

Fiordland Business Association Engagement Session

28 August 2023

Milford Opportunities Hub – Te Anau

Attendees

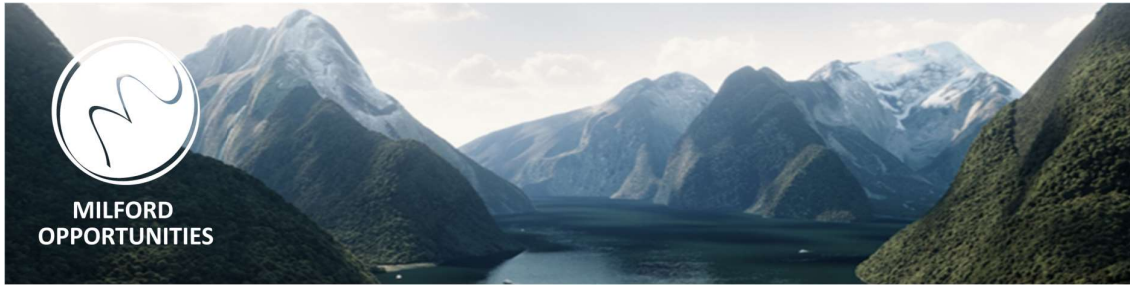
Fiordland Business Association (FBA), Milford Opportunities Engagement & Comms and Transport & Infrastructure teams
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Introduction

Welcome from Milford Opportunities – Phil Tisch
Karakia
Apologies – Simon Moran (Transport and Infrastructure lead)
Welcome FBA

MOP updates

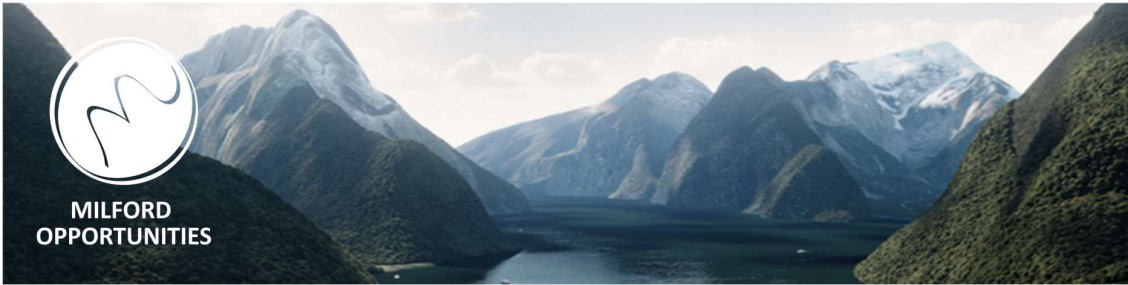
MOP - Phil Tisch – Engagement and Comms <ul style="list-style-type: none"> Completed and planned engagement session Completed and planned engagement
FBA <ul style="list-style-type: none"> FBA Chair having recently met with Chris Goddard, can you give any idea of where we're at in terms getting around or creating new legislation? It could be a significant handbrake if you're not really on the right track?
Phil <ul style="list-style-type: none"> While we don't have more to share at this time, Cabinet have indicated that the project should move at pace to progress this work, particularly a charge for international visitors, park and ride and managing access.
MOP (Tom Hopkins and Courtney Hart – Transport and infrastructure) <ul style="list-style-type: none"> MOP has been asked to feasibility test the elements of the masterplan.



- We are looking at the transport and infrastructure proposals in the masterplan, assuming they can be implemented from a policy point of view. From a technical point of view, what's it going to take to make it work and how much will it cost?
- Courtney and Tom spent the first few months going back to what had been done by MOP before through earlier phases, under Simon's guidance.
- We have spent quite a bit of time in various engagement sessions and hearing from the community. We have built up a picture of how we wanted to put Requests for Proposal (RFP) to market.
- Our approach has been to split our work into two tranches.
- The first tranche of work will build on the research that was done in Stage 2 and identify opportunities and constraints relating to the recommendations from the masterplan.
- Five separate contracts have evolved, plus a couple that John has commissioned. We have awarded a contract for assessment of landscape values – for the nodes and short stops. We've awarded a contract for assessment of ecological values at each of those nodes and short stops. We have awarded an energy assessment contract. The Te Anau Downs to Cascade Creek Cycle Trail economic impact assessment contract is near complete and we're not too far away from being able to release that. The two that John is commissioning will be important (historic heritage values, cultural heritage).
- Courtney is project managing the energy assessment contract which is looking at what is currently used, parts and supply along the corridor and in Piopiotahi Village itself and assessing its current state. That will inform what can be produced and what is required to achieve what's in the master plan.
- The energy assessment consultant will also be looking at how buses, tour boats, and the like could be powered.
- **Te Anau Basin Development Plan:** The proposed Te Anau visitor hub is a bit more complicated . There are two conversations going on there, there's the SDC led Te Anau Basin Development Plan and then there's Milford Opportunities Project. Both projects will look at different aspects. For MOP, it will likely be a very high-level assessment of what's required for the hub and how much it will cost to implement and operate. It will be in part informed by the Te Anau Basin Development Plan, which is outside of MOP's brief. Our manager Simon Moran is involved in the work with WSP. We expect that there will be some quite considerable community engagement about that development plan.

FBA

- The Fiordland Business Association (FBA) were invited to be involved.
- WSP were using the Community Board's plan as a foundation. A bit of history has changed along the way, we also need to be thinking about the now, look forward.
- We see MOP as an opportunity to be able to get it up to a Ministerial level, to be able to change some bigger things.



- We got some one-on-one time and started to get into brain dumping. In terms of locations, where was the feel for an industrial kind of area for Te Anau to grow. What does the Main Street look like? How do we create more? Where does a hub go?
- WSP said to us that they'll go away to put some concepts together then come back to us.
- They will have this in December, and then it needs to go through the long-term plan. Then it needs to be consulted on next year, which is the start of February and March. How will that filter into the MOP timeline?
- I just want to make sure that we get it right so we create a stronger business community, a stronger community, all these things are linked together.

MOP

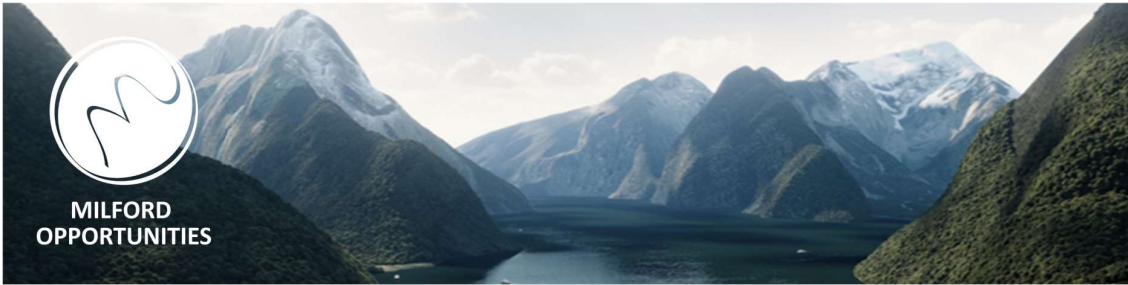
- We are involved through Simon; the two initiatives are meshed. It's something that Simon would be able to talk very clearly about, but it's not something that we're across, how the two dovetail together, so we encourage you to feed that back through.
- We'll get to the point where we'll understand what role the hub will play in the transport model and will get to the point through the tourism and commercial visitor experience team, what the other functions will be. Then we'll start to get a picture of how big the facility needs to be, how it could be configured.

FBA

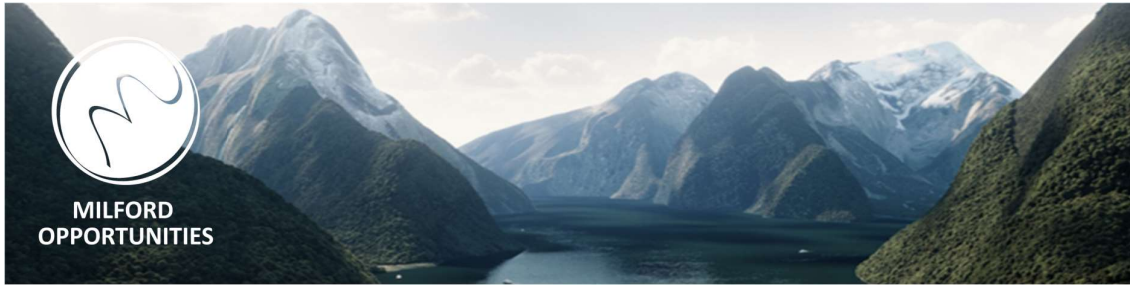
- We've got feedback for you on that today, some ideas, and it will come out of that. But that's only a lens of 6-7 people that represents business, It's not the whole community.
- We do know that we want to be involved in the WSP thing.
- It's good we're talking and making sure that everyone's aware and on the same page.
- In the contracts that are out there, is there an overlay of that?

MOP

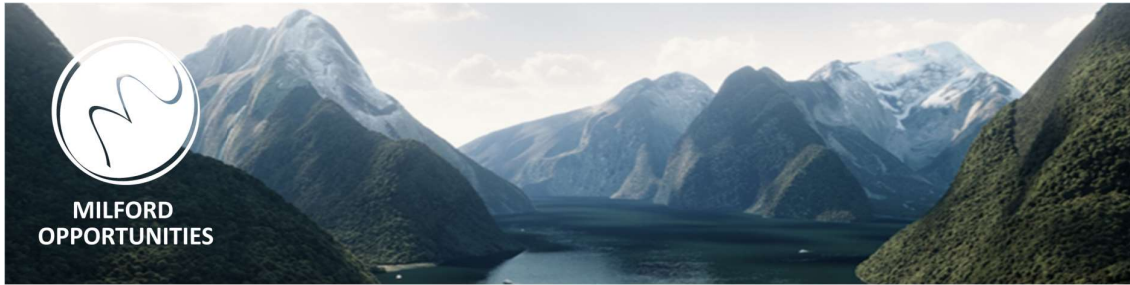
- Sometimes the more people you have, the more different views, which is good, but then it can be quite conflicting as well. That is a tough task to coordinate between the different consultants around the approach.
- We have Southland District Council working on the Te Anau Basin Development Plan, Waka Kotahi working on the Homer Tunnel at the same time. It is important for us to make sure that we're connected, that we're talking to each other, that we've got good coordination between three agencies. Now that we're starting to all get consultants on board for our respective projects, those conversations are happening and the feedback we provided for the Homer Tunnel project was basically feedback that we'd had from all these engagements.



<p>FBA</p> <ul style="list-style-type: none"> • Funding - I think it would be one of the concerns, are you getting more government funding for this, and not costing the local taxpayer. The locals have known for years that a lot of money can be wasted quickly, and we've got no further ahead with it. And the community is quiet, and businesses are quite concerned that it's going to be a lot of wasted funds.
<p>MOP</p> <ul style="list-style-type: none"> • We have heard that message loud and clear. We don't want to be paying for things that have already been done before. We are talking to other agencies, sourcing previous reports.
<p>FBA</p> <ul style="list-style-type: none"> • Engagement and Comms, what you see online is helping us understand. The feedback through Phil's comms team, through your newsletter and things like that. It's outstanding. • You know about the walking tracks. You can see how you have engaged with biking clubs, then you've got feedback and its detailed feedback. Gives you some assurance that this has been done well. It's been well documented in good depth. Seeing the feeling - some positive, some negative, some neutral. That's how it works. It's all there, that's not what we see in other areas sometimes. So, you guys did a very good job. • It is important for us to get information that we deem to be important to our membership. When you're looking at some of those results of the surveys that have been done prior, that would be interesting to know just how many people didn't do the surveys? You've got this last chance to get your head around it a bit more too.
<p>MOP</p> <ul style="list-style-type: none"> • The engagement work is still informing options and we are very keen to hear from anyone who wants to feed in.
<p>FBA</p> <ul style="list-style-type: none"> • That has been made loud and clear. So, if anyone at the end of this comes back and says I didn't know or didn't have the opportunity. That's rubbish. • That was part of our feedback, so you know that there has been a fair opportunity to connect with you.
<p>MOP</p> <ul style="list-style-type: none"> • I will run you through the Transport and Infrastructure RFPs, who's been awarded what and the approach we've taken.



- Some of the work required is niche, so rather than having one big contract for everything where they might not be able to cover all the bases, it made sense to split the services up the way we have and then we'll pull it all together.
- Transport and infrastructure - we've had Angus and Associates do the cycle trail economic impact assessment.
- We have appointed Boffa Miskell to do the assessment of landscape values. They were involved in a big part of writing the masterplan. So, it's nice continuity. And they've also been awarded the contract for the assessment of ecological values too. They wrote the conservation Impact assessment report in Stage 2.
- The energy assessment has been awarded to Stantec, who again were involved in Stage 2.
- The Walking and Cycling Experiences Feasibility Assessment has been awarded to Southern Land with experience in trail feasibility, design, and implementation, they were behind the Lake Dunston Trail, and Roxburgh Gorge Trail.
- John has awarded the Heritage Assessment contract to Origin Consultants. The Cultural Heritage contract is being delivered by Kauati in Queenstown.
- You will start to see those folk tuning up, out and about and doing their work. That first tranche will run between now and end of November at the latest. The intention of that first tranche work, is that it will inform the crunchier ones in the second tranche, which are the ones that are out to market now. Testing the technical feasibility of what's in there from a transport and infrastructure point of view, can we make it work and how much is it going to cost to implement and operate? If we can't make it work, what's the next best option? That will inform the Commercial Team who will do the commercial modelling. If it is going to cost, what's the cost recovery model.
- We need to have our work done by middle of March at the latest to give the Commercial Team time to crunch numbers. It gives them two months or so to crunch the numbers, but we will pass information along the way to make sure that there's no real roadblocks. In some senses some of it would be better if it was done sequentially, but we don't really have that luxury timeframe wise. Most things are happening concurrently and we're having to work closely together to make sure that we're across what each other's doing, what's going to be done by when etc.
- The three big contracts that are out now, the proposals for those will close on 11 and 18 September. We should know who is going to deliver those by the end of next month.
- The Engineering Feasibility Assessment contract tests the technical feasibility of built infrastructure proposed in the masterplan from a civil, structural, and geotechnical point of view and is also going to cover a range of assessments like natural hazard risk assessment, climate change risk assessment. The transport system assessment and design contract will feed into that because once we know what the transport model options are, then we know what supporting infrastructure there needs to be.

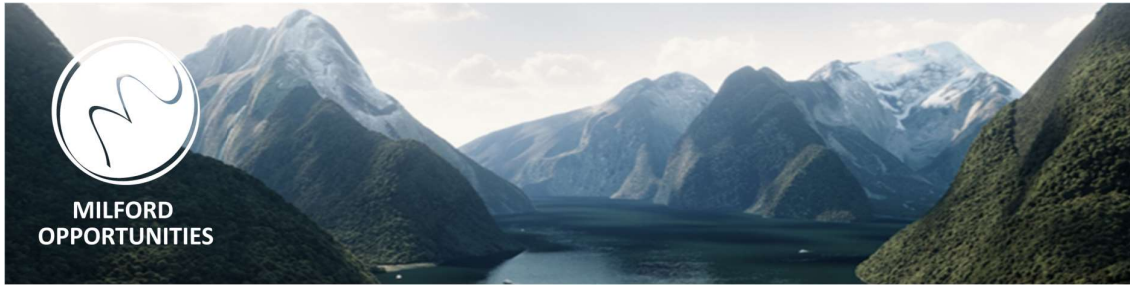


MOP

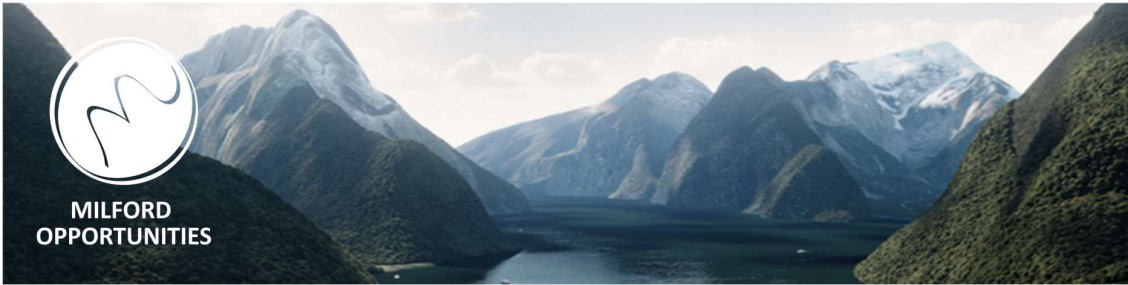
- The transport technology contract is a means of helping our transport and infrastructure work. It will concentrate on transport systems where you can book permits if you're a local, book permits to go camping or fishing or whatever you want, but then also have a booking system for probably overseas visitors. The hop on, hop off, bus, and boat tours, how to manage people within the park, how and where they're going to be and how we can make it efficient and a good experience for them.
- Part of the project will be testing whether we need to build our own product (access / booking) or whether we'll just buy an existing product. There are intricacies of running systems like that and the sort of energy required.
- The transport system one is more of a sort of transport modelling piece of work. So, we want them to model the current state, and then we want them to model the sort of various proposed future states, through policy work. i.e international visitors getting on a bus and using the hop on hop off, how will it look with seven different nodes and how long will it take those sorts of things, and how that will interact with the locals or fishing, whoever it is and how that will work.
- There's a piece around safety, because the road is not very safe from what we've heard anecdotally and seen ourselves.
- Sustainability, we'd love for the buses to be low carbon. Then there's a piece around visitor experience and making it a good experience, so visitors aren't panicking about getting to the boat. Where visitors can enjoy the journey and slow down.
- There's quite a big bit of work with Downers, spreading that peak, buses, boats and returning to Te Anau to stay.
- Health and Safety is a huge thing, people who nap at the side of roads highlights how tough that journey is and that's what we want to alleviate. The number of people staying in Milford Sound is also a safety thing. It is only going to have capacity for so many. And in an emergency, you've got to be able to house all those people. So current state, everyone's in there between 9:00 and 3:00. If something happens we can spread the risk.
- That is where a lot of the risk management in the engineering contract, enhancing safety of staying overnight in there.
- One of our concerns is, do you think Te Anau could cope with additional people wanting to stay here as well?

FBA

- Not at the current time. A lot needs to happen here in Te Anau. The SDC needs to do something, planning for demand and growth. We've been talking about. It's very much like with you guys as well going forward. We need to plan and know, so we don't build something that is redundant. We have a plan and then build residential around it.



- We look after the town centre so people could move it into a shape. Your event last week in Queenstown were people thought that Queenstown was already at capacity, we don't want that with the people here, it needs to be better, and the impacts of tourism not be seen in a negative way.
- I don't think we do have the potential for several years to cater for this. So, there was always going to be that room for Queenstown to be involved. It's just that we do need to make sure that they're not in control. Spreading the loads from Queenstown. Objection is going to be if you don't have the capacity to take people, but it also could be, the whole Southern region. It could be from other areas that they're coming from or going to and I guess that's not going to be like a switch.
- Once you give a signal of business confidence. I think of my own business. Could I put another 10 units on top of 9 units that I've got? Probably could. Is there enough appetite to invest a significant amount of money in that? Knowing this status quo? No.
- And that's the problem, you know, distinction hotels got here. There was talk that eventually Jeff would put a third story on the lakefront here. Is there support in terms of a district plan that supports that? No, because we have 10 metre height regulations. If you sell it, if you have the concept and then you signal to the business community and give confidence, really need to look at the land available from potentially here to Manapouri. Most of its own by government.
- If we want to spread it out a little bit and build a Millbrook with a golf course kind of thing, there's no reason that that couldn't happen in the future and have similar sort of accommodation type things discreetly built in amongst the hills, like Millbrook. But you've got to have a strong business case to support that.
- You guys are talking to the Queenstown Chamber and I'm kind of like, why? Why do you want to meet with them? They are not part of Fiordland. They're part of Otago. They will want to sell Milford Sound and Doubtful Sound as their entrance way come hell or high water. The true gateway is Fiordland.
- We could help from Southern Chamber, through surveys in the Fiordland area or whether it's to organise an event. They can see the potential benefit of business. We were lucky enough to be part of the Great South - Beyond 2025 working group, the problem that we may incur in terms of having tried to accommodate more people, it is a combination, but they want to spread that load out.
- Distinction is making some big progress down there, there's opportunities to kind of spread it out a little bit further in round here. Te Anau can host people from all around the world,
- You're going to have diverse views, you'll have the adrenaline junkies that want to come over from Australia or wherever to do that. That's Queenstown's niche. Whereas the slow, more environmental sort of thing is here.



- What is interesting is Queenstown is holding on to 80% of the people that are coming here for the day trip and doesn't want to let him go. They say you don't need to go to Te Anau, just go to Milford in the day and get back here.
- They can stop at nodes, and they won't want to go back in the same day. So, I had no one in my business last night. There's 40- and 50-seater buses coming from Queenstown full of people. An opportunity for the restaurants, cafes, and other attractions in Te Anau. So, if we slow that down, it spreads that out. And if we spread the peak out, we'll peak during day and then spread the peak during the year.
- People ask that one thing Covid's taught people is it's OK to travel off peak. It's quite nice, just a lot of holidays to be caught up on. People don't want to go when it's real busy. They want to escape their summer and come here when it's a little bit quieter. The pace is chilled. They feel like they're getting a bit of a holiday.

MOP

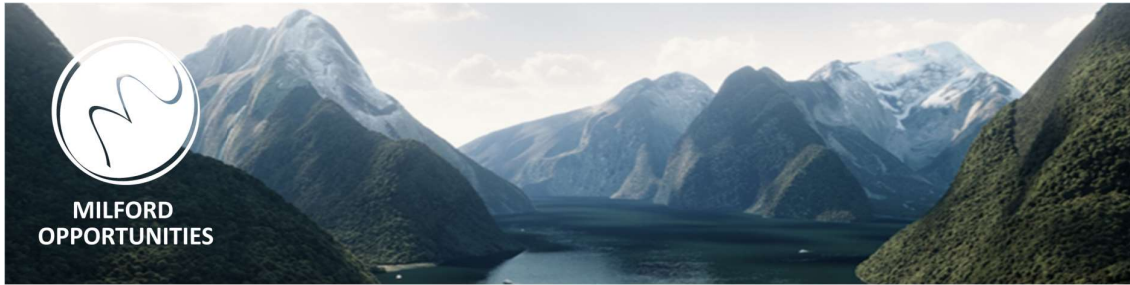
- The commercial team are looking into their options. There is so much to see, get out of cars and off devices. To some extent, for the foreseeable future, you're still going to have buses, which could be stopping at the hub and hopping on to another bus.
- That whole concept, it's not new. Elsewhere it's done in multiple places. Australia, Canada, the US, and one example that we're aware is Denali National Park we you can drive into the park so far, you get to the visitor centre, you park your car and you can't go any further unless you get into one of three different travel options. The other ones are kind of a more of a curated sort of tour thing where you stop at key points, and you've got a tour guide with you and then the other one's just a hop on hop off. You can go from A to B, get off when you want, get back on when you want all that sort of thing. We don't know what this model's going to look like yet, we might be able to by the end of the work that Courtney does.

FBA

- There's a big part of our culture, coming and going where we want when we want. So, anything that might restrict or impinge on that.
- We've got it in a few places like on the great walks already. People who go to the Tahr blocks or the Wapiti blocks or whatever. You know it's sort of creeping in here and there. I'm assuming though that it is going to be focused more on international?

MOP

- Volume of visitors is one of the problems that we're trying to solve, they're just going in there and back out, whatever nationality, but they tend to be predominantly internationals.



- We have got a group of other users, New Zealanders, who go climbing, hunting and fly fishing and what not. And we've got to make sure that whatever the managed access model that we come up with doesn't have any unintended consequences for them.

FBA

- I think it's important that the whole cultural side of it. To have people stop at each node, doing what you want to do and see along the way, hear the history. That's the whole part of it, storytelling - they really get the whole concept. The biggest thing those people would take in, gives some time to reflect on the environment they live in today, and what it used to be like, time with nature.

MOP

- We are getting consultants started, there will be occasion or need for some or all these consultants to talk with some of our stakeholders. It won't be every consultant with every stakeholder. We've been doing a lot of listening and passing that feedback on to them already. We will wind up with draft outputs from consultants that we want to test with a few people before it gets finalised. So, you'll continue to hear from us through the consultants. We have got quite a bit to do. And then in the next few months clearly you all are going to get really busy too. We are mindful of that too.

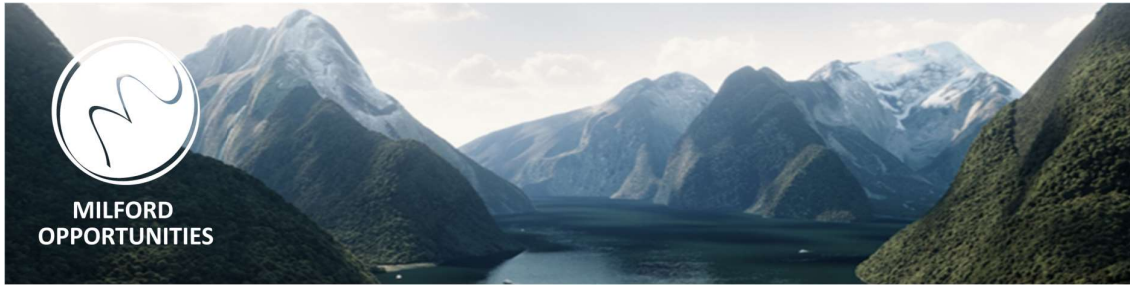
The following sections detail specific FBA feedback on various conceptual recommendations

1. Recognise and Develop Landscape, Conservation and Cultural Experiences

- It sells it, learning more about area, its history, where the people of come from, its culture.
- Learning about how many kilometres of shoreline, the stories in the buses, sort of tested that theory.
- When they're promoting Milford as a destination at a hotel or a motel, there are authentic and engaging European, Māori and pioneer stories.

2. Establish New Governance Model

- The one that we settled more on was that Milford Opportunities and whatever concept that is takes over the whole lot. The corridor, that might extend 100 metres either side of that area that that all those agencies stick to their knitting and do their thing. That may mean that you incorporate Downers roading into the body of Milford Opportunities.
- The general feeling amongst us is that we need people in there to make decisions and get on with it in the very best interest of the experience, the environment, and the community.
- We entrust that governance model, whatever that might look like would have enough experience, guidance, and support that would be able to run one thing.



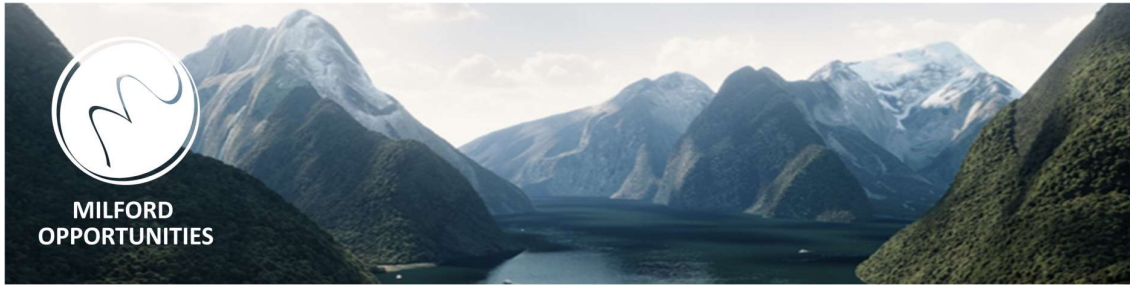
- Q. Is there another governance model role elsewhere that you must pitch at us? You talked about it before about you looking at transport models in other areas / countries. So, any kind of governance model that you can see would work?
- A. That will fall under the policy side of things.
- It's going to cost. The roading maintenance and all that is already happening, so there's obviously a budget for it somewhere to be able to grab that budget and feed it into one governance model.
- That may be not so simple when it comes to law changes and things like that, but that was our general guide on how it would be successful. We wouldn't have to wait on DOC to create National Park plans that are well overdue and things like that. If we take all of that away, we can get on with it. We can build a cycleway all the way through to do the Divide, because it's going to fall under that corridor.
- Will enable businesses developing along the way.

3. Facilitate Broader Murihiku and Southland Benefits.

- This links with the Great South Beyond 2025 strategy. We 100% support incorporating Catlins, Fiordland and Stewart Island into wider thinking. We can only see that by adding value to our community will give a stronger foundation for all of what you're doing in terms of Milford Opportunities.
- If it was the true gateway would include the Manapouri Airport.
- Connecting to the Around the Mountain Cycle Trail. There may be an opportunity to lift that up as a destination area, like the Old Ghost Rd attracting a combination of walkers and bikers. Fiordland Trails have tried, and we've looked at it, its tagged in their long-term plan, but I think that falls under National Park plan and DoC roadblocks.
- Old Ghost Road has got similar elevation. Could add some more value to Fiordland Trails, support tourism that would link into an area which gives us an opportunity that's includes a day ride.
- The [Old Ghost Road](#) website
- In terms of broader Southland benefits, Manapouri Airport could link to Stewart Island quickly and easily. We need to become a destination in our own right. We're might get people coming all the way from Europe, or Singapore, sell the concept of going to the Gold Coast for 17 nights (or wherever) and you come to Southland for seven.

4. Introduce a zero-emission coach-based transport model

- 100% think that there is not a person in Te Anau that doesn't want that system.
- We are keen to learn and incorporate the sort of system, the thinking, the changes that you're looking at doing in terms of the transport system. Hydrogen powered vehicles etc.
- I was sitting on a plane trip with the guy from Fonterra whose sort of working on a model, telling me about their EV milk tanker type things. It's a nice PR thing, but it's not practical

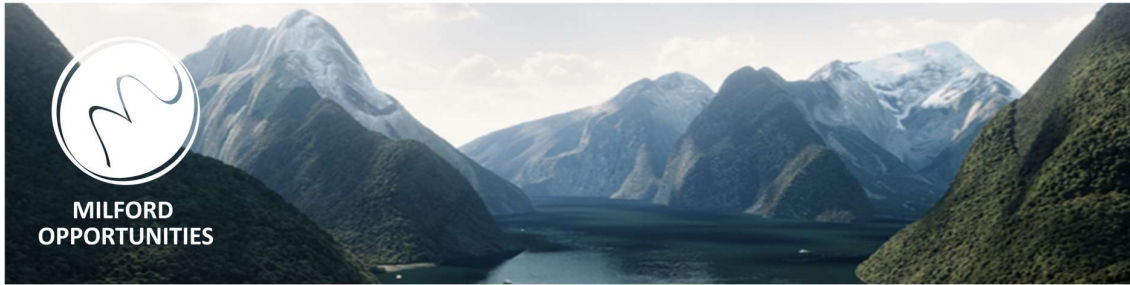


now. The number of batteries that they must have in that. I'd say that's probably the outcome of this sort of process is to look at options.

- In terms of EV's, completely emission free, that would be the ultimate but that might be a step too far, too soon.
- *(The energy workstream will look at that. Do we do hydrogen for five years and then do EV's whenever they develop. So, we've asked them if for pathway, of how we can get to the end goal).*
- Car parking problem will fix itself if you have a hop on hop off system.
- If someone wants to go away with a group of mates and chase some tuna on a boat for a weekend, you will still need to allow for something like that, that the Kiwi psyche.
- You could have a trailer park in Little Tahiti to try and reduce congestion again, if you remove 800 or 1000 vehicles in any one day, you reduce that pressure significantly. If you can sort the first part of that problem, then there wouldn't be 1000 odd boats trying to go in there at one time.
- Need to understand how model would distinguish between the operators, the likes of Real NZ, Cheeky Kiwi, high end limousine. Who gets to go in and who doesn't get to go in, and have it come down to cost of buying it up. It cost cannot be absorbed by some operators only, or have a monopoly because they've got the funds behind them, there are those concerns.
- If you're going to make it a hop on hop off bus successful cost effective, then you really need all those passengers. So that's a big company with some big profits at the end of the day doing those trips. They all need to embrace the idea that there is a hop on hop off bus. There may be a time slot that suits RJs, but they go on the hop on hop off bus and they have their own tour guide and there working to the same system. They might put their personal touches on it, of course, but those passengers could still go on that sort of trip if need be. And that would be underpinned by the sort of technology that they are utilising. Integrating their booking system, so that we don't deviate away from having all these micro bits working in the background. We have one system that's for Milford.
- It may mean that the Trips and Tramps, the Fiordland Tours, the Cheeky Kiwis can still go about what they do, but just in a slightly different format.
- Concessions - utilise it in the same sort of way, but if you utilise the infrastructure that's clean green, it's part of the one system.

5. Charge International Visitors and Access Fee

- 100% support that. It's going to have to happen because Government is not going to want to pay for it.
- Maybe a system like buying a fishing licence within New Zealand you buy a permit / licence.
- So, for the people chasing tuna, then they buy a permit for the year that and allows them to go through DOC, have a similar sort of thing as a concession. It may be a windscreen

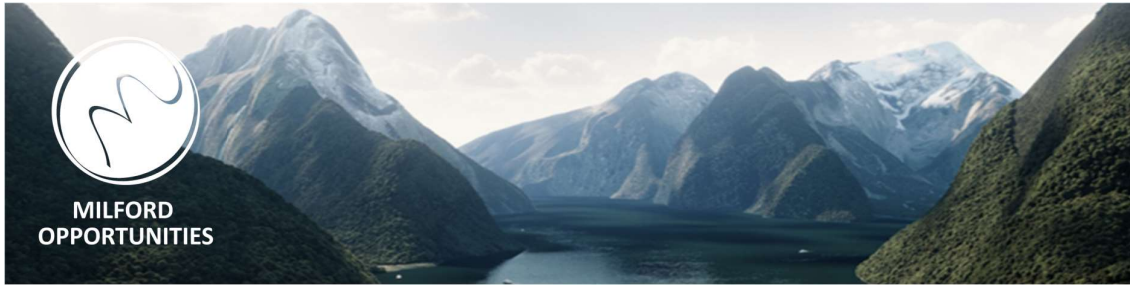


sticker, drive through, you might not need to police that daily. But if there's a person up there and there's a vehicle that doesn't have that permit on it, then they're issued a fine or whatever it might be.

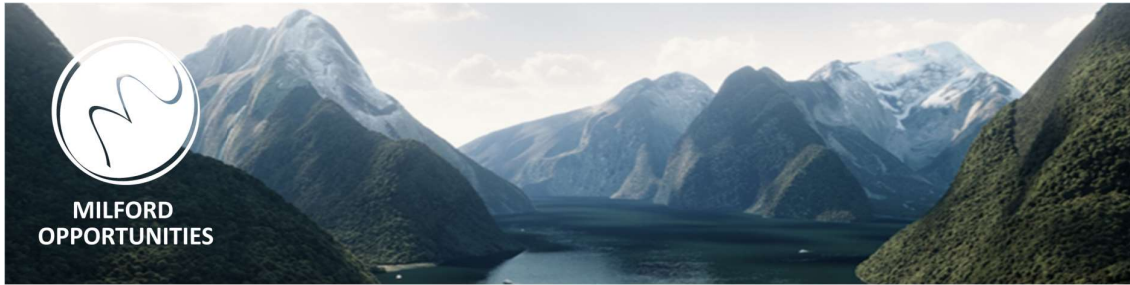
- We talked about what we might feel comfortable in terms of a fee, we were thinking around about \$100 plus whatever it was going to cost per person. So it might be that your right of passage into Milford is \$100 and that opens the gate. It might cost \$200 or \$300.00, but the idea behind that is we will deliver so much more value in terms of the cultural side of things, the historical side of things, slowing down the journey. So not only is it a bus ride to go and see Mitre Peak and see you a dolphin, but you'll also learn about the people that have mined greenstone and dragged it up over the hills. You add so much more value to that. So, they get multiple ways to experience it.
- That's the way that we would have it work. On some overnight boats you're paying an excessive \$1000 fee a night. But when you start breaking down the experiences, catching crayfish, dinner out, sitting in a spa pool, it is the same amount.
- It is a destination; we don't just want people working in there trying to do things on the on the cheap. If we're doing things right, then people will see the value. Extrapolating more value and telling the story around the whole experience.
- Interpretation was the biggest part of rebranding Fiordland Jet, because there's heaps jet boats in New Zealand. But the interpretation of what it is and slowing the jet boat trip down and breaking it into smaller bits and interpreting little bits along the way. Some of the stories that change a little bit depending on your crowd and their vibe, but you've got little pockets of things that you can do and it's absolutely the storytelling that makes that right. And that's why they're ranked in the top ten and TripAdvisor in the world.

6. Establish New Te Anau Hub and Enhanced Developments

- In terms of the hub, how that might work and how it might link the with the airport usage. The general feeling on this one was more around the where and how of a 'hop on - hop off' system. It will needs to cater for some reasonable size buses, infrastructure to support buses, house them, do maintenance. We can't see any foreseeable kind of land in and around Township. And the last thing and want in the Main Street is a big bus car park with buses being serviced and things like that. We don't want to see it taking away from the businesses that sell coffee and souvenirs.
- One of the key things has been bandied around is looking at the airport. Establishing the more commercial part of the hub in terms of the bigger infrastructure, the need of car parking and things of that. We feel that the airport offers an opportunity, in more so the land, the land is already owned by the community. It's not being fully utilised now, so it gives an opportunity to establish something there. To link it to make sure that the Manapouri doesn't miss out, the cafes and supermarkets and the attractions.



- A need for some smaller, more robust, smaller sort of vehicle. So, EV type of van using around 22 seaters to link up. Haven't really looked into it, but a smaller satellite sort of service that's connecting a bus terminal with town. People meet there at a designated time, there might be a 7.30am option to get the early people into Milford to spread that load. There may be another one at 10:00am, and there may be another one at 12:00, and there may be another one at 3:00pm for people that are overnighing. They are picked up in the strategic locations around town that supports business within the town and doesn't detract away from the business, then links it back to the visitor hub that we can probably house the more commercial side of things.
- We must have car parks and when we start planes landing, combining the lot, we see a an opportunity to create an experience.
- Nothing will ever replace the real thing, but an opportunity to go and have a walk and learn a little bit more about some of the things that they might learn in Milford Sounds somewhere. If people come to Te Anau and there is an avalanche risk for two days, and they are the only two days that you're here, there's an opportunity to go out to a 'hub'. You can take the bus that's in town, have a beer. Experience a walk-through experience, learn about the culture and the history of the area and the ecological things that you might see along the way.
- Additional revenue stream. There may be other people that choose not to do that. Do a Doubtful Sound experience at the same time.
- Add value for rainy days, so people can have a Milford Sound experience when the road is shut. The nodes / hop-on-hop off experiences still available. You can still probably get up to the Hollyford valley most of the time, year-round.
- In terms of Southland benefits, we have an airport that is the true gateway to Milford.
- It gives an opportunity to have people coming here for the five and seven nights. They might be planning to come from Queenstown, fly people over for experience, stop and do a tour and fly back again.
- There is potential for businesses to set up out there because there is a space. Industry, mechanics, all the people that are needed to help the infrastructure, buildings, depots, cafes, supermarket. We know this creates an opportunity, there is space for it.
- The 'feeder' buses, (smaller ones from Manapouri) would be great for staffing. Sometimes the constraints staff have is transport, we've got an opportunity to not only use this for feeding people to the hub but also feeding workers in and around the town in an environmentally friendly way.
- There is also an opportunity for cyclists if they built the cycle way all the way to the Manapouri.
- There are multi layers about getting payback in a wider range of areas with just the community. There would be interest in a bus for themselves as well for transport.



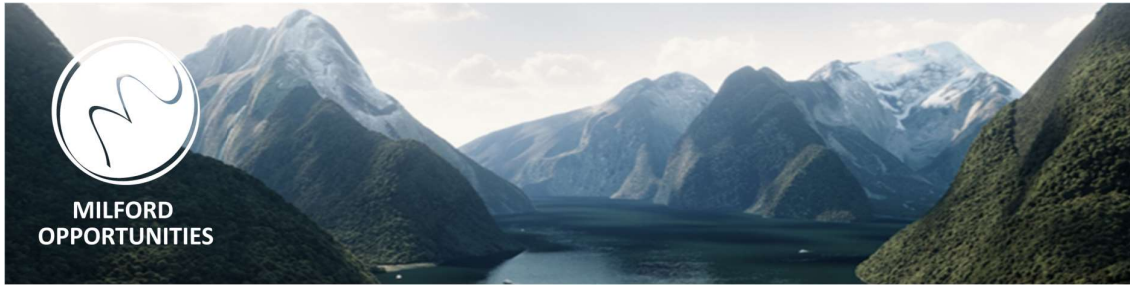
- If we're looking at worker accommodation, that opens up Manapouri majorly for us. When I was part of the urban thing the other day, there was land that's been talked about being subdivided, suddenly we get other opportunities.
- It won't work for everyone because some people would be on split shifts, but having the opportunity to link gives them more options. People want to go down there, and they want to go out for dinner or something, go for a couple of beers or wines or there's a local brewery that sets up down there, they can do that, hop on the bus, and come back.
- Projection wise this going to bring in a lot of people, which is going to need a lot of staffing and housing.
- It is vital that you know that we still use the centre of township here for a pickup drop off because that brings people into town, to buy their souvenir or they'll buy a coffee, or they'll get it some food.
- There's an opportunity there for people to be picked up in the Main Street. They could be there earlier; they could pick up a coffee on the run or they can do a little bit of window shopping or pop into some shops while they're waiting on their connection.

7. Develop Multiple Experiences Along the Corridor Structured Around Key Nodes

- 100% support developing multiple experiences along the corridor and at the key nodes.
- Adds value to the whole experience so can't see any problems.
- There has already been some talk, Real Journeys were looking at an eco-friendly lodge in a similar area, discreetly blended in for people to go up there and learn more about it. That slows people down and spreads that load. People leave with a wider knowledge and a better experience.
- Need plenty of toilets, places to take your children or elderly grandparent. My grandparent who's in a wheelchair, at the moment there's no place for her to get her wheelchair into a toilet.
- The toilets on the Ghost Road are good, so there's opportunities. There will be others like Knobs Flat, with existing infrastructure. How do we make it better than what it is? Do we spend? Is there a way that we can utilise it?

8. Encourage sustainable practices and use of green technology

- 100% support sustainable practices.
- With EV type buses and things like that there's going to be an opportunity cost in there somewhere that is a trade-off. I think in principle any which way that you turn that can make it better from the environmental point, and links to the story and experience has to be supported. Somewhere along the line there is an opportunity cost that may mean you sacrifice one thing to gain another.



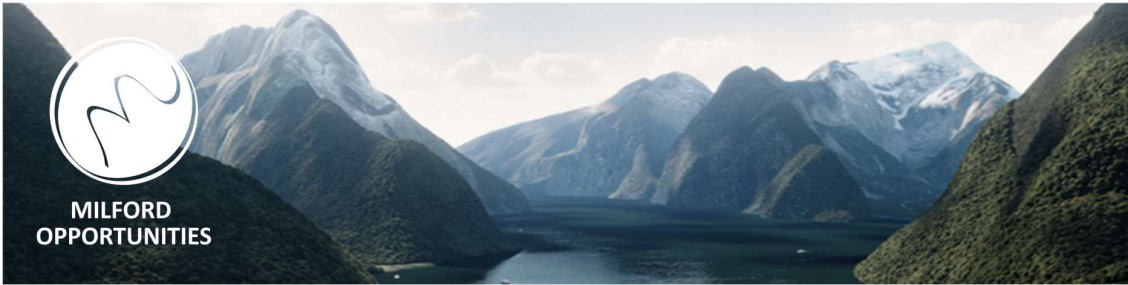
- Technology will be better. If you run a lens of out 15 - 30 years, then the technology's going to be different in 30 years. But if we're saying this is going to be up and running in five to six years whatever, let's think positive and see what we can make it happen.
- We as a group don't have that much experience, support the concept.

Reorganise Milford Sound Piopiotahi to remove visitor conflicts

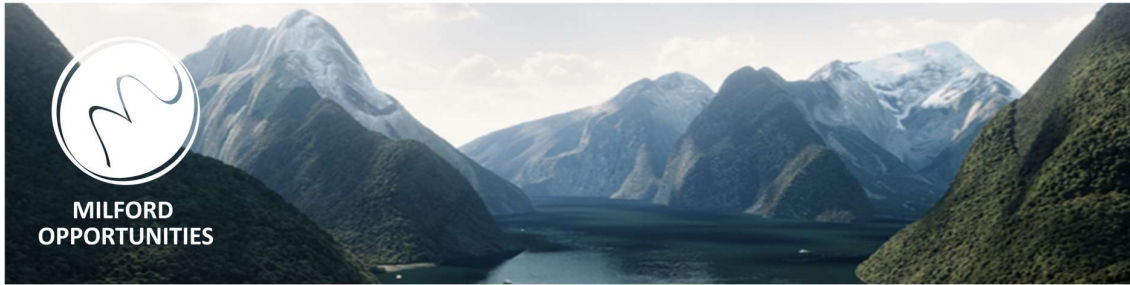
- Cruise - We looked at cruise ships, we don't think there's a place for it. They don't really bring value to the community. The last thing that you want to do is go up there and have a beautiful experience. And then see a big ship coming into the sound.
- There are people that are trying to see New Zealand in seven days, they want to see all the best bits but not spend the money in the communities.
- It is an ecological risk.
- People can come by bus. Those on cruise ships have the option of coming back after they experienced cruising down the coast.
- Airport - we want to look at our airport that we don't utilise. The runway takes up a lot of space. It's such a big infrastructure area. A lot of environmental noise landing.
- It's for the people that are doing New Zealand in seven days, and they've got no time but still want to see Mitre Peak. They can still catch a flight from Queenstown and fly over top of it if they still want to do that, then they fly all the way back. They can still do it in a day.
- People who are here wanting to have a good time, there is not a bar in there. Having a place that you can go and socialise. There is a need for something like that. If we're taking away an airport and the car park, then we've got opportunity to create other things and work in with the environment and can cater for those needs.
- Another thing is the potential for more storage, a storage room and maintenance hub that will be needed to cater for extra numbers.
- Staff could utilise the hop on, hop off bus system by catching a bus that goes in early each day. Some visitors could go in with staff (captains and crew) that are going in. There may be opportunity, it won't work for all, for people to say we don't need to live in there. We can live in Te Anau or Manapouri. We don't need to take our car, we can catch a bus, stay for seven days at a time but can catch a bus out.

Modernise Infrastructure at Milford Sound Piopiotahi

- The infrastructure needs significant investment.
- Hydro – this place has got a water and plenty of it. If we've got hydro part, then utilising that.
- Solar may not work in there, but you never say never.



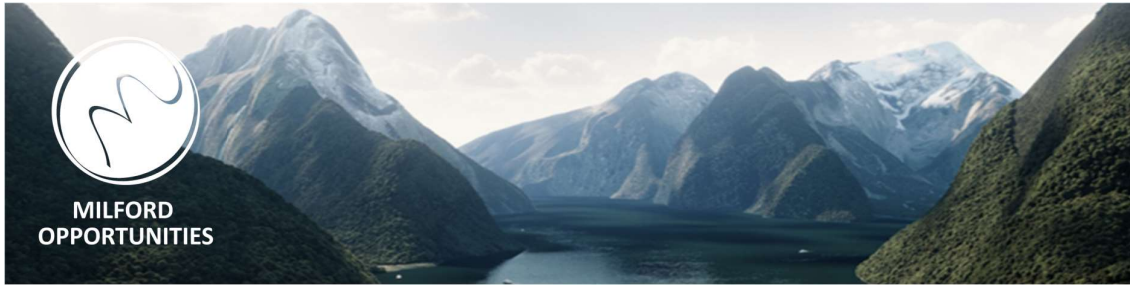
<ul style="list-style-type: none"> • Any changes to buildings, we want to be working with the environment but using technology along the way. We need to build with the environment, so rather than all concrete type look, having something that works. Natural Timbers. • In keeping people connected, we've now got fibre or satellite options. • One of the main reasons people go in there is for a nature experience. Making sure that the infrastructure is insulated etc. When you look at some of the things that they do around the world, the technology behind it. People have triple glazing, it's standard in Europe and things like that. • Accommodation – a wide range that it's not just attracting the people that have got bigger wallets, you can still have you back packers. The people who want to go to the 8th wonder of the world. A good example is Mount Cook, the Hermitage, backpacker lodges and family accommodation all within walking distance. Lots of different eateries and bars and restaurants. • You look at the huts that we've got here, you have 60 people. They can stay in, like a bunk room. That doesn't take up a very big area. People are quite happy to take a sleeping bag. Then you can put a reasonable amount of people in a small area. • Still an opportunity at Milford Lodge for the people that want that experience. • There's maybe another option further down the track - lower Hollyford / Martins Bay. • The permit system initially put in place, you know what benefit the community will get, the people here must help manage this large number of people. It's important, making sure the infrastructure is right for what we're trying to achieve. • Like the Milford Road Corridor, what I've heard is that the coordination and communication is critical to success, it is the same as in Te Anau township.
<p>MOP</p> <ul style="list-style-type: none"> • How much do you feel your feedback today is representative of the wider Te Anau community? Do you think it would reflect it well or just the business community?
<p>FBA</p> <ul style="list-style-type: none"> • Definitely the business community, that is a big part of that community in general. • Purely from the business side of things, we are stakeholders, but we're focused more on a business. It's not to say they wouldn't support the things we've said. • People might say they may not have engaged in process but doing what you've been doing and reading your newsletters and pushing out your update, for us to be pushing it out to our members as well to say hey, you know, you really need to get your head around this.
<p>FBA</p>



<ul style="list-style-type: none"> • Question with a different head on in terms of the corridor, are you engaging with the police?
<p>MOP</p> <ul style="list-style-type: none"> • Yes, we have hosted the Southland Area Leadership Team and FENZ at the hub.
<p>FBA</p> <ul style="list-style-type: none"> • Thank you, to you and your team and we really do appreciate the opportunity to give you, our views from the Fiordland Business Association and the people that we represent. We won't have it 100%, right. But we think we've got fair look at it, and we've got quite a bit of diversity within the near board. We really want to see it succeed.

Themes

<ul style="list-style-type: none"> • Funding is a concern, will it get more government funding and not cost the local taxpayer?
<ul style="list-style-type: none"> • Support for learning more about the area, its history, culture - where the people come from through recognising and developing the landscape, conservation, and cultural experiences.
<ul style="list-style-type: none"> • In terms of the governance model, potentially one governing body across everything.
<ul style="list-style-type: none"> • Support for broader Murihiku and Southland benefits in line with Great South - Beyond 2025 strategy.
<ul style="list-style-type: none"> • 100% support for introducing a managed access and transportation model. "We don't think that there is a person in Te Anau that doesn't want that system."
<ul style="list-style-type: none"> • 100% support for charging internationals an access fee.
<ul style="list-style-type: none"> • In terms of establish new Te Anau Hub and enhanced developments, support for strong Manapouri Airport usage.
<ul style="list-style-type: none"> • 100% support for develop multiple experiences along the corridor around the key nodes.
<ul style="list-style-type: none"> • 100% support for redevelopment to encourage sustainable practices.
<ul style="list-style-type: none"> • In relation to reorganise Milford Sound, we don't think there's a place for cruise ships.
<ul style="list-style-type: none"> • Infrastructure in Milford Sound requires significant investment.



- We appreciate the opportunity to give you, our views from the Fiordland Business Association and the people that we represent. We won't have it 100%, right. But we think we've got a fair look at it, and we've got quite a bit of diversity within the near board.
- We really want to see it succeed.