

# HOKIANGA HARBOUR FERRY LIAISON GROUP MEETING (COMMUNITY STAKEHOLDERS AND NTA STAFF) RAD CENTRE, RAWENE

7 DECEMBER 2023 COMMENCING AT 1 PM

## A G E N D A

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### PRESENT

- Craig Joiner - Rawene Representative
  - Louis Toorenburg - Rawene Representative
  - John Wigglesworth - Chair and Kohukohu Representative
  - Keith Kent – Senior Transport Planner (NTA)
  - Aaron Reilly - Operations Specialist (NTA) Lighting & Transport
  - Sean Morrissey-Butler – Hokianga Tourism Association
  - Dee Morrissey-Butler – Hokianga Tourism Association
  - Steve Morunga – Iwi Representative
  - Margareth Broodkoorn – Hokianga Health Representative
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### WELCOME & INTRODUCTIONS

- The Chair acknowledged Sean's nomination from the HTA.
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### APOLOGIES

- Jessie McVeigh - Southern Hokianga Representative appointed by KHO/Hokianga Community Board.
  - Musheer Khan - Regional Operations Lead (NTA)
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### PREVIOUS MEETING MINUTES

- Confirmed.
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### LONG TERM PLANNING

- Keith provided an update, that Council approved the CB recommendation for 175k to be included in the Long-Term Plan (LTP) for the cost of the Hokianga Harbour Crossing Long Term Plan. Keith did note that this would be out for consultation as part of FNDC's draft LTP so this outcome is not yet finalised.
  - Keith suggested that there is some work can be done in anticipation of this being finalised.
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### GROUP MEMBERSHIP & TERMS OF REFERENCE (ToR)

- Group to elect Chair for the following calendar year per the draft ToR Protocol's.  
**The Group re-elected John Wigglesworth as Chair.**
  - Minor changes were made to the ToR as agreed in tracked changes.
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### FINANCIAL SUMMARY

- Refer to Summary appended to this agenda.
  - John noted that the budget forecast was pessimistic. Margareth agreed with John's comment.
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- It was noted and discussed that ferry patronage has been low and anecdotally may be attributed to the SH1 Mangamuka closure and potentially the cost of living.
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#### **ANY OTHER BUSINESS**

- Sean raised proposed closure of the Brynderwyns and the potential impact on Hokianga businesses. This item was carried through to the Full Meeting with Northland Ferries present as they are also involved in promotion/marketing of the service.
  - The Group noted their concerns regarding the estimated timing for the installation of speed bumps and the fact that it won't be done this summer. Action: Aaron agreed to highlight to the Safety team.
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#### **CLOSE OF MEETING**

**The meeting closed at 1.58pm.**

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DRAFT

# **HOKIANGA HARBOUR FERRY LIAISON GROUP FULL MEETING (INCL NORTHLAND FERRIES). RAD CENTRE, RAWENE**

**7 DECEMBER 2023 COMMENCING AT 2 PM**

## **A G E N D A**

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### **PRESENT**

- Craig Joiner - Rawene Representative
- Louis Toorenburg - Rawene Representative
- John Wigglesworth - Chair and Kohukohu Representative
- Keith Kent – Senior Transport Planner (NTA)
- Aaron Reilly - Operations Specialist (NTA) Lighting & Transport
- Sean Morrissey-Butler – Hokianga Tourism Association
- Dee Morrissey-Butler – Hokianga Tourism Association
- Steve Morunga – Iwi Representative
- Margareth Broodkoorn – Hokianga Health Representative
- Sam Peate - Chief Operating Officer, Northland Ferries
- Rachel Kennedy – Operations Manager, Northland Ferries

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### **WELCOME & INTRODUCTIONS**

- Sam and Rachel joined the meeting.

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### **PREVIOUS MEETING MINUTES**

- Confirmed.

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### **APOLOGIES**

- Jessie McVeigh - Southern Hokianga Representative appointed by KHO/Hokianga Community Board.
- Musheer Khan - Regional Operations Lead (NTA)

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### **OPERATIONAL MATTERS AND SERVICE UPDATE**

- The KPI Service update included in the agenda was discussed. There were no mechanical or weather interruptions occurred between July and September and the KPI of >95% sailings will run in accordance with the advertised timetable.
  - The Government Passenger only discounts were discussed. Community Services Card (CSC) were discussed. Aaron confirmed that FNDC did receive a subsidy for discounts. A general discussion regarding ferry staff if asked about CS cards may be able to advise how to apply.
  - Shift change over and vehicles left in queue per previous minutes was discussed – NF updated that are working with crew on options whether can be achieved to do handover with cars loaded. NF were however mindful of and did not want to lose the quality of handover.
  - Sam noted that the disruptive behaviour incidents had not been reported in the last 3 months.
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## **COMMUNITY INITIATIVES, PROMOTION AND EVENTS**

- Sean raised proposed closure of the Brynderwyns and the potential impact on Hokianga businesses. Sean also highlighted that this could be an opportunity for promoting circuit route up the west and down the east coast (or vice versa).
- The HTA have noted concerns around the lack of signage, with the closure of the Mangamukas (SH10 detour).
- Discussed liaison with WK and a contact to give to NF to increase awareness of the twin coast discovery and that the Hokianga is still open. Action: Keith to pass on contact details.
- Sean and Sam both noted observations that booking lead times across businesses are reduced.

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## **PLANNED AND COMPLETED MAJOR WORKS UPDATE**

- The major works update was discussed and noted.
- The passenger cabin refurbishment works (including seating and graffiti mitigation) has been proposed to FNDC. Subject to approval, it is planned to be completed before 30<sup>th</sup> June 2024.

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## **ANY OTHER BUSINESS**

- Louis and others noted that the ramp on the ferry ramps were louder than they used to before the Out of Water project.
- Discussion regarding vehicle boarding protocol that can create conflict at Narrows ramp – Margareth noted that staff on shift are sometimes not able to get to work on time due to queuing. It was noted and acknowledged that this can be a frustrating a situation but also acknowledged that is difficult operationally to give priority to specific patrons over others.
- Margareth wanted to thank the ferry service for the extra sailings put on for staff traveling around the motu to enable them to get home.

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## **CLOSE OF MEETING**

Closed 2.54pm

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