

Service Requests Received – November & December 2017

	Nov 2017	Dec 2017
Animal Management & Compliance	47	42
Building Control	11	5
District Litter/Refuse	3	3
Network Operations - Storm water	0	0
Network Operations - Water	4	5
Network Operations - Wastewater	0	1
District Parks Operations	13	82
Health & Liquor Licencing	1	1
Regulatory After Hours	9	14
Transportation	17	10
Resource Consents	22	8
Facilities Management	6	2
Pools	0	0
Property/GIS	0	0
Customer Services	9	3
Debtors	0	0
Development Engineering	0	0
Turangi Service Centre	0	0
Land Information (GIS)	1	0
Reserves Planning	1	0
Environmental Policy	0	1
Rates	0	1
Total	144	138

Turangi Parks Operations Update

- The operations team assisted with site preparations for the Tūwharetoa Marae Sports Festival. Stormy weather at the time for the organisers but the festival still went ahead successfully.
- Inclement weather also caused significant damage to trees around Turangi resulting in some having to be removed.
- The Kuratau and Pukawa swimming pontoons were also extensively damaged in the storms and as yet haven't been re-deployed.
- The Turangi public toilets were closed from Friday 19/01 through to Friday 26/01 due to debris trapped in the water mains damaging the flush valves and eventually blocking the water supply. This has now been flushed out and an in-line filter system installed to prevent reoccurrence in the future.
- The Pihanga clubrooms were demolished during the weeks commencing 15/01 and 22/01. There will be community consultation around temporary replacement options.

Turangi Library

	Nov 2017	Nov 2016
Total Issues	1787	1755
In-House use	27	32
New Members	31	17
Internet Users	989	876
Wi-Fi Sessions	1203	1806
Wi-Fi Unique Devices	672	1011

Library Update – December 2017

- Online registrations are now available and customers using the library can register themselves using an IPAD set up for their use.
- Gendi Te Keepa resigned from her position of Customer Service Officer P/T to take up a role at the Department of Corrections.

- Staff member Rikki Collier visited Greerton Public Library along with staff from the Taupō Library. They had a tour of the facilities and in particular focussed on learning about RFID (radio frequency identification) and how this works in the library setting.
- The Taupō District Council customer services staff were busy planning to return to their revamped building in January 2018.
- A visitor camera was installed into the library which gives staff the ability to break down statistics more comprehensively and gain a better understanding of when customers are visiting the library and how it correlates to what is going on in the community, including the weather on any given day/time.

	Dec 2017	Dec 2016
Total Issues	2496	2648
In-House use	31	56
New Members	31	20
Internet Users	864	834
Wi-Fi Sessions	1034	1757
Wi-Fi Unique Devices	667	1116

Library Update – January 2018

- The summer reading programme has been a huge success with a total of 35 children registered and 31 completing the programme. Stu Duval, author and master storyteller performed at the programme finale which was also open to the general public. The finale included a sausage sizzle and lolly scramble and was much enjoyed by everyone taking part.
- The 43 NZ Authors exhibition by Mara Mortiz was de-installed and sent to the next library for display. It has been a huge success with many of the customers spending quite a bit time to enjoy and comment on it.

Turtle Pools Attendance

Patronage:	Dec 2017	Dec 2016
Adults	807	591
Seniors	136	107
Students	133	188
Children	1088	772
Under 5's	203	171
Schools / Groups	960	97
Aquatic classes	112	80
Swim Well	241	448
Water Safety Seals		
Aquatic Programmes		
Swim School	21	48
Cadets / Training		
Turangi Swim Club		45
Total Pools	3701	2547

Turtle Pools Update – December 2017

- December has been a busy month with schools utilising the pools for their end of year break ups; Te Kura o Hirangi, Tongariro and Kuratau schools were amongst these schools with Tongariro School also finishing up their Swimwell programme.
- A fully qualified volunteer aqua-aerobics instructor has now booked pool space every Tuesday from 11am to 12pm. Her classes are definitely upbeat and fun, and an added bonus is that classes are attracting people from the community who would not normally use the pool. Classes will align with school terms. Sessions for 2018 commence on Tuesday 13th February until Tuesday 10th April.