

ATTACHMENTS

Turangi/Tongariro Community Board Meeting

12 February 2019

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Turangi/Tongariro Community Board Meeting Minutes

13 November 2018

**TAUPŌ DISTRICT COUNCIL
MINUTES OF THE TURANGI/TONGARIRO COMMUNITY BOARD MEETING
HELD AT THE BOARDROOM, TURANGI SERVICE DELIVERY CENTRE, TOWN CENTRE, TURANGI
ON TUESDAY, 13 NOVEMBER 2018 AT 1.00PM**

PRESENT: Mr Andy Hema (in the Chair), Cr Tangonui Kingi, Cr Maggie Stewart, Mrs Karen Donlon, Miss Sharlyn Holt, Mrs Pauline Jenkins-Lyons, Mr Wally van der Aa

IN ATTENDANCE: Chief Executive, Head of Economic Development & Business Transformation, Head of Democracy, Governance & Venues, District Parks Operations Manager, Parks Manager Community & Open Spaces, Economic Relationship Manager, Facilities Manager, Infrastructure Manager, Senior Reserves Planner, Team Leader Strategic Relationships, Facilities Officer, Democratic Services Support Officer

MEDIA AND PUBLIC: Enterprise Great Lake Taupō (EGLT) General Manager Kylie Hawker-Green, Destination Great Lake Taupō (DGLT) General Manager Damian Coutts, Enterprise Great Lake Taupō Business Advisor Turangi – Averill Naumai

The Chair welcomed everyone to the final (2018) meeting of the Board and Cr Tangonui Kingi opened the meeting with a karakia.

Notes:

- (i) Items were heard in the following order: 1-4.1, 4.3, 4.2, 4.4-4.5
- (ii) Ms Holt left the meeting at 2.23pm and re-entered at 2.24pm.

1 APOLOGIES

TT201811/01 RESOLUTION

Moved: Miss Sharlyn Holt

Seconded: Mrs Karen Donlon

That the apology received from Mr Te Takinga New be accepted.

CARRIED

2 CONFLICTS OF INTEREST

Nil

3 CONFIRMATION OF MINUTES

3.1 TURANGI/TONGARIRO COMMUNITY BOARD MEETING - 9 OCTOBER 2018

Minutes of a meeting of the Turangi/Tongariro Community Board held on Tuesday, 9 October 2018 had been circulated (A2365886).

TT201811/02 RESOLUTION

Moved: Mrs Karen Donlon

Seconded: Mrs Pauline Jenkins-Lyons

That the minutes of the Turangi/Tongariro Community Board meeting held on Tuesday 9 October 2018 be confirmed as a true and correct record.

CARRIED

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4 REPORTS

4.1 ACTION POINTS UPDATE

The Head of Economic Development & Business Transformation undertook to follow up the bridge signage with NZTA.

TT201811/03 RESOLUTION

Moved: Mrs Pauline Jenkins-Lyons

Seconded: Cr Maggie Stewart

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

CARRIED

4.2 TURANGI ECONOMIC DEVELOPMENT STRATEGY (TEDS) UPDATE

Economic Relationship Manager Jess Simpson and General Manager Enterprise Great Lake Taupō (EGLT) Kylie Hawker-Green were in attendance and tabled documents (A2368420) in support of their update on the Turangi Economic Development Strategy (TEDS). Destination Great Lake Taupō (DGLT) General Manager Damian Coutts was also in attendance to provide a brief update from DGLT. Key points noted were:

- Going forward, would provide regular quarterly TEDS updates and alternate presenters. Members' would receive an updated version of the first page of the tabled documents.
- Broadband roll out – Hon. Louise Upston had committed to bringing the roll out forward to 2022 (originally scheduled for 2024).
- Business attraction marketing – Undertaking a collaborative campaign to profile 60 stories from across the district. Had spent \$50k promoting the district as a great place to relocate business to.
- Customer service training – Collaborated with council organisations to develop a free online basic customer service course which was available to all businesses. Topics covered included how to complete a sale, correct pronunciation of local place names, etc. Certificates were awarded to those who completed the course.
- Partnering with Film BOP to attract film production companies to the district. Hosting an international film company in the next few days. The venture was an exciting and potentially very profitable opportunity for the district.
- Turangi clean-up day - EGLT Business Advisor – Turangi Averill Naumai had led a recent Turangi clean-up day which was a great success.
- DGLT had been collaborating with Lake Taupō Forest Trust (LTFT), Ngāti Hikairo and the Department of Conservation (DOC) to upgrade the Tongariro Crossing car park, particularly at the Ketetahi Springs end. Optimistic that funding for that would be approved from the Provincial Growth Fund (PGF).
- Winter signs and flags were left up to support Ruapehu Alpine Lifts (RAL) with sales. These would be taken down within the next few days.
- RAL Turangi based shuttle service - Investigating funding for a subsidised Turangi shuttle service. Hoped that a subsidy would encourage more people to use the Turangi shuttles. In reply to a question about how to support local people to be able to enjoy the mountains offerings, Mr Coutts encouraged members to engage with RAL general manager Jonathan Dean, who was very supportive of Turangi. RAL also had a proven record and strong commitment to the Ngāti Hikairo snow academy.
- Turangi tourism working group – The group was established to work with DGLT to promote and be a voice for Turangi. Group chair was Mike Bowie, with members EGLT Averill Naumai and Turangi i-Site manager Christine Dally. RAL had also agreed to be part of the group.
- Turangi to Taupō (T2T) Trail – In the process of undertaking landowner engagement hui. Planned to hold initial hui in December.
- Showed pictures of various images which were being produced for the promotion of the Turangi-Tongariro region. The Head of Economic Development & Business Transformation noted he had used the imagery during a recent presentation in China which received a lot of positive feedback and looked amazing on the big screen. Mr Coutts noted that the Board could select 2-3 images which he would arrange to be put on canvasses for display in the Boardroom. Some of the images would also be blown up and displayed in vacant shop windows using funds leftover from donations received for the mall clean-up.

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- Inbound arrivals to New Zealand from Australia, United Kingdom and Germany were down. Taupō district however was tracking better than the national trend.
- Ms Hawker-Green had recently met with New Zealand First deputy leader Fletcher Tabuteau who was especially interested in raising the profile of Turangi, and working in with EGLT to investigate ways to raise community outcomes.

TT201811/04 RESOLUTION

Moved: Cr Tangonui Kingi

Seconded: Miss Sharlyn Holt

That the Turangi/Tongariro Community Board receives the update on the Turangi Economic Development Strategy (TEDS).

CARRIED**4.3 UPDATE ON TURANGI PROJECTS**

The Infrastructure Manager Denis Lewis showed a powerpoint titled 'Operations Projects Capex & Renewals'. Mr Lewis managed Council's transportation team, and looked after various contracts including streetlights, roading, water and wastewater. Key points noted were:

- First slide covered Turangi 2018/19 and Long-Term Plan (LTP) projects such as wastewater renewals and reseals for the Turangi/Tongariro ward. LTP funds of \$6.9m - 22% of the overall spend for district - had been set aside for those renewals and capital projects.
- Capex projects percentages for various work streams over the next ten years was water 25%, wastewater 30%, transport 15%, stormwater 2%, solid waste 9%, parks 9%, and facilities 10%.
- Turangi capex project spending percentages for the current 2018/19 financial year were wastewater 50%, water 22%, facilities 8%, parks 4%, solid waste 1%, stormwater 2%, and transport 13%. Wastewater spend would reduce significantly in later years. The Motuaopa WWTP was upgraded three years ago therefore would not require any significant maintenance work for some time.
- Transport projects included construction of the Omori Road intersection; reseals at Waihi Road, Humu Street, Pukawa Road and Te Kuru Lane; upgrading kerb and channel on Te Rangitautahanga Road, and metalling unsealed roads as required. In reply to a question, the Infrastructure Manager advised that kerbing on highways was managed by NZTA. The State Highway One kerbing (that ran parallel to Turangi township) was installed on the left-hand side so that water could drain on to the rural side of the road. There was a significant amount of kerb and channel in Turangi that had deteriorated which the Infrastructure Manager considered was likely due to the standard of concrete used at the time of installation. In reply to a second question regarding the roundabout located out front of the police station being damaged with large trucks driving over it, the Infrastructure Manager advised that the kerbing and channel could be reinforced in those parts where trucks traversed.

The Facilities Manager Garreth Robinson then spoke to the next slides in relation to Turangi facilities. Key points noted were:

- Mr Robinson was responsible for Turangi buildings and CCTV.
- There were no outstanding capital projects for the remainder of this year.
- The maintenance budget spent this year was \$450k, which included an interior paint (renewal), Butanol seal of the roof and upgraded security at the Turangi Public Library, repaint of the foyer and toilets at the Senior Citizens Hall as well as a new oven and gutter pipes, new stain applied at the Whareroa toilet block, re-roof and removal of internal guttering at the Turangi i-Site, and new roof and interior paint of the Turangi arts and crafts building located on Te Rangikahekeiwaho Place.

In reply to questions, the Facilities Manager advised that there was currently 18 cameras located around the town centre. Low lighting levels at night were a problem however, consultants had been engaged to assess CCTVs across the district; that report would be shared with the Board once received. Had previously investigated upgrading the mall lighting however, there were substantial costs involved of which the majority were the responsibility of shop owners. Cameras were a Council asset though footage belonged to the police.

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The Infrastructure then spoke to further slides in relation to water renewals. Key points noted were:

- \$1.5M had been set aside in the 2018/19 budgets for pipeline renewals in Turangi, and \$100k for Motuoapa.
- There were some consent renewals / revisions in Turangi and Motuoapa.
- \$300k had been set aside for pre-treatment of the Omori water scheme which was subject to high turbidity in inclement weather (making the water difficult to treat).
- Turangi sewer cleaning and maintenance - Undertook recent cleaning and inspection of 19.5 kilometres of pipes. \$200k renewals budget currently allocated in 2018/19 financial year. Processing of discharge consent replacement lodged December 2017 however, deferred pending Turangi Wastewater Steering Group decisions.
- Tokaanu wastewater pump station and rising main - Plans included modifying pump station to better manage pump reliability and renewal of rising main - a significant piece of work. Currently in investigation and design stage with tender process for construction planned for early 2019.
- Turangi WWTP balance pond and screen renewal - New inlet balance pond to be installed, future pond remediation, screen renewal improvements to reduce ongoing maintenance. Cost estimate for that work was \$2M.
- Whareroa discharge consent replacement - Change to operational controls and limits were lodged in 2017. Other work included replacing lucerne to rye grass crop, staged irrigation area, nitrogen loading limits.
- Omori discharge consent placed had been lodged. Tangata whenua feedback would be appreciated.

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

- Contractors were currently digging up front berms to look at water / wastewater lines.
- Wastewater was funded district wide; water was funded on a scheme by scheme basis eg Turangi was separate to Motuoapa; Omori funded its own capital works.
- Previous breaches out front of Tongariro School were due to a combination of issues: pipe infiltrations from tree root intrusion, solidified cooking fat, and objects being placed in the system. Currently in the process of determining future cleaning programme. Had also lodged a discharge consent for the Turangi WWTP and would work alongside the Turangi Wastewater Steering Group to develop that further.
- Under a plan change in 2005, Taupō District Council was required to achieve a 20% reduction on 2005 discharge limits year by year.

The Chair thanked the Infrastructure and Facilities Manager's for their respective updates. Going forward, requested that the Board receive regular quarterly infrastructure updates.

TT201811/05 RESOLUTION

Moved: Cr Maggie Stewart

Seconded: Mrs Karen Donlon

That the Turangi/Tongariro Community Board receives the update on Turangi projects.

CARRIED

4.4 TURANGI OPERATIONS REPORT - OCTOBER 2018

The Parks Manager Community & Open Spaces took the report as read and introduced parks and reserves team members Ian Brown (Team Lead Horticulturalist - from Turangi), Sheila Little (District Landscaper, from Mangakino), and Tania Hendry (Horticulturalist, from Turangi). Each member gave a brief update about their respective roles and current, recently completed, and future projects in Turangi.

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

- Cr Stewart advised that she had received emails from members of the public seeking reinstatement of the Kate Sheppard Memorial Rose Garden that was removed when the library was renovated. The Parks Manager Community & Open Spaces undertook to follow up on the matter.
- Mr Brown advised that he had been liaising with DOC regarding a potential urban pest trapping route.

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- The deck for the sports changing facility at Tūrangitukua Sports Park was ready to be uplifted from Taupō. Needed to align the crane hire to transport deck with local contractors being on site to complete the installation.
- Yet to meet with sports groups users to develop an MOU for use of the changing facilities. A member suggested putting a notice on the Board Facebook page.
- The Head of Economic Development & Business Transformation advised that the installation of the tunneller sculpture was delayed due to contractor unavailability. Initial feasibility study discussions for a permanent sports facility at Turangitukua Sports Park had been held with consultants XYST Ltd.
- All Turangi playgrounds would be compliant with cushion fall surface for the summer holiday season.

TT201811/06 RESOLUTION

Moved: Mrs Pauline Jenkins-Lyons

Seconded: Miss Sharlyn Holt

That the Turangi/Tongariro Community Board receives the Turangi Operations Report as at 13 November 2018.

CARRIED**4.5 MEMBERS' REPORTS**

The following verbal reports were provided:

Ms Sharlyn Holt*Attended*

- TTSF sports awards. Good to be back at The Delta (formerly Tongariro Workingmens Club).

Ms Pauline Jenkins/Lyons*Attended*

- Turangi Business After 5.
- Various meetings with Council.
- Turangi Halloween party – amazing event. Organisers did a really good job.
- Requested letter from the Board be sent to Craig Lyons in recognition of 20 years service as a skipper for Coastguard (also add to Facebook page).

Cr Maggie Stewart

- Advised members of conversations held with Toshka from Kitashiobara, sister city to Turangi. Kitashiobara delegates were keen to host a visit in Japan next year around the same period as the Rugby World Cup was being held. Toshka would appreciate early indication of plans. Cr Stewart signalled her desire to attend should the visit go ahead. The Chief Executive noted that he and two other council senior leaders would be in Japan at that time, and would therefore also visit Council's sister cities whilst there. The Head of Business Transformation & Economic Development would prepare a report on the item at the next Board meeting.

Other comments

- Requested contact details of all third tier manager's and senior leadership team, including their respective roles so that members would have a point of reference of who to contact with any issues / questions.

Mr Wally van der Aa*Attended*

- TTSF annual sports awards. Thirty plus nominees from various sports – many martial arts members.

Mr Andy Hema*Attended*

- TTSF annual sports awards.
- Turangi clean-up day.

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- Annual Turangi Foodbank drive.
- Turangi Halloween party.

Mrs Karen Donlon*Attended*

- Turangi Halloween Party.
- Turangi Business After 5.
- Annual Turangi Foodbank drive.

Other comments

- Congratulations to Tau Thompson, recipient of the Harcourts Good Fellow award; Cr Tangonui Kingi, recipient of the Fire Emergency New Zealand (FENZ) Region 2 2018 Leadership Award; and ex-Turangi student Tipene Paranihi for his selection in the NZ Mixed Martial Arts team currently competing in Bahrain at the International Mixed Martial Arts Amateur World Championship (add to Facebook page).

Note: The Team Leader Strategic Relationships advised that meeting invites would be sent out to members to recommence the regular fortnightly Board catch-ups which had been put on hold.

TT201811/07 RESOLUTION

Moved: Mr Wally van der Aa

Seconded: Mrs Karen Donlon

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

CARRIED**5 CONFIDENTIAL BUSINESS**

Nil

The Meeting closed at 2.57pm with a karakia by Cr Tangonui Kingi.

The minutes of this meeting were confirmed at the Turangi/Tongariro Community Board Meeting held on 12 February 2019.

.....
CHAIRPERSON

Turangi Tongariro Community Board Action Sheet - A2128941					
Item No.	Meeting Date	Agenda Item	Subject	Task	Outcome
4.1	13/03/2018	Presentation: Update from Turangi Police	Signage - No Jumping off Tongariro Bridge	Request from Council to liaise with NZTA for 'No jumping off bridge' signage on State Highways 1 and 41 bridges.	Ongoing.
4.1	13/03/2018	Presentation: Update from Turangi Police	Signage - No Bikes in Town Mall	Requested signage banning bikes and liquor in the town centre / mall area.	Signs were installed however currently arranging replacement of one sign which has been taken / removed - <i>suggest remove item.</i>
4.1	12/06/2018	Action Points Update	TTCB Workshops	The Head of Economic Development & Business would look into future workshops to support members understanding of various council roles and functions.	Ongoing - <i>suggest remove item.</i>
4.2	11/09/2018	Action Points Update	Seniors Citizens Hall - Renovations and replacement of equipment	A comprehensive building report on the Senior Citizens Hall that also looked at acoustics and heating was requested as a future agenda item. Also needed new tables, chairs and interior refresh.	Discussed in Turangi Infrastructure Update item on 13/11/18 - <i>suggest remove item.</i>
4.5	13/11/2018	Members' Reports	Kate Sheppard Memorial Rose Garden	The Parks Manager Community & Open Spaces undertook to look into the possibility of re-establishing the Kate Sheppard memorial rose garden in Turangi.	Staff have not scoped this as a project however recently, the Taupo Rose Garden was judged as part of the NZ Gardens Trust 'Garden of Significance' and scored well. The judges commented how pleasing it was to see a well maintained municipal rose garden, as many councils no longer provided these. Rose gardens are both costly to establish and maintain due to the high number of (skilled) staff and hours required. As such, re-establishing a rose garden in Turangi would have to be a project included in the Annual Plan or LTP.
4.5	13/11/2018	Members' Reports	Kitashiobara Visit	Kitashiobara delegates were keen to host a visit in Japan next year around the same period as the Rugby World Cup was being held. The Head of Business Transformation & Economic Development would prepare a report on the item at the next Board meeting.	Current agenda item.



TAUPO DISTRICT COUNCIL QUARTERLY REPORT

For Period Ending December 2018

Prepared for

Jessica Simpson

Date

January 2019



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DECEMBER 2018 QUARTER

PREPARED FOR:



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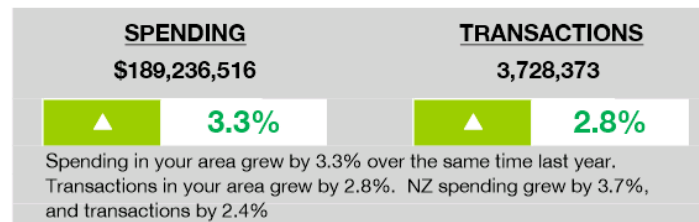


RETAIL OVERVIEW

For Period Ending DECEMBER 2018 QUARTER

QUARTERLY ACTIVITY

Changes over same time last year

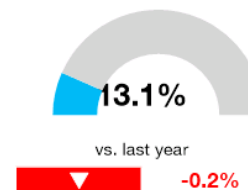


CARDHOLDER ORIGIN

	CARDHOLDER CONTRIBUTION	VALUE SPENT IN YOUR COUNCIL	CHANGE (VS. SAME QUARTER LAST YEAR)
LOCALS	50.8%	\$96.14 mn	12.7% ▲
ROTORUA	2.4%	\$4.55 mn	-4.9% ▼
REST OF NZ CARDHOLDERS	39.0%	\$73.75 mn	-6.4% ▼
INTERNATIONAL CARDHOLDERS	7.8%	\$14.80 mn	3.8% ▲

MARKET SHARE

Your Share vs Key Competitors



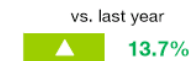
Market share is your share of spending in the market (yourself and key competitors).

Your key competitors are based on areas you have chosen, in this case Nelson, Rotorua, Napier, Thames-Coromandel, Queenstown territorial authorities

FASTEST GROWING STORETYPES

IN YOUR AREA

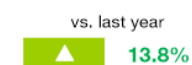
Furniture/Flooring



Furniture/Flooring in your area had the largest growth amongst storetypes, up 13.7%.

IN COMPETITOR LOCATIONS

Fuel

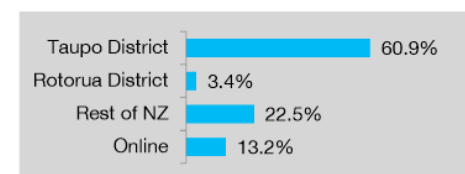


Fuel had the largest growth in Key Competitor locations, up 13.8%.

LOYALTY AND OUTFLOW

Destination of Locals' Spending

Taupo residents conducted 60.9% of their retail spending in Taupo District and 3.4% in the Rotorua District. They spent 13.2% online.



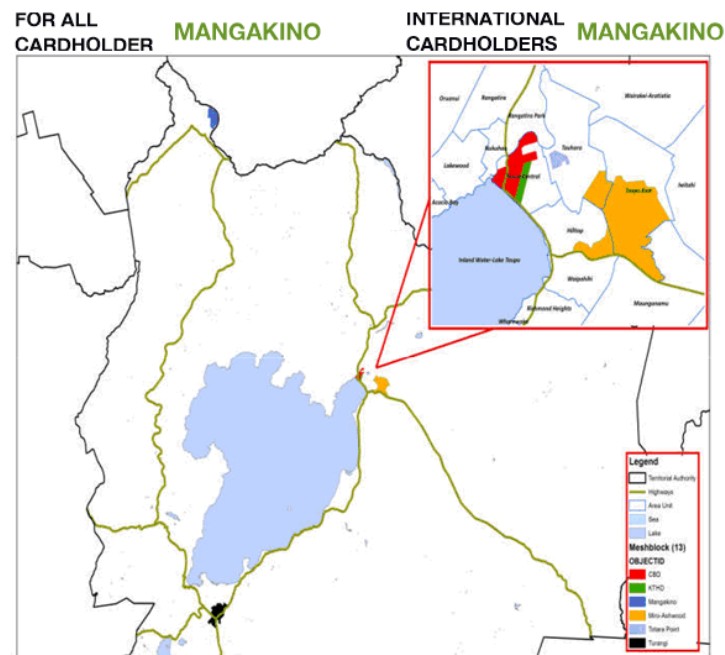


WHERE ARE THE RETAIL HOTSPOTS?

How does this affect planning? Is it happening where we want it to happen?

TOP PERFORMING LOCATIONS

Based on percentage change in spending from same period last year



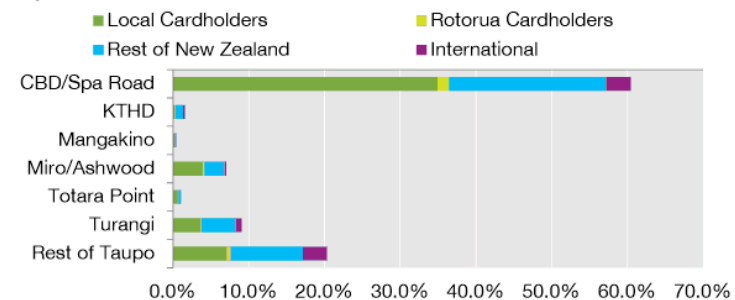
CHANGE IN SPENDING

Change in spending over same period last year

RANK	LOCATION	VALUE OF SPENDING	CHANGE IN SPENDING
1	Mangakino	\$882,009	17.3%
2	Turangi	\$17,154,821	7.5%
3	Rest of Taupo	\$38,466,781	5.3%
4	KTHD	\$3,082,644	4.4%
5	CBD/Spa Road	\$114,333,254	2.3%
6	Miro/Ashwood	\$13,270,254	2.0%
7	Totara Point	\$2,046,753	-6.4%
	TOTAL	\$189,236,516	3.3%

DISTRIBUTION OF SPENDING

Split by cardholder location





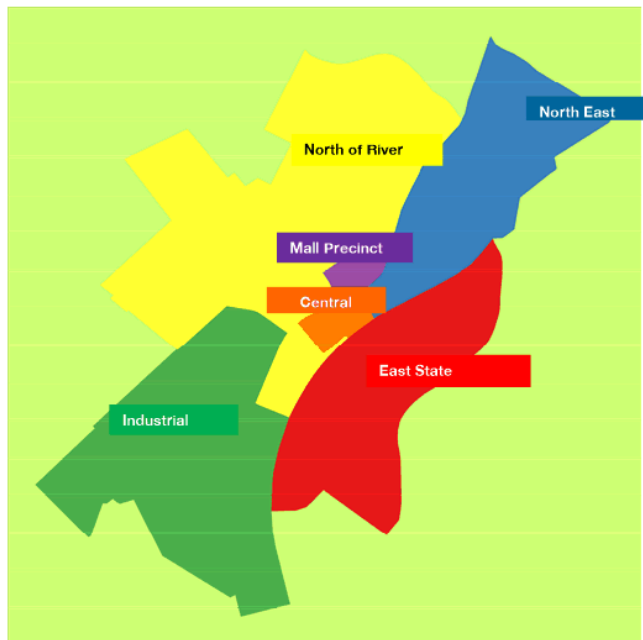
WHERE ARE THE RETAIL HOTSPOTS IN TURANGI?

How does this affect planning? Is it happening where we want it to happen?

TOP PERFORMING LOCATIONS

Based on percentage change in spending from same period last year

FOR ALL CARDHOLDER INDUSTRIAL INTERNATIONAL CARDHOLDERS MALL PRECINCT



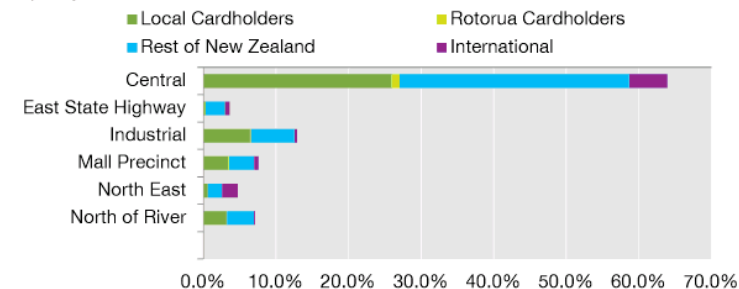
CHANGE IN SPENDING

Change in spending over same period last year

RANK	LOCATION	VALUE OF SPENDING	CHANGE IN SPENDING
1	Central	\$10,970,609	6.7%
2	East State Highway	\$621,347	-4.1%
3	Industrial	\$2,216,572	25.2%
4	Mall Precinct	\$1,305,329	12.9%
5	North East	\$817,281	-4.8%
6	North of River	\$1,223,682	-1.7%
TOTAL		\$17,154,821	7.5%

DISTRIBUTION OF SPENDING

Split by cardholder location





WHO IS SPENDING AT OUR RETAILERS?

Is this changing? How appealing are we to visitors/ tourists?

SPENDING BY CARDHOLDER LOCATION

Change in spending over same period last year

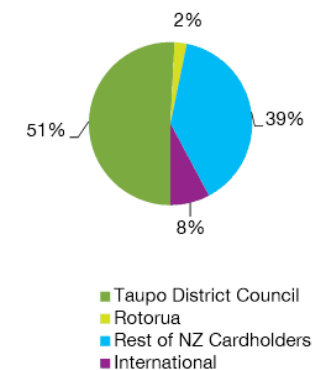


CARDHOLDER AREA	VALUE SPENT	CHANGE ON SAME QUARTER LAST YEAR	
TAUPO	\$96.14 mn	▲	12.7%
ROTORUA	\$4.55 mn	▼	-4.9%
AUCKLAND	\$20.28 mn	▼	-2.2%
WELLINGTON	\$8.49 mn	▼	-9.0%
HAWKES BAY	\$5.82 mn	▼	-19.9%
REST OF NZ CARDHOLDERS	\$39.15 mn	▼	-5.4%
INTERNATIONAL	\$14.80 mn	▲	3.8%

International cardholder spending within New Zealand is up 7.5% over the same period last year, and transactions are up 15.4%

DISTRIBUTION OF CARDHOLDERS

Including international cardholders



FASTEST GROWING CONSUMER GROUP

Based on spending change from the same period last year

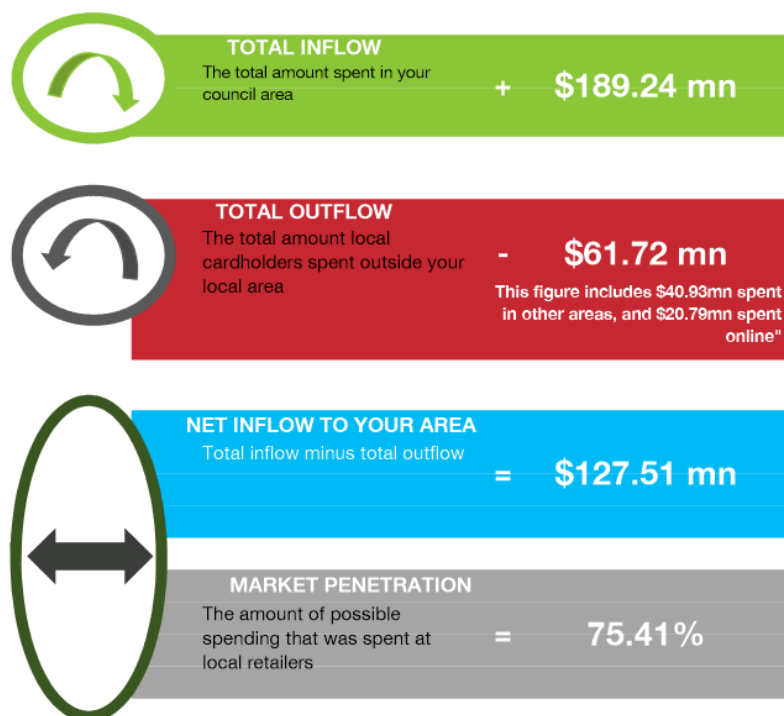




WHAT DOES OUR RETAIL CASHFLOW LOOK LIKE?

How much are we leaking to other areas?

OVERVIEW OF INFLOW AND OUTFLOW TO/FROM TAUPO DISTRICT



THE BREAKDOWN

Non-locals include international cardholders

LOCALS SPENDING LOCALLY

\$96.14 mn

NON-LOCALS SPENDING IN YOUR AREA

\$93.10 mn

ORIGIN OF INFLOW BY CARDHOLDER LOCATION

Breakdown of spending in your council

What's coming into your council		
What's spent outside your council		
CARDHOLDER LOCATION	YOUR COUNCIL	ELSEWHERE IN NZ
Taupo	\$96.14 mn	\$40.93 mn
Rotorua	\$4.55 mn	\$233.30 mn
Auckland	\$20.28 mn	\$5,551.08 mn
Wellington	\$8.49 mn	\$1,397.23 mn
Hawkes Bay	\$5.82 mn	\$505.55 mn
Rest of NZ Cardholders	\$39.15 mn	\$7,839.95 mn
International	\$14.80 mn	\$632.93 mn
TOTAL	\$189.24 mn	\$16,200.97 mn

























HOW ARE OUR RETAILERS COMPARING TO OTHER AREAS?

Are we keeping pace? Are our retailers maximising the available opportunities?

RETAIL CATEGORY CHANGE IN SPENDING AND PERFORMANCE

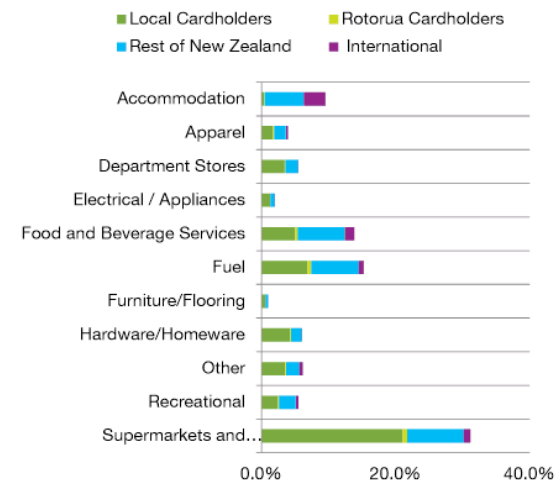
Spending change over same period last year

					YOU VS. COMPETITOR GROUP	
RETAIL CATEGORY		\$\$ SPEND	YOUR RESULT		RANK	CHANGE ON SQLY
	ACCOMMODATION	\$18.06 mn		-4.6%	3	-2
	APPAREL	\$7.50 mn		-1.6%	2	1
	DEPARTMENT STORES	\$10.45 mn		-1.8%	5	-2
	ELECTRICAL / APPLIANCES	\$3.79 mn		4.2%	3	-2
	FOOD AND BEVERAGE SERVICES	\$26.16 mn		2.3%	6	0
	FUEL	\$28.87 mn		13.1%	4	-2
	FURNITURE/FLOORING	\$1.85 mn		13.7%	4	1
	HARDWARE/HOMEWARE	\$11.47 mn		1.9%	5	-2
	OTHER	\$11.68 mn		-0.4%	5	-3
	RECREATIONAL	\$10.42 mn		-2.9%	6	-4
	SUPERMARKETS AND SPECIALISED FOOD	\$58.98 mn		5.6%	3	1

The competitor group is made up of retailers in Nelson City, Rotorua District, Thames-Coromandel District, Napier City and Queenstown District.

ORIGIN OF CARDHOLDERS

Including international cardholders



FASTEST GROWING CATEGORIES

Domestic/ International split

For ALL Cardholders	For INTERNATIONAL Cardholders
FURNITURE/FLOORING	APPAREL

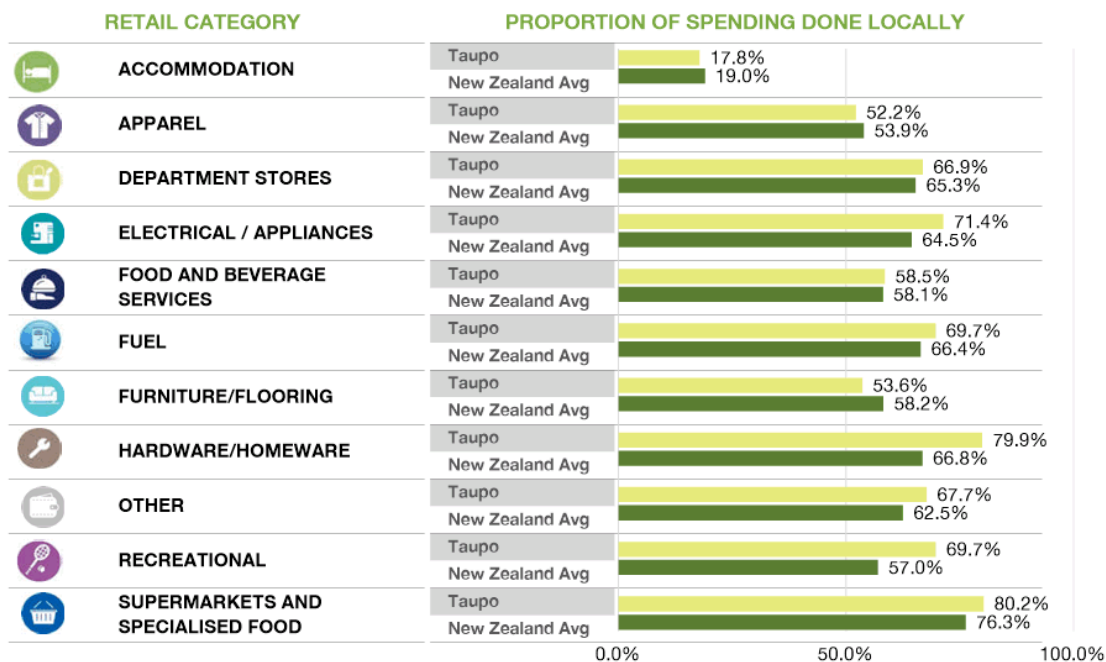


DOES OUR LOCAL RETAIL MEET THE NEEDS OF CUSTOMERS?

Have we got gaps? Where should be target development?

PROPORTION OF LOCAL CARDHOLDER'S SPENDING THAT GOES TO LOCAL MERCHANTS

High percentages presume that local cardholders are happy with local options



OVERALL LOYALTY



MOST LOYAL CATEGORY

SPENDING
SUPERMARKETS AND SPECIALISED FOOD

TRANSACTIONS
HARDWARE/HOMEWARE

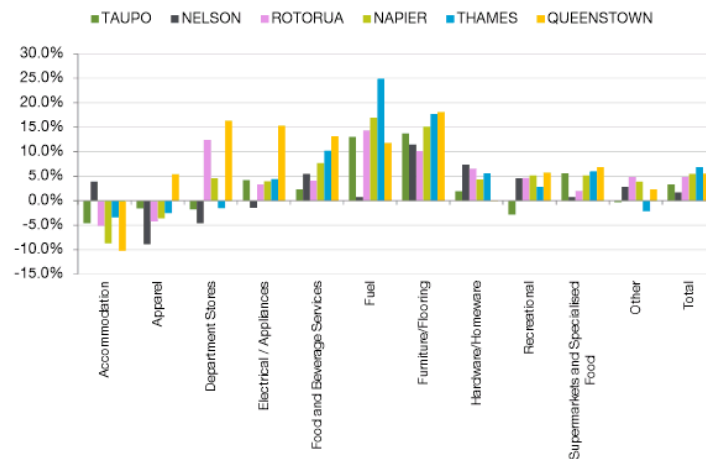


HOW DO WE COMPARE TO COMPETITORS?

Is your local offering sufficient? How to you compare against competitors?

CHANGE IN SPENDING BY RETAIL CATEGORY

Over Same Period last year

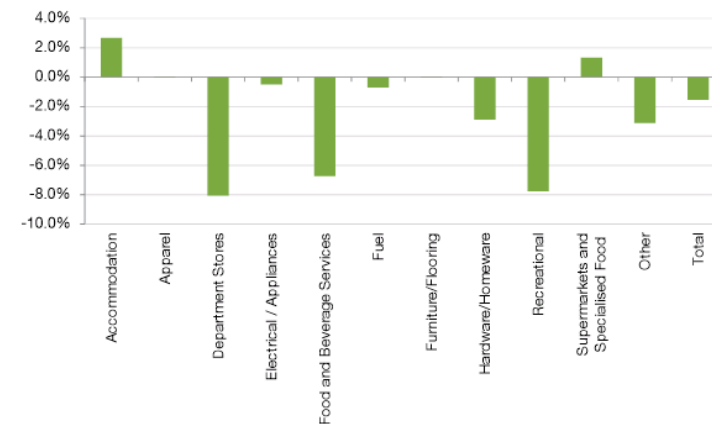


BEST COMPARED TO AVERAGE PEER

Based on change in spending this year over same time last year

ACCOMMODATION

TAUPO DISTRICT CHANGE COMPARED TO PEER GROUP AVERAGE



WORST COMPARED TO AVERAGE PEER

Based on change in spending this year over same time last year

DEPARTMENT STORES



HOW ARE TURANGI RETAILERS COMPARING TO OTHER AREAS?

Are we keeping pace? Are our retailers maximising the available opportunities?

RETAIL CATEGORY CHANGE IN SPENDING AND PERFORMANCE

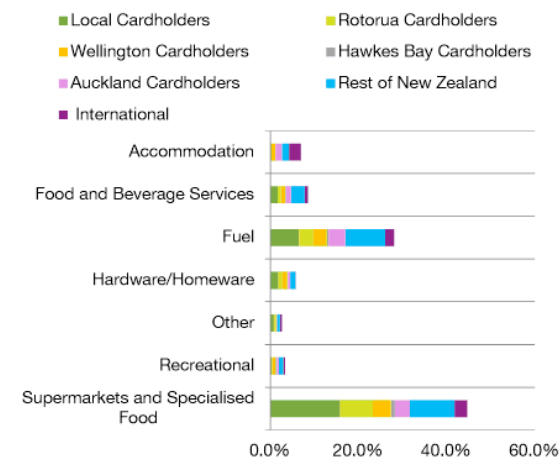
Spending change over same period last year

RETAIL CATEGORY	\$\$ SPEND	YOUR RESULT	YOU VS. COMPETITOR GROUP	
			RANK	CHANGE ON SQLY
ACCOMMODATION	\$1.18 mn	▼ -9.3%	6	-4
FOOD AND BEVERAGE SERVICES	\$1.47 mn	▲ 24.3%	1	0
FUEL	\$4.82 mn	▲ 11.2%	4	1
HARDWARE/HOMEWARE	\$0.99 mn	▲ 24.6%	1	1
OTHER	\$0.46 mn	▲ 1.2%	4	1
RECREATIONAL	\$0.57 mn	▼ -19.2%	6	-5
SUPERMARKETS AND SPECIALISED FOOD	\$7.67 mn	▲ 6.7%	3	-1

The competitor group is made up of retailers in Nelson City, Rotorua District, Thames-Coromandel District, Napier City and Queenstown District.

ORIGIN OF CARDHOLDERS

Including international cardholders



FASTEST GROWING CATEGORIES

Domestic/ International split



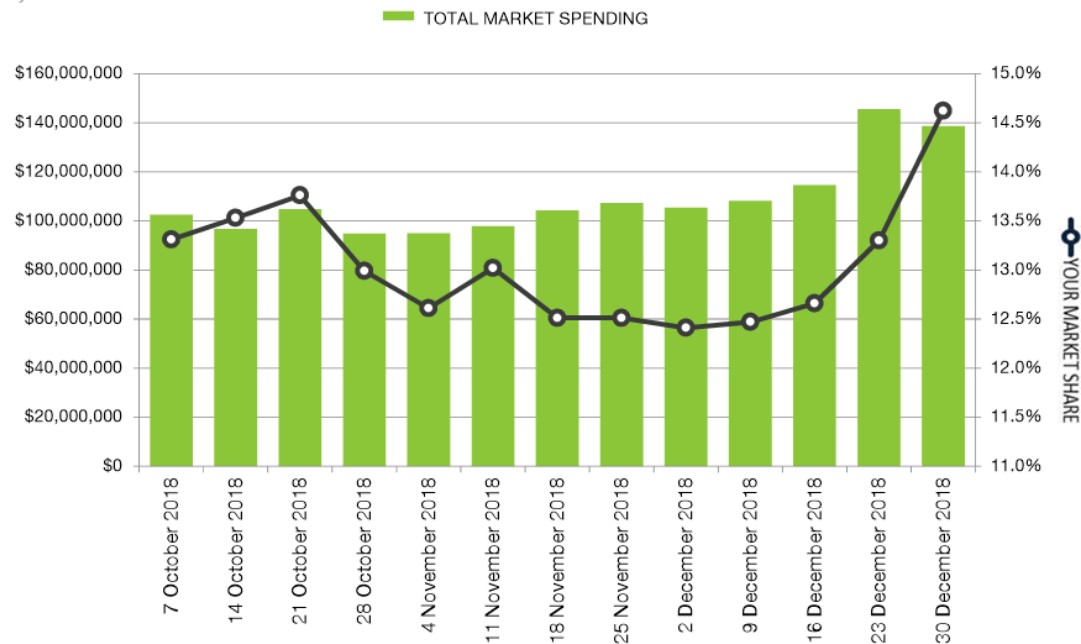


HOW HAS RETAIL ACTIVITY VARIED BY WEEK?

How does this affect planning? Has any event stimulated activity?

TOTAL MARKET SPENDING AND PROPORTION DONE IN YOUR COUNCIL

By Week



BEST PERFORMERS



Total market is based on spending at yourself and competitors. The competitor group is made up of retailers in Nelson City, Rotorua District, Thames-Coromandel District, Napier City and Queenstown District.



WHEN ARE OUR RETAILERS BUSIEST?

Are we managing council resources effectively to match these busy periods?

TOTAL MARKET SPENDING AND PROPORTION DONE IN YOUR COUNCIL

By Week



DISTRIBUTION OF SPENDING AT MERCHANTS IN YOUR COUNCIL AREA - BY TIME OF DAY

The darker the box, the higher the proportion of spending

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	Avg. for Period
Midnight - 4am	0.3%	0.3%	0.3%	0.3%	0.4%	0.9%	1.4%	0.6%
4am - 8am	2.4%	3.0%	2.8%	2.7%	2.6%	1.8%	1.6%	2.4%
8am - Midday	29.5%	27.6%	27.0%	27.4%	25.5%	29.9%	30.0%	28.1%
Midday - 4pm	38.3%	37.5%	36.8%	36.6%	37.3%	38.9%	40.3%	38.0%
4pm - 8pm	24.0%	25.8%	27.0%	26.5%	26.5%	20.9%	21.3%	24.5%
8pm - Midnight	5.5%	5.8%	6.0%	6.4%	7.7%	7.6%	5.5%	6.4%
Avg. for Day	14.2%	11.5%	13.1%	14.5%	16.7%	16.3%	13.6%	100.0%

YOUR BEST PERFORMERS

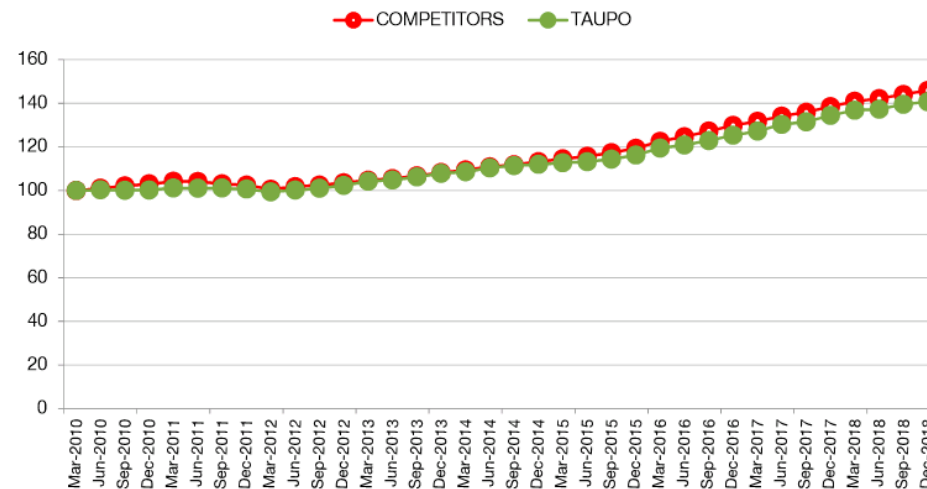




TAUPO LONG TERM TRENDS

MOVING ANNUAL TOTAL - RETAIL SPENDING - BY QUARTER

Spending trends in Market



SPENDING
CHANGE OVER 5 YEARS AGO

TAUPO	COMPETITORS
▲	▲
40.4%	43.4%

AVERAGE TRANSACTION VALUE
CHANGE OVER 5 YEARS AGO

TAUPO	COMPETITORS
▼	▼
-0.9%	-5.4%

THE FIGURES

Based on Moving Annual Total Quarters Spending

12 mnths to	TAUPO	COMPETITORS
Jun-2016	\$577.31 m	\$3,840.21 m
Sep-2016	\$586.98 m	\$3,918.89 m
Dec-2016	\$598.34 m	\$3,999.29 m
Mar-2017	\$607.32 m	\$4,057.39 m
Dec-2018	\$672.08 m	\$4,495.29 m

Change over STLY	TAUPO	COMPETITORS
Jun-2016	6.81%	7.74%
Sep-2016	7.42%	8.43%
Dec-2016	7.81%	8.74%
Mar-2017	6.46%	7.49%
Dec-2018	16.42%	17.06%

* most recent 12 month period directly above



HOW ARE WE PERFORMING IN OUR MARKET?

Are we keeping pace? Are our retailers maximising the available opportunities?

MERCHANT AREA	Change over Previous Year		Fastest Growing Categories		Average Transaction Value	
	SPEND	TRANS	DOMESTIC	INTERNATIONAL	DOMESTIC	INTERNATIONAL
Taupo	3.3%	2.8%	Accommodation	Hardware/Homeware	\$49.15	\$82.57
Nelson	1.7%	1.9%	Department Stores	Accommodation	\$47.54	\$63.89
Rotorua	4.8%	4.1%	Accommodation	Accommodation	\$45.41	\$77.36
Napier	5.4%	4.7%	Accommodation	Hardware/Homeware	\$44.92	\$74.73
Thames- Coromandel	6.9%	6.2%	Accommodation	Department Stores	\$46.33	\$60.29
Queenstown	5.5%	9.1%	Accommodation	Department Stores	\$46.98	\$73.48

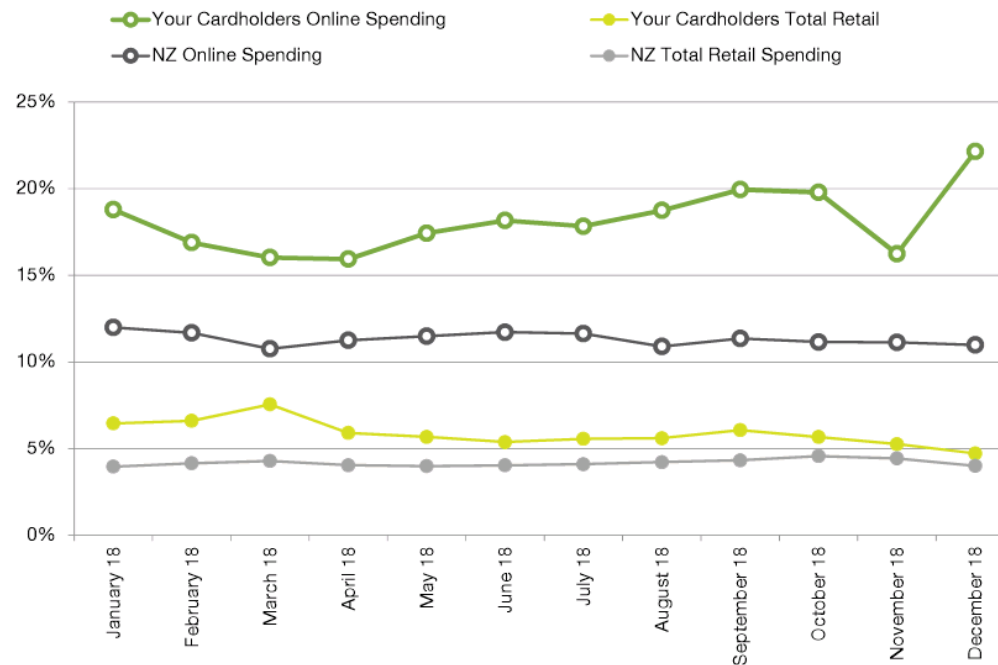


HOW MUCH ARE LOCALS SPENDING ONLINE?

Is your local offering sufficient? What does this mean for property prices?

CHANGE IN ONLINE SPENDING VS TOTAL NZ TRENDS

Rolling 12 months change in spending



THE BREAKDOWN

GROWTH IN ONLINE SPENDING (this quarter)

Your Locals	Total NZ
▲ 30.0%	▲ 7.9%

SHARE OF TOTAL RETAIL SPENDING

Your Locals	Total NZ
13.2%	10.7%

% SPENT ON OVERSEAS WEBSITES (this quarter)

Your Locals	Total NZ
32.7%	41.5%

FASTEST GROWING ONLINE CATEGORY (for local cardholders)

Recreational



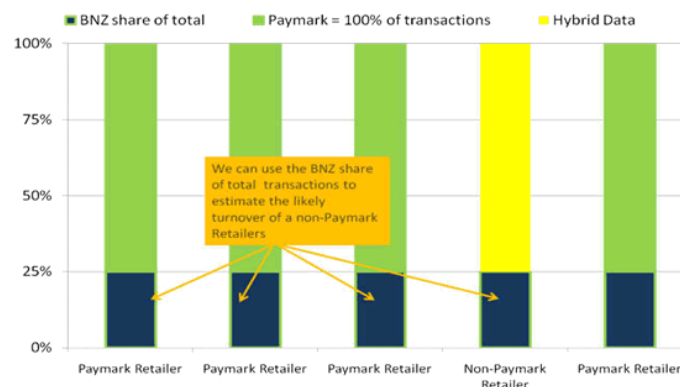
DATA SOURCE

The data included in this report represents the total value of electronic card retail transactions. For a frame of reference, Statistics NZ report just under 70% of total retail is paid with an electronic card (ECT publication and Retail Trade Survey). The rest is comprised of cash, hire-purchase and any other less-frequent method of payment. The data (referred to as Hybrid Data on the graph below) combines our two primary data sets in order to capture the complete quantity of retail spending.

The first of these is the Bank of New Zealand cardholder base. This set is based on the eftpos, debit and credit card transactions made by BNZ cardholders. BNZ has around a 20% share of the cards market, so on average BNZ Marketview accounts for one in five retail transactions. (As at July 1 2015, there were over 650,000 active BNZ cardholders).

The second is the Paymark merchant database. New Zealand has two eftpos networks. The largest of these is run by Paymark, a joint venture owned by ASB, BNZ, (formerly) the National Bank and Westpac. Approximately 75% of New Zealand retailers use the Paymark network. This data set provides a complete view of all eftpos, debit and credit card transactions made at merchants on the Paymark network, both from New Zealanders and international visitors. (As at July 1 2015, there were over 40,000 active merchants on the Paymark network).

For retailers which are not on Paymark network, there is no transactional data available from on the Paymark database. To fill this data gap we weight the BNZ cardholder spending at non-Paymark merchants. The weightings would be based on BNZ's share of the Paymark transactions. The underlying assumption would be that the BNZ cardholders would make up a similar share of spending at Paymark and non-Paymark merchants. The graph below illustrates how our Hybrid Data is used to account for spend at non-Paymark retailers (BNZ proportions will differ from graph).



Service Requests Received – November & December 2018

	Nov 2018	Dec 2018
Animal Management & Compliance	42	33
Asset Management		
Building Control	14	6
Business Support Team	1	1
Customer Services	7	12
Debtors		
Development Engineering		
District Litter/Refuse	1	2
District Parks Operations	28	33
Emergency Management		
Facilities Management	3	6
Health & Liquor Licensing	4	6
Land Information (GIS)		
Network Operations - Stormwater	3	
Network Operations - Wastewater		2
Network Operations - Water	7	4
Policy	1	
Pound	1	
Property/GIS		
Rates	5	
Regulatory After Hours	11	16
Regulatory Roading		
Reserves Planning	2	1
Resource Consents	19	8
Strategic Relations	2	
Transportation	12	27
Turangi Service Centre		
Water & Wastes	1	
Total	164	157

Turangi Parks Operations Update

- Temporary changing/shower facilities at Tūrāngitukua Sports Park
 - Unfortunately the 2 x 26ltr Infinity hot water gas heater were stolen on December 11; this was reported to the Police. New heaters have been purchased and will be installed.
 - Decking has been installed and planting completed. A blessing took place on January 3, thank you to Te Takinga New for organising this at short notice.
 - 'Conditions of Use' paperwork is being drafted following an initial meeting with potential users, along with an area map showing different areas of use.
- Christmas in the Park was held on Friday 14th and Saturday 15th December; the team assisted with extra rubbish bins.
- Pa wars was held at Tūrāngitukua Sports Park over two days on January 4-6. It was estimated that 3,000-4,000 people attended.
- The pontoons are being well used in Pukawa, Kuratau, Omori and Whareroa. There has been no issues with moorings; halving the size of the pontoons has contributed to this result.
- The gardeners have been working around the I-site, public toilets, library/council offices - lifting trees, weeding and trimming.
- The repair of the drinking fountain outside the library is underway; a new grill is being installed at the exit, and repairs will be done to the stone wall.
- It has been a busy, challenging holiday time for the team, with staff being off sick for both short and long periods of time. The remaining team members have done extremely well with keeping everything running smoothly and looking great.

Turangi Library Statistics

	Nov 2018	Nov 2017	Dec 2018	Dec 2017
Total Issues	1936	1787	2566	2496
In-House use	25	27	40	31
New Members	22	29	26	31
Internet Users	852	989	773	864
Wi-Fi Sessions	2046	1203	2166	1034
Wi-Fi Unique Devices	N/A	672	N/A	667

Turangi Library Update

- Librarian Rikki Collier got married in Rarotonga during the month of November – congratulations Rikki.
- Tiny Toes continues to go from strength to strength with 20 toddler and babies attending during the month of November. The toddlers made an armistice wreath to be placed at the cenotaph during the remembrance ceremony.
- Santa visited Turangi Library in December giving out small gifts and providing photo opportunities for parents.
- The changeover to the new Aotearoa Peoples Network Kaharoa (APNK) provider has created a few challenges with connectivity. However, this problem is expected to be resolved in the near futures with the installation of UFB fibre.
- The summer reading programme kicked off to a great start with limited places filling up quickly. The children have enjoyed the festive atmosphere and the wonderful staff bringing the joy of reading alive.

Turtle Pools Attendance

Patronage:	Nov 2018	Nov 2017	Dec 2018	Dec 2017
Adults	355	460	603	807
Seniors	126	273	253	136
Students	245	56	194	133
Children	281	312	930	1088
Under 5 Local	135	80	272	203
Under 5's Out of Town	1		54	
Under 5 Adults	64		141	
Schools/Groups	70	802	346	464
Swim Well	1059	653		241
Aquatic Programmes	257	202	134	112
Swim School	264	237	110	21
Cadets / Training		1		
Turangi Swim Club	200	130	100	
Total Pools	3057	3206	3137	3205

Turtle Pools Update: November and December

- November brought the end of the school Swimwell 2018 programme with Tongariro and Te Kura o Hirangi school's year 1-6 students having completed the programme. Staff did an amazing job and should be proud of the service they delivered. Out-of-town school visits were also winding down, and it was good to be able to showcase our town and pool facility to them also.

- Thursday, December 18 was our last swimming lesson for the term. The swim school roll was full and spaces have already been filled for term one of 2019. December is always a busy month at the pools with various break-ups including a staff hosted break up for our swim school children, our local martial arts group, and our Aquacise groups also all came together and enjoyed a shared lunch with the staff and instructors Margaret and Frida. Both Margaret and Frida have been amazing ambassadors for encouraging health and wellbeing for our patrons as well as promotion of our facility.
We look forward to a really busy January which should see lots of people coming through.