SUSTAINABLE COMMUNITIES
Laying the foundations for our community’s future
Are Your Communities Sustainable?

- Are your decision makers making long term decisions using short term thinking?

- Are we planning for enough parks to provide for future population growth?

- Can we afford to maintain the levels of service we currently provide for future generations to enjoy?

- Or is the bubble about to burst?
The Basic Steps...

There are four basic planning steps to ensure that our park provision and level of service is sustainable:

- Determine current and future park provision
- Understand who are customers are
- Know what assets are provided
- Plan for long term asset replacement
Determining Current and Future Park Provision

- Local government tends to force us to look at annual cycles for budgeting and short term provision.

- We need to lift our eyes and review what have we got and what do we need for the next 20 years +

- It is this vision that many of our City forefathers had when planning our towns and cities, that we have not followed through in some cases in the past 50 years.
Determining Current and Future Park Provision

- We need to identify “what we have”

- We need to categorise our park types (sports parks, local parks, destination parks, cemetery etc)

Have a look at NZ Recreation Association Parks Categories
www.hastingsdc.govt.nz/reserves-strategy
Determining Current and Future Park Provision

- Identify demographic changes that are likely for the period of planning (20 years+)
- Develop some policy on what provision is appropriate for each park category.
- Produce clear GIS plans identifying location of existing parks of each category and thus identifying the distribution and gaps in provision
Determining Current and Future Park Provision – what have we got?

- At a high level what are the current levels of provision of park land
- How much developed/maintained parkland is there versus unmaintained bushland
- The inference here is that it is the developed park land that is the major cost in terms of maintenance and also meets the recreation uses by the community
Determining Current and Future Park Provision

Hectares of Parkland/1,000 Residents

- NZ Median: 20.87
- AUS Median: 16.44
- SA Median: 3.23
Determining Current and Future Park Provision

Hectares of Parkland/1,000 Residents

- NZ Median: 7.67
- AUS Median: 6.13
- SA Median: 2.32
- NZ Median: 13.41
- AUS Median: 11.41
- SA Median: 0.94

Legend:
- Green: Maintained Parkland
- Dark Green: Natural Parkland
Determining Current and Future Park Provision

Neighbourhood Parks Per 1,000 Residents

- NZ Median: 1.39
- AUS Median: 2.87
- SA Median: 0.62
Is this what the customer wants?
Understand who your customers are

- We have customers using our parks, which is no different from running a business - someone has to pay

- How do we identify what our customers really value and want, rather than us provide what we think they would want?

- If we get this right our customers should be happier, complaints should reduce and use should increase (so might our budgets)

- We call this LEVELS OF SERVICE, it's identifying firstly what the customer wants and comparing it to what we are providing and then factoring in what is affordable or how we meet the customers expectations that is the challenge
Understand who your customers are

Four approaches to measuring customer levels of service are:

- Community mail out surveys
- Community phone surveys
- Focus groups
- User intercept surveys
What the customer said

Satisfaction with Destination Park Toilets

![Bar chart showing satisfaction with Destination Park Toilets]
What the customer said

Satisfaction with Destination Park Security

![Bar chart showing satisfaction levels for different destinations with blue and red bars for different security measures, and a green gap bar.]
What the customer said

Satisfaction with Neighbourhood Park Playgrounds

[Bar chart showing satisfaction levels for different parks, with mean scores and gaps for IMP and SAT playgrounds.]
What the customer said

Satisfaction with Shade on Neighbourhood Parks

![Graph showing satisfaction levels with shade on neighborhood parks with average satisfaction of 4.39 and a gap of -0.66.](image)
Knowing your assets
Knowing your assets

“if you can’t measure it how can you manage it?”

- Have you got an asset register?

- The asset register doesn’t need huge amounts of detail but does need to record each asset, its components, condition and useful remaining life (in summary)

- Your asset register is the beginning of moving away from a reactive approach to maintenance and a start on the path of routine and planned maintenance and capital renewal
Long term asset replacement

- We constantly build new assets, often driven by political desire.

- We do need to be able to identify future renewal and replacement costs on an annual basis and to present these annually to our decision makers.

- It's not sustainable to not present the likely future costs of renewal and replacement of assets and simply wait for them to fail to start the process of identifying funding for repair/renewal/replacement.

- Officers don't need to carry the responsibility for lack of funding or lack of resources this is a political responsibility as long as we (as officers) have presented the information.
So are we sustainable?

**SUMMARY**

Have we got the information to be able to know if our activity is sustainable with the resources that the organisation is currently providing us with?

If **NOT** what are we doing about it? benchmarking, asset register development, assessing the condition of our assets, developing a parks strategy, asking our customers what they want..................?
SUMMARY

- In order of priority to operate our parks sustainably for our communities we should:
  - Develop a high level parks strategy
  - Develop an asset register
  - Benchmark to identify areas for improvement and to encourage ourselves!
  - Survey our customers regularly
  - Develop an asset management plan with levels of service, improvement plan and 10 to 20 year financial plan
About the presenter

Jayson Kelly is a director of Xyst (pronounced EXIST) – Greek for a terrace or walkway with trees, or a planted and covered outdoor venue for athletic training

Xyst provide services to the NZ Recreation Association / IERM / Ifpra to project manage the Yardstick Parks and Pools projects

Xyst undertake the development of parks strategies, asset management plans for parks and community buildings, provide training and workshop services in Australia and internationally.

www.xyst.biz