

TAUPŌ DISTRICT COUNCIL
MINUTES OF THE TURANGI/TONGARIRO COMMUNITY BOARD MEETING
HELD AT THE BOARDROOM, TURANGI SERVICE CENTRE, TOWN CENTRE, TURANGI
ON TUESDAY, 11 JUNE 2019 AT 1.00PM

- PRESENT:** Mr Te Takinga New (in the Chair), Cr Tangonui Kingi, Cr Maggie Stewart, Mrs Karen Donlon, Miss Sharlyn Holt, Mr Pauline Jenkins-Lyons, Mr Wally van der Aa
- IN ATTENDANCE:** His Worship the Mayor - David Trewavas, Cr John Boddy, Cr John Williamson, Acting Chief Executive, Head of Democracy, Governance & Venues, Head of Communications & Customer Relations, Infrastructure Manager, District Parks Manager, Parks Manager Community & Open Spaces, Strategic Relationships Team Leader, Economic Relationship Manager, Customer Relations Manager – Turangi, Team Leader Strategic Partnerships, Democratic Services Support Officer,
- MEDIA AND PUBLIC:** Destination Great Lake Taupō General Manager Jane Wilson
4 members of the public

The Chair welcomed everyone to the meeting, especially His Worship the Mayor, Councillor's John Boddy and John Williamson, and members of the public in attendance, followed by an opening karakia.

Note: An apology was also noted from the Chief Executive.

1 APOLOGIES

Nil

2 CONFLICTS OF INTEREST

Nil

3 CONFIRMATION OF MINUTES

3.1 TURANGI/TONGARIRO COMMUNITY BOARD MEETING - 14 MAY 2019

Minutes of a meeting of the Turangi/Tongariro Community Board held on Tuesday, May 14, 2019 had been circulated (A2484842).

TT201906/01 RESOLUTION

Moved: Mrs Karen Donlon
Seconded: Mr Pauline Jenkins-Lyons

That the minutes of the Turangi/Tongariro Community Board meeting held on Tuesday 14 May 2019 be confirmed as a true and correct record.

CARRIED

4 REPORTS

4.1 PRESENTATION: UPDATE FROM OMORI/KURATAU COMMUNITY

Omori/Kuratau Ratepayers Association (OKRA) representatives Messrs' Kevin O'Hara (secretary) and Pieter

Braun (committee member) gave an update on key topics of interest to the Omori/Kuratau community. They thanked the Board for the opportunity to present, and Mr Te Takinga New for extending an invitation to present to the Board at a recent OKRA meeting.

Key points noted were:

- Playground upgrade (near the Kuratau tennis courts): New rubber matting and a sunshade was required. Currently looking at options for another 50/50 funding partnership arrangement with Council to fund the project (previous co-funding arrangement with Council enabled a new playground sunshade sail to be purchased for Omori Reserve playground). Advised that the District Parks Manager had oversight of the current issues at the playground and was attending to fixing up the surrounding area.
- Parking area north of the hall near the Omori playground and outdoor chess set: Damage to grass was occurring due to cars parking. Looking at solutions to address, including making a submission to Council for a designated car park area in that location to prevent further damage, and make it safer to let children out to play at playground.
- Whiowhio Reserve: Concerned about failing gum trees. The District Parks Manager advised at their recent meeting that the trees would be closely monitored, and removed as required.
- Rubbish bins: The District Parks Manager also advised the committee of a proposed trial of rubbish bins over the 2019/20 holiday period. Interesting discussion was held by OKRA members both for and against the proposal.
- D3 subdivision: A lot of interest within the community in relation to this subdivision, how the development would pan out in the proposed area, what stage the proposal was at, etc. Requested that the consent be publicly notified so that everyone could have a say through that process.
- Erosion: Considerable amount of work had been completed on the Kuratau River mouth frontage; aware that a lot of background work by Council was also continuing behind the scene. Next area of interest was between the Kuratau and Omori boat ramps, and the reinstatement of the walking track.
- Water quality: There was some distaste in the drinking water over summer; suspected that was caused by low lake levels and sediment being sucked into the intake. Discussed mitigation options with Council. Major water upgrade planned within the next 2 years which would address many of the issues. A cap would be placed over the intake outlet in the interim.
- Rabbits: Continued to be a huge problem. Heard from the District Parks Manager about the different stakeholders involved, complexities with control programmes, etc, all of which made it difficult to coordinate successful mitigation plans.
- Security camera at the top of Omori Road hill required upgrading; one estimate received was in the vicinity of \$5k-\$6k.

The following comments were noted during questions, answers, and related discussion:

- Would approach Council to co-fund the required sunshade for the Kuratau playground.
- The D3 subdivision was causing a lot of angst amongst the community. Requested information about the developers proposed works plans, and timelines. The Acting Chief Executive advised that he would follow up this query with the regulatory team, and provide a response to the OKRA secretary, Kevin O'Hara.
- Members' thanked the OKRA for their ongoing work and contribution to its community.
- A member encouraged the Committee to talk to community members about standing for the Community Board in the upcoming elections, particularly with the new representation arrangements now including two elected members from outside the Turangi Township.
- Tennis courts came under parks operations.
- Discussion ensued regarding the gum trees, which the Head of Democracy, Governance & Venues briefly explained came under the delegation of the Fences, Roding, Reserves & Dogs (FRReD) Committee, and were dealt with as per Council's Tree and Vegetation Policy. Mr O'Hara advised that the District Parks Manager was closely monitoring the situation and keeping them well informed. In reply, the District Parks Manager advised that an extensive report had been completed on the health of the gum trees and a replanting scheme (behind the trees) developed. Because the trees were quite hazardous to work with, a skilled arborist would be engaged to remove them. Would also look into options regarding the removal of wood once the trees were down.

- OKRA worked collaboratively with the Omori/Kuratau Community Hall Trust.

TT201906/02 RESOLUTION

Moved: Miss Sharlyn Holt

Seconded: Mr Pauline Jenkins-Lyons

That the Turangi/Tongariro Community Board receives the update and thanks Messrs' Kevin O'Hara and Peiter Braun for their presentation.

CARRIED

4.2 REFUSE BIN TRIAL IN OMORI/KURATAU OVER THE 2019/20 CHRISTMAS / NEW YEAR HOLIDAY PERIOD

The District Parks Manager briefly summarised the report, particularly the three proposed options to consider due to an inadvertent omission of text.

1. Option 1 – Status quo.
2. Option 2 – Trial installation of bins over the holiday period so impacts could be assessed. Although the trial involved only a few bins, there would be operational impacts to mitigate including weekend servicing of the bins.
3. Option 3 – Install bins (now) on a permanent basis.

The following comments were noted during questions, answers, and related discussion:

- Council staff undertook a clean-up of the Taupō lakefront every New Year's Day morning. Although that area was well resourced with bins and a liquor ban was in place (during that period), there was still excessive littering and rubbish because of poor behaviours. Members of Omori/Kuratau lead a similar clean-up in their area, which Council would also endeavour to support.
- Mr Braun advised that the decision to trial bins was made at an OKRA meeting with a large number of the community present. Monitoring undertaken during the trial would inform the community whether the bins were effective (or not).
- Both refuse and recycle bins would be installed during the trial period.
- Discussion regarding permanent bins first arose at the OKRA 2018 AGM, at which time a motion was put, and defeated. A subsequent motion to have trial bins was then passed, but nothing eventuated from that. The matter was debated again in 2019, and subsequently followed up due to the strong support for a trial.
- Omori/Kuratau refuse collection day was Monday mornings. Also held regular clean-up days led by residents; there was always a noticeable increase in rubbish during holiday periods.
- Bins would be emptied daily and records kept regarding the amount of rubbish collected in the bins and the general vicinity.
- A member was concerned about overnight campers overloading the bins. Suggested having warranted officers undertaking patrols in the area and issuing infringement fines to try and reduce that occurrence. Personally did not wish to see bins there permanently; supported the 'Pick up and Pack out' initiative by DoC. Also concerned that the bins would attract more rodents.
- The District Parks Manager noted that there were often other flow-on effects observed with added rubbish bins, eg colonies of seagulls hanging around, rubbish being blown around, etc. This information would also be captured and reported back to the Board and OKRA at the conclusion of the trial.
- A member noted that although Council had not heard anything back from Pukawa, given the close proximity to Omori it seemed logical to undertake a trial there at the same time. Suggested that Council approach them to see if they also wanted to participate in a trial. In reply, the District Parks Manager noted that staff had good links in Pukawa and regularly touched base with key community members out there eg Dave Potaka (Pukawa marae); Jean Stanley (Pukawa Wildlife Management Trust), and the Pukawa Property Owners Association (he and the Parks Manager Community & Open Spaces had just met with the PPOA chair the day before the Board meeting). A request for extra rubbish bins had never been brought up (by any of them).

TT201906/03 RESOLUTION

Moved: Cr Tangonui Kingi

Seconded: Mrs Karen Donlon

That the Turangi/Tongariro Community Board approves a trial period over the 2019/20 Christmas / New Year holiday period for bins to be (temporarily) located at the Kuratau boat ramp and river mouth car parks to determine the effectiveness of the proposal.

CARRIED

4.3 UPDATE FROM DESTINATION GREAT LAKE TAUPŌ

Destination Great Lake Taupō general manager Jane Wilson showed a power point presentation of key information pertinent to DGLT general business activities, strategic direction and statistics. Key points noted were:

- Ms Wilson had been in the general manager's role for 9-10 weeks, and had already had a few meetings with local Turangi operators and the Turangi Tourism Group, led by Mike Bowie.
- DGLT's main role was to bring visitors into the region.
- I-Site door counts were slightly down in the region, with year-to-date (YTD) totals sitting at \$180k (target was \$200k). This declining trend was happening not only in New Zealand but worldwide, as many people used technology to book their own holiday / sightseeing activities online themselves.
- Anecdotally, previous month's figures for Turangi operators was great.
- Visitor experience/satisfaction figures showed the region was doing extremely well, and that people would likely recommend our destination to others.
- Collateral distribution – 21 Turangi and 26 Taupō operators distributed through Turangi i-Site alone.
- FOC support from industry - \$41,277 YTD; target was around \$70k which would likely be exceeded this year.
- Industry survey was sent out every year, and was due to be sent out again at end of this month.
- Showed figures for regional comparisons; Taupō region had seen more growth than Rotorua. Quite complex to work out exactly how many visitors into region as monthly regional tourism estimates only measured expenditure.
- The brand of what the region had to offer 'natures playground' was well established. Needed to look at other ways to diversify the product on offer and collaborate with neighbouring regions which was highly important especially with gaining traction in an international space given New Zealand only received 0.3% revenue of the international global travel market.
- Needed to fill in gaps over quieter 'shoulder' periods and develop the Taupō region as a year round destination. Opportunities to look at establishing the region as a great Central North Island (CNI) destination and grow international markets.
- DGLT worked closely with the various regional tourism groups eg Ruapehu Alpine Lifts (RAL).
- Continuing to invest in infrastructure and development was a key priority. As the industry evolved and changed, the region would continue to receive international visitors. One example was group bus tours for Chinese visitors declining as millennials opted to travel independently instead.
- Product audit would be completed. Keen to understand the region's product and building capability for operators to work in an international space.
- Public relations promotional aides included Escape Online; Jetstar inflight magazine (Australia): Out and about with the Kids (Australia): Top 10 Must-Dos in Turangi; The Insiders Foodie Guide to Turangi; 10 Best Hikes; See Taupō by Bike this Autumn; Bike Campaign; Blue Duck Treasure Trail (286 entries – Trail event done in conjunction with monster bike sale). Bike sale was fantastic and encouraged people to come to the region. Mike Bowies had advised that the Treasure Trail event saw 3000 people through the bike track in April, up by 1000 from the previous year. Looking to run this event along the Heritage Trail in Mangakino next year.
- North Island winter touring campaign completed February 2019. The campaign worked closely with RAL Visit Rotorua, Destination Ruapehu, Tourism NZ, and Auckland Airport to promote the CNI as a winter

holiday destination.

- Key areas of focus for upcoming period: Upgrading destination imagery, especially around the Turangi region for inclusion in the Turangi Visitor Guide (due out in the new financial year along with a Turangi Map showing key walking, hiking and biking tracks).
- 'Aroha' campaign Ambassadors – lovetaupo.com. Initiative that supported building emotional connections to people, places and culture. First ambassador was Huka Lodge executive chef Paul Froggatt, and Ma Isherwood for the Turangi region.
- International statistics showed number of USA visitors continued to grow strongly - up 14% on last year, and a small decline in visitors from the UK.
- Over 25 famils hosted in Taupō region, which was a large number given the small size of our region. Also completed training missions in UK, Europe and USA. .
- KPIs and consumer marketing was on track; diversification of target segments and product offering, sharing authentic stories and building emotional connections through the Aroha ambassadors programme, and establishing partnerships with our neighbouring regions was underway, as well as trade marketing focusing on core international markets and building capability, especially in the shoulder season business.
- Needed to build stronger relationship with Tourism NZ to develop more influence and promotion from them.
- On a personal level, had many great meetings to date with Turangi operators. Very passionate about working together, including with Rotorua, Hawkes Bay and Ruapehu.

The following comments were noted during questions, answers and related discussion:

- A member commended DGLT for the launch of lovetaupo.com and looked forward to seeing the final Top 10 Must-Dos for Turangi.
- A member advised that she had to wait for 2 hours to purchase passes last year when at Whakapapa as only 4 ticket booths were open. Ms Wilson advised that RAL was aware of that occurrence and were committed to ensuring there would be a lot more staff on this year. Passes (only) would also be sold at the Turangi and Taupō i-Sites.
- A member thanked Ms Wilson for her great presentation and in-depth overview. Asked how the Board could better work together to support DGLT's activities in Turangi, which had been discussed previously with (then) general manager Damian Coutts. In reply, Ms Wilson noted that getting involved with the Turangi Tourism Group would be a great start. The product audit would also assist with understanding where product gaps were in Turangi.
- In reply to a question, Ms Wilson advised that a the current time there was no intention to close the Turangi i-Site. However, had to be prudent and thoroughly analyse what was happening and clarify what was the purpose eg a commercial entity for profit or, a service provider that gave out information. Currently underwriting visitor centres by \$200k-\$300k per annum
- A member advised that they would appreciate regular reports on Turangi monthly statistics (if able).
- A member encouraged relationships with whanau, hapu and iwi. Ms Wilson advised she had received a number of expressions from hapu to enter the tourism industry.
- Correct pronunciation of Te Reo Māori was important. Ms Wilson advised that this was also a priority within the organisation.

TT201906/04 RESOLUTION

Moved: Miss Sharlyn Holt

Seconded: Mrs Karen Donlon

That the Turangi/Tongariro Community Board receives the update from Destination Great Lake Taupō.

CARRIED

4.4 TURANGI MALL - CANOPY AND PAVERS UPDATE

The Infrastructure Manager took the item as read and answered questions. Key points noted were:

- Cost estimates for guttering were expected to be in-hand shortly.
- Council had dealt with Horizons over the last 30 years and valued their recommendations. A company that was using Horizon's sealant product in Melbourne was consistently winning that same contract on an annual basis due to the quality of the product.
- There were two types of products; one removed grime and grit, and the other would apply a seal on the pavers, making it difficult for grit and grime to adhere to them.
- A member had concerns about people slipping on the pavers. The Head of Democracy, Governance & Venues advised that given the health and safety risk, the work would need to be done regardless of budgets. Additionally, if the Board decided to proceed with the full schedule of works, it could make a recommendation to Council for unbudgeted expenditure.
- Replacing the broken pavers would take around 2-3 months. However, the issue of cars driving in the mall and breaking pavers again would still remain. In the interim, the pavers could be cleaned and sealed (to reduce the health and safety issue). The appropriate way to do that was using the recommended products.
- The broken pavers were less of a health and safety risk than the slippery surface.
- Although the risk level would be mitigated somewhat by undertaking cleaning / sealing, there would always be some level of risk due to water coming through in areas where glass canopy panels were missing, and water ingress through the verandas.
- Members requested that staff develop a communications brief to inform the local business community of what was being done (and why) so they had some surety going forward. To support that, the Customer Relations Manager – Turangi would also go and meet with shopkeepers in person.
- The guttering was extensively rusted and urgently needed replacing.
- In reply to a question, the Infrastructure Manager urged that when considering canopy repairs. members extensively weigh up all factors, especially if there were other plans for the mall in the future.
- The canopy quote related to the central area only.

TT201906/05 RESOLUTION

Moved: Mrs Karen Donlon

Seconded: Cr Maggie Stewart

That the Turangi/Tongariro Community Board:

1. Receives the information on the Turangi Mall – Canopy and Pavers.
2. Recommends to Council to approve unbudgeted expenditure of \$165,000 for cleaning and sealing of the pavers.

CARRIED

4.5 ACTION POINTS UPDATE

The following action point updates were noted:

- Camelia / Rose garden installed – *remove item*.
- Requested costings for hanging baskets in mall.
- The Customer Relations Manager – Turangi gave an update regarding vehicle access into the mall. Had spoken to all mall shopkeepers however, yet to consult the Saturday market stallholders. For various reasons, three shopkeepers required mall vehicle access; Senjo Security also conducted nightly mall patrols by vehicle. A member also flagged that vehicle access was often required when events were held in town, including the Autumn Colours Festival if it was to re-launch.

TT201906/06 RESOLUTION

Moved: Cr Tangonui Kingi
Seconded: Miss Sharlyn Holt

That the Turangi/Tongariro Community Board receives the action points update.

CARRIED

4.6 MONTHLY UPDATE ON TURANGI PROJECTS

The Customer Relations Manager – Turangi went through the report. Key points noted were:

- A member requested that the communications team develop a Facebook post to highlight Matariki 2019.
- The budget for goal posts was district wide – not just Turangi.
- The new climbing wall play equipment would hopefully be installed in the Turtle Pools before the July school holidays.
- Turangi Refuse Transfer Station wood pile should be completed by week ending June 21.
- Stormwater device installation in Kohineheke Reserve had been completed.
- Kuratau erosion: The District Parks Manager advised that an assessment of the environmental effects and detailed design work was underway and expected to be completed by the end of the month. Construction work was planned to commence sometime during the next financial year.
- Going forward, the Customer Relations Manager – Turangi would email a copy of the current Turangi Projects report to both the Ngati Tūrangitukua Charitable Trust and Māori Committee.
- Requested that Council ensure the training field lights (adjacent to Hirangi Road) were working properly.
- The Turangi town gymnasium floor renewal works was scheduled to be completed in the next financial year. Requested that this item be added to the monthly projects report.
- Request made for mini-ball hoops in the town gym.

TT201906/07 RESOLUTION

Moved: Mrs Karen Donlon
Seconded: Mr Wally van der Aa

That the Turangi/Tongariro Community Board receives the update on Turangi projects as at June 11, 2019.

CARRIED

4.7 TURANGI OPERATIONS REPORT - MAY 2019

The District Parks Manager went through his report. Key points noted were:

- Thanked the local parks team for their assistance to the transportation team with clearing gutters and leaves during a heavy rainfall event.
- A member noted that she had called the Council's main telephone line and received no response; she eventually ended the call after a few minutes waiting on the line.
- Traffic Management Plan for State Highway One had been signed off, enabling maintenance work to recommence.

TT201906/08 RESOLUTION

Moved: Mr Pauline Jenkins-Lyons
Seconded: Miss Sharlyn Holt

That the Turangi/Tongariro Community Board receives the Turangi Operations Report as at June 11, 2019.

CARRIED

4.8 MEMBERS' REPORTS

The following verbal reports were noted:

Mr Wally van der Aa, Cr Maggie Stewart, Mrs Karen Donlon, Miss Sharlyn Holt

- Attended hui with Ngati Tūrangitukua.

Mrs Pauline Jenkins-Lyons

Attended:

- Turangi TAG group meeting.
- Council's Accessibility meeting (held today).
- Turangi community public meeting with Council on May 15. Asked about progress of the financial review. The Acting Chief Executive responded that it was a complex process / work in progress being led by Mr Anthony Byett and Price Waterhouse Coopers (PWC). Council had given an indicative completion time of June and continued to work towards meeting that timeline.
- Requested an update on Turangi trees. The District Parks Manager advised that 60+ trees had been identified as failing. These were scheduled for removal during the 2019/20 financial year by a contracted arborist. Communications would go out to advise the Turangi community which trees would be removed; discussions would follow about what would happen with the resulting wood, which was previously left on berms for collection by members of the public on a 'first in, first served basis'. However, needed to find a more equitable system so the wood could be distributed to those more in need (elderly).
- Requested a progress update from Enterprise Great Lake Taupō on Turangi Economic Development Strategy (TEDS).
- Requested an update on housing for elderly (HFE) and Turangi playgrounds.

Cr Tangonui Kingi

- Requested an update on HFE (on next agenda).

Mr Te Takinga New

Attended:

- Council workshops.
- Ngati Tūrangitukua hui. Suggested that the induction process for new members regarding Ngāti Tūrangitukua should happen immediately after elections.
- Presented Board's submission at the Draft Fees and Charges hearings.
- OKRA meeting on June 1.
- Asked about the Community Board having delegated authority to deal with trees in the Turangi/Tongariro Ward, as members had more in-depth local knowledge and connections to the area. The Head of Democracy, Governance & Venues advised that delegations were done by Council at the beginning of each triennium, and that Turangi trees were dealt with by the FRReD Committee, which included one TT Ward councillor. The composition of the FRReD committee members enabled a consistent approach for the district with implementing the Tree and Vegetation Policy. With only a few months to go until elections, suggested waiting until the new triennium if wanting to put forward a submission to change this.

TT201906/09 RESOLUTION

Moved: Mrs Karen Donlon

Seconded: Cr Tangonui Kingi

That the Turangi/Tongariro Community Board receives the members' reports and community plan updates.

CARRIED

5 CONFIDENTIAL BUSINESS

Nil

The Meeting closed at 3.32pm.

The minutes of this meeting were confirmed at the Turangi/Tongariro Community Board Meeting held on 9 July 2019.

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CHAIRPERSON