

Service Requests Received – March 2017

	Mar 2017
Animal Management & Compliance	48
District Litter/Refuse	1
Network Operations - Storm water	1
Network Operations - Water	1
Network Operations - Wastewater	0
Open Spaces & Town Centres	25
Pensioner Units	0
Regulatory After Hours	13
Transportation	12
Resource Consents	23
Facilities Management	9
Rates	1
Debtors	0
Customer Services	6
Total	140

Turangi Operations Update – April:

- Heavy rainfall in the first week of April caused minor flooding issues around Turangi and slips on Pukawa Road resulting in considerable damage. There was also further bank erosion in the Kohineheke Reserve area due to increased water levels on the Tongariro River. Higher lake levels also put further pressure on the areas susceptible to lakeshore erosion. Cyclone Cook arrived on the 13th April further exacerbating damage from the earlier rainfall event. As a precautionary measure in preparation for Cook's arrival, the team sandbagged the frontages of some lower-lying properties at Kuratau.
- The Taupo Women's Club brought two bus loads of members to Turangi for a tour of the Turangi-Tongariro ward. Staff accompanied the tour group and lunch was provided at the Turangi office.
- There have been a number of blockages at the Motuoapa Boating Club toilets this month. Initially there was a problem with the tank system followed by individual drainage lines.
- The Jujitsu Club were asked to vacate the Pihanga Clubrooms at Turangitukua Park following a building WoF inspection and successive overall condition assessment. The building was deemed unsafe for public use at the current time.
- Additional skip bins for green waste only were provided for Pukawa residents over Easter.
- Some interior paintwork was touched up prior to re-letting pensioner unit 3 following the sad passing of long term resident Mrs Mihi Adams.
- Several parks and reserves staff have been on leave at varying times over April as regular activities slow down prior and the leaf fall and winter project work commences.

Turangi Library

	Mar 2017	Mar 2016
Total Issues	1885	2395
In-House use	47	22
New Members	23	25
Internet Users	945	964
Wi-Fi Sessions	1622	1578
Wi-Fi Unique Devices	938	895

Library Update – March/April 2017

- Hosted the touring exhibition "What lies Beneath" – exhibition of children's war stories.
- Staff attended TDC 'Vision and Values' workshops and 'Dealing with Difficult Customers' training.
- Dealt with a leak in the roof which has now been resolved.
- April School Holiday programme currently in progress.

Turtle Pools Attendance

Patronage:	Mar 2017	Mar 2016
Adults	175	303
Seniors	68	75
Students	33	101
Children	157	426
Under 5's	34	82
Schools / Groups	373	56
Aquatic classes	50	78
Swim Well	498	687
Water Safety Seals		
Aquatic Programmes		
Swim School	60	51
Cadets / Training		
Turangi Swim Club	100	35
Total Pools	1548	1894

Turtle Pools Update – March/April 2017:

- The pools have been operating well since the maintenance work was carried out. Patron numbers are down due to the pool being closed an extra week whilst the maintenance work was undertaken. The junior triathlon date has already been scheduled for 2018 so that any planned (2018) maintenance work can be scheduled away from that time.