

**TAUPŌ DISTRICT COUNCIL  
MINUTES OF THE TONGARIRO REPRESENTATIVE GROUP MEETING  
HELD AT THE TE MATAAPUNA, TŪRANGITUKUA PARK, HIRANGI ROAD, TŪRANGI  
ON WEDNESDAY, 21 FEBRUARY 2024 AT 2.00PM**

**PRESENT:** Cr Sandra Greenslade (in the Chair), Ms Melanie Albert, Cr Karam Fletcher, Ms Ngaire Grainger, Mr Dave Potaka

**IN ATTENDANCE:** General Manager People and Community Partnerships (L O'Brien), Environmental Services Manager (J Sparks), District Customer Relations Manager (T Russell), Asset Manager Transportation (C Sharland) (via MS Teams), Parks Manager Town Centres (J Gordon), Southern Lake Taupō Engagement Partner (M Isherwood), Team Leader Customer Support Tūrangi (J Cathro), Summer Student Mana Whakahono (M Wanikau), Senior Committee Advisor (K Watts)

**MEDIA AND PUBLIC:** Two members of the public and Sarah Loynes from Waikato Regional Council (via MS Teams)

- Notes:
- (i) Cr Karam Fletcher opened the meeting with a karakia.
  - (ii) Members acknowledged the passing of long-standing fire brigade member David Flight and Green MP Efeso Collins
  - (iii) Cr Sandra Greenslade acknowledged First Responder Will Shira who was terminally ill.

**1 KARAKIA**

**2 WHAKAPĀHA | APOLOGIES**

**TRG202402/01 RESOLUTION**

Moved: Cr Karam Fletcher

Seconded: Cr Sandra Greenslade

That apologies from Mayor David Trewavas and Cr Kevin Taylor be received and accepted.

**CARRIED**

Note: All members present at the Tongariro Representative Group meeting voted in favour of resolution TRG202402/01 above.

**3 NGĀ WHAKAPĀNGA TUKITUKI | CONFLICTS OF INTEREST**

Nil

**4 WHAKAMANATANGA O NGĀ MENETI | CONFIRMATION OF MINUTES**

**4.1 TONGARIRO REPRESENTATIVE GROUP MEETING - 15 NOVEMBER 2023**

A member expressed the view that the minutes were not complete with regards to item 5.4 Project and Operations Updates. She was not clear that the Parks and Reserves Manager had said that there were actually bats roosting in the Eucalyptus trees at Whiowhio Reserve, Kuratau.

**TRG202402/02 RESOLUTION**

Moved: Ms Melanie Albert  
Seconded: Ms Ngaire Grainger

That the minutes of the Tongariro Representative Group meeting held on Wednesday 15 November 2023 be approved and adopted as a true and correct record.

**CARRIED**

*Note: All members present at the Tongariro Representative Group meeting voted in favour of resolution TRG202402/02 above.*

**5 NGĀ RIPOATA | REPORTS****5.1 PUBLIC FORUM****Ms Margaret Sagar – Chair of Pukawa Property Owners Association**

Ms Sagar explained that the Pukawa Property Owners Association (PPOA) was interested in working with Taupō District Council (TDC) and asked that TDC come to Pukawa and spoke with the PPOA as they were different to Taupō. She advised that they cared deeply about the environment. They wanted to do their best to help the environment and had funds and willing volunteers. In answer to a question, she explained that so far this year, she had not had any contact with TDC. The Parks Manager Town Centres explained that there was a scheduled meeting with herself, the Chief Executive and community members in Pukawa but Ms Sagar advised that this was not with the PPOA.

**Ms Sarah Loynes – Manager Transport Policy and Programmes from Waikato Regional Council**

The Asset Manager Transportation introduced herself and explained her role to the committee. She explained that Waikato Regional Council (WRC) had a contract with Transit Coachlines which WRC administered on behalf of Taupō District Council. She introduced Ms Sarah Loynes – Manager of Transport Policy and Programmes and she explained that Ms Loynes' team were involved in planning and passenger numbers.

Ms Loynes explained she was open to hearing suggestions and concerns that the members had regarding the current services.

Members provided the following feedback:

- The number of permanent residents in Tūrangi had increased from 3,000 to 5,000 and the limited transport options did not meeting the needs of the community.
- The current transport options only accommodated a small number of the public two days a week.
- Advocated for a worker's bus that would allow members of the community to get to and from Taupō to access jobs.
- It would be beneficial to have a deeper look at the needs of the community.
- There were a lot of young people living in the Tūrangi area, looking for opportunities to work however the lack of public transport did not help.
- They suggested working with the Lake Rotoaira Trust who ran a private local bus service already in the area.
- They explained that a booking system would be beneficial because if someone travelled to Taupō there was no guarantee that they would have a seat back to Tūrangi.
- The bus service would leave Tūrangi at 11.45am and then departed Taupō at 3.50pm which did not allow people much time in Taupō.

The Asset Manager Transportation explained they would review services and conduct some surveys about the service, members were in full support of this idea. Ms Loynes explained that moving services in the area would be tricky as some were the same bus and it would take a while to find a cost neutral approach but she had heard the feedback provided from members and understood their concerns for the current service. Members noted that it was a well-used service and they thanked Ms Loynes for speaking to the Committee.

**TRG202402/03 RESOLUTION**

Moved: Cr Sandra Greenslade

Seconded: Ms Ngaire Grainger

That the Tongariro Representative Group receives comments from members of the public.

**CARRIED**

*Note: All members present at the Tongariro Representative Group meeting voted in favour of resolution TRG202402/03 above.*

**5.2 TONGARIRO REPRESENTATIVE GROUP INDUCTION OVERVIEW FOR 2024**

The Environmental Services Manager summarised the report. A member noted that the correct quorum for the Committee was three and not four as stated in the report. The Environmental Services Manager introduced the District Customer Relations Manager and the Team Leader Customer Support – Tūrangi/Mangakino to the Committee explaining they had presented to the Tūrangi Co-Governance Committee and she had asked them to present to the Tongariro Representative Group.

The District Customer Relations Manager introduced herself and the Team Leader Customer Support – Tūrangi/Mangakino and explained both of their roles. She distributed printed copies of the presentation (A3504015). The District Customer Relations Team consisted of the contact centre, customer and visitor support teams (Taupō, Tūrangi, Mangakino and The Events Centre/AC Baths) and the business support team. She explained that the team cared about the community and were there to help.

She explained the different avenues available for customers to contact the Council and raise issues or ask questions. The contact centre was responsible for answering all the phone lines for the district including 0800 ASK TDC, libraries, customer service centres and civil defence. The team were also responsible for answering the Facebook messages, Contact Us forms, Webchats, Antenno and emails. 85% of all calls were solved in the first phone call. There had been a 30% increase since October 2023 in the number of interactions per week, roughly 13,500. The team created the majority of the service requests for the organisation, roughly 13,000 per year.

There were three customer and visitor centres located around the district, they were located in Taupō, Tūrangi and Mangakino. The Taupō and Tūrangi centres were open seven days a week. Mangakino was open Monday to Friday. The Events Centre and AC Baths which was located in Taupō was also open seven days a week. On average the teams at these locations had 10,000 interactions with the public, helping them with any queries ranging from bookings, swim school, recycling bins, dog registrations, and rates to visitor information. The Customer Service Centres around the district were a part of the less than 10% across New Zealand who provided both tourism and council services.

The business support team provided administrative support to the organisation and customers. The support they provided was on a wide range of council services including compliance, online property files, land information memoranda, building/resource consents, health, liquor and licensing and many more. The Business support team was the first point of contact for all digital submissions via the Taupō District website. The team supported the Local Government Official Information and Meetings Act 1987 (LGOIMA) request process, requests had increased from receiving less than 10 per month to between 60 – 150 per month. The team also supported customer applications for cemetery plots and burials and had noted requests for cremation burials and natural burials had increased.

The District Customer Relations Manager explained that the antenno app provided information as well as being used to report an issue or idea. A member advised that it was good for the southern area of the lake as it could include information about the Desert Road and Taumarunui.

In answer to questions the District Customer Relations Manager advised that:

- The best way to contact TDC was via the phone line as this was monitored 24/7. The after-hours phone line was monitored by Tauranga City Council. All other forms of contact went into a queue which was managed Monday to Friday between 8.00am to 5.00pm.
- TDC and other councils in the wider region used Tauranga City Council for their after hours calls, and TDC was privileged to have a great partnership with them.
- Council staff continued to work over the holiday period. The Customer Service Centres were only

closed on Christmas Day and ANZAC Day.

- The Taupō District Council Facebook Page was managed by the Communications team.

Members thanked them and their teams for the work that they do. A member noted that he loved the practicality of the team, he had previously had his dog run off and someone had found his dog and was looking after it. TDC connected himself and this person in order for him to pick his dog up, it was sorted out efficiently and made a lot of sense to do it that way.

### **TRG202402/04 RESOLUTION**

Moved: Cr Sandra Greenslade

Seconded: Cr Karam Fletcher

That the Tongariro Representative Group receives the information provided to support members in their role for the 2024 calendar year.

*Note: All members present at the Tongariro Representative Group meeting voted in favour of resolution  
**Error! Reference source not found.** above.*

### **5.3 PROJECT AND OPERATIONS UPDATES**

The Environmental Services Manager summarised the report. She introduced the Parks Manager – Town Centres who was Acting Parks and Reserves Manager and explained she had been with Taupō District Council (TDC) for 14 years. The Parks Manager – Town Centres explained they had a report from Waikato University advising TDC there were bats in the eucalyptus trees at Whiowhio Reserve. Under the Conservation Act (1987) TDC were required to act on this information before removing the trees. She was aware that members had other information regarding the bats from Department of Conservation (DOC) so staff were communicating with DOC. They would re-assess once they had more information from DOC to then make a decision regarding the trees. In answer to a question she advised that the report from Waikato University was conducted a few years ago. She was happy to bring the new report back to the Committee and advised that the standard process was to proceed with the recommendation from the arborist however if their recommendation was outside of TDC policy and standard process, then a different approach might be done. The parks and reserves team were down there mowing regularly and would report back or proactively deal with it as needed. She explained that they would like to do some planting under the trees.

A member noted that the access to the Whiowhio reserve was difficult and the Parks Manager – Town Centres explained that contractors had put in a culvert to help with this but advised that it was a rough track and people needed to take care.

Members noted that the Omori Reserve was looking great and they had received positive feedback from the community regarding how Omori erosion was dealt with and they could see the value in it being flat.

### **TRG202402/04 RESOLUTION**

Moved: Cr Sandra Greenslade

Seconded: Ms Ngaire Grainger

That the Tongariro Representative Group receives the progress updates on projects and operations as at 21 February 2024.

**CARRIED**

*Note: All members present at the Tongariro Representative Group meeting voted in favour of resolution  
TRG202402/04 above.*

### **5.4 TONGARIRO - COMMUNITY ENGAGEMENT AND HOT TOPICS**

The Southern Lake Taupō Engagement Partner provided the Committee with the following community engagement updates:

### **Tūrangitukua Park**

Vandalism of the gate to Tūrangitukua Park on Te Anonini Road. The gate was damaged on the previous weekend when people had tried to access the park. They had taken the lock from the gate and driven onto the field by pushing through the bollards and proceeded to do donuts in their vehicle. When this happened there were costs incurred to repair the damage. She advised she would share information via social media explaining the effect this had on the whole community.

### **Motutere Reserve Management Plan Engagement**

The Community Engagement and Policy teams had been working closely together. Engagement sessions started at the end of 2023 and finished early 2024 at the Motutere Campsite, this was an opportunity for the community to have their say towards the Reserve Management Plan. She expressed there was lots of interest at the campsite engagement session and the team went away better informed. She explained what the reserve management plan was and advised that it was not about the campground being shut down.

The previous week there had been a site visit at the campground which was led by Mr Tilton, it was an informative visit and she enjoyed seeing what had been done. The Motutere Recreation Reserve Management Plan Committee which was made up of three Te Rangiita members and three councillors reviewed the summary of submissions. This gave them a direction for the draft reserve management plan and the next workshop was scheduled for 21 March to review the draft.

### **Long-term Plan 2024-34**

She advised that the community engagement team were finding potential venues to hold Long-term Plan engagement sessions in June. Venues in Whareroa, Omori and Hatepe were booked in. The hope was to capture more of the communities around the district than previously and this would increase feedback received. In answer to a question, she advised the date of the Omori engagement session had not been confirmed yet but this was being organised.

### **Community Events Hui**

The first Community Events hui was held on 20 February 2024 which was an opportunity to establish what Tūrangi wanted. There were 25 members of the public in attendance. It was a great discussion and there was a plan to set up an events calendar for Tūrangi. There were plans to get the kura and local school kids involved. She advised that there were different funding options available for community events.

### **Angler and Tūrangi Signs**

The Southern Lake Taupō Engagement Partner was scheduled to meet with the Tongariro National Trout Centre on Friday as the Board for Trout Hatcheries were interested in having the Angler and Tūrangi signs. She explained hapū had their own aspirations for the town centre so the Trout Centre was an appropriate place for the signs and it made sense.

### **Te Kapua Papa Tākaro**

Taupō District Council had nominated Te Kapua Papa Tākaro for the Recreation Aotearoa Playspace of the year. She explained that she would be doing some videos with local children the following week and the submission needed to be submitted before 8 March 2024.

Members thanked the Southern Lake Taupō Engagement Partner for her hard work and they commented that the Turtle pools looked amazing.

### **TRG202402/05 RESOLUTION**

Moved: Cr Sandra Greenslade

Seconded: Cr Karam Fletcher

That the Tongariro Representative Group receives the information contained in the Tongariro – Community Engagement and Hot Topics report.

**CARRIED**

*Note: All members present at the Tongariro Representative Group meeting voted in favour of resolution TRG202402/05 above.*

## 5.5 MEMBERS' REPORTS

The following members' reports were received:

Cr Karam Fletcher

- Explained that the Long-term Plan 2024-34 process was well underway with a lot going on in the background. He stated that Councillors were trying to make the best decisions possible for the district.

Ms Ngaire Grainger

- Had been in touch with ITM to ask for assistance with building bus shelters at Rotoaira. Chris from ITM Tūrangi had been given measurements and had advised that he and his team would build the shelters.

Ms Melanie Albert

- Thanked member Ms Ngaire Grainger and ITM Tūrangi for the bus shelters.

Mr Dave Potaka

- Explained there were a number of beehives on the Pukawa Hill at different farms. There were a lot of bees, some were close to a swimming pool and flying into people's houses. The Environmental Services Manager explained that there was not a specific consent process that advised how many beehives could be in a concentrated area but there were rules in the District Plan. She advised she would speak with the relevant staff and come back to him.
- There was a sewerage problem at Pukawa. A smoke test had been done and it did not lead to a problem that needed to be addressed however the marae and papakainga was being impacted.
- The erosion issue at Pukawa was affecting the boatramp. Plants had been planted to assist with this issue as well as new dirt and sand on the papakāinga side of the boat ramp however the water was up to the edge of the plants and expected to rise more. He noted that the issue was getting worse and needed to be assessed.
- He enquired about a possible subdivision near Pukawa which was a proposal for 28 houses to be built. The Environmental Services Manager explained that Taupō District Council was waiting for the developer so the resource consent was on hold. Once the developer reached out then it would go through the Resource Management Act 1991 process. Public consultation would occur if it was assessed that the resource consent needed to be publicly notified. Alternatively the immediate neighbours would be notified or it would be limited notified which would be those directly affected. The resource consents team assessed this and she advised she could let the Committee know when it was going through this process.

Cr Sandra Greenslade

- Sergeant Tere Mōruna had left Tūrangi, it was sad to see him go.
- Two resignations from Taupō District Council had been received. The first was the General Manager for Destination Great Lake Taupō Ms Jane Wilson and the second was the General Manager – Operations and Delivery Andrew Moraes for Taupō District Council.
- Sergeant Bill Asher had called her with concerns about fly tipping around the area and she had advised she had contacted Taupō District Council. The Southern Lake Taupō Engagement Partner advised that it was very bad at Rotoaira.
- Advised that the consultation period for the draft Waikato Regional Land Transport Plan 2024-2054 was open and asked members to contact the Environmental Services Manager to provide input for a submission that she would submit on behalf of the Committee.

**TRG202402/06 RESOLUTION**

Moved: Cr Sandra Greenslade

Seconded: Ms Ngaire Grainger

That the Tongariro Representative Group receives the reports from members.

**CARRIED**

*Note: All members present at the Tongariro Representative Group meeting voted in favour of resolution TRG202402/06 above.*

**6 NGĀ KŌRERO TŪMATAITI | CONFIDENTIAL BUSINESS**

Nil

The meeting closed at 3.49pm with a karakia from Cr Karam Fletcher.

The minutes of this meeting were confirmed at the Tongariro Representative Group Meeting held on 24 April 2024.

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**CHAIRPERSON**