

## **ADMINISTRATOR'S REPORT FOR COUNCIL: 5 SEPTEMBER**

It has only been a short while since the last Council meeting, so this report will be fairly short.

**Internet:** the scope of visit for the forthcoming Speedcast visit has now been received, and is attached to this report. The main objective is to check that all the equipment is working to the optimum level. PIO is purchasing a replacement BUC, as Speedcast were not prepared to provide one as they said that the current one was working well.

**Starlink:** We have just been informed that Starlink will be going live from this week for Pitcairn. This is a surprise as we had been informed that it would not be imminent. People who have paid a deposit will start to receive their units. We are still working with PIO to discover exactly what Speedcast's plans are for the roll-out – Speedcast are Starlink's agents for New Zealand.

**Infrastructure:** the heavy rain has meant that work outside has been difficult. The Marine Science Base is completed internally.

**Blue Belt:** we have been working with ECNR over their forthcoming visit in September. Once the programme has been agreed we will put a copy on the notice board.

**Policies:** We attended workshops on the Child Safeguarding policy, and have been working with PRC on the procurement policy.

**Elder Care:** We attended the Council workshop on elder care, and in parallel have been pursuing the option of a visit from WHO Occupational Therapist and Physiotherapist. We will keep Council informed.

**Environmental Legislation:** The Biosecurity Ordinance is being prepared for the Governor's signature. We will continue to work on the operating manual. We are also taking forward the Marine Conservation Regulation, and have advertised for a Marine Permit Officer and members for the Environment Committee.

**Post Office:** we have contacted people in the Royal Mail, Department for Business and our delegation in Geneva to take this forward (both the questions of membership and recognition of postcode). Unfortunately it has been difficult to get answers as so many people are away in August.

**Governor's Visit:** The programme has little changed since the last meeting. She is looking forward to her visit.

## DM's Reports

### Operations Division Summary

#### C.A.C DEPARTMENT

- Regular monthly Grounds maintenance and cleaning was carried out during the month.

#### COMTECH DEPARTMENT

- Replace LTE antenna on residential building

#### ELECTRICAL DEPARTMENT/ POWER GENERATION

- Power meter reading.

#### ENGINEERING DEPARTMENT

- Fuel Power generators.
- Replace longboat winch cable.
- Maintenance work on plant machinery.
- Work on Jetty crane.

#### LANDING DEPARTMENT

- Picton Castle passenger transfers.
- Clean jetty and place life jackets away.

#### R.A.M DEPARTMENT

- Regular road maintenance was carried out during the month.
- Road works carried out with heavy machinery.

#### WORKS DEPARTMENT

- Marine Science Base
  - Install water tanks.
  - Finalise building.
  - Install furniture.
  - Outdoor clean up to be completed once the ground is dry.

## DM Finance and Economic

Only 2 weeks since the last report, so little to report in way of unusual developments.

**External Auditor Report:** Contacted external auditor to seek draft report from last visit in order to prepare departments prior to arrival for this visit. Received Draft document and distributed to relevant departments.

**The Post Office** did a fair amount of business with the Picton Castle here, with the sale of stamps postcards and coins increasing.

The external mail will not be delivered on the supply ship. This was no fault of our Post Office and the problem occurred in New Zealand. Poor communication within

New Zealand post. New Zealand post were contacted, they understand the seriousness of missing our ship and they have put in safeguards to ensure this does not occur again.

We are awaiting confirmation from HMG on Pitcairn's application to become members of UPS. Universal Postal Union which should give access to appropriate mail tracking systems.

Sales are anticipated to pick up with Aranui and other cruise ships scheduled to call from September on.

Post Office Total paid into GT \$1,234.80

**Problems The Post Office is leaking from the west end. The roofing is not finished correctly, so with specific driving rain it enters. Damp can affect stock. Postmaster has moved office temporary into mail room in effort to keep computer equipment dry. Urgent remedial/finishing work must be undertaken on the store building.**

**The Store:** Meetings held through the month and smoothing out the transition and ensuring policy is followed.

Keys have now been returned and the Store Manager holds the key for emergencies as per policy. Camera is installed and operating correctly outside of normal hours. We continue to work towards reducing stock levels in certain areas.

New supplies arriving shortly. Stock will remain in containers until after the external auditor has performed his tasks. This may also become common practice as we explore this approach because it will ensure that all arriving produce is ticked off correctly.

Grateful to the GT for his support/processing some IT work installing the camera.

**Problem Roof is leaking. Bucket catching water. Repair needs to be performed with urgency.**

**Miscellany** Some community members have now signed fee for service contracts to assist with writing stories. This should relieve workload pressures from the tourism S & M team.

**Orders:** Departments have submitted requests and these have been ordered.

**Wages** The new requirement for wages to be submitted by end of month is working well.

Tourism LSC: Following return, catching up with emails and orders. Colour printer no longer providing clear resolution, so I will transfer the Miscellany colour one to Tourism Assist. Do not have the budget to pay for a new laser printer and am not convinced the expenditure is warranted. Realistically there probably should be a single laser colour printer that is available for use across the divisions.

**Tourism Sales and Marketing Report – Aug 2023 - Submitted by H. Menzies**

## **General**

- Approved 2024//25 SS passenger shipping schedule roll-out implemented: Banners/Socials/ PRs/Outbrain/Contacts & Specialist groups/Agents / Trade Newsletters & Websites
- Aug Cruise Call Schedules updated and circulated
- Accommodation provider data base active & maintained.
- Management Travel Trade Reps & Tourism Web Manager
- All FPC for Agents maintained / SS sales & liaison with PIO for billing.
- On/Off Passenger Schedule active and maintained
- Travel Coordinator confirmed to attend SPTO Pacific Sustainable Tourism Leadership Summit, on the 16 &17 Oct and the SPCA 2023 Cruise Forum in Papeete 18<sup>th</sup>& 19<sup>th</sup> Oct.
- Since Sept 2022 to Aug 2023 the new Visit Pitcairn website has generated 1085 new subscribers to Tourism's MailChimp email database which receives all regular comms.
- Planning to migrate the Government Website to SquareSpace suite is underway, as agreed with PIO. The implementation plan will be submitted to DM F&E early next month.
- 2023/24 Accommodation Provider Group Annual Registration and Web Advertising invoices issued. All but 1 paid.

## **Miscellany:**

- August Subs: 185 – up by 13 for the month
- 3 Casual Content Provider Contracts now operational
- Meetings with DM ECNR & MPA Comms officer undertaken to facilitate on-going collaboration

## **Dark Sky Sanctuary / Conservation**

- PPS Head advised Divisions do not have allocated training and development budgets. When required approved funding may be available. PI Tourism has resubmitted its proposal to contract SQM-DLHSC Solar equipment and data interpretation training to ensure the accuracy of the forth coming DSS Annual report. Due for submission Jan 10<sup>th</sup> 2024
- Awaiting Emily Hardman / Joe Peters to do a final review of the collaborative MPA/Visitor Experience Survey. Circulation anticipated early next month.
- A monetary donation for Mata ki te Rangi development is held at the GT. Further discussion with DM required.

## **Silver Supporter Passenger Service**

- All marketing / All first-point-of-contact pax comms & Agent Enquiries
- All Sales, Pax Scheduling and Ticketing
- All accommodation bookings & support for new and existing Registered Accommodation Provider Group
- SS Pax List submissions – Pax management for failed Air Tahiti Flight
- Silver Support Berth Sales Invoices for August 2023: NZD \$48,180.00

## **Pitkern Artisan Gallery Sales & Marketing:**

- Insta/FB/Web Banners / Weekly Featured Products

- Last Chance Mail Ship promos
- GPI & Tourism site campaigns
- Data base management
- Monthly Artisan Payment Summary and Individual statements actioned for August
- July Artisan Gallery parcels tracked via newly implemented NZ Post/Pitcairn tracking system
- Shopify Artisan Gallery established Sept 2020:
  - Sales April 1<sup>st</sup> - 30<sup>th</sup> 2023: \$2,334.60
  - Sales May 1<sup>st</sup> - 31<sup>st</sup> 2023: \$6,240.25
  - Sales June 1<sup>st</sup> - 30<sup>th</sup> 2023: \$6,124.88
  - Sales July 1<sup>st</sup> - 31<sup>st</sup> 2023: \$4,892.01
  - Sales Aug 1<sup>st</sup> - 28<sup>th</sup> 2023:\$1,785.26

## **Communities**

- Working with doctor and FCA on issues around health policy and individual circumstances
- Working with Council on policies (elder care and child safeguarding)
- Working alongside auditor on division areas
- Going through quarterly budget with admin

No other problems to report to council at this time.

## **Environment, Conservation and Natural Resources**

- Currently working through itineraries with Blue Belt, Protect Blue and the Governors programme so the activities don't all clash.
- A combined itinerary will be placed on the public notice board.
- Liaising with SPREP with regards to their itinerary. The Team has now been finalised and bookings have been made via Tourism.
- Met with Administrator on division matters.
- Departments are all working to their job roles.

Stephen Townsend

Administrator

31 August 2023