

# RUAPEHU DISTRICT COUNCIL

## Confidential Reports Released into the Public Business

FROM THE MEETING OF RUAPEHU DISTRICT COUNCIL  
ON WEDNESDAY 24 FEBRUARY 2021

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### Item

#### C2 Connected Ruapehu Engagement Update

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48(1) for the passing of this resolution
Connected Ruapehu Engagement Update	s7(2)(i) To enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)	s48(1)(a) the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 7

At the Meeting of Council 25 August 2021, Members resolved the report of the Connected Ruapehu Engagement campaign findings, as submitted to Council on 24 February 2021 be released as publicly available information now the criteria has been met.

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## Report to: Council

Meeting Date: 24 February 2021

Subject: Connected Ruapehu Engagement Update



### Purpose of Report

- 1.1 The purpose of this report is to update Council on connectivity issues in the Ruapehu District.

### Significance and Engagement, Social Impact

#### 2.1 SIGNIFICANCE

This report does not trigger the Significance and Engagement Policy.

#### 2.2 SOCIAL IMPACT

This report does not trigger the Social Policy.

### Background

- 3.1 Issues with connectivity – internet and cellular - was a common issue raised by stakeholders at community Hui across the 2020 LTP pre-engagement cycle.
- 3.2 The issues raised presented an opportunity to run a test campaign - pre Long Term Plan consultation on our new online engagement platform - Social Pinpoint on a community issue we needed a deeper understanding of.
- 3.3 Social Pinpoint is a multi-faceted online platform that utilises maps, surveys and idea walls, alongside other functionalities to engage and consult on issues for engagement and consultation purposes.
- 3.4 The use of the platform is in alignment with the Engagement Strategy adopted in December 2020 which outlined a more broad and flexible approach to extend our reach with ratepayers and stakeholder groups.

### Discussion

- 4.1 The online only campaign ran from 1 December 2020 to 12 January 2021. The purpose of the campaign was to see where there were still issues with connectivity following the upgrades Chorus had completed.
- 4.2 Over that period there were 1514 visits by 417 unique users with 91 fully completed survey responses and 33 additional comments and/or map responses.
- 4.3 Only 12.1 percent of respondents indicated they had a great internet connection, 48.5 percent of respondents indicated they had a poor connection, and 21.2 percent indicated they had no connectivity at all. Remaining respondents had an intermittent connection or another comment on the connectivity issues they faced and/or the location of those issues.

- 4.4 Over 25 percent of respondents access the internet via their mobile phone. Followed by ADSL, Rural broadband, VDSL and fibre.
- 4.5 Upload and download speeds vary across the district but are generally low with some commenting that it affects their ability to work from home, run businesses significantly with speed highly dependent on the number of people online, weather and other variables.
- 4.6 Please refer to attachments 1-4 for map findings outlining key locations of concern and sentiment.
- 4.7 Council will continue working with Chorus and other providers on solutions to the black spots and areas with connectivity issues

### Suggested Resolution(s)

That the report on Connected Ruapehu Engagement Update be received.



Neesha Bremner  
**COMMUNITY ENAGEMENT AND PROJECTS ADVISOR**

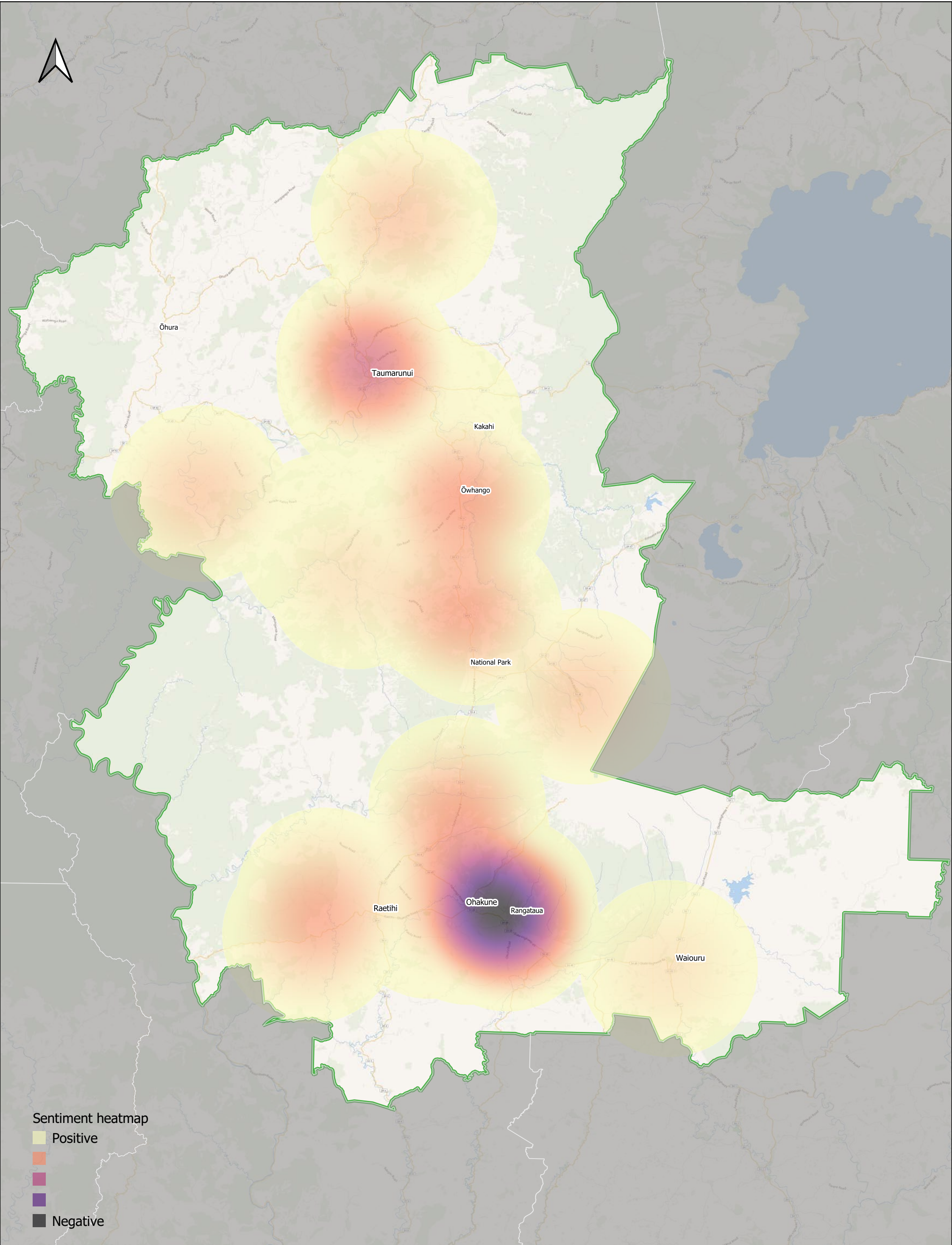
Email address for point of contact: [Pauline.Welch@ruapehu.govt.nz](mailto:Pauline.Welch@ruapehu.govt.nz)

Attachments:

- 1 Comment sentiment Map
- 2 North expanded view map
- 3 South expanded view map
- 4 District view map



# Comment Sentiment Heat Map



Sentiment heatmap

Positive

Negative

Negative

Negative

Negative



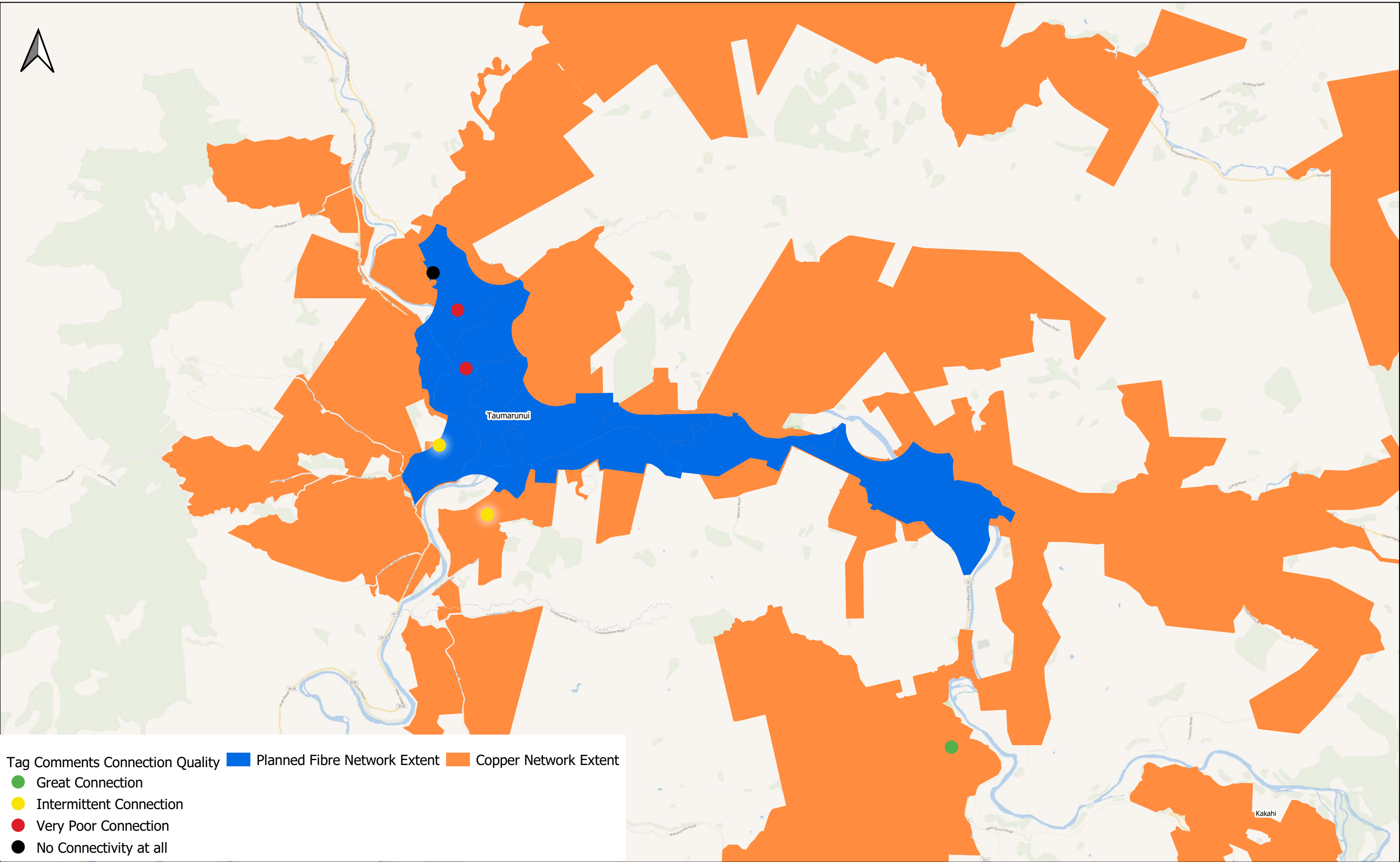
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# Social Pinpoint Connectivity Quality Survey Taumarunui



Tag Comments Connection Quality

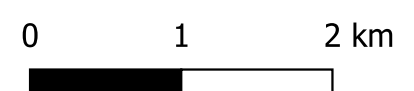
- Great Connection
- Intermittent Connection
- Very Poor Connection
- No Connectivity at all

Planned Fibre Network Extent

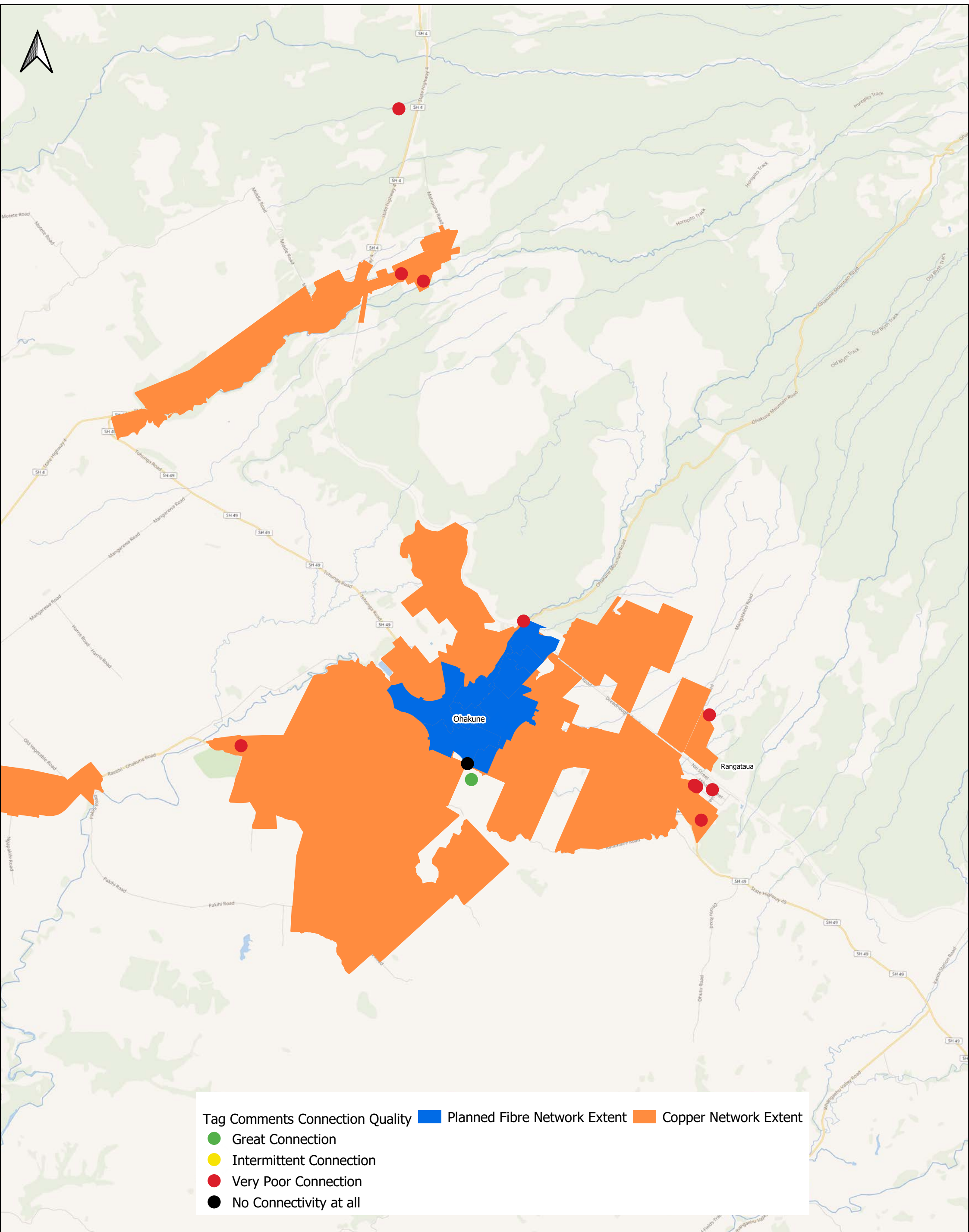
Copper Network Extent



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# Connectivity Quality Survey Horopito, Ohakune & Rangataua Expanded View

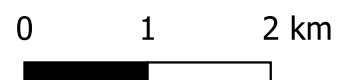


Tag Comments Connection Quality

- Planned Fibre Network Extent
- Copper Network Extent
- Great Connection
- Intermittent Connection
- Very Poor Connection
- No Connectivity at all

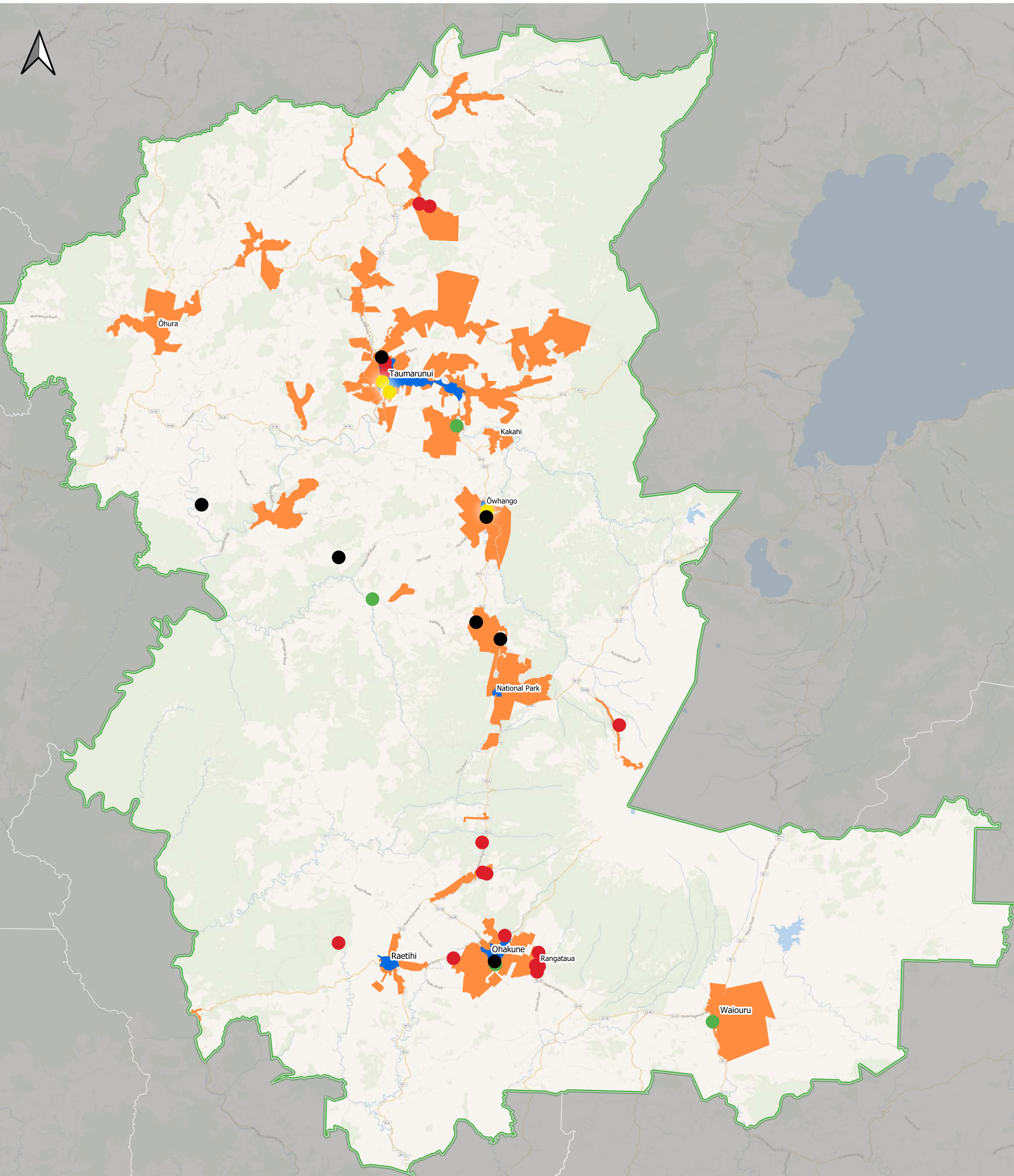


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# Social Pinpoint Connectivity Quality Survey



Tag Comments Connection Quality ■ Planned Fibre Network Extent ■ Copper Network Extent  District Boundary

- Great Connection
- Intermittent Connection
- Very Poor Connection
- No Connectivity at all



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