

## Activity 6.6: Harbours and Marine Structures

Accountable Manager: John Mackie

### What services are provided?

- Provide, manage and maintain marine structures and facilities, including:
  - Recreational and commercial facilities for city residents and visitors – e.g. New Brighton Pier, Akaroa and Diamond Harbour wharves
  - Wharves, moorings, harbour structures, and boat ramps as recreational facilities throughout Christchurch and Banks Peninsula coast – eg Wainui wharf, and Magazine Bay facilities.

### Why do we provide these services?

The Council provides wharves, marine and other harbour structures to enable and encourage marine recreation, transport, and economic activity.

What outcomes are we trying to achieve?	How do the services contribute to desired outcomes?
<ul style="list-style-type: none"> <li>There is a range of travel options that meet the needs of the community</li> </ul>	<p><i>Providing wharves and harbour structures contributes to transport and tourism for residents and visitors</i></p>
<p>There is increasing participation in recreation and sporting activities</p>	<p><i>Providing wharves, moorings, harbour structures and boat ramps encourages and enhances marine and other recreation</i></p>
<ul style="list-style-type: none"> <li>Christchurch's infrastructure supports sustainable economic growth</li> </ul>	<p><i>Providing tourism operators and other businesses with access to and from the sea helps to supports economic activity</i></p>

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

Christchurch residents and ratepayers, visitors to Christchurch, recreational boat users, commercial and tourism operators, fishers, lease holder organisations, and businesses.

### Key legislation and Council Strategies:

Resource Management Act; H&S in Employment Act; Building Act; Ecan regional plans; Marine Facilities Control Bylaw 2002

## 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
<b>Provide, manage and maintain marine structures and facilities</b>					
6.6.1 Provide marine structures for public recreation and commercial use	2012/13 per draft AP 1 pile mooring group  12 slipways  2 swing moorings  15 wharves/jetties  New Brighton Pier  various associated grounds, buildings and shelters		6.6.1.1 Existing harbour and marine structures remain open for commercial and recreational use (unless assessment deems the structure unsafe)  6.6.1.2 Review of provision of harbour and marine structures, completed by June 2014	Contributes to LOS for attractive and well designed city, a city for recreation, fun and creativity.  Managing the number of marine structures (e.g. wharves, marinas, etc) to provide for commercial, general public use & recreation.  A review is required because of the present condition of assets, some of which are currently closed. The outcome of the review will inform the asset management plan.  The marine structure review will be subject to Council approval, to determine the future provision and levels of service.	<b><i>Accepted</i></b>
6.6.2 Proportion of customers satisfied with the state of marine structures provided by Council	2012/13 per draft AP  Suspended 2012/13  CCC actuals:  09/10 - 62% 10/11 – not surveyed 11/12 – not surveyed	Auckland City (65% resident satisfaction)	LOS to be set based on 2012/13 results.	To monitor satisfaction with the appropriateness of maintenance standards and levels of service provided.  To ensure the best fit between Council's allocation of resources and customer expectations.  This is surveyed through Point of Contact survey.	<b><i>Review baseline customer satisfaction levels based on results for 2012/13 year.</i></b>

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### Non-LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
<b>Provide, manage and maintain marine structures and facilities (cont'd)</b>					
6.6.3 Structures and facilities comply with applicable safety and operational legislation	2012/13 per draft AP  Implement Maintenance Plan and Compliance Plan	RMA, H&S in Employment Act, Building Act, Ecan regional plans, Marine Facilities Control Bylaw 2002 (or replacement)	6.6.3.1 2013/14 (ongoing) No notices of non-compliance with respect to open structures	Maintenance Plans and Compliance Plans are a requirement for operations to be within legal parameters. A number of existing structures not meeting safety standards, and are therefore closed. Significant expenditure would be required to bring assessed assets up to a safe and operational standard to comply with legislation, for the next three years. Further condition assessments might reveal additional maintenance and budget requirements. Maintenance and compliance plans ensure the open structures meet safety and operational legislation and will inform the asset management plan.	<b><i>Accepted</i></b>

## Customer

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### Non-LTP Performance Standards

Non-LTP Performance Standards	Current performance	Benchmarks	Recommended LOS	Rationale	LTP Committee Direction
<b>Provide, manage and maintain marine structures and facilities (cont'd)</b>					
6.6.3 Structures and facilities comply with applicable safety and operational legislation (cont'd)	2012/13 per draft AP  Implement Maintenance Plan and Compliance Plan	RMA, H&S in Employment Act, Building Act, Ecan regional plans, Marine Facilities Control Bylaw 2002 (or replacement)	6.6.3.2 Review and implement Maintenance Plan annually	Maintenance Plans and Compliance Plans are a requirement for operations to be within legal parameters. A number of existing structures not meeting safety standards, and are therefore closed. Significant expenditure would be required to bring assessed assets up to a safe and operational standard to comply with legislation, for the next three years. Further condition assessments might reveal additional maintenance and budget requirements. Maintenance and compliance plans ensure the open structures meet safety and operational legislation and will inform the asset management plan.	<b>Accepted</b>
6.6.4 Parks Maintenance contract managed to ensure contractor performance meets requirements	2012/13 per draft AP  Achieve 90% audit score for contract 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 Parks contract requirements will ensure Marine Structures inspection and 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 Parks maintenance contract, clause 15.4.6.)	<b>Accepted</b>
6.6.5 Support Cruise Ship economic activity	2012/13 per draft AP  New LOS		Akaroa Cruise Ship Visit Protocols are met (Council requirements only)	Cruise ship visits require specific on-shore support such as provision of additional toilet and rubbish collection facilities; increased maintenance; traffic management.	<b>Accepted</b>