

5.3.9.1 Milford Sound / Piopiotahi

Rationale

Milford Sound / Piopiotahi is a place that is dominated by the forces of nature. The spectacular mountains, rivers and the sea constantly impress and will always influence what will happen at Milford Sound / Piopiotahi. The current infrastructure of Milford Sound / Piopiotahi is a reflection of its long history of tourism which began late in the 19th century.

The Department of Conservation manages the land-based part of Milford Sound / Piopiotahi down to mean high water mark as Fiordland National Park and the Piopiotahi Marine Reserve in Harrisons Cove. It does not have responsibility for the management of the coastal waters (including the Sound). It also does not manage the State Highway that enters the township of Milford Sound / Piopiotahi. While this management plan can provide direction for how the land based side of Milford Sound / Piopiotahi can be managed, it can only advocate to ensure that those intricately linked areas such as the sea, air and State Highway, are managed in an integrated fashion with the Fiordland National Park.

Infrastructure at Milford Sound / Piopiotahi is essentially divided into two main areas – Deepwater Basin and Freshwater Basin. These two areas are separated by the Cleddau River delta and the airstrip.

Freshwater Basin is more discretely contained and is the site from which the famed views of Mitre Peak, arguably New Zealand's most well-known tourism icon, are obtained. The foreshore area contains tidal mudflats that are relatively rare in the steep sided sounds of Fiordland.

Located at Freshwater Basin is the main terminal for transferring passengers on to boat trips out to Milford Sound / Piopiotahi. This is managed and mostly leased to the Milford Sound Development Authority. It is located on reclaimed land and protected by a breakwater. The breakwater in its existing location limits opportunities for significant development of the visitor opportunities at Freshwater Basin.

The Visitor Services Activity Area (refer Map 10) contains the key visitor services such as the hotel, café, bar, toilet facilities and visitor vehicle parking. Some staff accommodation is also located in this area. The main traffic flows are in this area along the foreshore area out to the terminal. This area, at certain times of the day, could be described as chaotic.

Deepwater Basin delta contains a discrete area of forest and is an ecological feature of significance. On its southern side, the delta is modified by river training works. The delta accommodates the airstrip, staff accommodation area and some service infrastructure including

sewage treatment. On the southern side of the delta are berthing facilities and landward infrastructure for the Fiordland cray-fishing fleet and sea kayaking ecotourism ventures. In its present state (2006) this area is untidy and not suitable for regular tourism visitors.

There are significant natural hazard risks at Milford Sound / Piopiotahi including flooding, river bank erosion and slumping, landslips, (including rock falls and tree falls), earthquakes resulting soil liquefaction, and tsunami. Some of these risks are associated with the presence of the South Island Alpine Fault which passes just off the coast at the mouth of Milford Sound / Piopiotahi marking the boundary between the Pacific and Indo-Australian tectonic plates.

In order to alleviate previously identified flood risks associated with the Cleddau River, some flood control works exist along a stretch of the Cleddau River. There is little that can be done to reduce risk from natural hazards apart from site design and awareness by occupiers of space at Milford of these hazards. The Milford Sound Development Authority facilities at Freshwater Basin may even be at risk from landslides and significant rock falls.

In addition to the significant natural hazard risk at Milford Sound / Piopiotahi, a waste site containing quantities of asbestos was noted during a site survey of the accommodation activity area in 2006, the details of which are held by the Department of Conservation. Any change to the land use at this site, where asbestos is known to exist, should require the development of a specific health and safety plan to ensure appropriate precautions are taken.

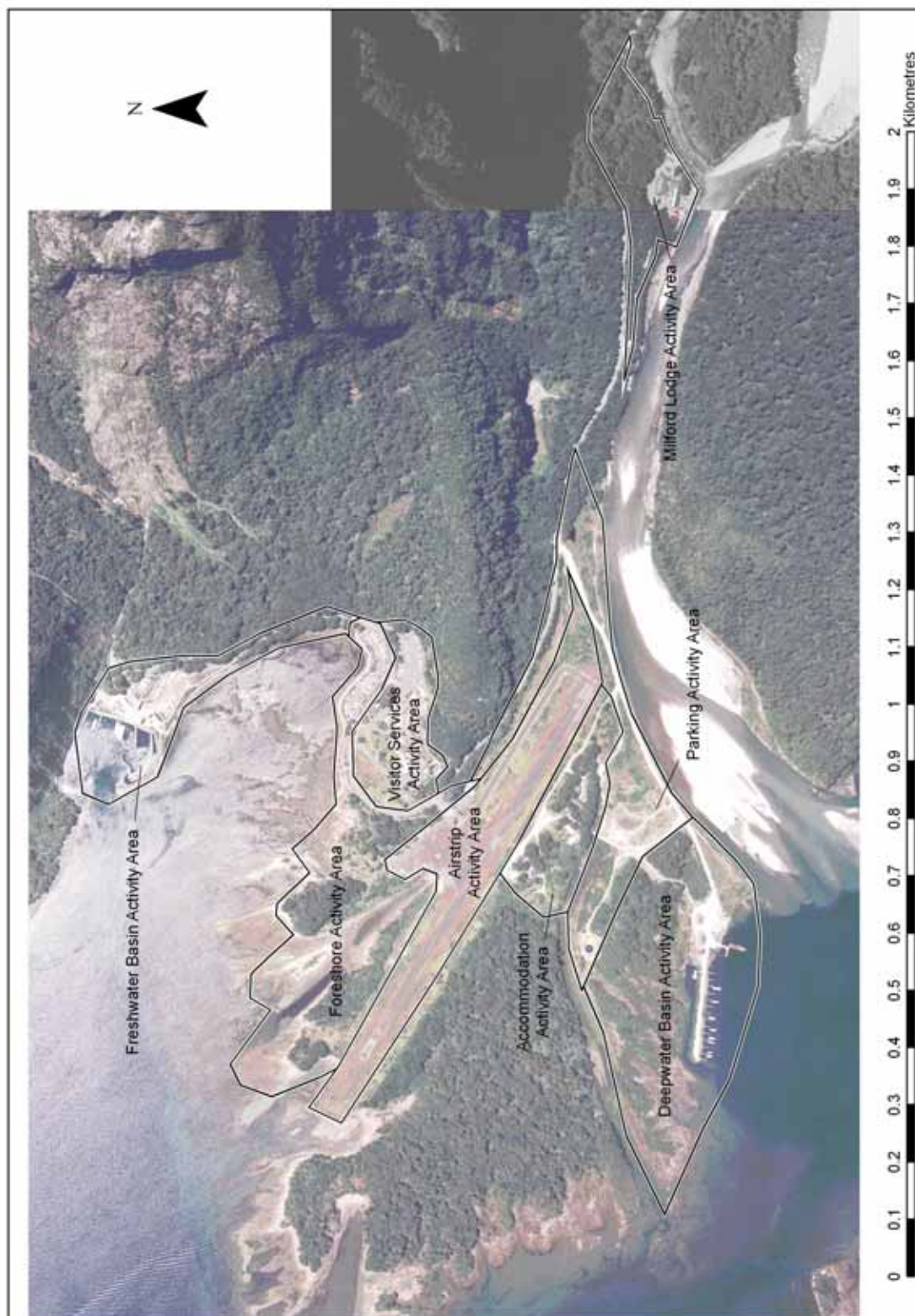
Milford Sound / Piopiotahi is one of the icon tourist destinations of New Zealand. Visitor numbers to Milford Sound / Piopiotahi have grown from 247,000 in 1992 to approximately 470,000 in the 2004 / 2005 season. This rate of growth is expected to continue over the life of the management plan.

The visitor types to Milford Sound / Piopiotahi vary. By far the most frequent visitor is one who comes on organised tours to visit Milford Sound / Piopiotahi. Others (who are significantly smaller in number) arrive independently. They may reach Milford Sound / Piopiotahi using their own vehicles, or hired vehicles, including campervans; this type of user is increasing. Visitors may undertake trips offered from Freshwater Basin or may take advantage of small eco-tourism ventures based out of Deepwater Basin.

The challenge for the Department of Conservation and its key associates at Milford Sound / Piopiotahi is ensuring continued growth is provided for while, at the same time, ensuring Milford Sound / Piopiotahi remains a world-class visitor experience within a national park setting. At present there are many challenges facing the Department of Conservation, adjoining land managers and tourism operators to ensure Milford Sound / Piopiotahi does offer this world-class visitor experience for the long term. It could be argued that at

present Milford Sound / Piopiotahi as a whole does not, due to the perception of congestion and overcrowding during parts of the day, many outdated buildings, and a generally untidy appearance, deterring visitors from wanting to stay longer.

MAP 10. MILFORD SOUND / PIOPIOTAHİ ZONES (INDICATIVE ONLY)



In 1992, new harbour facilities with associated wharves, terminal building, and parking space were opened and are currently managed by the Milford Sound Development Authority. The design criterion for the development was for 4000 visitors per day. This development addressed the problem of managing the interface between the modes of transport for the majority of visitors, i.e. where the coaches meet the cruise vessels and vice versa. In this context, it can be considered successful. However, in doing this, it removed the ability to ensure the Foreshore Activity area of Milford Sound / Piopiotahi could be retained as a relatively quiet, large area of open space. Pressure on this area could be alleviated by extending the onshore facilities at Deepwater Basin and facilitating development of a marina and associated land-based facilities for use by nature tour operators. As of 2006, the dominant feature of the Foreshore Activity Area adjacent to the Freshwater Basin Activity Area is of vehicles moving in and out of Milford Sound / Piopiotahi.

Milford Sound / Piopiotahi and the Milford village offer visitor experiences which are difficult to achieve elsewhere in New Zealand. You can drive to this amazing place and view vertical cliffs meeting the sea. It is the only access point you can reach directly by road to enjoy a part of Fiordland National Park which has a fiord interface. Many visitors consider this one of the most beautiful places in the world. As a visitor experience it has two characters –noisy and busy between the hours of 10:30am to 3pm very quiet and peaceful during the rest of the day and at night. On a fine day it has one the busiest airports in New Zealand.

Visitor numbers peak both on a daily and seasonal basis. Concentrated peak use can also lead to the perception of overcrowding and congestion and hence a poorer quality visitor experience. The challenge for the Department and the tourism industry is how to enable continuing growth in visitor numbers at Milford Sound / Piopiotahi while maintaining the qualities of Milford Sound / Piopiotahi which have lured visitors there for over a century.

Other constraints include limitations on expanding the breakwater at Freshwater Basin (which is part of Fiordland National Park). Additional reclamation into the remaining estuarine areas at Milford Sound / Piopiotahi is likely to have effects on the significant natural values of this estuary.

The lack of a smaller scale marina development at Deepwater Basin, capacity issues with the existing infrastructure, and potential risks from natural hazards are also limiting factors.

A key matter for resolution is the impression of overcrowding, noise and congestion. If the perception of fewer visitors being in one place at the same time could occur it would create an environment that would ensure a world class visitor experience consistent with Fiordland

National Park objectives. At present there are few open, quiet places. The flow of people and vehicles makes most places busy – the car park areas, the terminal and the visitor services area (i.e. hotel, café etc) are all within the key vehicle movement areas.

To achieve the goal of providing a world class visitor experience and preserving Milford Sound / Piopiotahi's iconic views and atmosphere, changes to site layout are necessary. It is acknowledged that the changes outlined in this plan will need to be achieved over the long term, but indicating a direction and outlining the way in which this will occur is essential.

The plan envisages directing key traffic movements away from the foreshore area of Freshwater Basin to allow for its restoration as a destination of high environmental and experiential quality. Two key changes are proposed to achieve this. The first is the relocation of the foreshore car park to Deepwater Basin Activity Area; and the second is the relocation of the road in the foreshore area to behind the hotel site.

With a major proportion of traffic flow 'siphoned off' to Deepwater Basin or around the back of the hotel, the foreshore area of Freshwater Basin can then be redeveloped to accommodate a compatible mix of largely passive public day use. Natural character of the Freshwater foreshore is seriously compromised by the various developments that have occurred on it, and relocation of car parking and traffic flows clears the way for natural character restoration.

Opportunities for redevelopment of the hotel site are possible (subject to arrangements with the lessee) with the relocation of vehicle access east of the complex.

It is acknowledged that there are a series of constraints to this development including existing lease agreements, the financial implications and unknowns associated with site design. The Department of Conservation, will however, continue to work with the key parties affected to achieve an integrated outcome within the context of the management plan objectives. A series of steps have been put in place that can see this development occur in stages or concurrently. This includes providing opportunity for a small marina development at Deepwater Basin; moving traffic away from the foreshore area at Freshwater Basin; and zoning activities to provide a more prescriptive framework for development that will restore and protect the natural values of Milford Sound / Piopiotahi. It is acknowledged that resource consents from Southland District Council and Southland Regional Council may also be needed to achieve these proposals.

The provision of utilities and services normally supplied by a local authority, such as water and power supply, sewage disposal and rubbish collection is an issue at Milford Sound / Piopiotahi because Southland District Council chooses not to rate to fund the services which are largely provided for visitors and operators rather than

residents. The current system has developed in an ad hoc way with individual operators arranging their own services as the need has arisen. With increasing visitor numbers, expansion of the village, rising costs and higher standards, it is now desirable to consider alternatives and find a solution to managing the infrastructure and services at Milford in a more coordinated manner. This management plan outlines a process for doing this.

While Milford Sound / Piopiotahi will continue to be a busy tourist centre during the day, the maintenance of a quieter, more peaceful setting for visitors and residents in the evening and early morning is considered important.

The Milford Sound / Piopiotahi Frontcountry visitor setting includes the Milford Lodge Activity Area, Parking Activity Area, Airstrip Activity Area, Deepwater Basin Activity Area, Accommodation Activity Area, Visitor Services Activity Area, Foreshore Activity Area and Freshwater Activity Area. Areas of the Fiordland National Park outside of the boundaries of these Activity Areas (with the exception of the Milford Road - see 5.3.9.2) are within either the Darran Remote or Eastern Remote visitor settings and will be managed accordingly.

Objectives

1. To manage Milford Sound / Piopiotahi as a place where nature dominates, while ensuring a world-class experience for all visitors. The following attributes will be protected and enhanced:
 - a) A place which is reflective of its national park and World Heritage Area status;
 - b) A place known world-wide for its scenic grandeur;
 - c) A destination where the road end is the end of the journey;
 - d) A terminus for those whose main focus is visiting Milford Sound / Piopiotahi and its surrounds;
 - e) A place where a small fishing fleet can operate;
 - f) A place where conflicting activities are separated and managed;
 - g) A place where only essential staff working at Milford may live;
 - h) A place which offers a quiet and peaceful experience from early evening through to mid morning; and
 - i) A place where visitors flow through the site so as to avoid congestion and the feeling of overcrowding.

2. The need to recognise that natural hazards are a significant constraint to site development.
3. To manage site design and visitor flows at Milford Sound / Piopiotahi in accordance with a four stage process that ensures the perception of congestion and overcrowding is avoided and national park values are preserved. This includes:
 - a) Stage One – better direction on site management through the use of zoning prescriptions;
 - b) Stage Two – redirection of visitor flow patterns at Milford Sound / Piopiotahi;
 - c) Stage Three – option for the development of a marina facility at Deepwater Basin to provide for small-scale nature-based tourism;
 - d) Stage Four – should Stages Two and Three not occur (or at least not have begun implementation to a level accepted by the Department of Conservation); or it be demonstrated through research that the perception of crowding and congestion are not reduced, then visitor number limits will be implemented; and
 - e) Stages Two and Three could occur concurrently.
4. To manage Deepwater Basin Activity Area as a place for a small fishing fleet and small scale nature-based tourism.
5. To retain Freshwater Basin Activity Area as the key area for the berthing and transfer of passengers associated with large day trip and overnight tourist cruise vessels.
6. To manage the Accommodation Activity Area so that it provides a comfortable place for essential staff working at Milford Sound / Piopiotahi to live, while ensuring that it remains visually unobtrusive.
7. To concentrate all non-bus visitor vehicle parking and associated infrastructure activities at the Parking Activity Area.
8. To restore the Foreshore Activity Area to its natural state so as to provide large open views of Milford Sound / Piopiotahi and Mitre Peak and so that visitors are not disturbed by traffic movements.
9. To provide a world class Visitor Services Activity Area at Milford Sound / Piopiotahi that will provide centralised food facilities and high quality visitor accommodation.

10. To provide an area for good quality accommodation options for visitors to Milford Sound / Piopiotahi within the Milford Lodge Activity Area.
11. To encourage the establishment of, and provide an opportunity for, an organisation that will ensure the adequate provision and management of infrastructure services at Milford Sound / Piopiotahi.
12. To ensure, and advocate for, the integrated management of the land, sea and air within the Milford Sound / Piopiotahi environment to ensure a world class visitor experience consistent with the preservation of the natural values of Milford Sound / Piopiotahi.

Implementation

1. Work with other regulatory authorities and key Milford Sound / Piopiotahi stakeholders to establish a new infrastructure management organisation for the developed area of Milford Sound / Piopiotahi. The following will apply:
 - a) The new organisation will need authority (whether by concession, contract or otherwise) that enables it to independently manage a broad range of infrastructural functions at Milford Sound / Piopiotahi and may include community leadership;
 - b) The purpose of the new organisation will be (subject to the other provisions of this management plan) to ensure that the defined zones of Milford Sound / Piopiotahi, its community and functions, are managed to achieve quality facilities and services for visitors and the Milford Sound / Piopiotahi community;
 - c) The role of the new organisation will be to manage existing infrastructure and develop new infrastructure and facilities for the public and may include providing community leadership;
 - d) The new organisation may be granted leases and / or licences where necessary to enable it to undertake the role outlined in c) above over the following zones:
 - i) Deepwater Basin Activity Area;
 - ii) Freshwater Basin Activity Area;
 - iii) Airstrip Activity Area;
 - iv) Accommodation Activity Area;
 - v) Visitor Services Activity Area;

- vi) Foreshore Activity Area;
 - vii) Parking Activity Area; and
 - viii) Milford Lodge Activity Area.
- e) The proposals for a new infrastructure organisation should not affect existing concessions operation of these services. The Department of Conservation should encourage the new organisation and existing infrastructure concessionaires to work together to rationalise the provisions of these services;
- f) This new organisation, in accordance with and subject to the relevant legislation, should have the ability to raise revenue on a user-pays basis from all occupiers of space and concessionaires at Milford Sound / Piopiotahi on an equitable basis. This should be utilised to manage the business of the new organisation as identified in the concession. The organisation should be able to utilise options for levies, rates and charges available to it under the applicable legislation including the National Parks Act and the Conservation Act and depending on the activity, some funding may come via the Southland District Council rating scheme; and
- g) The Department of Conservation may negotiate with the new organisation for the delivery of some of its core services and regulatory functions at Milford Sound / Piopiotahi, such as the management of walking tracks within the village and enforcement of camping restrictions.
2. Undertake research and implement monitoring strategies or require this of concessionaires to assess the effects of visitor use at Milford Sound / Piopiotahi, and any effects associated with the movements of visitors to and from Milford Sound / Piopiotahi on national park values and those attributes identified in the Objectives above. In particular this monitoring and research will focus on the following:
- a) What motivates people to visit Milford Sound / Piopiotahi;
 - b) Visitor flows, including modes of transport;
 - c) User groups and user types;
 - d) Duration of visit and accommodation type utilised;
 - e) Expectations and pre-departure information;
 - f) Visitor satisfaction;

- g) Acceptability of use levels;
- h) Identification of important values at Milford Sound / Piopiotahi; and
- i) Preferences for alternative site management.

Refer also to section 5.16 Visitor Monitoring.

3. The majority of vehicular-based concessionaire activity at Milford Sound / Piopiotahi should occur between the hours of 8.30am and 6pm.
4. The Department of Conservation will ensure that a hazard and risk management plan is developed for the Milford Sound / Piopiotahi area.
5. Every applicant who is developing a facility or a structure or extending and upgrading an existing facility or structure should be required to provide an assessment of the natural hazard risks and outline how they intend to address such risks. In particular, applicants will need to demonstrate that they have discussed and satisfactorily resolved any issues on this matter with the Southland District Council and Southland Regional Council which hold information on the natural hazard risks at Milford Sound / Piopiotahi.
6. Reticulated and communal services such as roads, water, power and sewerage are likely to be provided by either the proposed new infrastructure organisation (refer Implementation 1 of this section) or concessionaires. All infrastructural services will meet all applicable New Zealand standards and be subject to easements and/or concessions from the Department of Conservation. Services should be provided to all resident concessionaire facilities, community and visitor facilities at Milford Sound / Piopiotahi and be designed to cater for the level of use that the developed area of Milford Sound / Piopiotahi will cater for in the life of this plan; or longer term.
7. Providers of these services will be able to seek reasonable commercial return from the beneficiaries of these services for capital investment where applicable and the ongoing costs of the provision of these services.
8. All concessionaires at Milford Sound / Piopiotahi will be required, at their expense, to connect to and utilise the reticulated services, and will pay reasonable contributions to the capital cost and user charges to the service providers.
9. Progress the following matters in terms of traffic flow throughout Milford Sound / Piopiotahi so as to redirect traffic away from the foreshore area of Freshwater Basin.

This is seen as a key measure to address the perceptions of congestion and overcrowding and to restore the dominance of nature to Milford Sound / Piopiotahi:

- a) Advocate that the foreshore car park be removed and this parking opportunity be relocated to Deepwater Basin (refer to the Parking Activity Area provisions). This will need to be undertaken in consultation with the existing licence holder of the foreshore car park and be provided for on a user-pays basis.

In order to facilitate this, an opportunity for a shuttle service may be considered on a year round basis for the ferrying of passengers from the Parking Activity Area to the Freshwater Basin Activity Area; and
 - b) Advocate to Transit New Zealand to redirect the State Highway behind the existing hotel site away from the foreshore of Freshwater Basin. This will need to be undertaken in consultation with the lessee of the hotel site.
10. Support, or if appropriate, implement a fee paying system to be imposed upon all visitor car parking and bus parking at Milford Sound / Piopiotahi by 2007 (or two years from the date that this plan is made operative, whichever is the later). The purpose of this is to assist in managing visitor flows and avoiding the perception of congestion and overcrowding. Bylaws may be used to achieve this implementation. The following will apply in determining appropriate fees for car and bus parking:
- a) Pricing differentials should be imposed to assist with the spreading of visitor peaks throughout the day. The pricing differential will be regularly reviewed throughout the ten year period of this plan;
 - b) This should be implemented and managed by the new organisation established under Implementation 1, should it be formed; or by the Department of Conservation if it is not formed;
 - c) All fees should be used for maintaining existing parking facilities; establishing the new car park at Deepwater Basin; and for redirecting the State Highway around the hotel site before being utilised for other purposes; and
 - d) In conjunction with points a) to c) above, the following will apply in determining fees for bus parking:
 - i) Where the bus company fully adheres to the Bus and Coach Association code of practice or some similar code approved by the Department of

Conservation, and the driver meets the equivalent to the accredited Milford Road Coach Driver qualification, then a lesser fee should be applied; and

- ii) Bus parking fees should be charged on a per seat capacity regardless of whether the bus is full.
11. The existing car parking areas (2006) should not be extended. No further car parking opportunities will be provided (unless in accordance with approved sites in the Accommodation Activity Area, or located in the Parking Activity Area; or in accordance with the new marina development identified in Implementation 25)
12. In considering concession applications for Milford Sound / Piopiotahi, in addition to other statutory requirements, consideration should in particular have regard to the following:
- a) Whether the proposal can be carried on outside of Milford Sound / Piopiotahi and Fiordland National Park;
 - b) The potential for adverse affects on other visitor experiences at Milford Sound / Piopiotahi;
 - c) Whether the proposed activity detracts from Milford Sound / Piopiotahi's unique natural and cultural values or distracts visitors from enjoying the place;
 - d) Whether the proposal leads to additional vehicle movements and parking requirements not provided for by this management plan;
 - e) Whether the applicant is well-enough equipped (expertise, finance etc) to carry through and complete the proposal; and
 - f) Whether the applicant is willing to pay their share of infrastructure costs (refer to Implementation 1).
13. The noise produced in the following Activity Areas should not exceed the stated rating levels at any place within the boundary of the zone:
- a) Deepwater Basin, Milford Lodge, Accommodation, Visitor Services, Parking, Foreshore and Freshwater Basin Activity Areas:
 - i) 8.30am to 6.00pm Leq – 50 dB(A)
 - ii) All other times L₁₀ – 40 dB(A)
L_{max} – 70 dB(A)
 - b) Airstrip Activity Area:

- i) As per requirements of section 5.5
14. The following criteria should be applied to any new building or structure or the extension or upgrade of buildings or structures located at Milford Sound / Piopiotahi:
- a) General
 - i) Locate buildings and accessories, such as aerials, satellite dishes, water tanks and other similar developments on already modified sites or disturbed sites rather than sites with high natural/ecological values; and
 - ii) Location, design, bulk, height, form, materials, colour and reflectivity, should all be chosen to minimise visual impact.
 - b) Siting and Design
 - i) Avoid buildings and accessories on ridgelines/ hill tops, especially skylines where the structure is silhouetted against the sky;
 - ii) Avoid buildings and accessories on steep faces where earthworks become highly visible;
 - iii) Ensure there is a backdrop of landform and/ or tall vegetation for buildings and accessories when seen from obvious viewing points, rather than these buildings and accessories protruding onto the skyline;
 - iv) In general, site buildings and accessories where there is a change in the landform, e.g. at the interface of mountain slope and delta and where the building is in harmony with the land contours;
 - v) Avoid siting buildings and accessories where they visually dominate or detract from the experience of Milford Sound / Piopiotahi e.g. from SH94 the entrance road to Milford Sound / Piopiotahi or from the fiord and harbour areas;
 - vi) Buildings and accessories should relate to their specific site and environs both in terms of scale, height, bulk and design; and
- Explanation: For example, buildings and accessories of greater height and mass could be absorbed more easily on the Freshwater Basin / Hotel site because of the mountain wall directly

behind, as opposed to the Cleddau Residential Area or Deepwater Basin.

- vii) Buildings and accessories should not dominate their surroundings nor views. In general, break up the form of buildings and accessories to decrease the apparent mass and assist with merging into the landscape.

c) Colour

- i) Avoid colours which would lead to a building appearing highly visible;
- ii) Avoid colours which do not derive from nor complement the colours of natural elements of the landscape (such elements include soil, rocks, streams, rivers, vegetation and the sea);
- iii) Use of light and/or reflective colours for large areas on buildings and accessories should be avoided; and
- iv) Use accent colours in dark tones on smaller areas of buildings and accessories such as window trims and doors and smaller walls; and

Explanation

In order to soften the impact of buildings and accessories in this setting, colours at the lighter end of the tonal spectrum should be treated with caution. Any colour that is used for large areas should not be too reflective or too light. The rock and bush setting is very absorbent of light and therefore any significant area of colour that is too light tends to stand out and detract.

Predominant colours should complement the natural elements of the land (such as soil, rocks, vegetation).

Note this does not imply that the only colour possible is dark green or brown. Mid to dark greys, greens and browns may be the most recessive in the Milford Sound / Piopiotahi setting but the emotional response to limiting the colour range to these would be that it would be too drab.

By accenting smaller areas on buildings and accessories with a brighter hue but not necessarily tone can help lighten a building with little visual impact from a distance. The use of

colour for accents could include red, navy blue, purple, i.e. dark colours which are recessive from a distance but add visual interest when closer.

- d) Materials
 - i) Avoid highly reflective materials;
 - ii) Use materials that are natural in character and visually complement the Milford Sound / Piopiotahi landscape; and
 - iii) Natural wood, hard dense stone and metal to be the predominant materials for buildings and accessories.
 - e) The applicant, in their Assessment of Environmental Effects, will need to demonstrate it meets the above criteria; and
 - f) All applications for facility and structure development should be submitted to an advisory panel of architects and landscape architects who should provide recommendations to the Department of Conservation. This panel composition should be determined by the Department of Conservation.
15. The use of street and exterior lighting should be designed so as to protect the natural night vista.
 16. Improve Departmental signage at Milford Sound / Piopiotahi to ensure that visitors are aware they are in Fiordland National Park and the signs are in accordance with the Department of Conservation's standards.
 17. The Department of Conservation will not provide camping facilities at Milford Sound / Piopiotahi.
 18. Continue to support the camping opportunities provided at the Milford Lodge. Camping should not be permitted anywhere else in the Milford Sound / Piopiotahi area. .
 19. Consider options for developing day walk opportunities around Milford Sound / Piopiotahi.
 20. Continue to work with other administering bodies such as the Southland Regional Council, Southland District Council and Transit New Zealand to ensure integrated management of the adjoining coastal marine area and the State Highway with the areas administered by the Department of Conservation at Milford Sound / Piopiotahi.
 21. Advocate the following to Southland Regional Council:

- a) That the vessel fleet using Freshwater Basin be restricted to that present in December 2004 and that no new vessels be permitted to undertake commercial activities from this marina (new vessel does not include the replacement of vessels in the existing fleet) unless deemed otherwise by b) below;
 - b) That a cumulative effects study be undertaken of the boating activity occurring on Milford Sound / Piopiotahi to determine the social carrying capacity of the Sound;
 - c) That noise emitted from loud speakers used on the boats or at any visitor terminals is managed to reflect the natural character of Milford Sound / Piopiotahi;
 - d) That any plan change processes or resource consents process ensure that the provisions of Implementation 26 are able to be implemented at the appropriate time; and
 - e) That no modification be permitted to the Freshwater Basin breakwater unless
 - (i) The number of ships and type of ship operating from Freshwater Basin is limited to that existing in December 2004 (refer Implementation 29) unless deemed otherwise by b) above;
 - (ii) An assessment of environmental effects demonstrates that the effects on the marine/estuarine values of Milford Sound / Piopiotahi will only have minor effects;
 - (iii) The research referred to in Implementation 2 enables further growth (addressing point (i) above may not be necessary depending on the outcome of this research); and
 - iv) That all commercial surface water activities in Milford Sound / Piopiotahi do not adversely affect dolphin pods in Milford Sound / Piopiotahi.
22. Continue to work with tourism operators to encourage this industry in finding ways of spreading visitor flows throughout the day so as to avoid congestion and overcrowding. Mechanisms to be encouraged include increased overnighting at Te Anau; modify scheduling regimes to avoid peak periods (refer also to section 5.3.9.2); pricing differentials for trips and car parking that are outside of peak periods.
23. Investigate options for the use of economic incentives (such as pricing differentials for concession operations) as

a tool to assist with spreading visitor flows throughout the day.

24. Activities undertaken at Milford Sound / Piopiotahi will occur in accordance with the prescriptions of the following Activity Areas (refer to Map 10):
- a) Deepwater Basin Activity Area;
 - b) Freshwater Basin Activity Area;
 - c) Airstrip Activity Area;
 - d) Accommodation Activity Area;
 - e) Visitor Services Activity Area;
 - f) Foreshore Activity Area;
 - g) Parking Activity Area; and
 - h) Milford Lodge Activity Area.

Deepwater Basin Activity Area

25. Deepwater Basin should be managed to provide for the following (unless a new marina facility is built at Deepwater Basin in accordance with Implementation 26 below):
- a) The fishing fleet (including Fiordland Lobster Company lease area) should continue to operate in its existing position and within the footprint of the existing wharf and berthage facility (2004) and should have priority access to these berths. Any proposals to modify the existing lay-out may be acceptable as long as proposals remain within the existing footprint and only provide for infrastructure that supports the existing activities within the existing fishing-fleet footprint. No additional uses of the site (such as fish-processing facilities), or increases in the current use of the site (such as additional cool-store facilities) should be permitted unless additional uses are shown to have no greater adverse effect than the existing activities on the footprint area and the surrounding area;
 - b) Large day trip and overnight tourist cruise vessels should not be permitted to operate from Deepwater Basin;
 - c) Nature based tourism, charter or transport vessels with a passenger capacity of more than ten passengers may be berthed at Deepwater Basin; however no passenger transfer should occur at this site;

- d) Nature based tourism, charter or transport vessels with a capacity of ten passengers or less including commercial kayaking operations and legally trailerable vessels should continue to operate from a site at or near Deepwater Basin and should only be permitted to transfer passengers from the boat ramp. Due to conflict with the existing fishing fleet, limitations on space (both onshore and for berthage), and an existing lack of supporting infrastructure including launching facilities, storage sheds, toilets, shelter and office space, increases in commercial use of this area should not be permitted. However, the replacement of existing infrastructure or the minor addition of new infrastructure may be permitted, provided it is to service the existing level of nature based tourism use authorised by way of this implementation only; and does not conflict with the existing fishing fleet footprint and associated facilities;
- e) Private recreational vessels requiring berthage should be accommodated at Deepwater Basin on a casual basis only, as capacity allows;
- f) A public boat ramp facility should be located in this activity area only;
- g) There should be no provision for further jetty or wharf facilities at Deepwater Basin unless in accordance with Implementation 26;
- h) Existing lease and licence holders should be required to ensure the site is kept tidy and safe. The following should also apply:
 - i) Adequate space is identified for storage sheds, freezers, pot storage that does not impede public access to Deepwater Basin. Where possible, this should be located away from the waterfront; and
 - ii) Lease and license holder vehicles parked on land adjacent to berths should only be parked in designated parking areas; or if vehicles are being used for drop off and collection, they should not unreasonably impede other users. No other vehicles should be permitted to park at this location.
- i) There should be no overnight accommodation facilities provided in this Activity Area; and
- j) There should be no retail facilities provided at this site unless associated with the new marina development provided for in Implementation 26.

26. Deepwater Basin should be the only site where facilities supporting a new marina development will be considered at Milford Sound / Piopiotahi. The following provisions should apply where concessions are sought to use the Fiordland National Park for activities associated with this development:
- a) There should only be one new marina facility at Deepwater Basin;
 - b) The marina may provide wharf facilities for the fishing fleet. If this is the case, it should include the removal and replacement of the existing facilities or the modification of the layout of facilities within the existing footprint, and should not be in addition to these. If wharf facilities are not provided for by way of a marina application, Implementation 25(a) will continue to apply and the footprint of the marina proposal will require clear definition to avoid conflict in activities at Deepwater Basin;
 - c) This facility should provide identifiable separation between the fishing fleet and the nature-based tourism marina activities. Casual overnight berths may be provided at the facility and at the fishing wharves for recreational boats on an irregular basis;
 - d) Any commercial boating activity (excluding the commercial fishing fleet) undertaken from the marina should be for the purpose of nature based tourism only. This is defined as those activities that involve some form of physical activity that is nature based and where visitors disembark from the boat to undertake their experience. This may involve activities such as kayaking, fishing, diving, providing access to tramping opportunities in the area and providing access to the underwater observatory in Milford Sound / Piopiotahi. It does not include trips whose main purpose is for scenic experiences (i.e. those passive scenic-viewing activities where participants stay on the boat);
 - e) The marina should provide wharf facilities for all nature based tourism, charter or transport vessels with a capacity of up to and including ten passengers;
 - f) The facility should provide wharf facilities for no more than six large nature based tourism vessels with a maximum of 50 passengers on each vessel. Vessels with a larger capacity than this, which are moored at Deepwater Basin should not be permitted to transfer passengers at this site;

- g) Provision should be provided for public berths (that is berths that are available for casual public use at all times);
 - h) Provision of a public boat ramp should be provided if the new marina incorporates the existing boat ramp area;
 - i) The transfer of passengers from vessels which are allocated berths at this facility should be permitted;
 - j) Retail facilities not necessary for the operation of this marina should not be permitted. Those activities that are considered appropriate include:
 - (i) Small-scale retail required to support the customers of the nature-based tourism operations; and
 - (ii) A small café style food facility that is not a bar.
 - k) The provision of car parking for its users.
27. The delta forest at Deepwater Basin is protected and not significantly affected by any proposed developments.

Freshwater Basin Activity Area

- 28. The Freshwater Basin Activity Area should be the only area for the berthing and transfer of passengers associated with scenic large day trip and overnight tourist cruise vessels. Use of the Milford Sound / Piopiotahi Development Authority facility will be subject to the Authority's permission.
- 29. No expansion of the Freshwater Harbour or other reclamation extensions in the vicinity or extensions to the breakwater should be permitted unless in accordance with the criteria in Implementation 21.
- 30. Nature based tourism, charter or transport vessels with a passenger capacity of more than ten passengers may be berthed at Freshwater Basin and all passenger transfer shall occur at this site. Use of the Milford Sound / Piopiotahi Development Authority facility will be subject to the permission of the authority.
- 31. There will be no further expansion of the visitor terminal at Freshwater Basin subject to the express provisions of the existing lease unless the research indicated in Implementation 2 enables further growth in peak times.

32. Advocate to the bus companies that all engines be turned off while dropping off/picking up passengers at the Milford Sound Development Authority terminal to reduce noise and air pollution.

Accommodation Activity Area

33. This is the only area where staff accommodation facilities will be provided at Milford Sound / Piopiotahi (outside of the existing hotel site located in the Visitor Services Activity Area and at Milford Lodge). No new areas will be provided.
34. This site will provide and be designed for a maximum number of 260 beds. The design of this site will be in accordance with the following principles:
 - a) The bush setting will be retained;
 - b) Significant vegetation such as mature silver beech/kamahi forest will be retained. Secondary regrowth areas will generally be available for accommodation buildings;
 - c) The residential areas will remain secluded and not obvious from surrounding areas;
 - d) All buildings, accessories and associated infrastructure will not be visible from the coastal marine area and the Cleddau River as far as possible;
 - e) The vegetation buffer adjacent the runway will be preserved and enhanced to a minimum width of four metres where practicable;
 - f) Housing types will be a mix of low to medium/high density;
 - g) Buildings and accessories will be located where they can be absorbed into the natural environment;
 - h) Provision will be made for pedestrian ways within the activity area; and
 - i) Roading will be minimised.

Refer also to Implementation 14.
35. No retail facilities, commercial storage or non-residential accommodation will be provided within this Activity Area.
36. An authorisation is required to provide staff accommodation in this activity area. Each applicant will be required to demonstrate the necessity for locating staff in

this activity area. Necessity will be defined in terms of the following:

- a) The accommodation is required by those undertaking operations at Milford Sound / Piopiotahi for which their staff can not be reasonably transported to Milford Sound / Piopiotahi each day. Examples of this include (but are not limited to):
 - i) Those responsible for essential services;
 - ii) Airways Corporation;
 - iii) Onsite managers and/or essential staff associated with the operation of Milford Sound / Piopiotahi - based recreation, tourism, and accommodation concessions; and
 - iv) Regulatory authorities' staff required to be based at Milford Sound / Piopiotahi.

Airstrip Activity Area

37. Management direction for this Activity Area is outlined in section 5.5 of this Plan.

Parking Activity Area

38. All non-bus visitor vehicle parking at Milford Sound / Piopiotahi will be relocated to this Activity Area (except that which will be retained around the hotel site in the Visitor Services Activity Area and at Milford Lodge; that associated with the fishing fleet; and that provided for disability parking).
39. The following activities will be located at this site:
 - a) Any communal storage facilities to be used by concessionaires;
 - b) Any community-based facility associated with the Accommodation Activity Area;
 - c) Milford Sound / Piopiotahi sewage system;
 - d) Any communal generator facility;
 - e) Toilet facilities; and
 - f) A terminus for a park and ride facility should it be required.
40. No retail facilities will be provided in this Activity Area.
41. Undertake design work to determine the appropriate locations of these activities in this Activity Area in

conjunction with the various user groups at Milford Sound / Piopiotahi.

Foreshore Activity Area

42. Advocate that this area has all non-bus vehicle parking removed within five years of this plan becoming operative.
43. No buildings or structures will be placed in this Activity Area, except for those associated with passive day use activities. No retail facilities will be permitted.
44. The natural character of this area will be restored.
45. Work with the existing licence holders to achieve these implementations.

Visitor Services Activity Area

46. The following activities only will be located in this activity area:
 - a) One hotel facility;
 - b) Café(s);
 - c) Bar(s);
 - d) One information centre and associated small scale retail; and
 - e) Public toilets
47. Staff accommodation will continue to be provided at the existing level (2006) for activities associated with the existing lessees of this activity area. Should this staff accommodation be relocated to the Accommodation Activity Area, staff accommodation will cease to be provided in the Visitor Services Activity Area.
48. Work with the existing lessee of the hotel to encourage redevelopment of this site so as to provide a world-class visitor accommodation facility. This will complement the redevelopment of the foreshore area of Freshwater Basin. Future development will not compromise the ability to provide for this redevelopment. Appropriately designed relocatable buildings are suitable in this context. It is expected that the lessee will work with the Department of Conservation to ensure that any new buildings, structures or facilities do not compromise the key objectives of this management plan and the natural character values of Milford Sound / Piopiotahi.

Milford Lodge Activity Area

49. Continue to support the existing visitor accommodation options in this Activity Area.
50. This area and the Visitor Services Activity Area are the only areas where visitor accommodation will be provided at Milford Sound / Piopiotahi.
51. The following will apply in this Activity Area:
 - a) This site will ensure a variety of accommodation options including:
 - i) Basic low cost camping opportunities;
 - ii) Sites for campervans;
 - iii) Backpacker accommodation; and
 - iv) Motel type accommodation.
 - b) This site will not be developed into high quality hotel accommodation;
 - c) Retail facilities will be limited to those that provide necessary goods for clients of the Milford Lodge Activity Area; and
 - d) A restaurant/café opportunity is considered appropriate in this activity area.

Visitor Numbers

52. If by 2010 a substantial progression towards reducing the perception of congestion and overcrowding and restoring Milford Sound / Piopiotahi to a place where nature dominates has not occurred (particularly in relation to Implementations 9, 10, 21, 26, 38, 42 - 45 and 48); and research has demonstrated that the perception of crowding and congestion exists (refer to Implementation 2) the following mechanism should be employed:
 - a) Restricting annual visitors using the Freshwater Basin Activity Area to a maximum of 4000 visitors per day through existing and new concessions and between the hours of 8.30am and 6pm; and
 - b) This upper limit should only be permitted where:
 - (i) The infrastructure including utilities and services can be provided to comfortably support this number, and

- ii) That numbers are more effectively spread throughout the day. Visitor numbers between the hours of 11.00am and 2pm should not exceed 2500 per day. Where recreation and tourism concessions are required, they will meet these levels.
- 53. Ensure consultation with papatipu rünanga over the management and future developments within Milford Sound / Piopiotahi.