garden City and the garden heritage of the district. Trees and plants provide ecological, environmental and amenity benefits to Christchurch city.</i></p>
<p>The public has access to places of scenic, natural, heritage, cultural and educational interest</p>	<p><i>Maintaining garden and heritage parks protects and provides access to Christchurch's botanical and cultural heritage. The Botanic Gardens collections provide access to a range of botanical species of scientific value.</i></p> <p><i>Educational programmes, displays and promotions enhance public access and help people to learn about our natural heritage</i></p>
<ul style="list-style-type: none"> • People have equitable access to parks, open spaces, recreation facilities and libraries 	<p><i>Garden and heritage parks contribute to the district's network of parks and open spaces and provide places for relaxation and recreation</i></p>
<p>Streetscapes, public open spaces and public buildings enhance the look and function of the city</p>	<p><i>Garden and heritage parks contribute to the natural character and open space of neighbourhoods</i></p>
<p>Existing ecosystems and indigenous biodiversity are protected</p>	<p><i>Garden and heritage parks can protect indigenous vegetation habitats and the species that they support</i></p>
<p>A range of indigenous habitats and species is enhanced</p>	<p><i>As part of the network of green space throughout the city, garden and heritage parks provide opportunities for enhancing indigenous habitats and species</i></p>

Which group or section of the community will benefit from this activity?:

Christchurch residents, ratepayers, visitors to Christchurch, concession and lease holders, garden and horticultural societies, botanical education, research centres, volunteer groups, Universities and schools.

Key legislation and Council Strategies:

Reserves Act 1977, Local Government Act 2002, Resource Management Act 1991, Historic Places Act 1993, Christchurch City Reserves Amendment Act 1929, Christchurch City Plan, Banks Peninsula District Plan, Public Open Space Strategy, Reserve Management Plans, Biodiversity Strategy

Customer

What business results must we deliver to our customers, to deliver on the outcomes?

Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Provide and manage The Botanic Gardens – including education, promotion and displays					
<p>6.2.3 Provision of a Botanic Garden that is open to the public</p> <p>(merging 6.2.3 with part of 6.2.1)</p>	<p>2012/13 per draft AP <i>Maintain the Christchurch Botanic Garden:</i></p> <ul style="list-style-type: none"> •Continue to provide Christchurch Botanic Gardens •1.3M visits 	<p>CCC actuals: 09/10 – 1,230,000 10/11 – 1,190,000 11/12 – 1,140,000 (actuals restated using new calibrations)</p> <ul style="list-style-type: none"> •Australian National Botanic Gardens Canberra 450,000 •Brooklyn Botanic Garden 700,000 •Royal botanic Garden Edinburgh 800,000 	<p>≥ 1.1M visits per annum</p>	<p>Provision of these gardens enhances Christchurch's Garden City image and protects the heritage items vested with the council in public spaces, and provides open space art works acquired through gifting and Development Contributions.</p> <p>Provision of a Botanic Garden that holds documented collections of living plants for the purposes of scientific research, conservation, display and education, that is open to the public.</p> <p>New measurement as technology has improved accuracy of count.</p>	<i>Accepted</i>
<p>6.2.1 The Botanic Gardens are maintained so they are clean, tidy, safe, functional and fit for purpose.</p>	<p>2012/13 per draft AP</p> <p style="text-align: center;">New LOS</p>		<p>≥ 95% of internal monthly checklist requirements pertaining to park facilities are met to ensure the gardens can be appropriately enjoyed by the community.</p> <p style="text-align: center;">This includes appropriate maintenance of paths, gardens, grass, seats, picnic tables, signs, playground equipment & hard surfaces, and that toilets are serviced and pests are controlled.</p>	<p>Maintenance is carried out to ensure the best fit between the cost of providing the service and residents expectations.</p>	<i>Accepted</i>
<p>6.2.2 Proportion of visitors satisfied with the appearance of The Botanic Gardens</p>	<p>2012/13 per draft AP (6.2.2.1)</p> <p>≥ 89% satisfied or very satisfied with the Botanic Gardens (target confirmation required)</p>	<p>CCC actuals: 09/10 – 98% 10/11 – 99% 11/12 – 94%</p> <p>Auckland CC: 90% satisfaction with all parks, Annual Plan</p>	<p>≥ 92%</p>	<p>Measuring and managing customer satisfaction with the Botanic Gardens.</p> <p>This is seen as a good balance between cost of provision and customer satisfaction.</p> <p>Increase in LOS follows the actual survey results including the post earthquake event ratings.</p>	<i>Accepted</i>

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Performance Standards for LTP

Performance Standards for LTP	Current performance	Bench-marks	Recommended LOS	Rationale	LTP Committee Direction
Provide and manage The Botanic Gardens – including education, promotion and displays (cont'd)					
6.2.4 Provision of Botanic Garden Services	<p>2012/13 per draft AP</p> <p>6.2.4.1 2009/10 through to 2013/14 Maintain: Visitor Centre opening hours 9.00-4.00pm Weekdays plus 10.15-4.00pm Weekends</p> <p>From 2014/15 Visitor Centre opening hours 8.30-5.00pm 7 days a week</p> <p>6.2.4.2 Permanent displays, educational area, changing exhibitions – 6 p.a.</p> <p>6.2.4.3 Herbarium environment standards achieved</p> <p>6.2.4.4 Restricted access (for reference only) to Herbarium library, archives for wider community -2 hours per day, by appointment</p> <p>6.2.4.5 Environmental education programmes 20 p.a.</p> <p>6.2.4.6 Greater-community exhibition and education information - 4 p.a.</p> <p>6.2.4.7 Science and research, partnerships with CRIs, Higher learning institutions and Government departments 160 p.a.</p> <p>6.2.4.8 Café 7 days, 9am-5pm</p> <p>6.2.4.9 Events / promotions between 2 to 4 p.a.</p> <p>6.2.4.10 Operation of tour vehicle within Botanic Gardens</p>	Auckland Wellington and Hamilton Gardens have large visitor facilities	<p>6.2.4.1 2013/14 Visitor Centre open 9.00am-4.00pm Weekdays, 10.15-4.00pm Weekends</p> <p>From 2014/15 Visitor Centre open 8.30-5.00pm 7 days a week</p> <p>6.2.4.5 Facilitate ≥ 25 Environmental and community education activities per year</p> <p>6.2.4.7 Invest ≥ 160 hrs per year in science and research partnerships with CRIs, higher learning institutions, and Government departments</p> <p>6.2.4.3 Provide the Herbarium and library (for reference and research only)</p> <p>6.2.4.9 Facilitate 4-6 events and displays in support of the Botanic gardens and Christchurch's Garden City image per year</p>	<p>The service has not changed, however they are now grouped in five LOS instead of 10 to improve understanding.</p> <p>The visitor centre and café will operate 7 days a week (excluding Christmas Day).</p> <p>Learning Through Action programmes provide students with an understanding of the City's environment, how they can look after it, and sustainability.</p> <p>Opportunities for community members to actively learn about biodiversity and their environment</p> <p>Both internal and partnership based projects provide high quality research with practical outcomes that support the objectives of the Botanic Gardens.</p> <p>Plant conservation research, education, and provision of plants supports global plant strategies.</p> <p>The Gardens are 1 of the 13 herbaria in New Zealand National Herbarium Network, and is used by the Botanic Gardens for the purposes of plant identification, research and teaching.</p> <p>Provision of events enhances the visitor experience and contributes in enhancing the Garden City image i.e. Kids Fest, Ellerslie International Flower show.</p> <p>Displays can contribute to the ongoing learning of residents and visitors.</p>	<p><i>Provide further information on options and associated costs for extending opening hours of the Botanic Gardens and the temporary Visitors Centre (in the gardens) during summer</i></p> <p><i>Staff response: The Botanic Gardens is normally open dawn to dusk and to extend opening hours into the evening increases risk of security for collections, damage to Council assets, anti-social activity and would require an increase in security and staffing costs. Recommended LOS is altered to clarify Visitor Centre hours, which increase when new building planned to open. This increase is allowed for in the budget.</i></p>

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Performance Standards for LTP

Performance Standards for LTP	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Provide and manage Garden and Heritage parks					
6.2.10 Garden and Heritage Parks are maintained to specifications so parks are clean, tidy, safe and functional	2012/13 per draft AP • Heritage garden parks 49 (Park portion of LOS 6.2.1) see new 6.2.10 <i>Was: Christchurch Botanic Gardens and heritage parks (including fountain, clocks, statues and outdoor art) are well maintained</i>	Auckland Council Parks LOS: Percentage of local parks and reserves maintenance standards achieved as per contractual requirements - target 98%	≥ 95% of Urban Parks contract technical specifications pertaining to Garden and Heritage park facilities are met to ensure the parks can be appropriately enjoyed by the community. This includes appropriate maintenance of paths, gardens, grass, seats, picnic tables, signs, playground equipment & hard surfaces, and that toilets are serviced and pests are controlled.	This is not a change of service outcomes, however the LOS description has been condensed to improve the measurability in conjunction with the new frequency based Urban Parks maintenance contract. This is in effect from 1 st July 2012 and includes the detailed specifications.. Other Local Territorial Authorities have similar LOS around contract specifications. Maintenance is carried out to ensure the best fit between the cost of providing the service and residents expectations.	Accepted
6.2.11 (was 6.2.2.2) Proportion of visitors satisfied with the appearance of garden & heritage parks	2012/13 per draft AP 87% customers satisfied or very satisfied with garden & heritage parks	CCC actuals: 09/10 – 92% 10/11 – 75% 11/12 – 79% Auckland CC: 90% satisfaction with all parks, Annual Plan	2013/14 ≥ 80% 2014/15 ≥ 85% 2015/16 ≥ 90%	Measuring and managing customer satisfaction with the garden & heritage parks. This is seen as a good balance between cost of provision and customer satisfaction The LOS at 80% reflects the impact of the earthquake events, with the 2015/16 year targeted for a return to pre earthquake levels.	Accepted

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Performance Standards for LTP

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Heritage buildings and structures (eg fountains, clocks, statues, and outdoor art works)					
6.2.12 Garden and Heritage parks heritage buildings and structures are maintained so they are clean, tidy, functional, safe and fit for purpose. (was part of 6.2.1)	2012/13 per draft AP <ul style="list-style-type: none"> • Clocks 4 • Fountains 18 (Bowker fountain restoration in 2012) • Buildings 2 • Bridges – suspend (0) • War memorials 16 • Statues 2 (Structures part of LOS)		<p>≥ 95% of Facility Maintenance contract technical specifications pertaining to Garden & Heritage parks buildings and structures are met (for buildings and structures that are not closed).</p> <p>This includes ensuring open heritage buildings and structures are safe, appropriately maintained, and serviced to ensure their heritage values are protected, and that they can be appropriately enjoyed by the community.</p>	<p>This is not a change of service outcomes, however the LOS description has been condensed to improve measurability in conjunction with the new NEC format contracts. The Facility Maintenance contract came into effect from 2009 and includes the detailed specifications.</p> <p>Maintenance is carried out to ensure the best fit between the cost of providing the service and residents expectations.</p>	<p><i>Give a break down of the structures and buildings under these headings</i> <i>This has been provided separately.</i></p>

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Non-LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Provide and manage The Botanic Gardens – including education, promotion and displays (cont'd)					
6.2.5 Cost of maintaining The Botanic Gardens	2012/13 per draft AP At a cost per hectare not exceeding budgeted controllable costs / the number of hectares expected by year end: \$___ / ha To be confirmed)	CCC actuals: 09/10 – \$93,288 10/11 – \$101,167 11/12 – \$104,680 Cost / ha for all parks: Auckland \$24,193 Tauranga \$11,126 Hamilton \$26,604 (Yardstick Report 2010)	At a cost per hectare not exceeding budgeted controllable costs / the number of hectares expected by year end: \$120,480 / hectare	To ensure there is an appropriate and consistent level of resourcing for the maintenance of The Botanic Gardens (32.4 hectares). The target is based on previous levels of provision and customer satisfaction. Each year's \$ LOS will be calculated once each Annual Plan is adopted by Council.	Accepted
6.2.6 Extent of botanical collections at the Botanic Gardens	<u>2012/13 per draft AP</u> 14 Iconic plant collections: 1.Rosaceae 2.Fern 3.Temperate Trees 4.Cacti and succulent 5.Bonsai 6.Alpine and sub alpine 7.NZ Native cultivars 8.Bulbs 9.Pinetum 10.Monocot trees 11.Woodland Plants 12.Begonias 13.Rare and endangered 14.Perennials		6.2.6.1 Enhance, preserve, and maintain plant collections, as documented in the Botanic Gardens management plan. 6.2.6.2 ≥ 95% of internal monthly checklist requirements are met	The service has not changed, however the reporting has been modified as the detail is in the consulted management plan. Botanic Gardens collections are taxonomic, geographic, ecological, and horticultural based. These collections, including the following 14 iconic groups are nationally significant. (1.Rosaceae; 2.Fern; 3.Temperate Trees; 4.Cacti and succulent; 5.Bonsai; 6.Alpine and sub alpine; 7.NZ Native cultivars 8.Bulbs; 9.Pinetum; 10.Monocot trees; 11.Woodland Plants; 12.Begonias; 13.Rare and endangered; 14.Perennials)	Accepted

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Non-LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
Provide and manage Garden and Heritage parks (cont'd)					
6.2.7 Urban Parks Maintenance contract managed to ensure contractor performance meets requirements	2012/13 per draft AP 95% compliance each year with park maintenance audit specifications (NB: old contract format)	CCC internal standard / benchmark (Road Maintenance, Waterways and Land Drainage)	The contract is managed in accordance with the contract management plan's performance criteria.	Managing compliance with the Urban Parks contract requirements will ensure Garden & Heritage Parks maintenance activities are programmed and completed in accordance with the contract. Contract management, training and quality assurance processes have been reviewed to ensure contracts outcomes are achieved. The Contract Management Plan's performance criteria includes that the works will be completed within the agreed budget; completed to contract specifications; and comply with the approved Quality Assurance System. (The contract performance is audited against the specifications per the KPI model in the Urban Parks maintenance contract, clause 15.4.6.)	Accepted
6.2.8 Cost of maintaining Garden & Heritage Parks	2012/13 per draft AP At a cost per hectare not exceeding budgeted controllable costs / the number of hectares expected by year end: \$___ / ha (To be confirmed)	CCC actuals: 09/10 – \$26,787 10/11 – \$24,265 11/12 – \$30,130 Cost / ha for all parks: Auckland \$24,193 Tauranga \$11,126 Hamilton \$26,604 (Yardstick Report 2010)	At a cost per hectare not exceeding budgeted controllable costs / the number of hectares expected by year end: \$43,843 / hectare	To ensure there is an appropriate and consistent level of resourcing for the maintenance of council's 47 Garden & Heritage parks (70 hectares). The target is based on previous levels of provision and customer satisfaction. Each year's \$ LOS will be calculated once each Annual Plan is adopted by Council. 6 Nov 13 Error in calculating target (34,450), incorrectly excluded heritage buildings. Budget remains as per TYP. NB: This excludes the costs associated with The Botanic Gardens (see 6.2.5 above).	Accepted

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Non-LTP Performance Standards

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Provide and manage Garden and Heritage parks (cont'd)					
6.2.9 Provide and maintain trees	2012/13 per draft AP 10 year programmed maintenance cycle	CCC actuals: Trees per year: 09/10 – 15 year programmed cycle 384 10/11 - 15 year programmed cycle 99 11/12 - 15 year programmed cycle 373 Auckland City 13 year maintenance cycle Hamilton City Council 6 monthly maintenance cycle for high profile parks Tauranga City Council annual inspection of all trees plus required maintenance	Maintain: 590 trees subject to programmed maintenance, plus reactive maintenance across all Garden & Heritage Park trees as required	This contributes to the LOS for an attractive and well designed urban environment, Christchurch's culture and heritage being valued, and that Christchurch is a good place to do business. The 590 trees LOS has been determined using an appropriate mix of tree sizes, and approximately equates to a 10 year maintenance cycle. Programmed maintenance includes: overhead services clearance, removal of dead/dying/diseased branches, branches obstructing walkways/cycle ways/roads, other pruning to maintain health and structural integrity of the trees, formative pruning, establishment maintenance.	<i>Accepted</i>