

CONTACT CENTRE EMERGENCY CONTACTS PACK

PA COPY

- Working Hours: Contractor Emergency Numbers
- After Hours: Contractor Emergency Numbers
- TCC Staff List

***** WORKING HOURS *****
CONTRACTOR EMERGENCY NUMBERS

AS AT 14.7.25

ORGANISATIONAL	TCC EMERGENCY MANAGEMENT - DUTY EMO - This is the first point of contact for all urgent Emergency Management enquiries - This is monitred 24/7	DUTY EMO	s 7(2)(f)(ii)
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AIRPORT	AIR NEW ZEALAND
	AIR NEW ZEALAND - TGA Airport
	AIR TRAFFIC CONTROL / CONTROL TOWER
	OPERATIONS MANAGER
	SAFETY MANAGER
	AIRPORT MANAGER
	AIRPORT PARKING 0600-2100
	LOST PROPERTY 0600-2100
	RESCUE FIRE 0600-2100
	SECURITY ISSUES 0600-2100

ANIMAL SERVICES	DOG PICK UPS / URGENT ISSUES - 1st contact
	DOG PICK UPS / URGENT ISSUES - 2nd contact
	DOG PICK UPS / URGENT ISSUES - 3rd contact
	MANAGER
	SECOND CONTACT

ASSET SERVICES	ROVER - MOUNT / PAPAMOA
	ROVER - BETHLEHEM/MOTUMOETA/LAKES/PYES PA
	ROVER - WELCOME BAY / TAURANGA / OROPI
	DEVELOPMENT MONITORING: TEAM LEADER

BUILDING COMPLIANCE	HAZARDOUS SUBSTANCES
	HAZARDOUS SUBSTANCES

BYLAWS & PARKING	TEAM LEADER; REGULATION MONITORING
	SUPERVISOR; PARKING ENFORCEMENT
	SUPERVISOR; REGULATION MONITORING TECHNI
	SUPERVISOR; BYLAWS ENFORCEMENT

VENUES & EVENTS	MANAGER VENUE & EVENTS
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EVENT FACILITATION	EVENT ISSUES ON COUNCIL OPEN SPACES
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BAYCOURT	URGENT BAYCOURT ISSUES - 1st contact
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	URGENT BAYCOURT ISSUES - 2nd contact
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	URGENT BAYCOURT ISSUES - 3rd contact
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	TICKETING ENQUIRIES - 1st contact
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	TICKETING ENQUIRIES - 2nd contact
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	BOOKING ENQUIRIES - 1st contact
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CARGO SHED (MANAGED BY BAYCOURT)	URGENT CARGO SHED ISSUES - 1st contact
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	URGENT CARGO SHED ISSUES - 2nd contact
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	BOOKING ENQUIRIES - 1st contact
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3 WATERS	3 WATERS DOWNER
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	3 WATERS ESCALATION
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	3 WATERS - SECOND ESCALATION
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	CITY WATERS
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	STORMWATER POLLUTION - ON CALL
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	ENVIRONMENTAL PROGRAMME LEADER
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	CHAPEL STREET TREATMENT PLANT (WW)
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	WASTEWATER TREATMENT PLANT MANAGER
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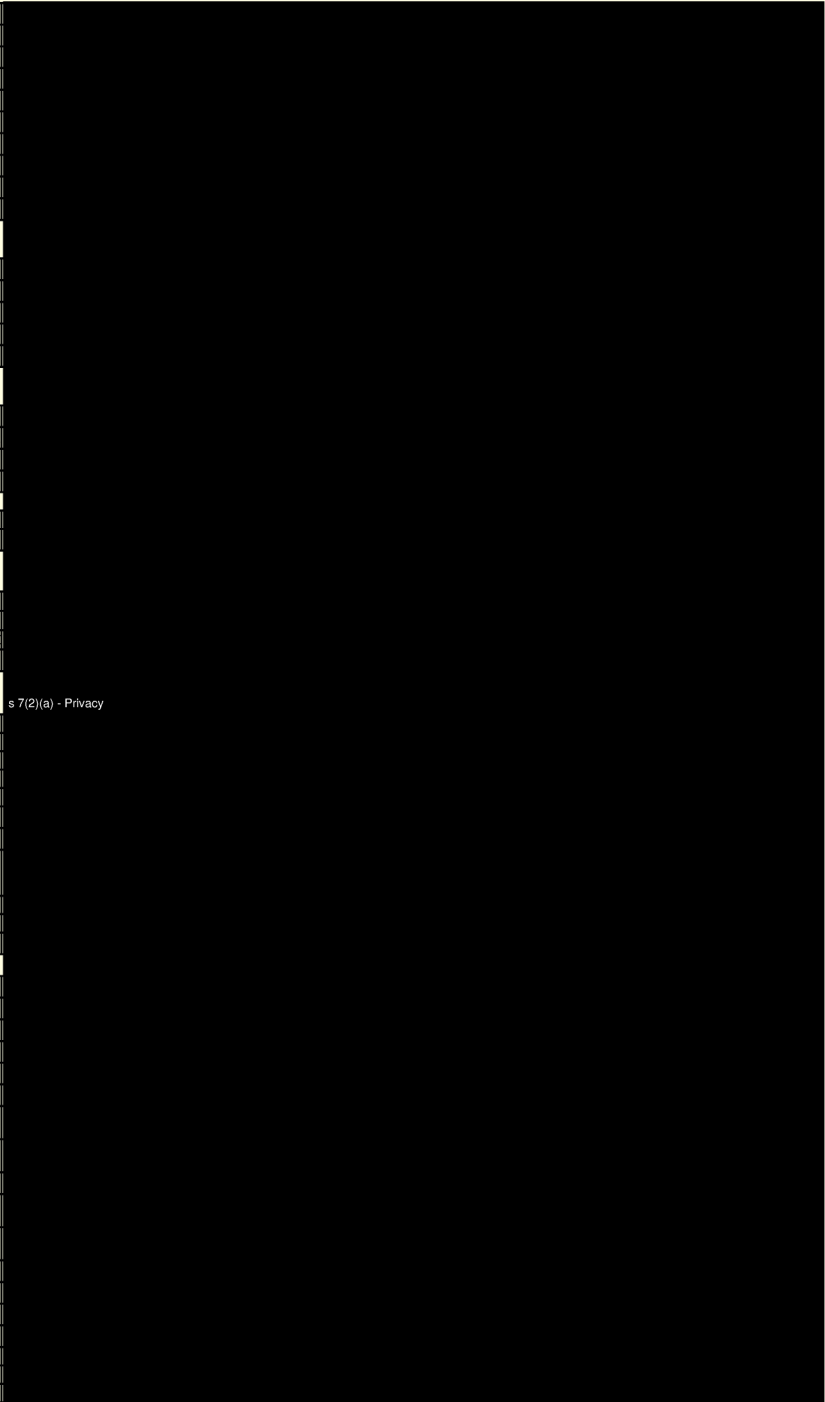
	WATER TREATMENT PLANT MANAGER
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	WATER SUPPLY MANAGER
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	WATER TREATMENT
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	OROPI ROAD TREATMENT PLANT
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	JOYCE ROAD TREATMENT PLANT
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WAIARI TREATMENT PLANT (NO.1 ROAD TE PUKE)

ENVIRONMENTAL PLANNING COMPLIANCE	NOISE CONTROL
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PARKS & RECREATION	HALLS
	PARKS MAINTENANCE - TEAM LEADER
	MCLARENS FALLS
	MCLARENS FALLS
	PYES PA CEMETERY
	SWIMMING POOLS
	TREES

PROPERTY SERVICES	COUNCIL BUILDINGS
	HISTORIC VILLAGE
	PARKING BUILDINGS
	PUBLIC TOILETS - Cleaning 1st Contact
	PUBLIC TOILETS - Cleaning 2nd Contact
	PUBLIC TOILETS - Maintenance

SUSTAINABILITY & WASTE	KERBSIDE COLLECTIONS - 1st Contact
	KERBSIDE COLLECTIONS - 2nd Contact
	LITTER ON BERM/FOOTPATH - 1st contact
	LITTER ON BERM/FOOTPATH - 2nd contact
	TRANSFER STATION - 1st contact
	TRANSFER STATION - 2nd contact
	COMPOST SITE - 1st Contact
	COMPOST SITE - 2nd Contact
	WOOD PROCESSING SITE - 1st Contact
	WOOD PROCESSING SITE - 2nd Contact
	RECYCLING PROCESSING PLANT (MRF)

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TRANSPORTATION	ABANDONED CARS
	ABANDONED CARS
	HAZARD ON ROAD
	HAZARD ON ROAD
	LITTER ON ROAD
	LITTER ON ROAD
	COLLECTION OF DEAD ANIMALS - 1st contact
	COLLECTION OF DEAD ANIMALS - 2nd contact
	STREETLIGHTS - 1st contact
	STREETLIGHTS - 2nd contact
	STREETLIGHTS - 3rd contact
	STREETLIGHTS - 4th contact
	STREETLIGHTS - 5th contact
	TRAFFIC LIGHTS - 1st contact
	TRAFFIC LIGHTS - 2nd contact

EXTERNAL	BAY BUS
	COURTHOUSE
	FIRE SERVICE, TAURANGA
	FIRE SERVICE, MOUNT
	FIRE SERVICE - GREERTON
	NZTA
	POLICE, GREERTON
	POLICE, MT MAUNGANUI
	POLICE, PAPAMOA
	POLICE, TAURANGA
	REGIONAL COUNCIL
	REGIONAL COUNCIL - Pollution Hotline
	SPCA
	WBOPDC
	WESTLINK

***** AFTER HOURS ***
CONTRACTOR EMERGENCY NUMBERS**

AS AT 14.7.25

ORGANISATIONAL	TCC EMERGENCY MANAGEMENT - DUTY EMO - This is the first point of contact for all urgent Emergency Management enquiries - This is monitored 24/7
AIRPORT	OPERATIONS MANGER SAFETY MANAGER AIRPORT MANAGER RESCUE FIRE 2100-0600 THE RESCUE FIRE SERVICE AIR TRAFFIC CONTROL CONTROL TOWER SECURITY ISSUES 2100-0900 AIRPORT PARKING 2100-0600
ANIMAL SERVICES	DOG PICK UPS / URGENT ISSUES - 1st contact DOG PICK UPS / URGENT ISSUES - 2nd contact DOG PICK UPS / URGENT ISSUES - 3rd contact MANAGER SECOND CONTACT
VENUES & EVENTS	MANAGER VENUES & EVENTS
EVENT FACILITATION	EVENT ISSUES ON COUNCIL OPEN SPACE - 1st contact EVENT ISSUES ON COUNCIL OPEN SPACE - 2nd contact
BAYCOURT	URGENT BAYCOURT ISSUES - 1st contact URGENT BAYCOURT ISSUES - 2nd contact URGENT BAYCOURT ISSUES - 3rd contact TICKETING ENQUIRIES - 1st contact TICKETING ENQUIRIES - 2nd contact
HISTORIC VILLAGE	HISTORIC VILLAGE MANAGER
CARGO SHED (MANAGED BY BAYCOURT)	URGENT CARGO SHED ISSUES - 1st contact URGENT CARGO SHED ISSUES - 2nd contact
BYLAWS & PARKING	ON-DUTY HOURS - SATURDAY BYLAWS 2ND ESCALATION CONTACT OFF-DUTY HOURS
3 WATERS	3 WATERS DOWNER 3 WATERS ESCALATION 3 WATERS - SECOND ESCALATION WASTEWATER TREATMENT PLANT (CHAPEL STREET)
ENVIRONMENTAL PLANNING COMPLIANCE	NOISE CONTROL
FIRES ON MAUAO	FIRE & EMERGENCY NZ Tauranga Group Manager/Assistant Commander PARKS SPECIALIST: MAUAO & HERITAGE TEAM LEADER MT BEACHSIDE HOLIDAY PARK 1ST CON MT BEACHSIDE 2ND CONTACT - If Mark Hales is on leave MT BEACHSIDE 3RD CONTACT - If Mark Hales is on leave DIRECTOR - SPACES & PLACES MANAGER - SPACES & PLACES ASSETS & ENVIRONME DUTY EMO COMMUNICATIONS DUTY COMMUNICATIONS ADVISOR - 1st contact HEAD OF COMMUNITY RELATIONS - 2nd Contact MAUAO JOINT ADMINISTRATION BOARD CHAIRPERSON NGA POUTIRIAO O MAUAO (JOINT BOARD) WATER SUPPLY DOWNER EDI WORKS WATER ENGINEER OPS & MAINTENANCE
PARKS & RECREATION	HALLS MCLAREN FALLS MCLAREN FALLS MCLARENS FALLS PYES PA CEMETERY SWIMMING POOLS TREES - 1st contact TREES - 2nd contact TREES - 3rd contact TREES - 4th contact VEHICLE LOCK INS - MOUNT / PAPAMOA VEHICLE LOCK INS - TAURANGA
PROPERTY SERVICES	PARKING BUILDINGS - SPRING / DURHAM & ELIZABETH PUBLIC TOILETS - Cleaning 1st Contact PUBLIC TOILETS - Cleaning 2nd Contact PUBLIC TOILETS - Maintenance TEAM LEADER FACILITIES URGENT PROPERTY ISSUES
SUSTAINABILITY & WASTE	KERBSIDE COLLECTIONS - 1st Contact KERBSIDE COLLECTIONS - 2nd Contact LITTER ON BERM/FOOTPATH - 1st contact LITTER ON BERM/FOOTPATH - 2nd contact TRANSFER STATION - 1st contact TRANSFER STATION - 2nd contact COMPOST SITE - 1st Contact COMPOST SITE - 2nd Contact WOOD PROCESSING SITE - 1st Contact WOOD PROCESSING SITE - 2nd Contact

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FIRST CONTACT THE FIRE SERVICE (if not already contacted). THEN TRY ANY PARKS PERSON STARTING WITH s 7(2)(f)(i) ONCE CONTACTED, THEY WILL GO THROUGH THE CALL TREE. IF UNABLE TO CONTACT PARKS PERSON, CONTINUE DOWN THE CALL TREE IN THE ORDER LISTED.

(If on Moturiki - Skip Beachside and Comms Contacts)

	RECYCLING PROCESSING PLANT (MRF)	
	HAZARD ON ROAD - 24/7	
TRANSPORTATION	HAZARD ON ROAD - Escalation	
	HAZARD ON ROAD	
	LITTER ON ROAD - 1st contact	
	LITTER ON ROAD - 2nd contact	
	COLLECTION OF DEAD ANIMALS - 1st contact	
	COLLECTION OF DEAD ANIMALS - 2nd contact	s 7(2)(a) - Privacy
* CREATE CCMS * HOWEVER IF YOU GET CALLS FOR SPILL OR HAZARD ON ROAD WHERE THERE IS CONCERN FOR SAFETY, LOG & CALL. Fulton Hogan	STREETLIGHTS - 1st contact	
	STREETLIGHTS - 2nd contact	
	STREETLIGHTS - 3rd contact	
	STREETLIGHTS - 4th contact	
	STREETLIGHTS - 5th contact	
	STREETLIGHTS - 6th contact	
	TRAFFIC LIGHTS - 1st contact	
	TRAFFIC LIGHTS - 2nd contact	

TCC Staff List

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