



# FULLERS UPDATE

## *Congestion at Matiatia Keyhole*

There has been some reporting recently about the plan to limit congestion at the Matiatia Keyhole. We appreciate this topic is of interest to the community – it's certainly important to us too – and I'd like to take this opportunity to clarify any misconceptions about where Fullers sits on this subject.

Fullers is in full support of moving our own and all other operators' pre-booked tour vehicles to a new location. In fact, we led the charge by moving the majority of our tours and encouraging other operators to join in on this plan.

However, as our Hop-on Hop-off Island Explorer service runs on a frequent timetable, it is not quite the same as some of the other tours. Many tourists arrive on the island looking for an affordable way to get around, and jump on the tour at the last minute – just as they would a public bus. This unique tour helps move up to 75 people away from Matiatia and to island businesses every 30 minutes.

We're not opposed to moving the Hop-on Hop-off tour vehicles to another location in the near future, but think there are a number of customer satisfaction and, namely, safety concerns that need to be thought through first.

We're currently collaborating with Auckland Transport, Waiheke Local Board and all the other relevant parties to work out an appropriate plan. Our goal is to assess the impact on locals and visitors alike, and mitigate any safety concerns. We are moving into the busiest time of year and don't want to compromise safety or customer experience by rushing unnecessarily.

We're confident that by continuing to work with all of the other stakeholders, we'll find a plan that will create an overall positive experience for all – whether wharf-to-tour or wharf-to-home.

Thanks for your support and patience as we work through this.

Kind regards,

Mike Horne  
Chief Executive Officer