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**From:** official information  
**Sent:** Friday, 23 July 2021 13:54  
**To:** [REDACTED]  
**Cc:** official information  
**Subject:** RE: LGOIMA 21184 - [REDACTED] / Hollan Beckett Law - Complaints, Data, Assessments, CCTV Footage and Accidents with regard to Te Rapa Road

Kia Ora,

I refer to your **information request below**, Hamilton City Council is able to provide the following response.

Please note – any reference to Appendices can be found via this link: [\[REDACTED\] LGOIMA 21184 - Te Rapa Rd](#)

***Confirmation supplied 21 June 2021***

The request of “the Area”, are the two roads only being:

- a. Te Rapa Road – between Vardon Road and Te Kowhai East
- b. Wairere Drive – between SH1 Mangaharakeke Drive and River Road;

**Request (1)**

Copies of any complaints has received concerning traffic obstructions on Te Rapa Road from Vardon Road up to Te Kowhai East Road or on Wairere Drive between SH1 and the river (**the Area**) in the last six years.

***Clarification for Point 1 sought 11 June 2021***

Please define what is meant by traffic obstruction. Our SRMS (Service Request Management System) does not identify traffic obstruction in the search, therefore this will take substantial staff hours as it will be a manual search.

**Confirmation for Point 1 supplied 21 June 21**

In terms of traffic obstruction, we are wanting copies of any complaints or communication that relate to issues with traffic flow in the area. We are prepared to limit it to complaints in the first instance if that assists.

**Response (1)**

The table below shows the requests from members of the public and entered into our Service Request Management System (SRMS) from 1 July 2016 to 1 July 2021 relating to traffic flow due to traffic obstructions.

**1 July 2016 to 1 July 2021**

Request Type	Month/ Yr	Request Description
<b>Te Rapa Road – between Vardon Road and Te Kowhai East</b>		
Flooding	Jun 18	Flooding at intersection of Te Rapa road and The Base Parade. 3/4 flooded into left turning lane
	Jul 18	Bus stop: 8967   opp Harvey Norman - surface flooding in the bus stop bay, up to the shelter. Unable to get access.
Road – Debris on Surface	Jul 16	Large pieces of wood on roundabout on corner of Te Rapa and Church Road. Police event No P025847300. Called IA
	Aug 16	Glass on road o/s 414 Te Rapa Road

Aug 16	has advised that at the intersection of River Rd/Wairere Drive someone has lost a load of rocks about half a fist in size on the road and they have spread along Te Rapa Road heading north. Is worried someone on a motorbike may have an accident if they don't see them
Oct 16	has advised that someone has dropped concrete on the road starting from approx 795 Te Rapa Road, they have turned right onto Wairere Drive leaving a trail - said the road sweeper truck would be able to clean it so assuming it is dry concrete?
Dec 16	has advised that one of their trucks has left the premises at 795 Te Rapa Road and have left a trail of wet concrete on the road - it is going from 795 Te Rapa Road heading towards the traffic lights and turning right onto Wairere Drive
Jan 17	By the intersection of Te Rapa Road and Wairere Drive coming out of Firth's across the road and to the lights, then truck has turned right at Wairere drive and put a line of concrete across the road - quite a bit of concrete cars are going through it
Jan 17	Call came in at 06.30am Concrete spill from 795 Te Rapa Rd heading north right onto Wairere Dr then right again onto Pukete Rd - Te Rapa Rd back to 795. As driver left yard they could see spill so called him up on RT.
Apr 17	Te Rapa straight, left hand south bound lane, before Bryant road/sunshine ave roundabout, significant diesel spill, approx. 200m from the subway down to the roundabout
Apr 17	1x empty moving box on the side of the road in Wairere Drive (bridge with yellow/blue), on the LHS if heading towards Te Rapa Road. Phoned Civic to advise 1432HRS
May 17	Te Rapa Road/Church Road roundabout - looks like Pig Food has come off a truck and is on the road and the roundabout
Jul 17	Substantial amount of glass and plastic on the road going around the roundabout at the corner of Te Kowhai Rd East and Te Rapa Road - Police Events number P030295855
Jul 17	police request - urgent oil spill clean up needed at round about at intersection of te kowhai road east and te rapa road. Police and ambulance on site. P030331580
Aug 17	Wet concrete spill corner te rapa and Wairere drive
Aug 17	Te Rapa/Bryant Rd roundabout Bryant road side 6 r more large wheel nuts P3042881
Aug 17	loose metal on Te Rapa Road (outside Payless - 674 Te Rapa Road). It's on the southbound lane, north of the roundabout in Sunshine Ave. Phoned IA to advise
Aug 17	Intersection of Te Rapa and Wairere Drive - 6 -8 concrete blocks haven fallen off a truck and are on the road blocking it. Police Events number P030606542
Aug 17	dirt covering 100m of the road from 560 Te Rapa Road heading Hamilton central (away from the roundabout). could have come from the trucks muddy tires that have not been washed off. dirt just flying over.
Apr 18	at intersection to pukete road, manchester road and te rapa road. large amount of plastic is blocking the north bound lane. called in by police comms P033 150 048

Apr 18	between te rapa road and the pukete bridge. there is some sort of white debris on the road that is breaking up on the road and spreading to both sides. call came through from NZTA who advises the woman who originally called didnt know what the substance is...
Aug 18	Te Rapa/ Pukete Rd Intersection a lot nails on the Road Police have called this in as well and Civic have been advised as well as <b>XXX</b>
Oct 18	<b>XXX</b> advised approx. 4 wheel barrow of soil dumped out at 787 Te Rapa Road(outside Animates). Its blocking the second line and causing the traffic jam.
Jan 19	Event; P036219741 - at the Round about Church Road to Te Rapa Road - nails have been spilt on the road near the round about.
Jan 19	Heap of gravel at the intersection of Te Rapa Rd and Wairere Dr hazardous as stones and gravel shooting upwards when cars drive by and can damage vehicles - just pass the lights in front of Burger King when you're turning left from Te Rapa Rd onto Wairere Dr. Event # P036337501
Mar 19	Cnr Te Rapa /Wairere turning east concrete spill Cnr Wairere/River Turning south concrete spill.
Mar 19	three car accident on te rapa road just before sunshine ave intersection/round about. glass and debris to be cleared. Bring sand/oil clean up as unsure if oil/petrol spill yet. P036883493
Nov 19	police comms - reporting serious accident at intersection of manchester place and te rapa road - clean up required. Oil/glass on road surface - police on site - P039667246 - Downers dispatched.
Nov 19	Major Crash - Sunshine & Te Rapa Road NORTHBOUND lane closure required PO39741676
Jul 20	Car accident 952 Te Rapa Rd debris on road and glass Police have cleared the area but need staff to clean up debris By Ssang Yong Building Events #P0428871003
Jan 21	An anon caller rang during after hours as he believes that a temporary 'Traffic Merging' sign has been left behind on Wairere Drive, in the Eastbound lane as you travel from Te Rapa Road towards River Road (but well before the bridge. He felt that it was confusing, but we haven't had any other complaints as yet, so I have logged for the day crew to investigate/remove. If we get further complaints we may escalate and ask Downer to attend.
Mar 21	Te Rapa Rd/ Church Road roundabout. PO45797951. Police were unable to ascertain which lane direction etc however Police had a call about a large amount of rocks all over one lane - bigger than gravel size at the TeRapa Rd/Church Rd roundabout. IA advised.
Apr 21	15.18 – <b>XXX</b> – police – traffic management and cleanup – 77 wairere drive just before te rapa road intersection. High speed crash. P046123598
May 21	Northbound lanes right by Road and Sport motorbike shop near Spotlight...bolts and metal scaffolding clamps all over the road must have fallen off a vehicle. About a large bucket full. Caller has also rung Police Coms who told her to ring HCC
May 21	Road damage or obstruction Description: Oil slick in roundabout. Safety hazard, wiped out on bike while in roundabout, covered in the oil... Address: 27m to nearest address (583 Te Rapa Road, Te Rapa, Hamilton 3200) <b>XXX</b>

Roads – Major traffic issues, closures	Oct 16	Vehicle accident on Te Rapa Rd between Northway St and Sunshine Ave. Police requesting traffic diversion from Terapa to Northway St to Sheffield St to Sunshine Ave and back onto Te Rapa Rd (at the roundabout) This is for both lanes (northbound and southbound). Police event number: P026974493
	Dec 16	road closure request: accident at te rapa and pukete road. police requesting road closure. have xferred call to Rachel to get details.
	Apr 17	There has been a fatal accident on the roundabout of Te Rapa Road, Sunshine Ave and Bryant Road. Police Comms has requested if the traffic lights could be turned off at Garnet Rd/Vardon Rd and Te Rapa Road as pointsmen are on duty. They have also asked for a diversion to be put in place at Te Rapa Road and Mahana Road and Pukete Road and Te Rapa Road. Police Number P029073123
	May 17	Traffic management requested for intersection of Te rapa/ Bryant road and Te rapa/ pukete road. Closing off a northbound lane at police request. Have passed information onto downers. - P029411403
	Apr 18	Emergency fencing around construction work on Te Rapa Road near the base has fallen over in the high winds and is blocking the southbound lane. Informant: <b>XXX</b> Police Event#PO33 143 506
	Dec 19	Serious MVA on Te Kowhai Road East needing traffic diversions at roundabouts with Te Rapa road / Te Kowhai Road East and The Boulevard/ Te Kowhai Road East. E#P040090441
	Traffic Management – Work Site Safety and Complaint	<p><b>XXX</b> advises she is one of the ones doing to the work on te rapa straight at the intersection of Barton and Garnett. She has said the traffic is backing up extensively and wanted to see if the traffic lights timing could be adjusted to help relieve the pressure. Spoke to <b>XXX</b> at IA who advised it may not be possible but to log job to see if anything can be done</p>
Network Safety – Safety and Access	Apr 17	Accident near intersections Bryant and Te Rapa Road. Requesting for roads to be blocked off - Vardon, Garnett, Te Rapa to Pukete.
	Nov 19	Can staff please call XXX regarding parking issues Btwn 674 to 664 Te Rapa Rd as trucks wishing to turn into Eco lab ( 664 Te Rapa Rd) when there is already a truck in there they sit out side and this is blocking cars vision when exiting 674 Te Rapa and also trucks block the dive way entrance to 674
	Jun 21	There is an increasing amount of traffic blocking the driveway for Paws Wellbeing Centre (Dog day care) and it is becoming unsafe to pull into and get out off. This is exacerbated in the moorings and a
	Jun 21	<p>I am writing to complain about the traffic congestion caused by the Mobil petrol station on Te Rapa Rd. Each week on a Tuesday the traffic congestion that build up due to the Mobil petrol station discounting their petrol is hazardous when I have to try and get access into and leaving the driveway to get to the Paws dog care centre at 645 Te Rapa Rd.</p> <p>Most weeks when leaving the Paws dog centre at approximately 4pm in the afternoon the traffic build up is significant and it makes dangerous when I am trying to turn onto Te Rapa Rd. Last week there was an accident due to the traffic congestion and my concern is that there will be more car accidents if the traffic entry into the Mobil</p>

	<p>station is not reviewed and a potential alternative solution found to mitigate any future car accidents.</p> <p>I drive to Paws 3-4 times a week and I find getting down the driveway of the Paws dog centre difficult with traffic building up in the left land and also trying to get back onto Te Rapa road very difficult and dangerous.</p> <p>Can this be reviewed?</p>
Jun 21	<p>Would just like to express an issue for not just me but many others when trying to get out of Paws Wellbeing driveway (next to Mobil Service Station) on Te Rapa Road.</p> <p>Especially when there is a petrol discount, or there are vehicles parked on the side of the road on a Tuesday the amount of traffic is unbelievable and makes it very hard and dangerous to turn left onto Te Rapa Straight, as there is no clear vision to be able to pull out safely and there has been an accident.</p> <p>There must be something that can be done to make it safe for all travelling along this section of road.</p>
Jun 21	<p>I'm appalled at how dangerous the driveway is at paws well being centre on te rapa straight. The main issue is the Mobil petrol station and the absolute shambles that is caused because of the cheap petrol. We can not easily access the driveway because of cars queuing. Staff at petrol station do nothing to help the situation.. Also the car dealership having cars parked on road blocking any view of on coming traffic. This is so extremely dangerous and needs rectifying before a serious accident happens. This is actually an urgent matter in my opinion</p>
Jun 21	<p>Fed up with the Mobil garage in TeRapa causing traffic jams on 10cent promotions itz going to cause road rage the owners should be paying for stms like anyone else does not just one young girl who hasn't got a clue!</p>
Jun 21	<p>Access to Paws wellbeing center on Terapa Road is dangerous. The queing up at Mobil terapa blocks access and visibility to the Paws driveway. I have had many close calls. Something needs to be done before there is a more serious accident</p>
Jun 21	<p>I take my dog to the Paws Well-being Centre on 645 Te Rapa Road Hamilton 3200.</p> <p>On many occasions I have been held up from entering Paws by large lines at the Mobil Petrol Station next door (661 Te Rapa Road). They seem to have petrol sales at peak times causing large lines to form and resulting in congestion. On many occasions I have had to wait in the petrol queue for several minutes to access Paws. At the end of a long day it is unreasonable that the action of a business cause me to wait for an extended period to enter another business. Furthermore, the actions of Mobil cause congestion at peak times on an already congested road.</p> <p>Please remedy this situation.</p>

	Jun 21	Please sort out the mobil access in Te Rapa, it is dangerous for drivers coming out of Paws Wellbeing Centre and someone had an accident there recently. The drivers going into mobil block the driveway and Te Rapa straight especially when there are deals on Mobil Petrol. Thanks in advance for taking this complaint seriously
	Jun 21	Customer concern regarding the Service Station queues in Te Rapa Rd
	Jun 21	With two lanes of traffic heading north and moving swiftly along Te Rapa Road the driveway access from PAWS #645 is extremely dangerous especially between 4-6pm on Tuesdays as a steady stream of traffic heads into the wide driveway of the Mobil Gas Station. Unfortunately the traffic turning into Mobil frequently back up and stop, blocking the PAWS driveway. I Understand that Mobil is about to extend their 10c discount to Wednesdays as well, which will no doubt compound the problem.
Network Safety – Traffic Calming	Jun 18	Te Rapa Road : Near gull petrol station : When gull has petrol on sale, lots of traffic and its blocking both lanes its becoming an on going issue. <b>XXX</b> wants us to see if there is anything we can do about it ?
	May 21	<b>XXX</b> Wholesale Cements which share premises with Waikato Cranes. They are extremely concerned re the ongoing traffic clogging of the queues that develop trying to go in to Mobil TeRapa. Many days a week traffic is halted for a long way back in the left northbound lane. Road rage a plenty, people trying to do crazy lane changes - is very dangerous and his large cement trucks are finding it a potential accident scene waiting to happen. Would like to know what can be done re this please

**Wairere Drive – between SH1 Mangaharakeke Drive and River Road (not included above)**

Road – Debris on Surface	Dec 16	3-4 boulder in Wairere Drive between River Road and Pukete Road (west bound lane) near the Totara Drive overbridge.
	Mar 17	Wairere Dr Pukete Rd intersection On the Eastern side on Wairere Dr loose metal on Both lanes
	Jun 17	On the intersection of Wairere Drive and River Road there has been concrete that has been spilled on the road and is already adhered to the tar seal, standing up at about 3 inches and goes for a few meters- will be very hazardous for a cyclist or a motorcyclist. Called Downer at 19:42hrs who advised they will attend.
	Jun 17	Car versus car on Wairere Drive near the Tasman Road railway crossing. Glass and debris from the car spread over both lanes. One car has left the scene , car still onsite is a Nissan Primera Registration [REDACTED] Police Event#PO29 839 406
	Dec 17	Advised there is a large piece of concrete on Wairere Drive in between Pukete road and River Road near the Totara overpass. Police comms # P031855720
	Jan 18	Xstr Wairere Drive and Pukete Road , Saint Andrews - MVA needing Debris clean up needed for vehicle lights and what not as well as little bit of oil (very small). ETA needed. <b>XXX</b> of Civic advised ETA 30 mins (18.58)
	Jan 18	Reports long 300mm metal triangular piece lying close to the median approx behind 32 Cherrywood St on Wairere Dr, heading east before the river. Concerned as the item flicks up when driven over. Request for this to be removed. Ref: P032136587

	Feb 18	Wairere DR just after the Pukete bridge in the left hand lane before turning into River Rd 1 by 2x2 , and some chains on the road. Events # P032693781
	May 19	concrete spill- still wet at intersection of Wairere Dr and Pukete Road- at the traffic lights. Still fresh enough to be able to be moved as it is still quite slushy Update: also concrete spill at Te Rapa/Wairere intersection- truck has come from XXX and left a trail of concrete all over the road
	May 19	Between River Rd/Pukete Rd polystyrene about metre square breaking up into little bits
	Aug 19	West boundary lane on Wairere ( left lane) btwn river and Pukete road cone been run over and cars are serving around the cone
	Feb 20	<b>XXX</b> reported oil spill from a Car accident on Wairere Dr, near the intersection of Tasman Road Called Downers Informant: Police on site - P041110672
	Jan 21	Caller reported 2 x black bags sitting in the middle of the lane on Wairere Drive. Location was given as "If travelling northbound on Te Rapa, then turning left into Wairere Drive and travelling a bit until you see the APL building, you will run in to the bags". I called out Civic to attend.
	Mar 21	Pukete Bridge Wairere Drive - western end of the bridge if heading from the east to the west. Square piece of wood about a metre x 600 square is on the bridge - just to the left of the lane but is dangerous. Due to traffic volume caller said you are unable to stop and pick it up and get it out of the roadway
Traffic Management – Work site safety and complaint	Jan 18	Wairere Dr Pukete Rd intersection road cones all over the place cones need to be put back into line as traffic unsure as to where to go . Please note a few bus drivers have called there depot to report this issue
	Feb 20	Pukete Rd and Wairere Drive intersection has road work signs flat in the middle of the road that cars are running over. <b>XXX</b> is concerned about the risk it poses to traffic safety. Please attend.
	Jun 20	Garden work on traffic island on river road/wairere intersestion. Feels this should be done at night to reduce impact to traffic, as traffic was back to Pukete road
Network Safety – Safety and Access	Nov 16	<b>XXX</b> has called regarding adding a no uturn sign at the intersection of Wairere drive and Terapa road at the lights going south into the city. Numerous people are doing uturns at this intersection when the traffic turning left have the right of way coming off wairere drive. This has caused accidents in the past and numerous near misses. This is a busy intersection leading to town, base, countdown and burger king. Terry would like to discuss this with someone in network safety.

*The information supplied in this table above is data taken directly out of our system (SRMS) and other than redacting individual names, has been provided as it was recorded.*

*Abbreviations used – IA – Infrastructure Alliance*

*o/s – on side*

*STMS – Site Traffic Management*

## **Request (2)**

Any data, assessments, reports, correspondence or internal documents concerning traffic flow in the Area in the last six years.

## **Response (2)**

The following links are information relating to “the area” over the past 6 years and is publicly available.

1. [Maps and Data](#) relating to annual daily traffic (ADT) counts
2. [Traffic Count Viewer](#)
3. Foodstuffs North Island Limited sought a resource consent for the construction of a new Pak'nSave supermarket. As part of the consent, they completed assessments relating to traffic in the area. Information can be found [here](#)
4. Traffic volumes since 2019 are available on the Waikato Local Authority Shared Services (LASS) Open Data portal [HCC Traffic Counts Waikato LASS](#)

Additional information data, assessments, reports, correspondence and internal documents concerning traffic flow in the last six years as attached:

1. **Zip file** includes the raw data used to calculate Annual Daily Traffic (ADT). These include Weekly Metro Counts and Permanent Sites within the Area. Note when reviewing information for permanent site (#40), Te Rapa Road north bound recording dropped to one lane due to an issue with hardware in 2019. This will not be repaired until the road requires upgrading. Analysts consider this, when compiling the data.
2. Appendix 1 – Correspondence to Waikato Regional Council – Traffic volumes and delay – Comet corridor
3. Appendix 2 – Internal email re Te Rapa optimisation
4. Appendix 3 – Working documentation for traffic signal optimisation – Te Rapa Road
5. Appendix 4 – Copy of letter sent to Mobil dated 3 June 21.

## **Request (3)**

Any CCTV footage the Council holds of Te Rapa Road between Pukete Rd and Bryant Rd.

## **Response (3)**

The purpose of CCTV cameras is for traffic management and crime prevention and detection. Hamilton City Council [Privacy Policy](#) outlines when we are able to supply footage from CCTV. The request above is not in line with our policy.

### **CCTV**

“Closed Circuit Television” (CCTV) capturing both sound and footage, is used in particular areas to monitor passenger and traffic movements, secure Council facilities such as libraries and recreation centres, monitor public places in order to help reduce crime and anti-social behaviour, and to promote community safety.

Signage indicates where CCTV equipment is operating within the city. CCTV footage will only be viewed by authorised staff and representatives from public law enforcement agencies (e.g. the NZ Police) in accordance with the purpose noted above, or when checking that the system is operational. No attempt will be made to identify individuals from CCTV footage except in cases of reported or suspected incidents requiring investigation, or in relation to any legal proceedings.

## **Request (4)**

Any data or records concerning traffic accidents in the Area in the last six years.

### ***Clarification for Point 4 sought 11 June 2021***

*Crash data where Police attend is managed by CAS (Crash Analysis System), is owned and managed by Waka Kotahi NZ Transport Agency – Hamilton City Council can supply limited data as to location of crash and if non injury, injury, serious or fatal, along with cause of crash.*

*If Police do not attend. No information is available. What data are you wanting in relation to traffic accidents?*

**Confirmation for Point 4 supplied 21 June 2021**

We are seeking any data that HCC holds in relation to crashes. We accept that this will be incomplete and once we have seen it we may consider seeking similar data from another source.

**Response (4)**

Crash data where Police attend is managed by CAS (Crash Analysis System), owned and managed by Waka Kotahi NZ Transport Agency. If Police do not attend, no information is available.

Crash Data from CAS for Te Rapa Road and Wairere Drive is available in Appendix 5.

If you have any concerns with the decision referred to in this response, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Local Government Official Information and Meetings Act 1987.

For your information, the Ombudsman's contact details are:

**Email:** [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz)

**Post:** PO Box 10152, Wellington 6143

**Telephone:** 0800 802 602

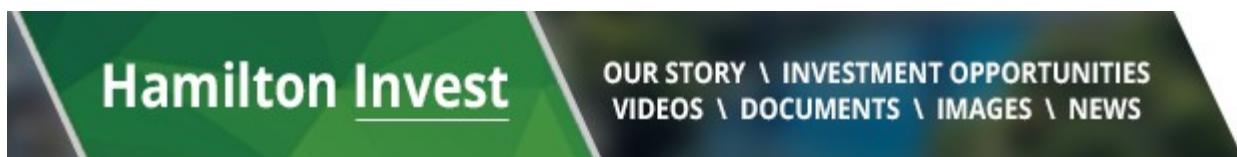
Kind Regards,

**Tatiyana** | Official Information & Legal Support Advisor  
Legal Services & Risk | People and Organisational Performance  
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**From:** [REDACTED]  
**Sent:** Friday, June 4, 2021 11:51:58 AM  
**To:** Simon Crowther <[Simon.Crowther@hcc.govt.nz](mailto:Simon.Crowther@hcc.govt.nz)>  
**Cc:** [REDACTED]  
**Subject:** Te Rapa Traffic Issue

Hello Simon,

We are instructed to act for Gulati Enterprises Ltd in respect of this matter. We are currently taking instructions and hope to be in a position to provide a substantive response in the next few days.

In the meantime, could Council please provide the following under the Local Government Official Information and Meetings Act 1987:

1. Copies of any complaints received concerning traffic obstructions on Te Rapa Road from Vardon Road up to Te Kowhai East Road or on Wairere Drive between SH1 and the river (**the Area**) in the last six years.
2. Any data, assessments, reports, correspondence or internal documents concerning traffic flow in the Area in the last six years.
3. Any CCTV footage the Council holds of Te Rapa Road between Pukete Rd and Bryant Rd.
4. Any data or records concerning traffic accidents in the Area in the last six years.

Kind Regards



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