



Social Impact Assessment Report: Tongariro Alpine Crossing visitor sustainability project



Department of
Conservation
Te Papa Atawhai

**Te Kāwanatanga
o Aotearoa**
New Zealand Government

Cover: Cultural Wānanga with TAC concessionaires at Otūkou Marae 2023. Photo: DOC

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1 Executive summary

This social impact report for the Tongariro Alpine Crossing (TAC) visitor sustainability project uses information from surveys of visitors and the community, and engagement with stakeholders. It focuses on:

- insights from a survey of TAC visitors and stakeholder engagement in the recent past
- results from a targeted survey of community and stakeholders about the social value of the TAC and various capping scenarios.

The report finds that visitor and stakeholder engagement show support for better management of the TAC.

Visitor satisfaction with the TAC experience is generally high, although perceptions of crowding have an effect on busy days. Visitor surveys suggest that crowding can be managed with daily limits and/or by limiting arrivals at the start of the track every 30 minutes. The cultural and environmental aspects of the TAC experience are important to visitors.

The social impact survey of stakeholders shows:

- a) almost universal agreement that the TAC is fundamental to community identity in the area, and that the TAC is highly valued or valued by the local community. This is due to its cultural significance and its economic benefit to local businesses
- b) almost universal agreement that the environment of TAC is very or extremely important, and a high level of agreement that culture is very or extremely important. Half of the respondents agree that culture and environment need to be further emphasised as part of improving the visitor experience
- c) opinions vary about potential visitor capping numbers based on different interests and the likely effectiveness of some project interventions. However, stakeholders recognise that measures need to be taken to lift the visitor experience and protect natural and cultural values.

2 Purpose

This report assesses the social impact of visitor numbers to the Tongariro Alpine Crossing (TAC). This report will inform decisions on any future limits on tickets in the Department of Conservation (the Department) booking system for the TAC.

3 Introduction

The TAC sits in the dual World Heritage Tongariro National Park, recognised for its cultural and natural heritage values. As one of only three World Heritage sites in Aotearoa New Zealand, it was the first in the world to be given dual World Heritage status. This recognises the park's important Māori cultural and spiritual associations along with its outstanding volcanic features.

Over the past 20 years, the Department has been contending with sustainable management issues on the TAC as the track's popularity has grown. A steady increase has occurred in visitor numbers, which is putting consistent pressure on the conservation and cultural values of the area, as well as the infrastructure. These pressures include congestion, waste management, environmental damage, and lack of respect for the cultural significance of Tongariro.

Ngāti Hikairo ki Tongariro and the Department want to ensure the experience of walking the TAC protects the fragile environment, is safe, respects the cultural significance of the area and is sustainable. Therefore, through better managing these challenges, we will better protect Tongariro for future generations.

The Tongariro National Park Management Plan 2006–2016 gives clear direction regarding the determination of the TAC carrying capacity and implementing restrictions:¹

1. The department will monitor visitor numbers and the social, cultural, and environmental impacts of those visitors on the Tongariro Crossing.
2. The department will identify the carrying capacity of the Tongariro Crossing having regard to the effects of guided and non-guided visitors on the natural resources, and historical and cultural heritage of the Tongariro Crossing and other visitors' benefit, use, and enjoyment of the park.
3. If limits on visitor numbers become necessary to achieve the objectives identified above, the department will impose controls to manage visitor flows, visitor impacts, and/or visitor numbers.

This obligation was further enforced through an amendment to the Tongariro National Park Management Plan in 2011² describing the use of concessioned transport operators to achieve such restrictions:

Transport Amend Policy 10

The department will recommend to the Minister a maximum daily number of passengers for transport operators on the Tongariro Alpine Crossing.

Insert: "Concessions may include conditions to manage adverse effects for example addressing crowding by restricting drop off times. Passenger numbers may be set by the Minister following consultation with concessionaires.

¹ Department of Conservation. 2006. Tongariro National Park Management Plan 2006–2016. Tūrangi: Department of Conservation. Section 4.3.2.13 Policy 2 and Policy 3, page 157.

² Department of Conservation. 2011. Addendum to the Tongariro National Park Management Plan 2006–2016 as required by the Partial review 2011. Tūrangi: Department of Conservation. Page 3 (Section 4.4.2.5 Policy 9 and Policy 10, page 177).

Due to this statutory obligation and, with concerns about the impact of a return to pre-pandemic visitor demand and growth, the Department and Ngāti Hikairo ki Tongariro developed a management framework based on Limits of Acceptable Change³ and the values of manaakitanga and kaitiakitanga. This approach seeks to protect known values, identify limits relating to adverse effects on the TAC and, ultimately, test and determine the TAC's carrying capacity. This work was used to draft management objectives in 2022, which outline the future desired state. Ongoing monitoring of progress towards these objectives supports adaptive management.

Fundamental to the framework is understanding the viewpoints of the diverse groups who are stakeholders in the TAC, including community, concessionaires and industry. This research seeks to place TAC visitor management in the context of the vision, aspirations and identity of the region, its heritage and community.

This report consists of three main sections:

1. methodology
2. findings from visitor surveys and reports
3. findings from stakeholder survey.

The report sits alongside environmental, economic and cultural impact assessment reports to contribute to identifying a potential carrying capacity for the TAC.

³ Limits of Acceptable Change is a value-based framework that sets limits to protect agreed values. It uses indicators and measures and can help determine and test carrying capacity settings (McCool, 2013).

4 Methodology

The TAC is of prime cultural, environmental, social and economic importance to mana whenua, local communities and the region. Along with this, the TAC is located within the Tongariro National Park, which carries dual World Heritage status. To operate in this context, the chosen framework needs to be flexible and responsive to interactions between different dimensions of wellbeing.

The Treasury’s Living Standards Framework (LSF) (Figure 1) was selected as the operating framework because its flexibility, ability to prompt system thinking across different domains, and recognition of long-term issues and policy implications.⁴ The LSF depends on a mix of objective and subjective measures to help users to understand the interdependencies and trade-offs across the different dimensions of wellbeing.

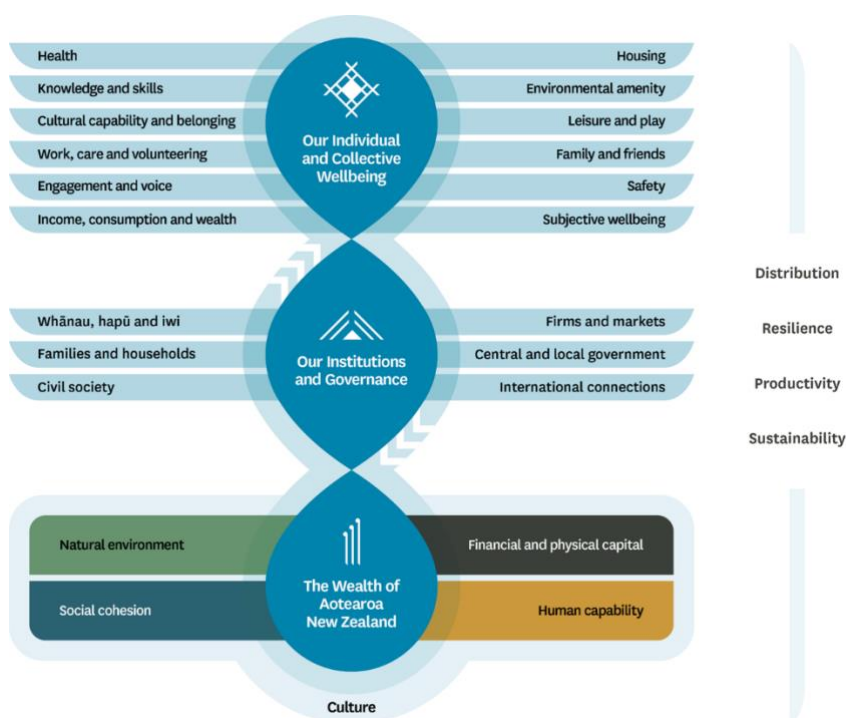


Figure 1. The Treasury’s Living Standards Framework

The focus here is on the potential social impacts of any interventions on the wealth of Aotearoa New Zealand. The main domain covered in this report is social cohesion, with its clear connection to community wellbeing and mana. The definition provided by the LSF of the social cohesion domain is “the willingness of diverse individuals and groups to trust and cooperate with each other in the interests of all, supported by shared intercultural norms and values”.⁵ The assessment for the TAC used indicators provided by the LSF to test the effects of potential limits on visitor numbers on the collective wellbeing of local communities and more generally on the wellbeing of New Zealanders.

⁴ The Treasury. Our Living Standards Framework. [accessed 17 September 2024]. www.treasury.govt.nz/information-and-services/nz-economy/higher-living-standards/our-living-standards-framework

⁵ The Treasury. The Living Standards Framework (LSF) 2021. [accessed 17 September 2024]. www.treasury.govt.nz/publications/tp/living-standards-framework-2021#analytical-prompts

5 Findings from previous visitor surveys and reports

Evidence from visitor surveys carried out by the Department in 2017 suggests TAC visitor satisfaction rates are generally high across a range of sample days. More specific research, however, shows that visitor perceptions of congestion or crowding create a negative experience when thresholds of visitor density are reached. This negative aspect of the visitor experience was recorded as early as 2007.⁶

Changes have been made to track conditions to improve the visitor experience, but on busy days a single track with popular stopping spots creates crowds and congestion. Subsequent work and reports suggest that congestion and negative perceptions of crowding can be managed with a day visitor rate of 1,000 to 1,100 per day and/or with a cap on visitors arriving at the Mangatepopo car park at 125 visitors every half hour.⁷ However, these earlier visitor surveys cover neither social impact measures nor visitor capping scenarios.

5.1 Findings from the Tongariro Alpine Crossing Short Walk / Day Hike evaluation (2021)

The Department's social monitoring team evaluated 29 Short Walk & Day Hikes over four consecutive seasons from 2017/18 until 2020/21 to measure the performance of these Department-branded experiences. The evaluation involved in situ surveying of visitors at various sites across Aotearoa New Zealand and included the TAC as the most visited day hike in the country. No monitoring has been done in subsequent years. Below are findings from the most recent survey at the TAC.

Between December 2020 and March 2021, 206 questionnaires were collected, representing 562 visitors. More than 90% of the respondents indicated their group size was between 1 to 5 people. Nearly half of all respondents were families or couples, with more than 60% of visitors within the 20- to 39-year age range. More than 62% of the visitors were New Zealanders. The remaining international visitors came mostly from the United Kingdom, Europe, China and Australia. These findings would have been influenced by the restrictions introduced due to the COVID-19 pandemic.

Most responses indicated the main reason for visiting the TAC was enjoying the scenery and recreation. The main disturbing factors for respondents, in order, are number of people, behaviour of other visitors (including noise), human impacts on the environment, aircraft/helicopters, and the presence of guided groups and drones.

5.2 Findings from stakeholders' engagement (2022)

More focused engagement was held in April and May 2022, when stakeholders were asked about several themes through workshops and surveys. Results are summarised below.

⁶ Blaschke, P. and Whitney, P. 2007. Establishing integrated use limits on the Tongariro Crossing, Tongariro National Park: Final report, August 2007. Blaschke and Rutherford, and Boffa Miskell, Wellington, 2007.

⁷ Bamford, D. 2017. Establishing daily limits for Tongariro Alpine Crossing (TAC) visitors in Tongariro National Park and a proposed schedule for public transport drop-off limits. Unpublished report.

Tongariro Alpine Crossing's most important challenges or issues

Several themes emerged, focused on visitor crowding, visitor safety, the environment – Tiaki Promise, cultural aspects and the overall experience.

Timing and implementation of a trial to cap visitor numbers through a booking system

The timing of a trial capping of visitor numbers was important to concessionaires in 2022, particularly in the context of international visitor number recovery after the pandemic. Overall, 87.5% of the responses to the stakeholder engagement were generally supportive of a trial to manage visitor numbers through a booking system. Preferences varied for the timing of a potential trial: 45% wanted an immediate roll-out and 38% a delayed roll-out. Around 20% of respondents did not want a booking system at all.

Potential challenges of a trial booking system

Equity of access for all visitors, good communication, implementation and ability to enforce were highlighted by stakeholders as important themes. Concerns were raised about access rights for walkers to the Northern Circuit, Soda Spring and climbing in the park. Questions were also raised about how the system would cater to large school groups, mechanisms to deal with bad weather days, concerns about catering for international visitors, and avoiding monopoly of the booking system.

Importance of managing visitor impacts on the Tongariro Alpine Crossing culture and environment

- Of respondents, 72% felt that culture was very or extremely important.
- Of respondents, 10% felt that culture was not important at all.
- Of respondents, 97.5% felt that the environment was very or extremely important.
- Respondents saw an opportunity to improve cultural information and experience for all visitors, using tools such as the Tiaki Promise.

Alternative management solutions for the Tongariro Alpine Crossing were suggested

- Only allowing for guided trips with time slots for departures.
- Limiting numbers through transport operators.
- Promoting other alternative walks and regions.
- A license to tramp and a lottery system.
- A quota system: limiting the number of visitors through concessionaires (numbers per day, trips per day or year).
- Park and ride solutions.
- Restricting private vehicle access at Mangatepopo between 5.30 am and 11 am at weekends and public holidays or when a peak is expected after days of poor weather.
- Daily or monthly total visitors to the TAC through a booking system.
- A green bus fleet including an external operator to manage a transport park service.

Recommendations about the future management of the Tongariro Alpine Crossing

- Monitor and review any new system including an external reviewer.

- Gradual introduction of visitor number caps over the trial year with flexibility after bad weather days to increase the cap number.
- Support a destination management approach to preserve and protect the experience.
- Support the struggling tourism sector.
- Stricter criteria around awarding concessions.

In general, stakeholders demonstrated support for interventions for better management of the TAC experience, albeit with reservations about the specifics of implementation and timing of a trial.

6 Findings from stakeholder survey (2024)

The most recent engagement was delivered through an online survey on the social cohesion indicators in the LSF as they relate to any potential visitor number capping scenarios.

The survey questions were designed to reflect these indicators. Table 4 shows the linkages between the survey questions and LSF indicators. A copy of the survey questions is attached in Appendix 1.

Response rate and group characteristics

Response rates to the stakeholder survey were good, with 44 responses collected over 2.5 weeks (April 2024), including around 51% of concessionaires. These responses covered both transport and guiding concessionaires. The concessionaires contributed around 43% of the total responses.

The second-biggest group of respondents were local tourism businesses (primarily accommodation). Responses were also received from community groups, regional tourism organisations, at both local and national levels, educational groups, and land and visitor management groups (mainly local Department operations staff and Manaaki rangers).

Limitations are associated with the small sample size of this survey. However, given the focus on social cohesion within a complex environment, every voice represents an important part of the community. Efforts were made to capture a range of voices, and the focus is on the qualitative results, such as perceptions and rationale for selecting answers.

Table 4. Social impact assessment survey components and connection to the Living Standards Framework (LSF) and project

Survey components (questions)	Connection to LSF and project
Personal information (name/role/organisation)	Identifying groups
Tongariro Alpine Crossing (TAC) value and representation of community identity.	Sense of belonging
Effect of any restrictions on enhancing or detracting community identity	Sense of belonging
Beneficiaries and disadvantaged parties from any restrictions on TAC	Discrimination
Effect of any restrictions on the degree of trust in the Department of Conservation	Trust held in others (government institutions)
Effect of any restrictions on sustainability and cross-generational investment in conservation	Trust held in others
Impacts of restrictions on employment, wellbeing and community	Discrimination
Criteria and values that decide TAC carrying capacity	Potential capping and rationale

Tongariro Alpine Crossing connection to community identity

Around 94% of respondents either strongly agreed or agreed on the TAC being fundamental to community identity, and only 6% of respondents indicated they neither agreed nor disagreed.

The main themes for agreeing on the TAC importance to community identity were:

- being an iconic hike and drawcard for local and international visitors in summer
- having a positive impact on community and local economy
- being a place for outdoor recreation learning, cultural heritage, volcanic science
- being a factor in community existence and persistence.

Some themes focused on the TAC being a Tūrangawaewae (place of belonging and right to stand) for iwi, and as carrying historical and cultural significance to iwi, the community and operators.

Themes from respondents who strongly disagreed with the statement were based on views that the tourism voice is loud, and identity should not be defined by a hiking track, but rather by environmental values that are rooted in cultural prestige.

Tongariro Alpine Crossing being valued by the local community

Around 94% of respondents either thought that the TAC is highly valued or valued by the local community, and only 6% of respondents indicated indifference or selected 'not sure'.

The main themes when thinking about the TAC's value to the local community were:

- being a special location in a dual World Heritage park
- being the main source of employment and/or income to the community (its soul)
- being the region's anchor tourism product.

Some responses focused on the sense of connection and whanaungatanga (relationship or kinship) the TAC provides to mana whenua and local community, as well as its geological, historical and cultural significance.

Those who selected 'unsure' suggested in their responses that iwi and hapū would consider the TAC experience to be exploiting the motu/maunga/whenua.

Influence of the current Tongariro Alpine Crossing experience towards understanding cultural value

Respondents were asked how the current TAC experience influences a better understanding of the cultural values of the area. The results in Figure 3 show that around 50% of respondents think the experience could be improved significantly and/or does not generate a sufficient level of understanding of the cultural heritage and environment in such an important dual World Heritage site.

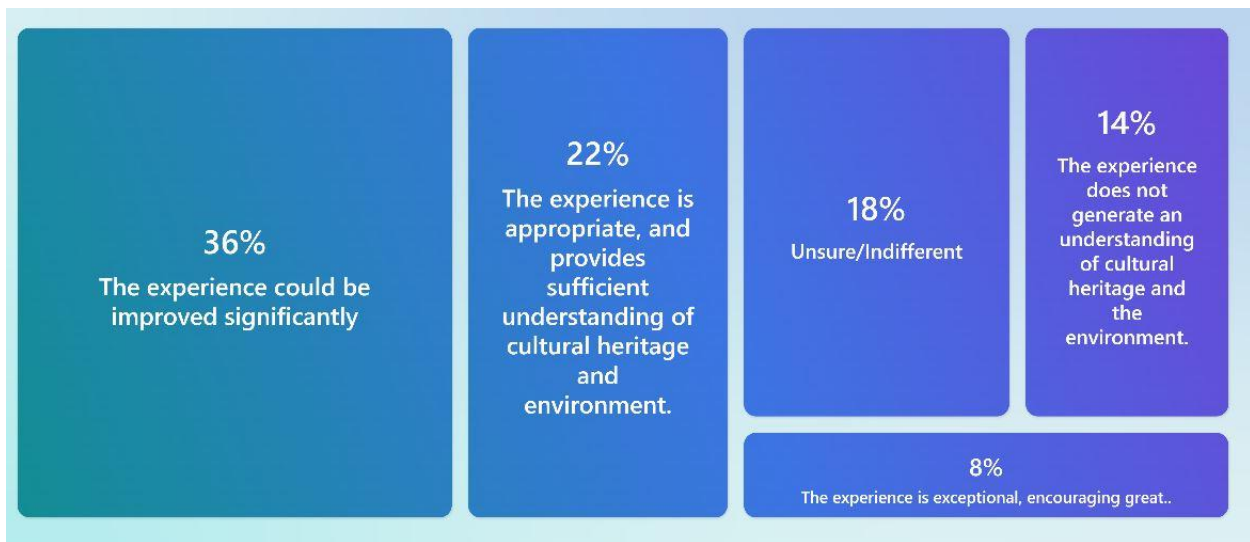


Figure 3. Responses to current Tongariro Alpine Crossing experience status on understanding cultural value

Criteria to determine carrying capacity

Responses had various themes and criteria to determine the carrying capacity for the TAC. Dominating criteria were:

- limiting damage to the environment and pressure on natural resources
- maintaining economic benefits to all community groups (having a balanced approach between cultural and environmental benefits and socio-economic impacts)
- reducing daily damage to the track and/or waste management.

Other suggestions included:

- enhancing the visitor experience (managing congestion)
- providing adequate facilities
- having scientific evidence and physical measuring and monitoring of impacts on the environment
- having an immersive experience with the whenua and experiences of some form of wairuatanga (spirituality).

Some respondents raised concerns about the effectiveness of aspects of the booking system for international visitors and the use of adverse weather alerts and their effect on guiding companies.

Capping scenarios

The respondents were asked to select between different daily visitor caps on the booking system (600, 800, 1,000, 1,200 and 1,500) or indicate other preferred numbers. The question clearly articulated that this proposed visitor capping is on the booking system and not on the walk itself.

Nearly one-third of the respondents suggested a number outside the provided options (Figure 4), with proposed alternatives ranging between 400 to 500 and 2,000 to 3,000 visitors daily.



Figure 4. Responses to different daily visitor capping options for the Tongariro Alpine Crossing experience

Explanations provided for these different responses included a preference for having varied daily capacity during the busy summer season, peak days and weekends, and reduced ones in the remaining days (rest of the season), and that capping needs to consider bad weather days.

Higher visitor caps were proposed by local accommodation providers, some community members and transportation concessionaires. Their rationale was to maintain a sustainable economic model that ensured visitors were not missing out on bad weather days.

Lower ranges were proposed by guiding concessionaires and some land and visitor managers. These proposals focused on minimising visitor impacts on the environment and providing a high-end immersive visitor experience.

Trust in government institutions (Department of Conservation)

The respondents were asked if any future capping of visitor numbers through the booking system would affect their trust in the Department in enhancing the shared vision, aspirations and identity of the region. The results in Figure 5 show a lot of uncertainty about the future implications of the proposed interventions, and this was reflected in their trust in an institutional organisation such as the Department. Conversely, around one-third of respondents indicated that any future management interventions will positively affect their trust in the Department.



Figure 5. Responses to effect on trust in the Department of Conservation based on future Tongariro Alpine Crossing project interventions

Effect on future generations

Respondents were asked whether they believed proposed capping of visitor numbers through the booking system would affect future generations and investment in conservation. The results in Figure 6 show uncertainty about the implications of the proposed interventions. However, it also needs to be noted that around one-third of respondents thought any future management interventions would positively affect future generations and improve the investment in conservation and its outcomes.



Figure 6. Responses to effect on future generations based on future Tongariro Alpine Crossing project interventions

Impact on the local community

Nearly 50% of respondents hold or plan to hold concessions for business activities on the TAC. This group has demonstrated high uncertainty around the economic impacts of any visitor management interventions, and this is reflected in their answers.

Affected groups by any future visitor capping on the booking system

In terms of 'beneficiaries', the respondents thought the Department could benefit from a future visitor cap on the booking system through having less maintenance work to do. Some respondents also thought South Island tourism could benefit from visitors not coming to the area and visiting instead destinations in other parts of Aotearoa New Zealand. Other perspectives mentioned that visitors and hikers would benefit from interventions creating a more high-end immersive experience, along with future generations, iwi and whenua.

In terms of the 'disadvantaged', respondents thought transport operators and accommodation providers would be negatively affected by any future visitor capping options, along with tour groups and unprepared visitors who could miss out on bad weather days. They also mentioned negative impacts on the local community, as described in the next section.

Impact on the local community

Respondents were asked whether future capping of visitor numbers through the booking system would affect the local community. The results in Figure 7 show again a degree of uncertainty about the implications of the proposed interventions.

Over two-thirds of respondents thought it would negatively affect the local community or were not sure, or there would be no impact. Concerns focused on visitor flow and the effect on the local community's socio-economic wellbeing, with perceptions that capping would cause a potential decline in overall visitor numbers to the region.



Figure 7. Responses to impacts on local community based on future Tongariro Alpine Crossing project interventions

Around a quarter of respondents, however, anticipated a positive effect from management interventions. These responses focused on capping bringing better protection to the cultural values and environment, along with providing a high-end visitor experience.

Insights from Manaaki rangers

Respondents included the Manaaki rangers, who were hired from a Ngāti Tūwharetoa business. They worked during the summer season 2023/ 2024 at Mangatepopo and Ketetahi Road ends to provide traffic management, monitoring, visitor support (advocacy), maintenance of the Department’s assets, and education about the new booking form. Their responses were consistent with other respondents, in terms of importance of the TAC to community identity and its significant cultural value.

In an end of the season debrief session, the rangers highlighted concerns about visitor safety due to the ongoing unpreparedness of some visitors, and the appreciation received from international visitors of cultural components. They also indicated that the degree of compliance with hazardous weather alerts had improved throughout the season.

7 Conclusion

The Tongariro community values the TAC and considers it fundamental to their identity due to its cultural significance and economic benefit to local businesses. This is shown by the community's engagement with social impact research about potential interventions in visitor management.

The method of intervention is somewhat contentious, with communities and businesses feeling uncertain about the impacts of visitor capping on their livelihoods. Concerns remain around the effectiveness of some proposed interventions and the long-term implications of change.

Despite this, engagement with visitors and stakeholders showed widespread support for better management of the TAC experience. This sentiment is consistent across previous engagement and visitor experience, suggesting a long-term appetite for change.

This report adds to a clear picture calling for an adaptive visitor management approach that reflects the social, environmental, economic and cultural context of the TAC.

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Appendix: Stakeholder survey form 2024

The Department of Conservation (DOC) is working in collaboration with Ngāti Hikairo ki Tongariro and Ngāti Tūwharetoa to develop a management framework for the Tongariro Alpine Crossing (TAC) that will ensure its sustainability for generations to come. Working together we have identified the challenges and thoroughly investigated options to manage visitor impacts to protect the cultural and conservation values of this site within the dual World Heritage listed Tongariro National Park.

Implementation of the visitor management framework commenced in the summer of 2023/24 with the voluntary booking system. However, we expect many measures in managing visitor impacts will require a staged and adaptive approach over several years. 2023-2026 will see the delivery of Phase 1.

The number of people walking the TAC has grown significantly in the last 20 years. That number increased to 156,000 in the 2018/19 year but decreased considerably following the border closures due to Covid-19. Future forecasting has these numbers returning to the pre-Covid levels within the next three years. These numbers are having an impact on the maunga, waterways, environment, and people, which is unsustainable and untenable from a cultural perspective for Ngāti Hikairo ki Tongariro and Ngāti Tūwharetoa.

The key management objectives of the project framework are to:

- Uphold Manaakitanga
- Manage environmental impacts
- Improve the visitor experience
- Enhance sustainability
- Ensure integrated transport
- Uphold Kaitiakitanga
- Protect intrinsic values
- Enhance visitor safety

Fundamental to the project is understanding the impact of any potential capping of visitor numbers through the booking system. To fully characterise the effects of such a change, the project has adopted the Living Standards Framework (LSF) to assess environmental, cultural, economic, and social impacts. The social impact assessment is based on understanding the viewpoints of groups including, but not limited to, the local community, concessionaires, and industry on managing visitors at TAC to protect and build their shared vision, aspirations and identity for the region, its heritage, and communities.

Please take the time to answer the following survey questions; your answers will feed into the final recommendations made.

Privacy:

- Personal information is collected to allow for a credible quantitative analysis of the breakdown of viewpoints and opinions.
- All the personal information provided remains confidential and will only be used for the purpose of understanding and assessing the social impact.
- No personal information will be included in any report.

Name:

Organization (if any):

Position:

Do you currently hold a concession for guiding or transport with relation to the Tongariro Alpine Crossing (this includes concessions in progress)? Yes No

From your perspective, please select the appropriate answer within the provided scale

- Do you consider TAC being a fundamental part of the community identity? Why?

1 Strongly disagree 2 Disagree 3 Not sure 4 Agree 5 Strongly agree

.....

- In your view, how is the TAC valued by the local Community?

1 Does not carry value 4 Highly valued
 2 Somewhat valued 5 Fundamental
 3 Indifferent/ not sure

- How do you think the TAC experience at current visitor numbers increases visitors’ understanding of the natural environment & respect of cultural heritage of the area?

1 No understanding of cultural heritage & environment
 2 Experience could be improved significantly
 3 Not sure / indifferent
 4 Experience is appropriate/ provides sufficient understanding of cultural heritage and environment
 5 Exceptional experience encouraging great understanding of cultural heritage and environment

What matters to you most when thinking about a potential carrying capacity of TAC?

.....

- In your opinion, how many people should visit the TAC daily to protect and promote the region’s shared vision, aspirations, and identity? (please select a box)

600 visitors/day 1200 visitors/day
 800 visitors/day 1500 visitors/day
 1000 visitor /day Another number / Please state _____

- Why did you choose that number of visitors?

.....

- Do you think any future capping of visitor numbers through the booking system would affect your trust in the Department of Conservation in enhancing the shared vision, aspirations, and identity of the region?

1 Yes - negative impact 2 Not sure/no impact 3 Yes - positive impact

- Do you think any future capping of visitor numbers in the booking system would affect investment in conservation? Why?

1 Negatively affected 2 Not sure/ no effect 3 Positively affected

.....

- Do you think any future capping of visitor numbers in the booking system would affect future generations? why

1 Negatively affected 2 Not sure/ no effect 3 Positively affected

.....

- Do you think that any future capping of visitor numbers in the booking system would have a positive or negative impact on the local community wellbeing?

1 Negative impact 2 Not sure / no impact 3 positive impact

- Based on your answer in the question above, who would benefit or be disadvantaged from the implementation of a visitor number cap? Why?

.....

- Any further comments you would like to share?

.....

Thank you for your response.