2025–2026

HUTT CITY
TE AWA KAIRANGI

Pūrongo ā-Tau
Annual Report

Case Studies



Tupua Horo Nuku

Case study | A year in focus



Tupua Horo Nuku: Tapuwae Whenua

In April 2026, Tupua Horo Nuku, the 4.4km seawall and shared path connecting Ngau Matau (Point Howard) and Eastbourne, was blessed through a Tapuwae Whenua ceremony, marking the completion of a significant stage of the project and celebrating the enduring partnership between Mana Whenua, Hutt City Council, Waka Kotahi and Te Ara Tupua Alliance.

A Tapuwae Whenua ceremony is a tikanga-based process that acknowledges the spiritual and cultural significance of a place, bringing people together to formally open, dedicate and connect a project to the whenua and its stories. The ceremony reflected the principles of the Tākai Here, Council's commitment to strengthening relationships with Mana Whenua through partnership, shared decision-making and mutual respect.

Throughout the delivery of Tupua Horo Nuku, Mana Whenua have played a key governance role through the Mana Whenua Steering Group, ensuring matauraura (knowledge) Māori, cultural values and local narratives are embedded alongside engineering, environmental and community outcomes. This collaborative approach demonstrates how large-scale infrastructure projects can be shaped through genuine partnership, recognising Mana Whenua not only as cultural advisors, but as strategic partners and kaitiaki with a vital role in guiding the long-term stewardship of place.

The name Tupua Horo Nuku evokes the story of Ngake, one of the two Tupua (spiritual beings) who, according to traditional Te Āti Awa narrative, helped shape Te Whanganui a Tara. Gifted to the project by Te Āti Awa Taranaki Whānui, the name reflects a deeper connection between the shared path, the harbour and the history of the area.

Rather than being simply a transport or resilience project, Tupua Horo Nuku is part of a wider effort to weave local narratives, identity and whakapapa into the landscape.

The gifting of a name by Mana Whenua is a significant act that acknowledges the relationship between people and place, ensuring the stories of the harbour and its ancestors remain visible and accessible for future generations.

Case study



Marae at the heart of community response

Marae across Te Awa Kairangi ki Tai once again played a vital role as places of shelter, coordination and care for communities during and following severe weather events this year.

Council worked closely with marae to support emergency activation, recognising that marae are not only cultural centres, but trusted community anchor points with deep local reach.

This included strengthening communications infrastructure to support connectivity during emergencies, alongside emergency supplies and other resources that help marae coordinate and sustain community response efforts when they are needed most.

This mahi highlighted the importance of readiness, trust and partnership before crises occur, so that when they do, communities can respond swiftly and collectively.

Looking ahead

Te Herenga Kairangi continues to guide how Council works, listens and learns. As the strategy becomes more embedded across the organisation, the focus remains on doing the right things, in the right way, for the long term.

The progress of the past year reinforces a simple principle: when Māori perspectives and leadership are centred, outcomes are stronger - for Council, for communities, and for the city as a whole.

Hanganga anamata
Future-fit infrastructure

We are making significant investment in our infrastructure to ensure our community can move freely, access essential services, and fully enjoy our facilities. Over the last year, we have invested in water, road, and resilience projects to ensure the social, economic, and cultural wellbeing of our community is sustained and the health and safety of people, property, and the environment is protected.



New building consents platform Consent-IT

Council successfully implemented Consent-IT, a modern platform that supports the management of building consents. The new system replaces legacy technology and provides a more streamlined, efficient, and user-friendly experience for both customers and staff.

Consent-IT improves the way consent applications are processed by bringing key information, workflows and communications into a single digital platform. The system supports faster processing, greater transparency, and more consistent decision-making, helping Council meet growing demand while maintaining high service standards.

The implementation also created opportunities to integrate new digital tools, including artificial intelligence capabilities that assist staff with reviewing consent information and identifying relevant requirements. These enhancements support productivity and enable staff to focus on higher-value work while maintaining regulatory oversight.

The introduction of Consent-IT is an important step in Council's wider digital transformation programme, providing a modern foundation for future improvements to consent services and helping deliver a better experience for applicants, builders, developers and residents.



Payble rates platform launch

This year, Hutt City Council launched Payble, a new online rates payment platform designed to give ratepayers greater flexibility, visibility and control over how they manage their payments. The platform supports Council's commitment to improving customer experience and making it easier for residents to interact with Council services.

Payble allows customers to choose how and when they pay their rates, including weekly, fortnightly or monthly payment schedules. Users can view balances in real time, manage payment plans online, update payment details, and make payments using a range of secure options.

The introduction of Payble provides ratepayers with more choice while maintaining existing payment methods for those who prefer them. By offering a more flexible and customer-focused approach to rates payments, Council is helping residents better manage household costs and improving access to digital services.

Dashboard

4.16km pipes renewed

27.1 lane-km of road resurfaced
(approx. 86,557m2)
2025-26 season

5.7 lane-km of road rehabilitated
(approx. 23,873m2)
2025-26 season

Eastern Hutt Road resilience

In December 2025, Council received funding from NZ Transport Agency Waka Kotahi to progress the next phase of Eastern Hutt Road resilience works. Substantial progress was made in detailed design and procurement workstreams. The project went to the market in July 2026 to seek a preferred contractor for the first stage of improvement works.

Pito One Landings

Mana Whenua and Council worked together to deliver two significant initiatives this year: Pito One Pā Landing and Hīkoikoi Landing. Grounded in the cultural significance of these places to Mana Whenua and the wider Pito One community, the projects reflected a partnership approach to recognising cultural heritage, improving public spaces, restoring the health of Te Mome Stream, and supporting the tikanga of Te Puni Urupā.



Case study



Te Wai Takamori o Te Awa Kairangi (RiverLink)

Te Wai Takamori o Te Awa Kairangi (RiverLink)is transforming central Te Awa Kairangi ki Tai Lower Hutt through improved flood protection, transport improvements and city centre revitalisation. Delivered in partnership with NZ Transport Agency Waka Kotahi, Greater Wellington Regional Council and Mana Whenua, the $1.5B programme progressed into delivery during 2025–26, with the scale of change becoming increasingly visible across the city.

Major delivery milestones included the closure and removal of Melling Station, the permanent closure of Block Road and the northern Riverbank car park, and the closure of the Queens Drive and High Street intersection for reconstruction. Enabling work continued, including the relocation of 33kV electricity cables to make way for new stopbanks and other major construction. This work forms part of a long-term investment in flood resilience, helping protect homes, businesses and critical infrastructure while giving Te Awa Kairangi more room to move. To help maintain access to services as routes changed, a new park-and-ride opened at Petone, and temporary cycleways were put in place.

Work also advanced on the City Link Bridge, a safe, accessible walking and cycling connection between the city centre, the relocated Melling Station and the wider path network. Council began procurement for the bridge's design and construction. Supplier events connected local businesses with procurement opportunities created by the programme.

As disruption increased, Council and programme partners coordinated work sequencing, traffic modelling, signal upgrades and traffic monitoring. A transitional parking plan was developed to support businesses and residents through changes to public parking, while a cross-partner disruption response group and business disruption group helped identify emerging issues and practical improvements. Together, these actions helped maintain access, support businesses and prepare the city centre for long-term change.

Council also continued planning for the city that will emerge from this work. The Business Advisory Group was established to ensure Hutt city centre projects are informed by business and to identify development impacts and opportunities. Engagement was undertaken on proposed city centre street upgrades and a new Riverside Park and carpark, and Council progressed plans to relocate the Riverbank Market to Dowse Square and the Civic Precinct.

Case study



Tupua Horo Nuku strengthens a vital coastal connection

Following four years of construction around the eastern bays, Tupua Horo Nuku, the 4.4km shared path and seawall connecting Ngāu Matau/Point Howard to Mā-koromiko/Windy Point, officially opened in April 2026, marking a significant investment in the resilience, safety and future of Lower Hutt's eastern bays.

Delivered through the Te Ara Tupua Alliance and in partnership with Mana Whenua, the project strengthened the vulnerable coastal edge along Marine Drive, improving the resilience of this critical transport connection and providing long-term protection from coastal erosion and storms.

The project also created a safe, separated route for people walking and cycling, expanding Lower Hutt's network of trails, and together with Te Ara Tupua providing a continuous route around Wellington Harbour.

The creation of this route for people walking and cycling around the eastern bays has also expanded Lower Hutt's active transport network and, together with Te Ara Tupua, provides a continuous route around Wellington Harbour.

A dawn Tā i te Kawa blessing in April 2026, led by Te Āti Awa rangatira Kura Moeahu, celebrated not only the completion of the infrastructure but also the cultural stories embedded throughout the path.

The project also established four Bird Protection Areas, installed more than 300 penguin nesting boxes, created new tidal habitats through textured seawalls and tidal pools, improved fish passage, protected Wellington Harbour's only known remaining seagrass meadow, and safely relocated protected lizard species during construction.

Throughout construction the project also became a living classroom for local tamariki to explore local history, ecology and mātauranga Māori alongside work as it unfolded.

He tāone ora, he hapori ngangahau
Enabling a liveable city and vibrant neighbourhoods

Over the last year we took the next steps in creating a city that promotes a high quality of life for everyone. Easy access to green spaces and community places is an important part of this. Our neighbourhood hubs are places to gather and connect and are central to creating vibrant communities.

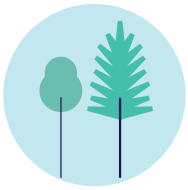


Community Connections

Completed in 2026, the two Community Connections projects in Avalon and Taitā are helping create a more connected, accessible and future-fit transport network for our local neighbourhoods.

New separated shared paths, safer crossings and upgraded intersections make it easier and safer for people of all ages and abilities to walk, cycle and scoot between homes, schools, train stations, community facilities and the wider cycling network.

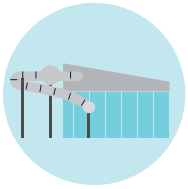
Together, the projects improve access to everyday destinations, encourage active travel, and support healthier, more sustainable transport choices for the growing Lower Hutt community.



Green Flag Honour for Avalon Park

Motutawa Avalon Park received a 2025-26 Green Flag Award in November 2025. The Green Flag Award is the international benchmark for excellence in park and open space management, recognising parks that are welcoming, well maintained, accessible and managed to the highest standards.

Motutawa Avalon Park was one of just 23 parks across New Zealand to earn the recognition in 2025, and the only park in the Wellington region to do so. The achievement reflects Council's commitment to providing high-quality public open spaces and applying best practice in park management.



Achievements in aquatics

Aquatics celebrated a year of achievement, with national recognition for its facilities and important progress in making swimming more inclusive for everyone.

Te Ngaengae Pool and Fitness received several prestigious awards, including the 2025 Wellington Architecture Award for Public Architecture, the Judges' Choice Award at the Wellington Property People Awards, the Sport New Zealand Environmental Sustainability Award and the Infrastructure Decarbonisation Award. The awards recognise the facility's outstanding design, sustainability and contribution to the community.

Council also became an Autism Swim Approved Provider, strengthening support for autistic and neurodivergent children and their families. The Swim School leadership team completed specialist Autism Swim certification, giving staff practical skills to better understand individual needs and adapt lessons accordingly. The programme has introduced tools like visual aids and social stories, helping children feel more confident, supported and included while learning essential water safety skills. By removing barriers to participation, Council is helping ensure more children can safely enjoy the lifelong benefits of learning to swim.



Innovating voter engagement

Encouraging voter enrolment and participation in local government elections remains a challenge across New Zealand. During the election period, Hutt City Council delivered a targeted communications campaign to promote enrolment and voting, with a particular focus on young people and first-time voters.

The campaign used a range of channels, including social media, digital billboards, local newspaper advertising, radio, and, for the first time, Spotify and TikTok. A mayoral debate at the Lower Hutt Events Centre gave residents the opportunity to hear directly from candidates and has since been viewed more than 1,100 times online.

Council also introduced candidate profile videos for the first time and delivered outreach activities in local high schools, including a dedicated event for rangatahi, to encourage greater participation in local democracy.

These efforts contributed to a voter turnout of 41.56 percent, exceeding the national average of 39.42 percent.



Target Operating Model adoption

In February, Council unanimously agreed on a clear direction for Lower Hutt's future as set out in He ringa miti taki heke Adjusting Our Sails report on our Target Operating Model.

The report outlines a programme to reduce Council's costs to be able to respond to rates capping and cost of living challenges for the years ahead. Adjusting Our Sails highlights the bold choices Council must grapple with to reduce costs and improve affordability for ratepayers, having exhausted opportunities through years of cost trimming.

If the Government's proposed rate cap of around 4 percent is to be met, Council needs to save approximately $10M annually by 2030. The report shows that savings of this scale cannot be made without fundamental change to the services Council provides and the assets it owns. This is in an environment where cost increases affecting the economy flow onto councils driving up the price of key infrastructure and roading.

Council's decision was to approve the recommended "balanced" option of implementation phased over the next three years, with the initial investment for the change programme in year one being approved. Further investment decisions will be considered during the Long Term Plan process.

Any changes will be subject to Council decision-making processes, and engagement with communities and staff.



Council adoption of Te Whiringa

In January, Council strengthened its commitment to meaningful community engagement through the adoption of Te Whiringa, a new engagement framework designed to support earlier, more inclusive, and transparent participation in decision-making.

The framework reflects changing community expectations about how people want to be involved in shaping the future of their city and provides a consistent approach to engagement across Council.

Building on progress made over the past five years, Te Whiringa will help strengthen trust, increase participation, and ensure community voices continue to inform Council decisions and outcomes.



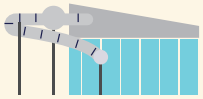
District Plan review

The District Plan review reached a significant milestone during 2025-26, with Council receiving an exemption from the Minister for RMA Reform that enabled progression of a substantial portion of the Proposed Lower Hutt District Plan.

While delays arise from amendments to the Resource Management Act and the exemption process meant hearings were not completed as originally anticipated, hearings commenced in April 2026 and are expected to continue through to the end of 2026.

The new District Plan is expected to be adopted in 2027 (subject to possible appeals), providing an updated planning framework to support sustainable growth, development, and environmental outcomes across Lower Hutt.

Dashboard



606,143 visits to pools



1,937,767 visits to neighbourhood hubs and libraries



259,784 digital library loans (10% increase)



231,229 visits to museums (7.5% increase)



57 playgrounds



349 reserves totalling 2,781ha. These include parks, reserves, sports grounds, playgrounds, gardens and cemeteries.



City Strategy

Council continued supporting Tō Tātou Tāone 2055, a long-term, community-led strategy that sets a shared direction for the future of Te Awa Kairangi ki Tai Lower Hutt. Shaped by extensive public consultation, the strategy reflects what matters most to the people who live, work and invest in our city.

Community feedback showed strong support for equity, environmental stewardship, thriving neighbourhoods, climate resilience, quality infrastructure, sustainable transport and opportunities for future generations. Residents also highlighted the importance of creating a city that supports people of all ages, cultures and backgrounds.

Throughout the year, Council worked closely with the City Leadership Group through a series of workshops to refine the strategy and prepare for its launch. The group brings together leaders from iwi, central and local government, business, education, health, community organisations and rangatahi, helping ensure the strategy is owned by the wider city.

Setting the new Council up for success

The 2025 local elections marked a significant milestone with the election of Fauono Ken Laban as New Zealand's first Pasifika mayor. The new Council began the triennium with its inaugural meeting in October 2025, followed by a comprehensive induction programme covering governance, legislation, Te Tiriti o Waitangi, tikanga Māori, finance, strategic priorities, and engagement with Mana Whenua, LGNZ and Council leaders. The programme equipped elected members to fulfil their governance responsibilities from day one.

Property revaluations completed

Legislation requires property revaluations to be completed every three years. These were successfully finalised and approved by the Valuer General, with Council providing a suite of tools, including an explanatory video, a rates impact calculator, and a GIS map showing valuation changes to help residents understand the updates.

City Centre Framework adopted

Council will be adopting the City Centre Framework in July 2026, setting the long-term vision to revitalise Lower Hutt's city centre and guide future investment.

Te Ara Tupua Opening

Te Ara Tupua opened in May 2026, creating a safe walking and cycling connection between Wellington and Lower Hutt.

City Centre Confidence programme: Hutt Valley NZ

City Centre Confidence supports businesses through capability building, destination marketing with Hutt Valley NZ, and vacant space initiatives such as Pop Up Hutt to attract visitors and boost spending.

Case study



Major improvements to Hutt Park, Richard Prouse Park, Naenae Park and Petone Recreation Ground

Council continued delivering its long-term investment in sports infrastructure, completing around $4M of sports field upgrades across Hutt Park, Richard Prouse Park, Naenae Park and Petone Recreation Ground during the year. Work also began at Te Whiti Park and Frederick Wise Park as part of a wider $10M programme agreed through the Long Term Plan 2024-34.

The upgrades focused on improving subsoil drainage and levelling playing surfaces where needed to reduce waterlogging, improve resilience during wet weather and provide safer, more consistent playing conditions. These improvements will help reduce weather-related closures, extend the playing season and support increased use of sports fields by clubs, schools and the wider community.

Investing in quality sports infrastructure also strengthens Lower Hutt's reputation as a destination for regional and national sporting events. The 2026 New Zealand Gaelic Football and Hurling Championships were held at Hutt Park, showcasing the benefits of the recent field improvements. Feedback from national sporting organisations highlighted the quality of the playing surfaces, facilities and event support, reinforcing Lower Hutt's reputation as a capable host for high-profile competitions.

These events deliver benefits beyond sport by attracting visitors who support local accommodation providers, retailers and hospitality businesses. Through continued investment in resilient, high-quality sports facilities, Council is helping to increase opportunities for community participation, improve the reliability of local sports grounds and support economic activity by attracting more regional and national events to the city.

Making swimming facilities more accessible has been a priority, with free entry for under 10s when accompanied by an adult with a Community Services Card. In its first three months, over 100,000 people visited Te Ngaengae Pool + Fitness.

Case study



Whakatupu Ngāengae revitalises the heart of Naenae

The completion of Walter Mildenhall Park in September 2025 marked the final milestone of Whakatupu Ngāengae, Hutt City Council's long-term investment in revitalising the heart of Naenae. Together with Te Ngāengae Pool and Fitness and Te Mako Naenae Community Centre, the programme has transformed the town centre into a connected precinct that supports recreation, wellbeing, community connection and local business.

Developed in partnership with the community, Mana Whenua and project partners, the programme replaced ageing facilities with modern, accessible spaces designed to meet the needs of current and future generations. The three projects were intentionally designed to complement one another, creating welcoming public spaces and clear connections that encourage people to move through the town centre, spend time in Naenae and support surrounding shops and businesses.

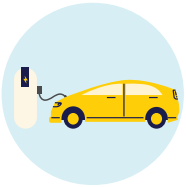
The investment has also been recognised nationally, with Te Ngāengae Pool and Fitness receiving multiple industry awards for its design, sustainability and community impact, including becoming New Zealand's first 5 Green Star aquatic facility. These achievements reflect Council's commitment to delivering high-quality community infrastructure that serves residents while setting a benchmark for sustainable public buildings.

The revitalisation has continued beyond completion of the core programme. Walter Mildenhall Park welcomed Lower Hutt's first fully fenced, inclusive playground. Designed alongside accessibility advocates, local families and health professionals, the playground includes sensory play features and provides a safe, welcoming environment for children of all abilities, including tamariki who are neurodiverse or prone to wandering.

Whakatupu Ngāengae is one of Council's largest place-based investments in recent years. By bringing together recreation, community facilities, public spaces and improved streetscapes, the programme has created a stronger, more vibrant town centre that will support the continued rejuvenation of Naenae for years to come.

Te hāpai me te whakaniko i te taiāo
Supporting and enhancing the environment

We need to look after our environment and manage our natural resources to ensure our city is more sustainable. This includes reducing our emissions and our waste, planting thousands of native species, and managing our green spaces to ensure they support the wellbeing of both people and indigenous plants and creatures.



Electric fleet

Council continued making strong progress towards its goal of reducing operational emissions to net zero by 2050 by transitioning its vehicle fleet to electric.

As of June 2026, 94 percent of Council's light vehicle fleet was electric, up from 80 percent the previous year. This has reduced fuel use, lowered emissions and cut operating costs, while ensuring staff can continue delivering services across the city.

The transition forms part of Council's wider emissions reduction programme, which also includes improving energy efficiency, supporting the electrification of Lower Hutt, and supporting more sustainable transport options across Te Awa Kairangi ki Tai Lower Hutt.

Council is on track to achieve its goal of a fully electric light vehicle fleet well ahead of its 2030 goal.



Huia upgrade

Huia Pool reopened in March 2026 following a major refurbishment transformed the much-loved community facility into a warmer, more modern aquatic centre.

A key focus of the refurbishment was reducing the facility's environmental impact. The pool's ageing gas boilers were replaced with low-emission electric heating systems, while major upgrades to the ventilation and pool water systems have significantly improved energy efficiency. These behind-the-scenes improvements mean the facility is now fully decarbonised, supporting Council's emissions reduction goals while creating a more comfortable experience for visitors.

The project also included extensive upgrades to the main pool, learners' pools and spa area, along with a new sauna and a moveable floor in the main pool to improve accessibility and flexibility for different users.

Dashboard

4,811 tonnes of recycling collected

22,445 tonnes of kerbside waste collected and sent to landfill

More than 10,000 native trees and plants planted

Eight organisations supported through the Low Carbon Acceleration Fund (up from five last year)

$123,231 distributed through the Community Climate Action Fund, supporting 20 projects



Battery recycling stations

Council introduced new high-tech battery recycling units at the Hutt City Council Administration Building, War Memorial Library, and five neighbourhood hubs: Naenae, Eastbourne, Kōraunui Stokes Valley, Wainuiomata and Walter Nash

The initiative made it easier and safer for residents to recycle household batteries. The initiative followed community demand for a safer alternative after informal battery collection began at Eastbourne Neighbourhood Hub.

The purpose-built units have 24/7 monitored heat sensors and built-in fire suppression systems to reduce the fire risks associated with storing lithium and other household batteries. Residents can drop off most household batteries weighing less than 5kg during normal opening hours.

Collected batteries are managed by Phoenix Recycling Group before being exported under Environmental Protection Authority permits to certified recycling facilities in Japan and South Korea for processing.

The collection supports Council's waste minimisation and resource recovery goals by diverting hazardous materials from landfill and reducing the risk of battery fires.

Awa the AI chatbot goes live

Council launched Awa, an AI-powered chatbot, to help residents quickly find rubbish and recycling information through the Too Good to Waste website. Available around the clock, Awa provides quick answers to common questions, helping residents access information whenever they need it.

Clean Up the Hutt mobilises 300+ volunteers

Council's sponsored Clean Up the Hutt event in December 2025 brought together more than 300 volunteers to help remove 2,656kg of litter across nine locations, with recyclables separated on the day to support waste minimisation practices.

Lower Hutt reaches Mouri Tupu planting target

In August 2025, Lower Hutt's 114,000th native plant was planted, achieving the Mouri Tupu pledge to plant one native plant for every city resident.

The programme delivered 46,000 plants across parks and reserves and 29,000 through major projects. Community groups received 31,500 plants, while more than 1,100 households shared a further 6,000 plants through weekend giveaways.

Case study



Heavy Electric Vehicle Charging Hub at Silverstream Landfill

Council opened New Zealand's first dedicated heavy Electric Vehicle (EV) charging hub at a landfill, marking an important milestone in the transition to lower-emissions waste services.

Located at Silverstream Landfill, the charging hub supports an electric loader and electric kerbside collection trucks, replacing diesel-powered vehicles. Switching from a conventional 20-tonne diesel loader operating at the landfill to an electric loader is expected to reduce those emissions by around 80–90 percent, depending on the electricity source.

The project was supported by $500,000 in co-funding from the Energy Efficiency & Conservation Authority (EECA).

The new charging infrastructure is already being used by Waste Management's electric loader and electric kerbside collection trucks and has capacity to support additional electric vehicles and machinery as Council continues to reduce emissions across its waste operations.

As New Zealand's first heavy EV charging hub at a landfill, the project demonstrates Council's commitment to practical climate action and investing in infrastructure that supports essential services while reducing emissions.

By enabling the shift to electric heavy vehicles, the charging hub will help lower operating emissions, improve the resilience of waste services and create opportunities for further electrification in the years ahead. It also provides a model for other councils and organisations looking to decarbonise heavy transport and essential public services.

This investment supports Council's wider goal of building a cleaner, more resilient future while continuing to deliver reliable waste services for the community.

Case study



Emergency responses in February and April

Lower Hutt experienced two significant weather events that tested the resilience of the community and required a coordinated response from Council and its partners.

In February 2026, a severe storm triggered a full emergency response. The Emergency Operations Centre was activated and staffed throughout the night, while Council staff from across the organisation supported community hubs, carried out welfare checks and assisted residents affected by flooding, storm damage and power outages. Working alongside emergency services, contractors and community organisations, teams responded quickly to address immediate safety risks, clear roads and provide essential support to affected households.

There was a large spike in online engagement and customer interactions, with call volumes peaking at three times normal levels during the first two days of the event. Work requests for cleanup work also increased by 80 percent for the emergency, transport and parks and reserves teams.

A local State of Emergency was declared for a second weather event in April, which brought severe swells and coastal impacts, particularly along the south coast. Council closely monitored conditions across the city, especially the Eastern Bays and along the Petone shoreline and worked with partners to assess risks and protect vulnerable areas. The performance of Tupua Horo Nuku and other coastal infrastructure helped reduce the impacts of the event and demonstrated the value of ongoing resilience investments.

Customer Services deployed solutions identified after the February storms, helping the team stay on top of contact volumes, process jobs, and remain aligned with the Emergency Operations Centre response team. The maximum call waiting time was reduced to 21 minutes, compared with up to two hours in the February event.

Together, these responses highlighted the dedication, adaptability and teamwork of staff, contractors, community volunteers and partners in supporting the community during challenging conditions.

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