

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

5TH DECEMBER 2025 COMMENCING AT 12.30 PM
MINUTES

PRESENT

- John Wigglesworth - Chair and Kohukohu Representative.
 - Sean Butler – Hokianga Tourism Association
 - Dee Morrisey - Hokianga Tourism Association
 - Aaron Reilly – Operations Specialist Lighting & Transport (FNDC)
-

WELCOME & INTRODUCTIONS

APOLOGIES

- John Wharerau – Director of Support Services - Hokianga Health.
-

PREVIOUS MEETING MINUTES

- Confirmed.
-

LONG TERM PLANNING

Harbour Crossing Long Term Plan (LTP).

- As reported previously, Council has received professional advice that the life of current vessel could be extended 10+ years subject to a deck repair being completed.
 - The surveyor recently approved deferral of the deck remediation from 2027 to 2028 to be completed at the same time as the Out of Water survey. Planning for the work is now underway.
 - Sean asked whether the cyclists are recorded on the ferry. Not at present (just charged as pedestrians). This would support business case planning.
-

GROUP MEMBERSHIP & TERMS OF REFERENCE

- Group to review of Terms of Reference and send draft to CB members for comment. Review to include Iwi representative and this item is still being discussed within FNDC to provide some support and ideas to the Group about this item.
 - FNDC confirmed that the Elected members had been sworn in and the Community Board would allocate members to the Group at their meeting on the 19th December.
-

FINANCIAL SUMMARY

- FNDC advised and apologised that a financial summary was not available for this meeting.
 - Fare review was discussed and it was noted that a fare review is going to be completed before the end of 2025/26 financial year. FNDC will engage with the Group in the process. FNDC will also engage with NZTA as a major funder of the service.
-

ANY OTHER BUSINESS

- FNDC to provide update on action re CCTV item: AR to ask Digital service team, what advice can we give people of how to use the public wifi. John raised that the signal can drop out part way through the journey over from Narrows to Rawene and it isn't available on the south side. The community has provided the same feedback to John. Action: Aaron will provide feedback to FNDC's digital services team.
- Rawene wharf light – John had received feedback from Motukaraka residents that the lights are too bright and are causing a nuisance in Motukaraka. It was agreed to determine which light was causing the concerns and provide this to FNDC as they are different lights providing different functions.

CLOSE OF MEETING

1:28pm.

DRAFT

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

5TH DECEMBER 2025 COMMENCING AT 1.30 PM

MINUTES

PRESENT

- John Wigglesworth - Chair and Kohukohu Representative.
- Sean Butler – Hokianga Tourism Association (HTA)
- Sam Peate – Chief Operating Officer – Entrada Travel Group/Northland Ferries
- Dee Morrissey - Hokianga Tourism Association
- Aaron Reilly – Operations Specialist Lighting & Transport (FNDC)

WELCOME & INTRODUCTIONS

PREVIOUS MEETING MINUTES

- Confirmed.

APOLOGIES

- John Wharerau – Director of Support Services - Hokianga Health.
- Rachel Kennedy - Operations Manager – Northland Ferries

OPERATIONAL MATTERS AND SERVICE UPDATE

- The KPI Service update agenda was discussed. The result for the financial year to date (Sept 2025) was, on average sailings 97.4% of scheduled sailing on departed on time. The target is >95%, so this is on track to be achieved at present.
- The Narrows shelter was discussed. There is some graffiti, and the internal seating has been badly damaged. It was agreed that NF would inspect the shelter and propose the repairs to be undertaken. The school artwork appears to have had a positive impact and hasn't been vandalised. Action: FNDC and NF to discuss in contract meeting and action maintenance accordingly.
- Dee expressed that the HTA was very grateful for the support provided by NF.
- Sean offered to add to add to and make available images to the Entrada media library. It was agreed that Sean would make contact with Sam who will provide Sean's details to the marketing team.

Operational update:

- Sam noted that Northland Ferries have experienced a period of consistency in crew on board the ferry, which was positive. One skipper had gone from full to part time as was heading into retirement.
 - The pathway of upskilling of deckhands to skippers was discussed.
 - H&S was discussed and disruptive passengers. It was noted that Entrada had recently identified 10 critical risks across the business and disruptive passengers was one of them.
-

COMMUNITY INITIATIVES AND EVENTS

- A compliment was received from Broadwood Area School in October: “A massive thank you to the ferry crew for escorting us back to the north side after the ball last night. What an invaluable service, we felt like VIPs”.
 - Armistice day celebrations were supported by FNDC with free travel to the RSA members in November.
 - The Copthorne has been re-named to the Sands. A new vessel had been upgraded that takes people across to the sand dunes.
 - Recording of cyclists on board the ferry – It was discussed and noted that at present, cyclists are charged the same fare as passengers and therefore are not recorded separately to walk-on passengers - The HTA asked whether it would be possible to record number of cyclists. The data could possibly support justification for future planning and development business cases for funding. Action: NF to look into whether they can add another class on the point-of-sale system, just to record cyclists. This can be discussed by FNDC and NF and report back to the Group.
-

PLANNED AND COMPLETED WORKS UPDATE

The summary of major works update was discussed. In summary:

- Completed works: The engine room ventilation fans have recently been replaced.
 - Planned works this financial year: The concrete ramps at the Narrows and Rawene needed some remediation work due to scouring.
 - Future Major Works: An upgrade to the CO₂ fire suppression system for the engines and jet pump rebuilds are also planned. As reported in earlier meetings: Deck repair is to be completed in 2028, with the out of water survey.
-

ANY OTHER BUSINESS

- No other items were discussed.
-

CLOSE OF MEETING

2:18pm.
