

# **Tourist Related Infrastructure Feedback**

## **Analysis Report**

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# Community Consultation on Tourist Related Infrastructure in Hahei

## 1. General Approach

Direction was given by Council during the December 2016 elected members briefing on the project, to seek further feedback and engage with the community on their preferences for relevant tourist related infrastructural investments, with a particular focus on the proposed Lees Road Car Park and associated roading improvements as well as the proposed 14.2km walkway from Whitianga to the Blowhole, south of Hahei Village.

The Local Government Act 2002 sets out under Part 6 section 82 principles of consultation to engage with the community to understand the views and preferences of people likely to be affected by or interested in the proposal or decision.

Given that there is a high degree of community interest in the proposed car park at Lees Road and associated walking routes Council undertook consultation in accordance with the section 82 principles of consultation as follows:

- Advertised in the Informer and Hauraki Herald (fortnightly ads throughout December and January) inviting feedback on the purpose of the consultation, including how to provide feedback (website and local area offices).
- Press releases on our website and e-newsletter and social media (facebook, twitter, instagram).
- 13 fact sheets including analysis of practicable options for the location of Lees Road Car Park on-line and available from Area offices as well as at drop in sessions.
- Community drop in sessions were held on dates below. These were attended by staff, along with supporting information, maps of the proposal, fact sheets and submission forms.
  - Thursday 1 December - DROP IN - Hahei Community Centre - 10am to 3pm
  - Thursday 8 December - MEETING - Lees Road Residents at Hahei Community Centre -10am-3pm.
  - Thursday 15 December - DROP IN - Cooks Beach Hall- 10am to 3pm
  - Wed 4th Jan - Cooks Beach Gala
  - Thursday 5th Jan - Hahei Beach Gala at Kotare reserve
  - Sunday 8th January - MB Area School, Summer Gala, Buffalo Beach Reserve
  - Thursday 12 Jan - DROP IN - Hahei Community Centre- 10am to 3pm
  - Thursday 19 Jan - DROP IN - Hahei Community Centre- 10am to 3pm
  - Saturday 28 Jan - DROP IN - Hahei Community Centre - 10am to 1pm
- Communication Letters and e-mails to Lees Road residents' forum and the Hahei residents and Ratepayers association.

The feedback sought was in the form of a questionnaire (Attachment A). The feedback form directed submitters to TCDC's website and project page which provided 13 fact sheets summarising the project including background and rationale for the car park at Lees Road and a summary of parking, visitor and traffic issues as well as short and long term solutions identified by the independent traffic assessment report by traffic consultants MWH. There was also an additional section for submitters to identify any other infrastructure issues they considered important and opportunity to request further information if required.

## 2. Feedback and Council Decision Making

This report and its attachments provides Council with the feedback received on tourist related infrastructure in Hahei and more particularly the proposed Lees Road Car Park and

associated widening and seal upgrade of Lees Road. This feedback was sought in particular to help guide Council's decision making around the Lees Road Car Park and Lees Road upgrade, and more specifically to inform the decision regarding the next steps on the project.

The feedback received should help guide Council's decision before lodgment of a publically notified Resource Consent, and will also provide opportunity for staff to work through all submissions and/or follow up with individual submitters and the community on key points and next steps, prior to any planning application being made.

This valuable and comprehensive information will also help to inform an updated Community Plan and any future planning of Hahei and the wider area.

### 3. Feedback Analysis

To help with the analysis and this summary report, all feedback has been entered into an excel spreadsheet and a copy along with individual submitter forms can be provided on request.

A summary of each question is set out below and includes quantitative and qualitative analysis of the feedback from submitters and their preferences in table form the Summary also includes commentary on key themes based on the wide range of comments received. The Analysis also pays particular regard to those submitters likely to be more affected by the proposal (i.e. submitters living in and around Hahei and Lees Road, and those who are in close proximity to the walkway proposed).

The report also highlights those submitters who have provided additional supporting information alongside their feedback forms.

*An excel spreadsheet with all feedback submissions raw data of all feedback received is provided separately and is what has been used to inform this report.*

### 4. Feedback Overview

A total of 275 feedback forms were received during the feedback period from **1 December 2016 - 6 Feb 2017**. The feedback received was considerable: by comparison in respect of the last Annual planning just over 150 submission forms were received, this indicates a very high level of interest in the project.

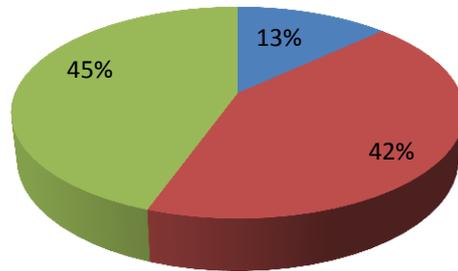
Of these 275 forms, 123 were received after 6 February close, however these were within a few days of closing and are included in the analysis to allow for rural delivery and postage delays.

The majority of submitters were ratepayers (87%), with only 13% of feedback received from people visiting the area over summer.

Of the total of 275 submitters, there was an even number of resident (42%) to non-resident ratepayers (45%). This was likely due to the consultation being undertaken during the summer period. Given Hahei's resident population is around 300 during most of the year with ratepayer base of 700 - Feedback received from resident vs non-resident ratepayers reflected the existing proportion of resident to non-resident ratepayers.

## Ratepayer/Visitor

■ Visitors ■ Resident Ratepayers ■ Non-Resident Ratepayers



Of those feedback forms that included an address **23**(8%) submissions were received from Lees Road residents and **98** (35%) submissions indicated that they lived either as a resident in Hahei or owned property in Hahei Village. **15** submitters were from Cooks Beach.

### Hahei Village

Of those who provided feedback from Hahei Village; **19** submissions were received from residents living up Grange Road or adjoining streets of Patricia Place and Tutaritari Road.

## 5. Overall Summary of Feedback Analysis

### Overriding Themes - Wider Issues

There are some very clear messages received through the submissions about the issues and problems in the Hahei area. It should be noted that the majority of the feedback (87%), was from ratepayers (not visitors) with at least 100 submissions from residents of Hahei Village. These main messages were repeated throughout the feedback forms are:

The feedback highlighted wider issues that Hahei is overloaded for a short 3-4 weeks of the year and it's getting worse. Given the increased tourists numbers recently experienced if this growth continues without proper management the numbers of visitors going to Cathedral Cove is destroying the quality of this attraction and visitor appeal.

An overriding theme from submissions was the need to sort out Hahei's infrastructure first, and give some time to consider all options for how traffic and visitors can be better managed at peak times, before providing more tourist attractions to Hahei itself. The general feeling was that Hahei does not need any additional reasons to visit it and the load should be spread across other attractions on the Coromandel.

TCDC needs to slow down and take more time to consider the issues and options rather than rushing through the walkway concept and further alleviating the problems at peak times. This will take time and the meeting of minds with the community. The immediate need is to better manage existing visitor numbers and sort out infrastructure, plus look at ways to spread the load through effective means such as improved visitor education and management.

Overall improved traffic management was the main concern with key areas needing to be addressed as follows:

- Traffic Management - Grange Road car park not working, possibly needs to be drop off and/or buses only with no more freedom camping
- Village Entrance Car Park is working well most of the time, small improvements could make it better including signage and toilet facilities
- Improved signage and management of visitors coming to Cathedral Cove is essential.
- Demand by visitors for beach front parking putting pressure on road side parking and traffic in the village, this is exacerbated by water taxi and kayak operations
- Lees Road could help in some with Congestion in at peak times, but timing needs to be considered as does signage.

### Lees Road Car Park

Those supporting Lees Road Car Parking proposal see this as one opportunity to reduce the vehicle pressures on Hahei Village. However, a number have questions around appropriate timing, given the success of the Village entrance Car park, and the short peak period that traffic and parking becomes a real issue.

Of those in support of Lees Road some also questioned whether this was the right location, and/or identified the need for a number of conditions, including:

- Ensuring parking prices incentivise the desired behaviours and take into consideration the existing Village Entrance Car park.
- Much improved enforcement of illegal parking and signage needed at peak times in particular.
- Bus parking at Lees Road could be useful for tick box visitors.
- Resident parking fees need to be low or nil.
- Other related infrastructure, primarily wastewater and the water quality of Wigmore stream need to be addressed as well.

#### Lees Road Residents

There were a relatively even number of submissions from Lees Road residents in support and opposition to the proposed car park. Those who supported saw the car park as a means to address Hahei traffic issues. Those in opposition stated the need to spend more time planning and consider other options, expand on the existing Pa Road (Village Entrance Car Park), the character of the rural setting will change substantially and the Road will become more dangerous.

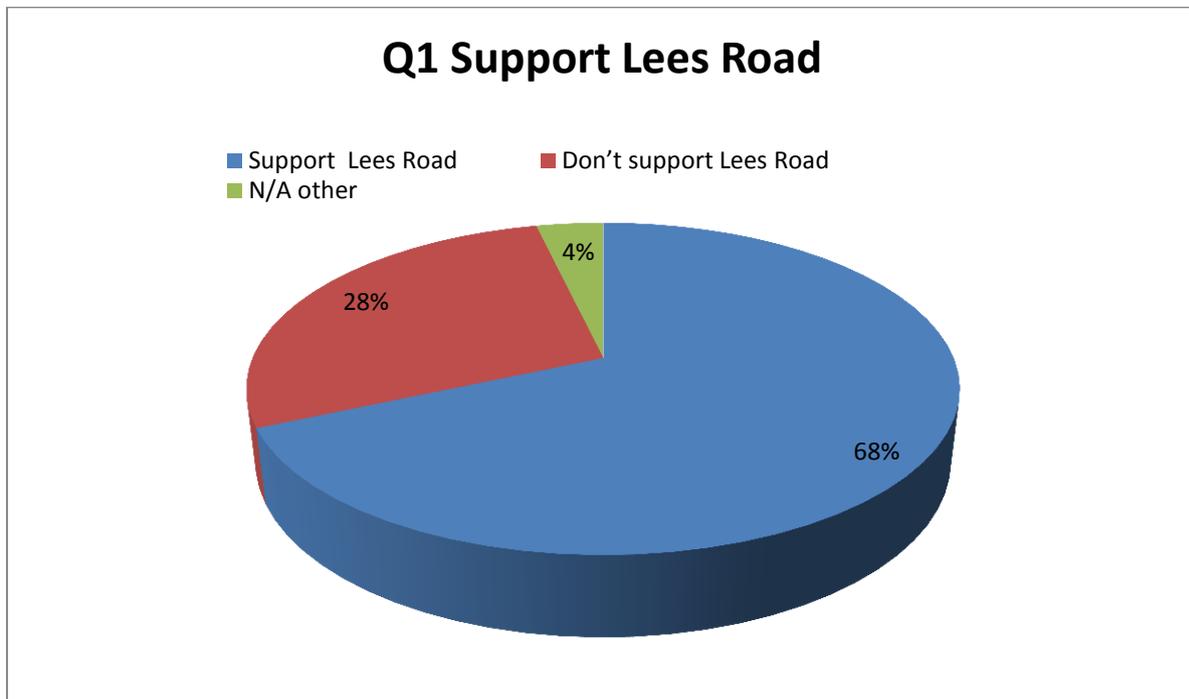
#### The Walkway

Although there was a relatively even number in support to opposition of the proposed walkway, a significant number who supported, gave support on the condition that tourist infrastructure, traffic management and parking is sorted out first before proceeding with any additional tourist attraction. Those in opposition indicated that Cathedral Cove was already at capacity and any further tourist numbers would be to the detriment of the Cove. A number also had concerns about additional traffic related issues in Hahei if the Blowhole route were to be constructed.

## 6. Summary of Feedback - Question 1

Do you agree with and/or support the proposed car parking and roading improvements at Lees Road as part of traffic management and supply of additional parking to cater for tourism?

### 6.1. Quantitative Analysis



188 out of the total 275 submissions (68%) supported the proposed Lees Road Car Park. 77 (28%) did not support the Lees Road Car park proposal.

Of those supporting Lees Road Car Park, 56 (31%) submitters had a Hahei Village address, with 35 (19%) from the Village in opposition.

23 submissions were from Lees Road residents. There was a fairly even split with 9 submitters were opposing the Lees Road car park, with 13 submitters supporting it, albeit conditional in many cases. 1 submitter did not indicate a preference either way.

### 6.2. Qualitative Analysis

#### Support Lees Road

Of the 68% in support of Lees Road, a significant number supported the principle of Lees Road as it is one way to address traffic issues during the short peak season, thus reducing congestion traffic and helping to relieve pressure on infrastructure in the Village over the summer.

However, in many cases the support was conditional on:

- Appropriate supporting infrastructure for tourists including toilets;
- Parking and shuttle fees being structured so that locals are free or discounted ;
- Car parking rates being reasonable and incentivising desired behaviours;
- Effective and clear directional signage pointing people to the right place first time;

Supporters of the Lees Road Car park also indicated that it needs to compliment the Village Entrance Car park as part of a wider need to manage parking and tourists to the area. There was an overriding theme for those supporting Lees Road which questioned the timing of it and the costs to build given the problem only exists for 6-8 weeks of the year. However, it was viewed as one option, not necessarily the best to help alleviate congestion and traffic issues if nothing else suitable was available.

#### Example statements: support Lee's Road

Submitter # 132 - "A Lees Road car park would temporarily ease the traffic congestion in Hahei but not solve it, many people using the Lees Road car park while they visit Cathedral Cove will travel into Hahei for refreshments later.

Submitter # 19 - Hahei is unable to support the visitor influx without separate "core visitor" parking at Lees Road. Nov- Easter is bedlam in Grange Road

Submitter #33 - Supportive but don't live up Lees Road. Happy to pay for parking provided the rates are reasonable \$5-10. Don't mind taking a shuttle to start of walk as congestion is a major issue.

Submitter #79 - Will relieve traffic congestion at Cathedral Cove Car Park.

Submitter #134 - I can see no other way of relieving congestion at the Hahei Village for the Cathedral Cove walkers.travel into Hahei for refreshments later.

Submitter #190 - I see the Lees Road carpark as complimentary to Hahei Village carpark. The current land owner in Lees Road could just apply for consent and DO IT - it would ease congestion/tempers/safety considerably.

#### Oppose Lees Road

Of the 28% (74) that oppose the Lees Road Car Park the common themes were:

- There are too many people/visitors coming into the area already, Hahei is overloaded, Cathedral Cove is overloaded
- TCDC needs to promote other tourist activities outside of Hahei, Hahei does not need another reason to visit it
- There is a need to focus on sorting out Hahei's infrastructure first
- Lees Road car park is a significant investment for a short term issue that is really only over a 3-4 week period
- Lee's Road car park is a waste of ratepayer funds money could be better spent on other infrastructure
- The Village Car park and park and ride works well already and could be expanded in future when needed
- Most people are coming to Hahei anyway, Lees Road is in the wrong location and Village Entrance Car park is only full during peak times
- Lees Road Car Park will take visitors away from the Village.

#### Example statements: oppose Lee's Road

Submitter #62 - This will take visitors away from the village and local businesses.

Submitter #88 - I think that Cathedral Cove is at maximum capacity already. It is no longer a pleasant experience in the peak season and making it a shorter walk, easier access is a bad idea. In the future numbers visiting this iconic sight may need to be managed.

Submitter #113 - Hahei well established as a township to accommodate tourists - should look to improving current park and ride NOT investing in a different location.

Submitter #164 - The existing/new village car park in Hahei is adequate. Quite busy from Xmas to end of January, but after that the existing facility is sufficient. Today (31 January 2017) there is hardly a soul in sight.

Submitter #228 - Putting a carpark at Lees Road will increase vehicle traffic in Hahei not alleviate. Most tourists who visit Cathedral Cove will still come to Hahei as well as it's so close and tourists like to tick things off a map. Because they have been to the Cove they now won't use park & ride carpark.

Submitter #258 - No, I strongly do not agree, for the following reasons:

1. Parking at Lees Road mostly transfers a village problem to rural neighbours with little regard for the impact on their properties and lifestyle.
2. Physical planning for Hahei can resolve its parking and intensive tourism problems, retain/enhance its village identity and provide for its development requirements. There is available land near Hahei's entry for parking and a well-thought out shuttle service, one that will contribute to Hahei's economic development. There is no need to develop a second lot on rural Lees Road that would divert trade and traffic.

### **Submitters from Lees Road Residents**

23 submissions were from Lees Road residents. There was a fairly even split with 9 submitters were opposing the Lees Road car park, with 13 submitters supporting it, albeit conditional in many cases. 1 submitter did not indicate preference.

#### Example statements - Support Lees Road Car Park

Of those who supported the car park the common themes was:

- It helps to address traffic issues in the Village.  
*Submitter #'s 97 & 98 - "Best solution to relieve pressure off Hahei Village".*

*Submitter #149 - "Traffic needs to be moved out of Hahei as it cannot sustain the volume it is currently catering for."*

*Submitter #190 - "I see the Lees Road car park as complimentary to Hahei Village car park. The current land owner in Lees Road could just apply for consent and DO IT - it would ease congestion/tempers/safety considerably.*

*Submitter #76 - "Absolutely agree with what has been proposed. Don't be put off from the small but vocal number who think they represent all from Lees Road as there are plenty of us on this road that do want this to go ahead."*

#### Example statements - Oppose Lees Road Car Park

Of those who opposed the car park at Lees Road, the common themes were:

- Expand on the existing Pa Road (Village Entrance Car Park)  
*Submitter #18 - "Car parking and a commercial area should adjoin Hahei entrance car park."*

- Changes the rural character of Lees Road  
*Submitter #91 - "Lees Road is a quiet rural area not a tourist area. It is totally inappropriate to change this and affect the landowners when there are other solutions that should be explored carefully."*

*Submitter #258* - "Parking at Lees Road mostly transfers a village problem to rural neighbours with little regard for the impact on their properties and lifestyle."

- Consider other options

*Submitter #258* - "Physical planning for Hahei can resolve its parking and intensive tourism problems, retain/enhance its village identity and provide for its development requirements. There is available land near Hahei's entry for parking and a well-thought out shuttle service, one that will contribute to Hahei's economic development. There is no need to develop a second lot on rural Lees Road that would divert trade and traffic."

*Submitter #258* - "Negotiations to date for the Lees Road parking lot have been much less than transparent although the effects on the public (e.g. neighbours and Hahei overall) are substantial. The previous TCDC committed to the idea long before discussing it with the community and affected parties."

*Submitter #40* - *Number of points including - See full submission:*

- 1) Need sufficient facilities at Lees Road so that Tourists go there
- 2) Money directed at Lees Road would be better directed at Hahei infrastructure
- 3) Need to sort out signage at the intersection of Hahei Road and Link road as Hahei is originally the home of Cathedral Cove
- 4) Relocate the fire brigade and St Johns to the lower 10 acres of the 100 acre lot and free up this commercial space for parking
- 5) Future of waste water plant needs to be considered - do we want it in the middle of the village in 20 years time?

- Lee's Road will be more dangerous

*Submitter #99* - "Lees Road is a rural road which is accessed mainly by residents of farms and lifestyle blocks. Trucks etc. need to access these properties, including cattle trucks, and it does not suit being used as a tourist road with carpark."

*Submitter #105* - "Lees Road, even with the proposed sealing, it is still going to remain a narrow winding and potentially dangerous rural where cars have to slow to a crawl to pass safely with oncoming traffic. Pedestrians which will include unpredictable children adds to another layer of hazard for local residents. Having read the comments on the Lees Road carpark requiring places for 500 cars which could disgorge 2000 passengers (4 per car) to walk on Lees Road for the Stella Evered Park experience, it shows even more that tar sealing of the road which will remain a two lane road, is just not adequate for so many pedestrians. Even using the proposed pedestrian walk will not accommodate the number of tourists expected."

*Submitter #115* - "Feedback from Lees Road residents that TCDC needs to start afresh and do a proper assessment from a blank piece of paper, rather than starting with an assumption that Lees Road is the answer."

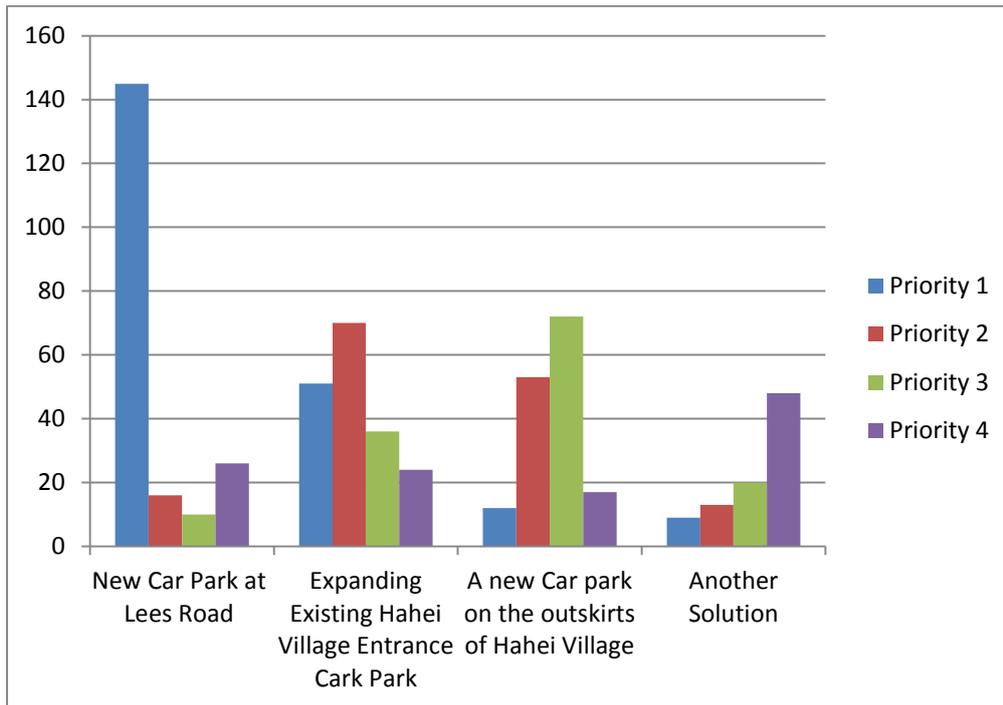
## 7. Summary of Feedback - Question 2

Please indicate in the boxes 1-4 your preferred solution (1 most preferred – 4 least) on how best to provide for extra parking due to the large numbers of visitors in/around Hahei. As you may be aware, during summer months parking for the Cathedral Cove walkway (at the top of the Hill at Grange Road) is often full. To accommodate the additional car parking visitors can park at the Hahei Village Entrance Car Park and get a shuttle to the start of the walk. Even with this working well during the summer, there is a need to provide more car parking into the future. One solution is to eventually make the car park at Grange Road drop off only during summer and provide more parking elsewhere.

- New car park at Lees Road** – This could provide an alternative walking option to Cathedral Cove as well as taking some traffic away from Hahei Village, particularly for those same-day visitors who want to park and walk to Cathedral Cove before heading elsewhere.
- Expanding the existing Hahei Village Entrance Car Park** – This option relies on a shuttle service to Cathedral Cove during summer months (similar to the current arrangement) and will also need to consider future needs of the wastewater treatment plant, which is currently beside the car park.
- A new car park on the outskirts of Hahei Village** – This option would also rely on shuttle to Cathedral Cove during summer months – (similar to the current arrangement).
- Is there another solution** for traffic management/or alternative location for additional parking around Hahei and surrounds you want to suggest?

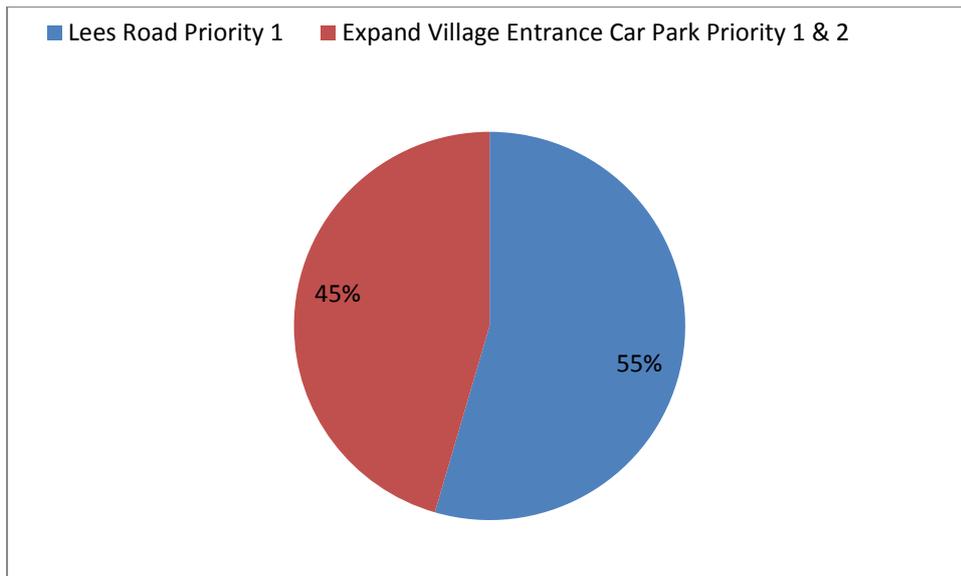
\*Please take a look at Fact Sheet #12 [www.tcdc.govt.nz/leesrd](http://www.tcdc.govt.nz/leesrd) which sets out other locations considered. We are keen to know what you think of these or other areas that you think should be considered.

## 7.1. Quantitative Analysis



The majority of submissions received (145) of the 275 submissions indicated Lees Road Car Park as priority 1 albeit conditional on other factors. The next highest priority was to expand the existing Hahei Village entrance car park. 51 respondents preferred expanding of the Village Entrance Carpark (this is less than half of those indicating preference for Lees Road Car Park). However there was a relatively high number (70) had expansion of the Village Entrance Car Park as their second favoured option (priority 2). When considered in parallel, expanding the existing Village Entrance Car park for first and second priority was 121 which means that overall there were a similar number of people who had expanding the existing Hahei village entrance car park as first or second priority (121) as those who favoured Lees Road (145).

Option	Submissions
Lees Road Priority 1	145
Expand Village Entrance Car Park Priority 1 & 2	121



A new car park on the outskirts of the Village received most submissions favouring this as the 3<sup>rd</sup> (72). With another solution as their fourth priority (48).

## 7.2. Qualitative Analysis

### Lees Road - Priority #1

Of those submitters indicating Lees Road as their first priority (145), similar themes were apparent to question number one:

- New Car park at Lees Road chosen as best option to reduce traffic impacts to the Village, however a lot questioned or doubted if this was the best location longer term
- Investigate a car park further out that services Hahei, Cathedral Cove as well as Hot Water Beach
- Conditional approval assuming:
  - Good enforcement of illegal parking and Signage
  - Bus parking at Lees Road
  - No Parking fees for Residents during summer
- Preference for a park and walk option.

### Submission Examples Priority #1 Lees Road

*Submitter #115* - A long term solution needs to be considered that would include servicing Hot Water Beach as well as Hahei / Cathedral Cove.

*Submitter #161* - Lees Road makes the most sense at this stage.

*Submitter #163* - The best arrangement for tourists is to have a car park they can walk from without the need for a shuttle bus. The Lees Road car park is also the best solution for Hahei residents because it will reduce the traffic in the village.

*Submitter #207* - No solution which drives buses through town are desirable. This traffic destroys the town, the charm of which would be destroyed by hundreds/thousands of additional people and cars.

### Village Entrance Car Park - Priority #1

Of those indicating expansion of Village Entrance Car Park as first (51) and second priority (70) the following key themes were indicated:

- Existing Park and Ride at Village Entrance Car park is working, needs supporting infrastructure especially toilets, tourist information and walkways and may need expanding given future growth of Hahei.
- Traffic issues are over a short term, therefore question the need for Lees Road.
- Water taxi is causing parking issues in the Village and needs to be sorted out.
- Grange Road should be drop off only during summer or pay parking.
- Need to step back and look at the wider tourist related issues across Mercury Bay as part of a wider parking strategy.
- Make Hahei a walking village longer-term.

#### Submission Examples Priority #1 Village Entrance Car Park

*Submitter #23* - I understand the Kotari Reserve option has been discounted but this reserve was not fully utilised with even the maximum number of stalls at the Hahei Market on 5 January and as such a temporary overflow (for maybe 1-2 years) could be considered for 50-75 vehicles. Would like to see western side of Wigmore Stream made into a cycle/pedestrian path from pedestrian bridge past campground to link to bridge on Wigmore Crescent to encourage use at far end of beach and reduce pressure on main end of beach.

*Submitter # 47* - Support the town and have parking at the village is good for business. Yes pay for parking at Pa Road - good, but discount for locals.

*Submitter #88* - I think Hahei should become a non-vehicle village with people transported from a car park no matter where a car park is people will still drive in and around the village looking for a park closest to where or what they are doing.

*Submitter #92* - Manage the existing infrastructure better i.e. put walkway from Pa Road car park to beach via Kotare Domain, utilising existing toilet block! Don't spend LOTS more money on Lees Road until tourists (not ratepayers!) contribute to costs. Go ahead with walk to Cathedral Cove from Purangi - starting walk at Cooks beach should take some pressure off Hahei.

### 8. Summary of Feedback - Question 3

Do you require any additional information or would you like to discuss your feedback on a one-to-one basis?

19 Submitters requested further information or indicated that they were quite happy to discuss their comments. Staff are following up with these submitters over the coming months.

### 9. Summary of Feedback - Question 4

TCDC provides a number of services in your area, please rank these according to what you think TCDC should make its top priority to least priority for service provision – eg. highest priority (1) lowest priority (7)

Traffic management and car parking

Improved tourist facilities such as walking tracks, toilets, marketing – to move visitors around better

Wastewater improvements

Other – Please state

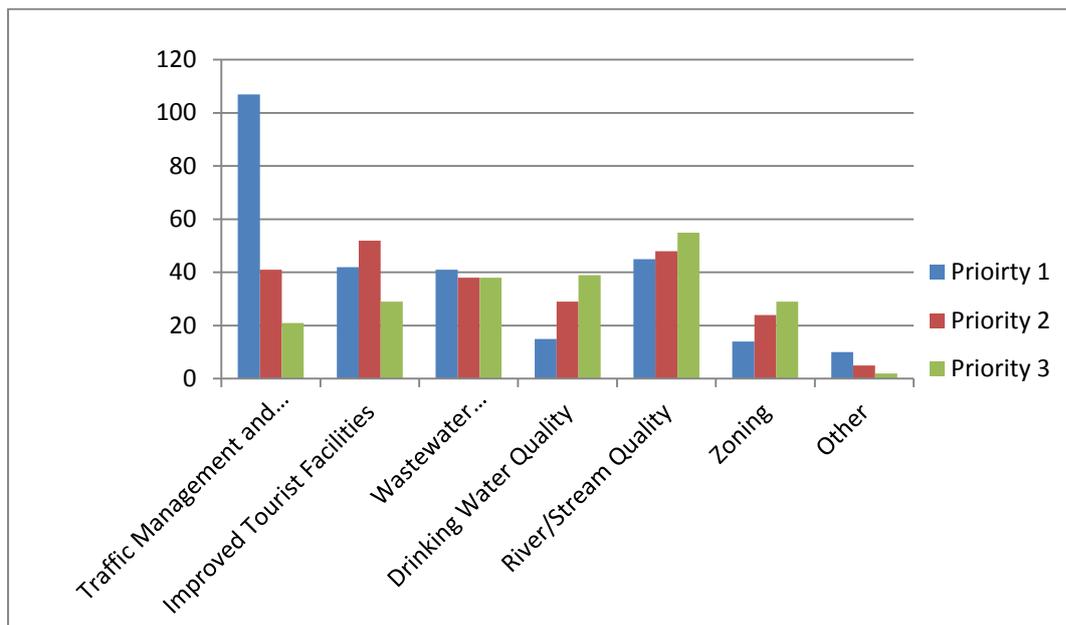
Drinking water quality

River/stream quality

Zoning around development for Residential/Commercial

Please state why you chose the above #1 as highest priority

## 9.1. Quantitative Analysis



The highest priority one category by far was Traffic Management and Car parking (107 submissions).

The next highest priority one category was River/Stream quality (45) followed closely by Improved tourist Facilities (42) and wastewater (41).

Improved Tourist facilities (52) and River Stream quality (48) also scored highly as second priority.

River quality also scored highest for Priority three (55) with Drinking water quality and wastewater close second (39 and 38).

### Overall Priorities

1. Traffic Management and Car Parking
2. River/Stream Quality
3. Improved Tourist Facilities/Wastewater

## 9.2. Qualitative Analysis

The common themes with those who indicated Traffic Management and Car Parking as a top priority included:

- Hahei Congested and too busy over summer months
- Water taxi and kayak businesses creating overcrowding and parking along beach front
- Traffic and crowds during summer undermining tourist and residents experience and why people come to Hahei in the first place
- Road side parking on grass verges is dangerous for children and pedestrians.

Submitter #22 - Tourists need to be spread outside of Hahei. Hahei traffic is at breaking point over summer. Not helped by freedom camping in car parks.

Submitter #93 - With increased tourism traffic and parking and infrastructure top priority.

Submitter #117 - Too busy!! In small Hahei and around garage/dairy and Grange Road corner - mayhem!! Lots of cars park now in our street - Cathedral Court!

Submitter #134 - Hahei is already close to being overwhelmed by tourists. TCDC should sort out this Hahei to Cathedral Cove parking and traffic management before embarking on extensions to the route!

Submitter #158 - We are the hub of the Cathedral Cove walk. Without adequate parking there have been problems for the tourists visiting.

Submitter #248 - Traffic issues in Hahei are reaching crisis point, cars parked haphazardly no footpaths neat the beach resulting in public wandering all over the road.

Common Themes for River/Stream Quality as a top or second priority were:

- Wigmore stream polluted
- Need to address wastewater issues before attracting more tourists.

*Submitter #19* - I think stream quality issue equals the parking one. I live and work here year round. It's horrible during the peak. Our stream is polluted and it's a disgrace.

*Submitter #112* - The Wigmore stream is disgusting - needs clean-up and protection. Need to avoid septic tank leakage into stream, and protect its catchment from ruminants.

*Submitter #183* - Our environment must be the priority. We need to protect this for our generation, the next generation and beyond.

*Submitter #142* - Need to address the long outstanding Waste water issues and protect the environment for future generations.

Common Themes for Improved Tourist Facilities as a third priority:

- Not enough toilets.

*Submitter #106* - Not nearly enough toilets for the number of tourists coming now. Certainly can't cope with more tourists.

*Submitter #145* - Ample serviced toilets, and information/maps would reduce the nuisance factor of visitors.

*Submitter #181* - Lack of toilets leading to large queue

Common Themes for Wastewater as a close fourth priority

- Septic tanks need to be included into Town Waste water supply.

*Submitter #83* - About time sewerage was taken off septic tanks.

*Submitter #152* - Septic tanks on Pa Road etc are mostly 40 year old failing systems, draining into Wigmore stream.

Submitter #180 - We have no sewerage in 1/2 the village.

Submitter #297 - To see the over flow of wastewater and sewage Seeping into and polluting the stream down the Pa end of the Beach is disgusting.

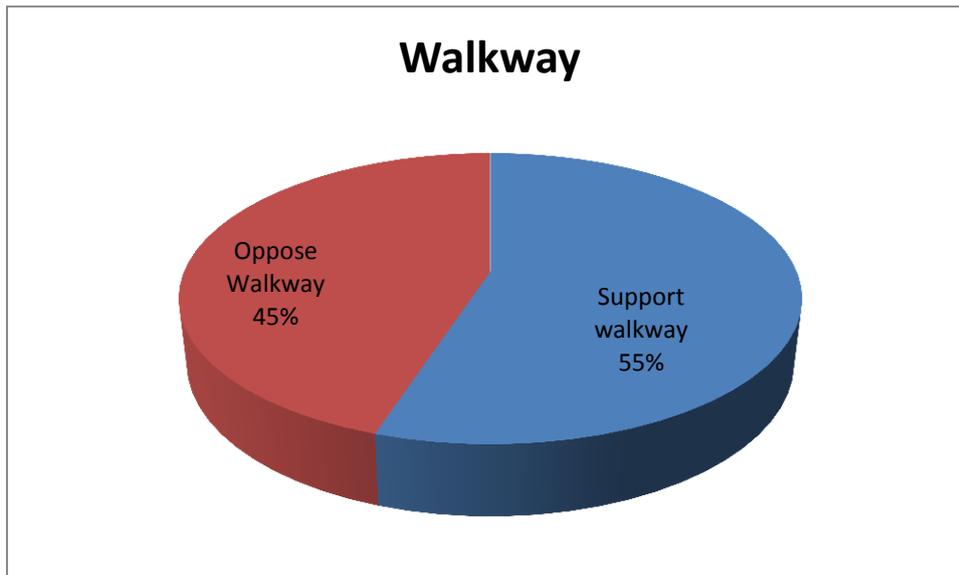
## 10. Summary of Feedback - Question 5

Do you generally agree with and/ or support the proposed walkway from Whitianga to the blowhole south of Hahei Village?

Yes

No

### 10.1. Quantitative Analysis



142 (55%) submitted in support of the walkway, with 117 (45%) in Opposition

### 10.2. Qualitative Analysis

#### Common themes in support the Walkway

- Of the 55% in support of the walkway, a clear message was that this support was conditional on the fact that supporting infrastructure such as toilets and parking is sorted out first before attracting more visitors
- Very few numbers supported the walk outright without mentioning supporting infrastructure being needed
- Other recurring comments included:
  - Don't rush this project we need to get it right first time.
  - Blowhole as a dead end or return route needs parking sorted.
  - Walk needs to go through to Hot Water Beach.
  - Route should go via the coast, and be the best tourist route possible.
  - Purangi crossing still not an obvious solution.

*Submitter # 4* - Will have some of the best coastal scenery in NZ/World. Needs to progress to Hot Water Beach along coast (where there is a will there is a way). It MUST not go inland even as a "temporary" measure COST is NOT a reason. It is an excuse!

*Submitter #13* - I think it will be a great draw card for tourism. We have a unique and beautiful coastline and I'm personally very proud to showcase what we have to offer. This walkway is an excellent concept BUT it must be done right the first time not a "stopgap" attempt. Don't rush it - get it right the first time. I'm a marriage celebrant and wedding

planner and welcome couples from all over the world. I would never recommend they avail themselves of the Cooks Beach to Cathedral Cove leg you are proposing at present and wouldn't use it myself. I'd still continue to access from Hahei as before.

*Submitter #21* - The scenery, sea views and the beach are spectacular. Make it available to everyone. I hope I can walk around Cooks' bluff in my life time.

*Submitter #23* - I think the great walks project along the coastline is a fabulous idea.

*Submitter #24* - Would do it with my kids.

*Submitter #40* - Nearly everyone will say walking tracks are a fantastic idea. It is where they are placed and the effect on the actual surrounding community and infrastructure that needs to be taken into consideration.

*Submitter #72* - Again, as long as traffic management and toilet facilities are managed well.

*Submitter #196* - But not right now. Termination at the blowhole will mean more pressure on Hahei as that part of the walk will be an attraction in itself. Hahei should be a stop on the way to Hot Water Beach.

*Submitter #280* - "Generally", however I am reluctant to support a further increase in tourist numbers in the Hahei area. It does seem that the carrying capacity of the region is being "stretched" and I believe it compromises both the tourists' appreciation of the area, and the local residents satisfaction with their home region especially over summer.

*Submitter #199* - But depends on the turning area at the end of Pa Road (reserve end) should not become an alternate car park.

#### Common themes Oppose the Walkway

Of the 45% that oppose the walkway common themes include:

- Area is at capacity/overloaded already, don't need any more walkways
- Improve Infrastructure first
- Walkway to blowhole will create more traffic/parking issues to an already overloaded area.

*Submitter #114* - Improve parking and toilet facilities before any extra tourist attraction.

*Submitter #133* - Not unless you can resolve footpaths, wastewater, infrastructure first. Use future proof planning not reactive clean up mess making approach. Consider consequences. Not short term gains - look to future please.

*Submitter #93* - Pa Road to Blowhole, parking, toilets are an issue getting in and out of properties with boats major concern if there is cars parked roadside.

*Submission #179* - The serious congestion in and around Hahei Village is bad enough now - there is not enough infrastructure to cater to the current level of tourists - let alone encouraging more to visit to undertake the proposed walk

*Submitter #195* - Because it will load up the Eastern end of Hahei which has already all the tractor and boat movements to the beach and insufficient car parking in any event.

*Submitter #219* - Submitter I believe this walkway would destroy the natural beauty of the area. Currently thousands of visitors get the pleasure of seeing this area and the blowhole from the sea and can enjoy its natural state. It's a fact. Not everyone can go everywhere.

*Submitter #276* - The blowhole can be accessed via boat. Leave any further commercial/tourist activity out of residential Hahei.

## 11. Summary of Feedback - Question 6

### **Are there any other points you wish to provide comment on in relation to the proposal?**

There were a number of further comments included in the feedback forms. Overall these included the following themes:

- There is an upper limit to the number of tourists the area can accommodate before the environment is compromised.
- Future planning of Hahei and tourist management is needed - look at opportunities through the 100 acres including commercial and community uses.
- Connect septic schemes to the waste water treatment plant (properties along Wigmore stream).
- Explore opportunities for a walkway/cycleway along Wigmore stream.
- Tractors on the beach may be a problem in the future - look at options perhaps store them somewhere.
- Number of suggestions around how parking could be managed better including metred parking, removal of freedom camping from Grange Road, better organisation of the commercial tourist operators, Grange Road drop off only.
- Tourist infrastructure needed particularly toilets.
- Promote Village Entrance Car Park and include toilets, improve walking through the village and keep grass verges - no charging at Village car park as this will force parking on surrounding streets.
- Better management of Grange Road car park.
- Parking is problematic for short period only (4-6 weeks).