

## Service Requests Received – October 2016

	Oct 2016
Animal Management & Compliance	29
District Litter/Refuse	0
Network Operations - Storm water	0
Network Operations - Water	3
Network Operations - Wastewater	1
Open Spaces & Town Centres	14
Pensioner Units	0
Regulatory After Hours	18
Transportation	11
Resource Consents	13
Facilities Management	4
Rates	0
Debtors	0
Customer Services	5
<b>Total</b>	<b>138</b>

## Turangi Library

	Oct 2016	Oct 2015
Total Issues	2133	2365
In-House use	21	56
New Members	20	18
Internet Users	793	901
Wi-Fi Sessions	1420	1117
Wi-Fi Unique Devices	779	522

### Library Update:

- New signage has been installed in the Teen Area – Te Wāhi Taiohi (Teen Territory).
- 'GoGo' a PC management system was installed to manage the public computers. The system allows customers to self manage their bookings.
- The number of people using the library in October was down by 8.7% in the previous year and correlates with a decrease in the number of children attending the holiday programme.

## Turtle Pools Attendance

Patronage:	Oct 2016	Oct 2015
Adults	532	418
Seniors	120	180
Students	80	359
Children	751	902
Under 5's	113	139
Schools / Groups	224	28
Aquatic classes	207	238
Swim Well	234	834
Water Safety Seals		
Aquatic Programmes	207	
Swim School	73	120
Cadets / Training	25	30
Turangi Swim Club	199	140
<b>Total Pools</b>	<b>2765</b>	<b>3388</b>

**Turtle Pools Update:**

Our annual Margaret Sweeney challenge finished at the end of October and again was resounding success. One entrant clocked up a whopping 100km and 13 others that completed the set goal of 50km with 54 doing the 50km using the flutter boards. Well done to all!

Our Swimwell programme is underway again with Tongariro School being first up of our local schools. It is really great to see young students swimming confidence going from strength to strength.