

April to June 2015

# QUARTERLY ACTIVITIES REPORT

Central Otago District Council



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# Our Activities

'Our Activities' provides a detailed overview of our activities from the last quarter and looks ahead to planned work for the next three months.

The groups of activities incorporate the core services that we deliver and we give particular consideration to how these core services contribute to the community in our decision-making process.

While some of the activities relate to legislation such as the Building Act 2004 and the Resource

Management Act 1991, they contribute to the community's social, cultural, environmental and economic well-being and therefore also contribute to the community outcomes in some way, either directly or indirectly.

Corporate support provides the internal processes and support required for the organisation to carry out its activities.

WATER			
WASTEWATER			
STORMWATER			
TRANSPORTATION			
OTHER INFRASTRUCTURE	Waste Minimisation	Elderly Persons' Housing District/Commercial Property Public Toilets Airports	
COMMUNITY SERVICES	Parks & Recreation Cemeteries	Community Facilities Libraries Swimming Pools	<i>District Development</i> Economic Development Tourism Community Planning Visitor Information Centres Central Otago Brand Promotions & Grants
PLANNING & ENVIRONMENT	Resource Management Building Control Liquor Licensing Dog Control & Registration Environmental Health Civil Defence		
GOVERNANCE & CORPORATE SERVICES	Elected Members' Support	Administration Buildings Personnel Communications Customer Service & Administration Financial Planning & Reporting Information Systems	

# WATER



# Water Services Overview

## OVERVIEW

The Water Services activity provides water, wastewater, and storm water services to the urban areas of Central Otago.

The Water Service Team's goal is to operate and maintain the water systems and to provide water and wastewater service that meet the standards required by central and regional government public health and environmental quality standards at the lowest possible cost.

The water supply service is a primary contributor to all three of our community outcomes.



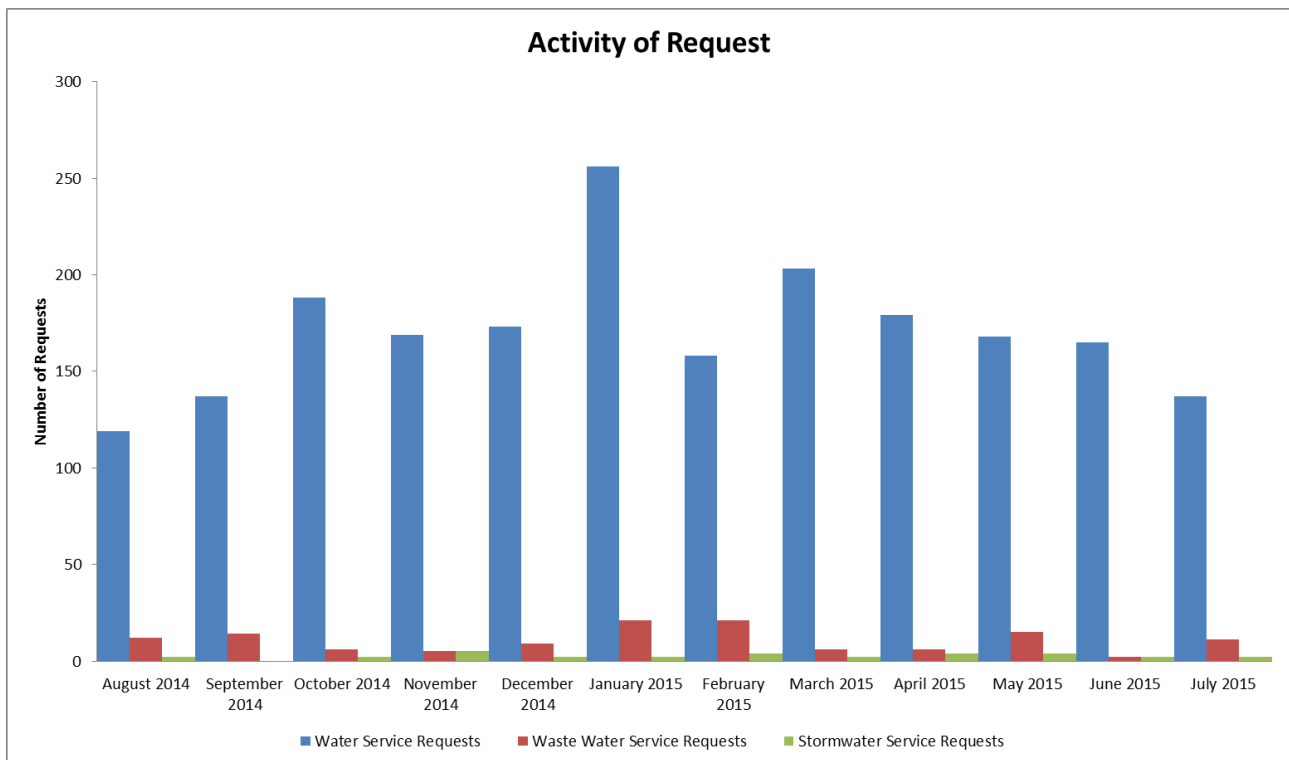
Our goal is to provide certainty in the quality and availability of residential water supplies, as well as education on water conservation.

## Operational Activity this Quarter

### Water Service Requests

Analysis of service requests over this quarter show that requests are generally running at normal levels.

The numbers displayed in the following graph are the total numbers of service requests recorded and include staff requests and external customer requests.



# Water

## OUR SPACE

We manage 10 public water supply schemes, servicing approximately 14,400 residents. We aim to supply the community with treated water at a suitable pressure and quantity. Each scheme is different but operates under the same basic process. Water is drawn from a lake, river or bore before being treated to a required standard. Treated water is then pumped to elevated storage reservoirs for distribution. The reservoirs ensure sufficient quantities are available for consumption and firefighting while the elevation produces the required pressure.

In providing this we collectively utilise 57 pumps, 357km of pipes and 73 tanks or reservoirs.

The water supply service is a primary contributor to all three of our community outcomes.



Our goal is to provide certainty in the quality and availability of residential water supplies, as well as education on water conservation.

## Our Measures

How we Measure Success	Our Aim	Comments
Water consumption per property per annum	Water consumption is stable at 450m <sup>3</sup> per annum per connection	Consumption is at 169m <sup>3</sup> per connection for this quarter with 410m <sup>3</sup> for this year.
Proportion of our budgeted works programme completed annually	90% of annual plan budgeted works completed within the financial year	Annual expenditure is at 53% spent after the fourth quarter of the year. Seismic Valves, Molyneux Park Irrigation and Reticulation Renewals contracts were late starting due to resourcing issues. or Project planning caused a number of projects to be delivered late in the financial year
Number of requests for service received from customers	Number of service requests trending down from 900	337 service requests in this quarter with 1394 for this year. This measure was not achieved.
Time without water per customer per annum (planned and unplanned)	Maximum shut down = 6 hours 99.7% sys availability No more than 5 shutdowns per property	No data to report on for this quarter.
Flow and pressure at connection	Number of low pressure or flow complaints trending down Number per year where flow is less than 25 litres/min Number per year outside the pressure range of 300Kpa – 900Kpa	No data to report on for this quarter.

Water loss from the network as a result of system leakage	Water loss does not exceed 30% of winter night flow	Water Loss for the district (with the exception of Patearoa) is equal to 27% of the water supplied. Achieved.
Compliance with the microbiological criteria of the NZ Drinking Water Standards	Zero failed E-coli tests	No data to report on for this quarter.

## Molyneux Park Irrigation Bore

The contract to convert the existing rain guns to in ground pop-up sprinklers well underway and work will be completed in August 2015.



## Renewals

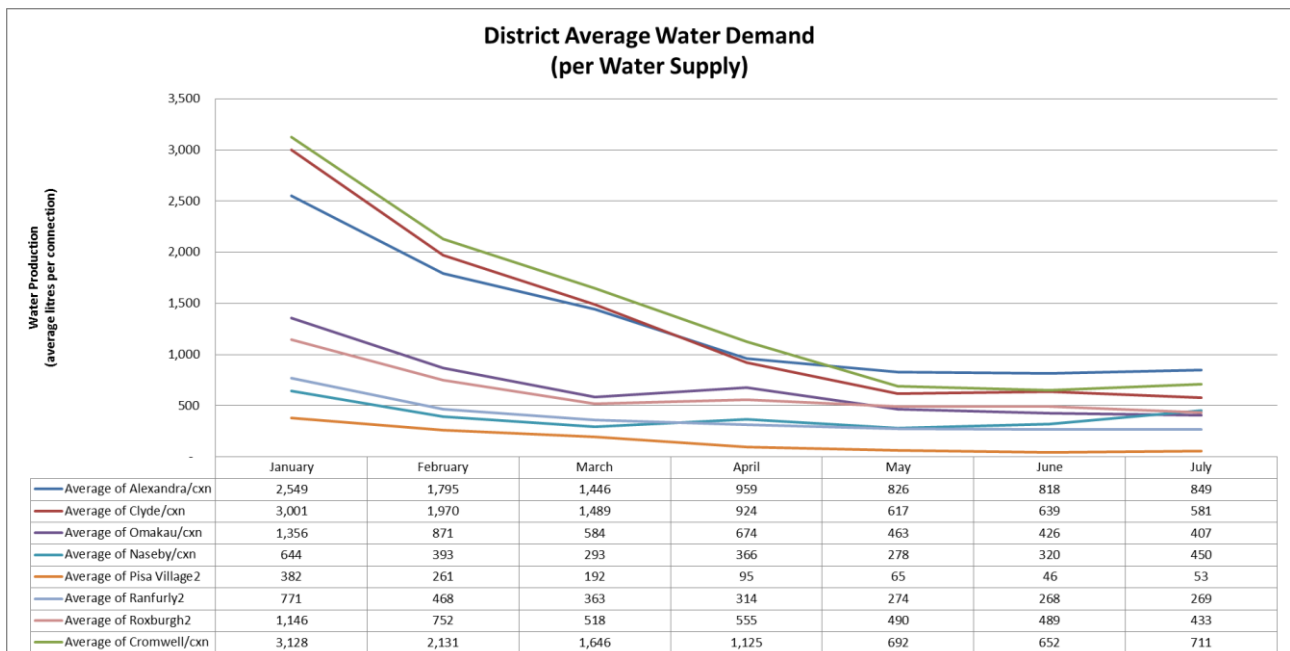
Reticulation Renewals Construction is underway with Benchmark Construction. It is anticipated to be completed in the next quarter.

Water Reticulation renewals projects completed or started in the following towns.

Alexandra: Thomson St (Taylor to Walton St).  
Brandon Street

Ranfurly: Caulfield St (Charlemont to Northland St).

## Water Consumption figures October to December 2014



# WASTE water





# Wastewater

## OUR SPACE

We manage eight public wastewater schemes (Alexandra, Bannockburn, Cromwell, Lake Roxburgh Village, Naseby, Omakau, Ranfurly and Roxburgh), servicing approximately 12,500 residents. Each scheme pumps, reticulates and treats the wastewater generated by your household as well as from businesses and industrial processes. Wastewater is treated to a statutory standard and then discharged into a nearby water body or onto land.

In providing your wastewater service we utilise 216km of pipe, almost 2000 manholes and 81 pumps. Privately owned septic tanks are used in townships without reticulated schemes.

The wastewater service is a primary contributor to two of our community outcomes.



We strive to provide reliable, secure wastewater disposal systems where needed in the district, seeking continual improvement in our wastewater discharge standards.

## Our Measures

How we Measure Success	Our Aim	Comments
Proportion of our budgeted works programme completed annually	90% of budgeted works completed within the financial year	Annual expenditure is at 28% spent in the fourth quarter.  Treatment Upgrades behind schedule contracts let. Reticulation Renewals contract let start delayed due to availability of contractor commitment to Canterbury rebuild.
Number of requests for service received from customers	Number of service requests trending down from 100	23 service requests in the second quarter with 131 for the year.  Target not achieved.
Property hours affected by system blockages	Less than 0.5% experience sewer outages per year	No data to report on for this quarter.
Sewage is managed without risk to public health	Frequency of blockages affecting a single property, no more than twice a year	No data to report on for this quarter.
Compliance with resource consents in relation to wastewater discharges to water ways	100% compliance	No data to report on for this quarter.

# Major Projects

## Clyde Wastewater Management

Discussions on the objectives and issues surrounding the current wastewater activity and future demand for services in Clyde have begun. The project group looked to identify key performance measures that possible options would be measured and compared against. The project is following a

## Alexandra Wastewater – UV Project

Contractor is finalising the design for construction. The geotechnical engineer has been on site to enable final design. Physical works are due to commence, with the completion date targeted for the end of November 2015.

## Cromwell Wastewater Resource Consent Renewal

There are four distinct projects associated with consent compliance, these are itemised below with the corresponding compliance date:

- Site Landscaping Works - completed
- Sludge Removal & Disposal - completion date 01 Dec 2015 – Tenders have been invited for this process and the project will be awarded in August this year.
- Treatment Plant Upgrade - completion date 01 Jan 2019
- Bannockburn WW Effluent Pumping & Pond Decommissioning- completion date 01 Jan 2021

# Wastewater Reticulation Renewals

Reticulation Renewals contract work has been awarded to Pipeworks Limited. The installation method involves slip lining technology. Physical Works are scheduled to commence November 2015.

Wastewater Reticulation renewals are planned in the following towns.

Alexandra:	Between Ventry St & Bringans St (Brandon St to Shannon St)
Cromwell:	Between Donegal St & Molyneux St (Blyth St to Alpha St).
Omakau:	Leask St (Alton St to Hindon St ).
Naseby:	Strode Ave (Near 7 Strode Ave).
Roxburgh:	Scotland St (15 Scotland St to 17 Paisley Pl).

# STORM water



# Stormwater

## OUR SPACE

The stormwater activity provides for the safe removal of excess rainfall that does not naturally permeate into the ground. We manage stormwater for 10 townships.

Stormwater is conveyed directly to waterways using piped infrastructure, natural water courses and open channels. We have a responsibility to ensure communities are not adversely impacted by localised flooding. This includes liaising closely with the roading activity on ponding issues. Flood risks from large catchments, like the Clutha and Taieri rivers for instance, are managed by the Otago Regional Council (ORC).

In managing stormwater run-off we utilise over 91 km of pipes channels and open drains with more than 800 manholes.

The stormwater activity is a secondary contributor to two of our community outcomes.



Our goal is to provide better planning solutions and improved stormwater maintenance, as well as education on stormwater reuse.

## Our Measures

How we Measure Success	Our Aim	Comments
Proportion of our budgeted works programme completed annually	90% of budgeted works completed within the financial year	Annual expenditure is at 91% spent in this quarter.
Number of requests for service received from customers	Number of service requests trending down from 10	10 service requests in this quarter with 29 for the year. Target not achieved. District has experienced several significant rainfall events this report period.
Compliance with resource consents	100% compliance	Target Not Achieved. No data to report on for this quarter.

# TRANSPORTATION



# Transportation

## OUR SPACE

The transportation activity is a primary contributor to all three of our community outcomes. It enables the movement of goods, people and services across our district.



We utilise a significant number of transportation assets to deliver our community outcomes. The largest of this is more than 1850km of roads spreading throughout the district. Most of these, approximately 1360km, are unsealed roads or tracks.

We utilise 176 bridges, just under 5000 culverts and close to 12,000 hectares of road reserves.

## PERFORMANCE MONITORING

Council's goal is to ensure an efficient, fully accessible, safe roading network.

The core values we aim to deliver are:

- Timely intervention
- Informed customers
- Quick response
- Efficient work practices
- Quality outcomes

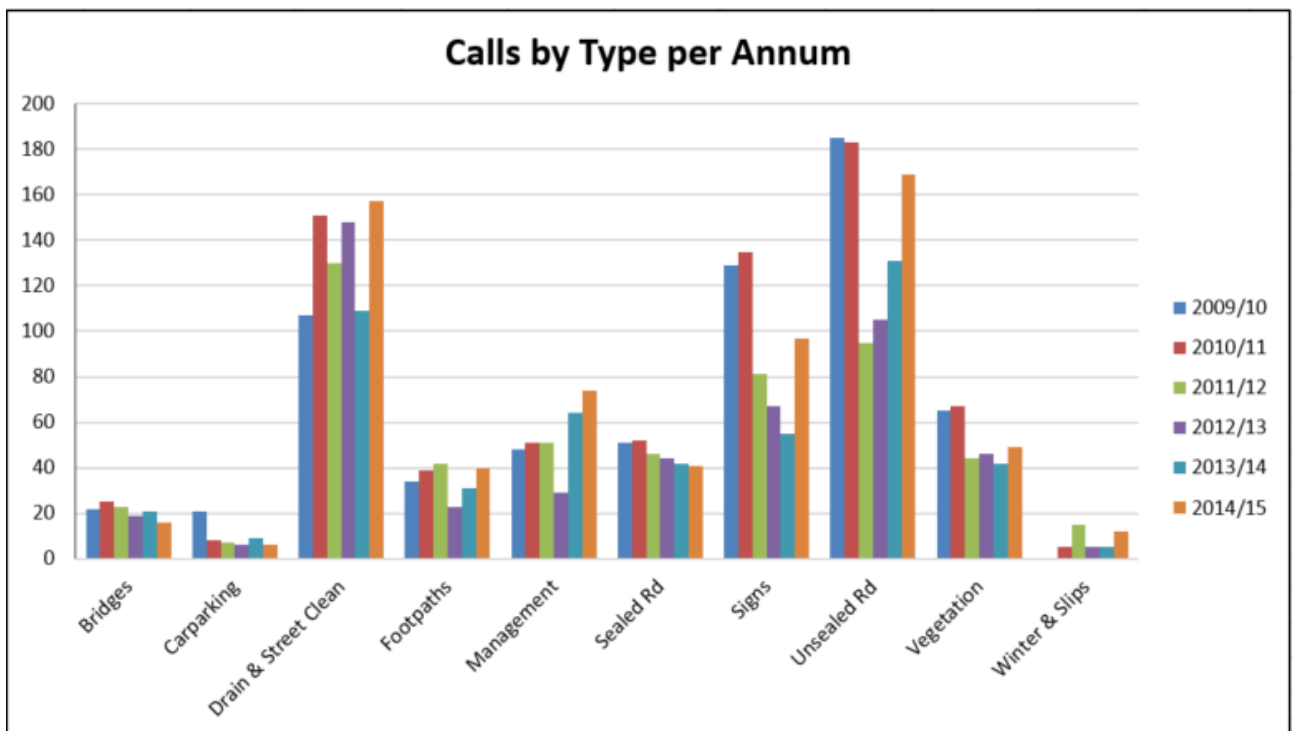
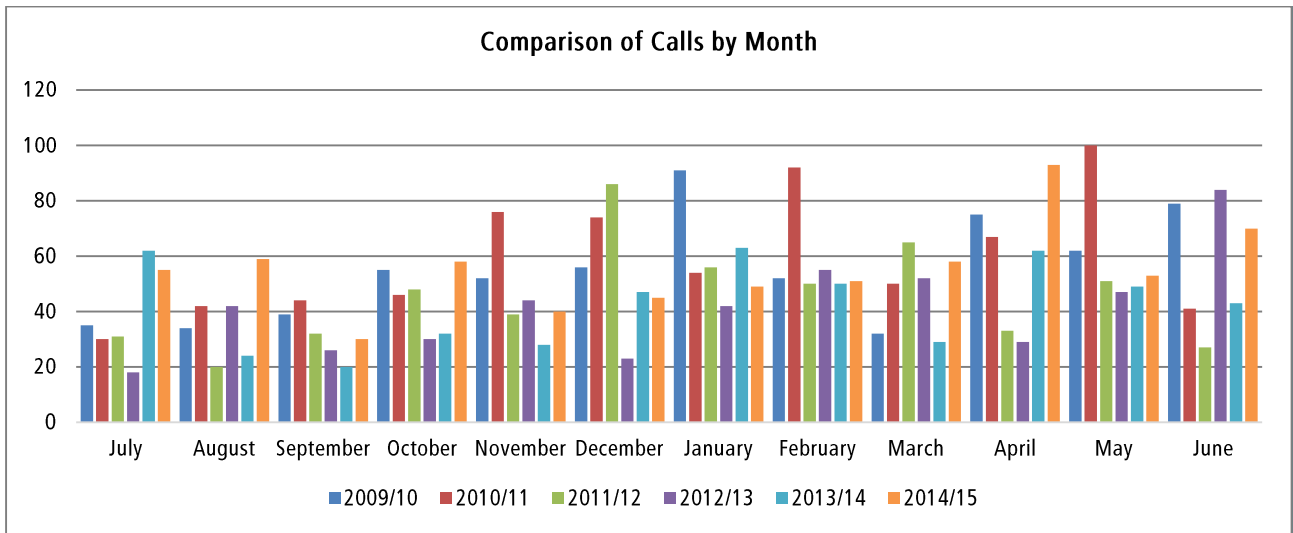
## Timely Intervention

The number of calls is significantly higher this year. While the call increases stabilised over the summer months they jumped again in the last quarter.

There are a number of contributing factors for this with wet weather playing a significant part, as well as dissatisfaction with the condition of tracks. We are going back to the basics of Systems Thinking to analyse the calls over the past 12 months to refocus both Council staff and contractors on what matters to our customers. The start of the new three-year funding programme, and the ability to undertake increased drainage and track work will have removed some of the barriers to getting this right.

Increased calls under management partially relate to call outs for stock on roads, which has been transferred to the roading team in the past 12 months. This work was previously one of the responsibilities of the Rural Fire Officer.

Year	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Number of calls to 30 June	662	716	534	492	509	640

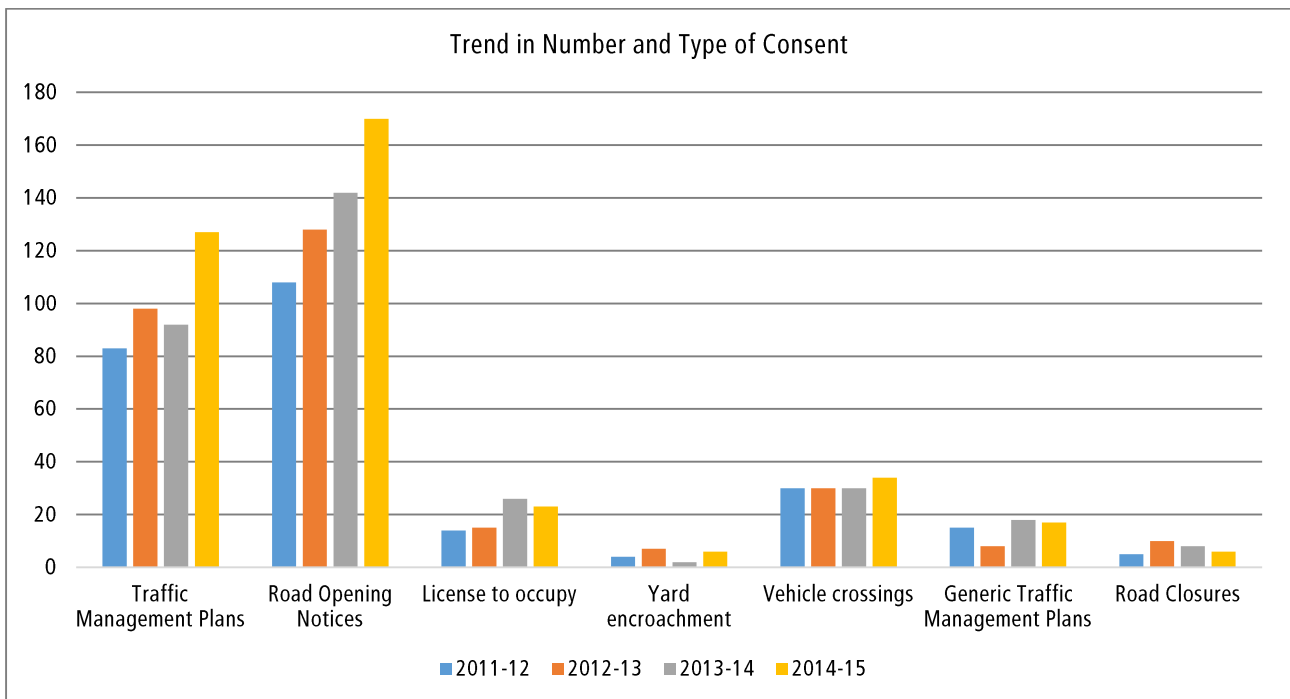
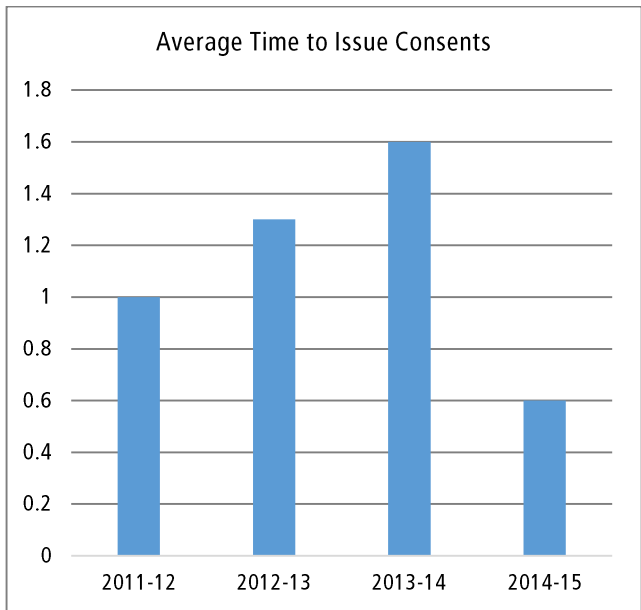
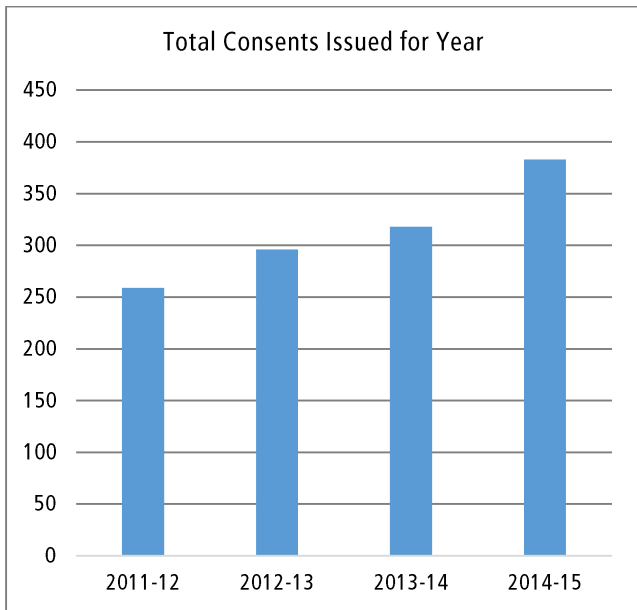


## Quick Response

The number of consents received for the year to date continues to trend upwards, with an increase of 32% in the last four years and 20% on last year.

The average time taken to issue a consent in the last 12 months was 0.6 days. This means that on average consents are issued within one working day and Council continues to make a positive contribution to the ease of doing business for these activities.

While the increase in consent numbers is consistent across most consent types, in the past two years there has been a 69% increase in applications for Licenses to Occupy Road Reserve for private services. This is an indication of the increased level of investment being made to improve land productivity in rural areas through irrigation improvements. We consider this to be an early indicator of potential increased heavy vehicle use on rural roads as a result of this investment.



## Quality Outcomes - A Safe Rooding Network

The crash statistics are sourced from the NZ Transport Agency (NZTA) Crash Analysis System (CAS). As it takes up to three months for crashes to appear in this system, the data provided for this report is updated for the previous quarter rather than the current one.

Due to this delay, the annual report figures are based on the last quarter of the last financial year, and the first three quarters of the current financial year.

The figures that will be included in the annual report are shown below.



Annual Report Council Roads only	2010/11	2011/12	2012/13	2013/14	2014/15
Serious Injuries	15	6	7	5	8
Fatal Injuries	1	2	0	1	0
Total Serious and Fatal Injuries	16	8	7	6	8

The Community Road Safety Advisor will be preparing more in depth analysis of the crashes that have occurred in the last five financial years to identify if there are any consistent contributing factors that are able to be addressed.

## Physical Work Planned

*for the Next Quarter (July, August & September)*

We are currently working on the reseal and metalling programmes for the next three-year period. We expect the reseal list to be finalised by the end of July and the metalling list by the end of August.

This will involve inspecting the sites, reviewing priority and preparing detailed estimates, as well as confirming gravel sources for metalling which can involve some work to explore all options and identify the most cost-effective one.

Last year Council provided information and support to two University of Auckland PhD students. They developed a modelling tool which uses gravel pit test data and then considers the costs associated with the metalling and whole of life maintenance costs for different pit materials. This determines which is the most cost effective. The work they did using Central Otago data as a case study has identified we could have saved 25% over the life cycle of one of the roads studied by using gravel from an alternative pit, despite the upfront cost being higher.

We will be applying the tool developed by Auckland University to the 2015/16 metalling programme to review which pits will provide the most cost-effective options for each road. The outcome of this is likely to be of interest to the wider industry.

Drainage work on metalling sites will commence in August with metalling likely to start in September. Pre reseal repairs will commence as soon as weather conditions are appropriate.

The metalling and reseal programmes will be loaded onto the website as soon as they are finalised.

## Strategic Planning

### Roading Bylaw

Signs will be installed for the Heavy Vehicle Bypass of Cromwell by the end of July. There is a large number of parking signs required, and these will be installed in late July/early August.

We are in discussions with Queenstown Lakes District Council regarding options for parking enforcement, and enforcement of other bylaws where appropriate. The Planning and Environment Manager is also providing advice regarding bylaw enforcement.

### One Network Road Classification

Our classification of the Central Otago Road Network to the ONRC classifications has been considered and approved by the National Moderation Group.

We are now working on the transition plan to ensure we have the classification and the change in approach to performance measurement implemented in time for feeding into our planning for the 2018/28 Long Term Plan. While this may seem some way off, we only have 12 months before information will be required for analysis to prepare the programme proposals, which are then considered by Council.

Our first priority is to ensure our traffic count estimation process is providing accurate estimates. It is the annual traffic estimates that are used for all reporting and modelling processes rather than the actual counts that are done. These estimates will be used to benchmark Council's performance.

Accurate count information will also enable us to more accurately predict demand on different roads. In order to achieve this we have an extensive count programme underway that will then enable us to link roads with similar traffic patterns and growth. The estimates on all the roads will then update annually based on actual changes in a few counts that are undertaken on some of these roads.

Regional groups are being facilitated by the Local Government Centre of Excellence to enable councils to work together on implementing these changes. The first regional meeting will be with roading staff from the Otago/Southland councils on 24 July. It is expected that efficiencies will result from councils working together to address any data gaps or processes that may need to be implemented.

### **Activity Management Plan (AMP)**

The 2015 AMP is being finalised, with the outcome of the funding decisions from Council, community boards and NZTA still to be added to the document.

The Roading Valuation is currently being prepared. We have been busy ensuring the asset inventory is up to date in preparation for the valuation.

We will be testing a roughness phone app mounted on a mobility scooter for measuring roughness on footpaths during August. This is to enable us to measure the current condition of the footpaths in the district, and then set an expected level of service. We are then required to report performance against this

level of service annually as a mandatory Department of Internal Affairs measure in our Long Term Plan. Queenstown Lakes District Council has expressed an interest in working with us if this method proves successful.

We now have the past 10 years of metalling records contained in our Asset Management System (RAMM). This means we are able to filter those roads that are overdue for metalling and those that are due in the next three years. This is based on a standard life being assigned for different classifications of road. There are a number of factors that can affect the accuracy of this, so it is only used as a first cut. Inspections are also being undertaken to assess the condition of each road. This information is used to develop the three year metalling programme as well as refine the assumptions regarding average lives.

We have a number of specialist inspections and road testing required within the 2015/16 financial year. We will be talking with other councils in the Otago/Southland area to identify if there is potential to procure these services collaboratively within the region. This could result in reduced costs due to the quantum of work required.

# OTHER infrastructure

waste minimisation airports  
elderly persons housing public toilets  
district/commercial property



# Waste Minimisation

## OUR SPACE

There are two distinct areas of service in providing this activity. Waste management collects and disposes of your rubbish. Waste management also provides access to transfer stations, green waste drop-offs and recycling. Waste minimisation focuses on leading, facilitating and educating the community on wiser use of resources and environmental sustainability.

We provide a four weekly kerbside recycling collection (separate glass and mixed recycling) and a fortnightly rubbish collection service to approximately 8400 domestic and commercial properties across the district. Approximately 450 additional households in the rural areas are serviced by the same contractor under private agreements. We also provide recycling drop-off services in 10 locations across the district to support households outside of the Council collection area and for extra material above the capacity of allocated kerbside collection bins. We also operate five greenwaste only drop-off sites and four transfer stations for waste disposal, including whiteware and scrap metal recycling. All residual waste, that cannot be reused or recycled is transported and disposed into the Victoria Flats Landfill in Queenstown.

Waste minimisation is a primary contributor to two of our community outcomes.



## LEVEL OF SERVICE

Engage the community in waste reduction and wiser resource use

## SUCCESS MEASURE

Provide learning opportunities around wiser use of resources and waste minimisation

## Enviroschools

*Highlights – Provided by Enviroschools Facilitator*



### Schools

The Enviroschools (ES) Facilitator contacted all schools in the ES programme to introduce herself and observe where and how she can best work alongside the schools in their ES journey.

An ES teacher training day was held in Cromwell in May, run by ES facilitators from Central Otago and QLDC, with a focus on global issues. This was attended by 11 schools.

World Environment Day (5 June) saw plantings continue at Boundary Road Reserve, with all three Alexandra primary schools attending. This was supported by Keep Alexandra/Clyde Beautiful (KACB) members and CODC.

International Day for Biodiversity was recognised through schools with a poster competition to depict native biodiversity in Central Otago. Winning entries received a school prize at school assembly from the ES Facilitator and Bill Nagle biodiversity advocate.

Two Central Otago schools received funding from ES empowerment fund (St Gerards and Clyde Primary), both of whom will be putting the funding towards further establishing their vegetable gardens.

### Plans and Issues

Enviroschools organisation changed from Enviroschools Foundation to Toimata Foundation on 1 May. The Foundation currently supports Enviroschools and Te Aho Tu Roa. The new name evokes ideas of creativity and craft, sustainability and vision.

The ES Facilitator attended Enviroschools Level 1 training at Raglan at end of April.

Alexandra Primary and St Gerards have booked the ES Facilitator to attend their syndicate planning meetings early T3 to help weave Education for Sustainability into their curriculum.

Thyme Festival planning is continuing, with a focus this year for Enviroschools being single use plastic bags, biodiversity and edible gardens.

Central Otago Teacher Training Workshop #2 is scheduled for 8 September. The theme is 'Community Partners'.

## Enviroschools Otago Regional Team

There is a regional facilitators team meeting scheduled for 22 July in Alexandra.



Clyde Primary School's Envirogroup building their own compost facility

# Sustainable Living

Highlights provided by the Community Sustainability Facilitator



## St John Ambulance Camp – Bannockburn

Community Sustainability Facilitator helped cadets in their exploration and learning for their gold environmental badge focusing on fresh water.

## Community Preserving and Pickling

A community event held for all interested in sharing an afternoon to celebrate autumn abundance – numerous preserves and dishes were created and shared amongst participants to take home.

## Native Biodiversity

21 May, International Day for Biological Diversity. A pecha kucha style presentation evening was held in Alexandra with more than 90 attending. Speakers included; Bill Nagle local biodiversity advocate and specialist, Jacob Dexter DOC, Rob Wardle QEII Trust Central Otago Representative, John Darby retired Assistant Director of Otago Museum, Grant Norbury from Landcare Research and Nick Mills from Te Kakano Trust. The event was sponsored by local businesses. A schools poster competition was run in conjunction with the event which was exhibited on the night.

## World Environment Day 2015



29 May – 6 June. A full timetable of events for the week involved focused discussions as well as action. The activities included: Glass Recovery Project (80T glass colour sorted and recycled); Food Forest workshop; Graveyard Gully Heritage Apple Tree grafting workshop; Miners Lane Clyde clean-up (a long-term project, this is the first stage - identifying areas in need of removal of invasive species, mitigate green waste dumping, with a plan for future native plantings to enhance the area and complement plantings on opposite side at river track entrance); Movie: *One Water*; Soil Health and Compost workshop; REAP planting project maintenance; Boundary Road Reserve planting and cleanup (an ongoing project, encouraging collaboration between schools and community groups, creating a native habitat for flora and fauna to flourish as well as providing a barrier between residential and industrial estate); Sustainable Prosperity conversation.



Glass Recovery at Wastebusters for World Environment Day

## MAD4CO Coordinator

Met with Central Otago Environmental Society seeking options for the future of their group.

## Creative Commons

Applied to *The Food Project* film.

## Press Coverage

Pecha Kucha – pre and post article in the News.

World Environment Day (WED) – advertorial in the Mirror and the News; facilitator interviewed on local radio; Boundary Road planting in the News, Otago Daily Times and the Mirror; Glass Recovery Project coordinator Penny Garland spoke on local radio, interviewed in the News, Otago Daily Times and the Mirror.

Plastic Free July – two articles in the News (25 June); sustainability facilitator interviewed on local radio.

## Plans and Issues

The Thyme Festival Committee is working on a calendar of events for the November festival.

Following on from the tree grafting workshop at WED, MAD4CO will have local heritage apple trees for sale at the Thyme Festival market day on 8 November.

Adult Learners' Week funding received from ACE Aotearoa.

'Plastic Free July' support group to meet at the end of July to share experiences, facilitator and coordinator will collate for a plastic reduction resource.

COWB approached Wanaka Wastebusters (WW) to see if it would be interested in taking over operations at the Boundary Road site. WW has been incredibly successful running its site in Wanaka and has a dynamic management team that are passionate about recycling and waste minimisation. WW is working with the Council to ensure a secure lease and a contract to manage drop-off facilities in the region. WW has committed to taking over all operations from 1 July. This is great for the community. COWB were faced with closing the Boundary Road site, which would mean loss of employment for all staff and the loss to the community of a great resource. Although the operation is down-sizing and employing less staff, it is still there, employing locals and keeping wages in the community. All assets owned by COWB, such as trucks and baling machines, have now been transferred to Wanaka Wastebusters' ownership. It is important we continue to support the Boundary Road site, use the shop and use the drop-off facilities for recyclables and goods that can be re-used. Sustainability is not just about recycling beer bottles and newspapers, it is also about supporting local businesses, keeping the local main street thriving and spending our dollar in a way that benefits our community and ultimately all of us.

The Board of COWB is convinced the hand-over to WW is the best option for the future of recycling and waste minimisation in the district. It was heartening that our members unanimously supported this move at a special general meeting in June.

# Central Otago WasteBusters

*Provided by COWB*

Due to the transition process of COWB to Wanaka Wastebusters, a full report is not available. A short report from the organisation's Chairman has been provided below.

There has been a lot happening at Central Otago WasteBusters in the last couple of months. A team from Owens Illinois (OI) manufacturers of glass bottles, visited on Queens Birthday weekend. The team comprised of 10 OI staff all from different departments of the organisation. They worked in freezing conditions alongside volunteers from Central Otago to celebrate World Environment Day. It was great to see all the sorted colour glass, around 80 tonnes of it, lined up at the end of the weekend ready for shipment for recycling back into glass bottles.

# Other Waste Minimisation Activities

*Provided by CODC Waste Minimisation Officer*

## Recycling and Refuse Services

A special general meeting was held by the COWB Board at which over 30 COWB members attended and agreed in a vote to a takeover by Wanaka Wastebusters. This will allow the organisation and its wider community goals to continue and grow.

Wanaka Wastebusters subsequently presented a proposal to Council staff that offered a governance role, operational management and business development of COWB. These plans were further developed, presented to Council and a decision by Council to contract the drop-off servicing of the Maniototo, Teviot and Manuherikia facilities was

confirmed. AllWaste will provide the servicing of the Cromwell drop-off facility.

Meetings were held with COWB and Wanaka Wastebusters (acting management) to confirm the transition plans from COWB to AllWaste kerbside services and the continuation of drop off servicing. COWB carried out its final kerbside collections at the end of May with the transition to AllWaste four-weekly collections across the entire district.

SULO the wheelie bin manufacturer and delivery company were contracted to carry out the physical roll out of the new 18,500 mixed recycling and glass bins. The new bins were delivered over a period of three weeks in April/May with the first contracted collection under AllWaste starting 25 May. The new service sees yellow lidded mixed recycling 240L bins and blue lidded glass 240L bins collected on a four weekly basis across most townships in the Central Otago district. An extensive communications programme was rolled out with the bins and involved a high media presence across Facebook, web, local radio, community newsletters and local papers for the three months covering the pre and post rollout period.

Despite living outside of the Council kerbside collection area, approximately 180 property owners in the Springvale/Dunstan/Young/Muttontown/Airport Roads area of Alexandra had been receiving a kerbside recycling collection from WasteBusters. As the new contract with AllWaste does not include these areas a letter was sent explaining that they will no longer receive a service under the Council contract. Currently, these residents' needs are met by ensuring local drop-off facilities for rubbish and recycling continue to operate at Alexandra, Boundary Road. We received a reasonably high number of enquiries about this and residents were advised to submit to the LTP on this matter.

After targeted consultation with business owners, and due to the changes in the methodology for kerbside collection services, a temporary bin enclosure for nominated business in the Cromwell Mall was set up. Depending on the outcomes of the trial and the uptake of the compound's use, more permanent structures will be considered in the future.

Data is being compiled about the quantity and quality of recyclable material under the new kerbside collection methodology and contract. Anecdotally, the mixed recycling material is of high quality with very low rates of contamination. However the glass recycling had a high level of jar and bottle lids in it. Processes around how prohibited items and contamination are managed are being finalised and communications have been put out across Facebook, radio, web and print media.

The Naseby recycling container is planned for removal in the next quarter. Information about the service change is being circulated with the Naseby Vision

committee, their members and the wider Naseby community.

The new bins for the Cromwell recycling drop-off facilities have been manufactured by local engineering firm 'Central Engineering'. We are excited that a local company can meet our needs for production and future modifications and/or maintenance. These new 3 cubic metre bins will be operational at the Cromwell Transfer Station from the beginning of next quarter and will be part of AllWaste's contracted service.

## Advocacy for Product Stewardship

Feedback to stakeholder consultation regarding a national waste data framework has been provided to the national body WasteMinz who are coordinating this MfE funded piece of work. The key aims of the project are to develop protocols, roles, definitions and an implementation plan for the new framework.

WasteMINZ is submitting an application to the MfE Waste Minimisation Fund for a national Love Food, Hate Waste programme. WasteMINZ is hoping to be granted \$200,000 - \$250,000 from MfE. A letter of support and a small amount of funding has been committed from CODC. If successful, the project will include: a Love Food Hate Waste website similar to this <http://england.lovefoodhatewaste.com/>, online presence in social and national media, press releases for national and local use, a suite of graphic design resources, plus all resources currently available under the 'WRAP' license, which includes workshop materials and small targeted campaigns.

There are a number of initiatives for product stewardship of challenging waste streams that have recently seen progress stymied by the Ministry for the Environment despite widespread industry, local government and stakeholder support. The latest issue is around end of life tyres and the 'Tyrewise' programme. The WasteMinz Territorial Authority Group is sending a letter to the Minister on behalf of TA's indicating disappointment at the lack of progress.

## Transfer Stations, Cleanfills and Greenwaste Sites

A number of fire call-outs were required to the Cromwell greenwaste site due to a three year old pile of mulched greenwaste self-igniting. The stockpile has been disestablished and a review of procedures and operations has taken place. The main Cromwell and Alexandra greenwaste sites have been dozed and clear dumping areas re-established.

Contractual meetings and site audits have identified various health and safety issues at transfer stations that are being worked through with the contractors.

Improvements at the Roxburgh and Ranfurly sites are recommended to increase both the safety of customers and staff.

## Hazardous Waste

Advertising was placed in farming papers and Otago Daily Times in conjunction with Otago/Southland TAs and Otago Regional Council (ORC), urging Otago and Southland farmers and growers to make use of a subsidised programme to get rid of unwanted agrichemicals, see

<http://www.agrecovery.co.nz/resources/sites-and-events/otago/> Promotion of the following hazardous waste clean event has also been covered to encourage participation in the campaign to rid NZ of POPs (Persistent Organic Pollutants), see <http://thegreatddtmuster.co.nz/>.

## Closed Landfills

The quarterly closed landfill inspections and groundwater monitoring were carried out in June. Full reports on all sites including lab analysis of groundwater samples will be monitored and compliance with ORC consents reviewed.

## Community Sustainability

Council staff continue to support REAP EnviroSchools and sustainability facilitators in community learning opportunities for waste minimisation and sustainability.

# Statistics

Since the introduction of Council's fortnightly rubbish collection in July 2014 the quantity of waste to landfill from Council rubbish collections has dropped by 14%, a giant 1170 tonnes of material less than the previous year no longer wasted and a significant amount of greenhouse gas emissions avoided. The trend of less waste to landfill has been continuing since 2008.

Recycling percentages have generally hovered around the 15% diversion during this time, which means a large proportion of the reduction in waste to landfill is likely to be greenwaste now being composted or mulched and reducing the amount of stuff we use or consume i.e. following the mantra of reduce, reuse, recycle. It will be interesting to see how the new district wide kerbside recycling collection will influence our community's goal of moving towards 'Zero waste to landfill'. (Please note that due to recent changes in recycling contracts, some recycling data has not been captured in these results).





## Key Performance Indicators for our Level of Service

Engage the community in waste reduction and wiser use of resources, demonstrating how we are doing towards zero waste

Date: **Jun 2014/15** Term: **Quarterly**



### Total Materials : Kg's Per Person

This Term	YTD	Full Year Outlook	Last Year	Status
115	452	452	552	



### Total Landfill : tonnes

This Term	YTD	Full Year Outlook	Last Year	Status
1723	7220	7220	8910	



### Total Recycled : tonnes

This Term	YTD	Full Year Outlook	Last Year	Status
528	1623	1623	1743	



### Wheelie Bin Weight

This Term	YTD	Full Year Outlook	Last Year	Status
19.7	18.7	18.7	16.7	



### Wheelie Bin Pickup Rate %

This Term	YTD	Full Year Outlook	Last Year	Status
80.4%	84.5%	84.5%	77.4%	



### Wheelie Bin : Average Pickups per week

This Term	YTD	Full Year Outlook	Last Year	Status
4428	4234	4234	6494	

### Other KPI's :

#### Residents satisfied

This Term	Last Year	Status
82%	82%	

By the execution of waste minimisation by Council

#### Resource consent compliance

This Term	Last Year	Status
80%	88%	

For transfer stations, closed and operational landfills

# Other Infrastructure

## OUR SPACE

The other infrastructure activity includes the following sub-activities:

- We provide housing predominately for the elderly. Council own 98 flats in Alexandra (23), Clyde (3), Cromwell (31), Ranfurly (26) and Roxburgh (15).
- We provide public toilets in towns across the district and at recreation facilities and parks. These are available for residents and visitors.
- We own and lease a variety of commercial and farm properties. We also develop land for sale that is not contributing to community outcomes and where it is considered unlikely to do so in the future. The income from commercial property is used to fund other Council costs.
- We manage the assets at the aerodromes at Alexandra, Cromwell and Roxburgh. The users are generally recreational private pilots and some commercial users for such things as top dressing of farms.
- We own and manage a number of forestry blocks. These forests also provide an amenity value for the community for walking and biking.

The services provided by other infrastructure are a primary contributor to two of our community outcomes.



## Alexandra Airport

Three new hanger leases are in place for sites at Alexandra Airport and two additional leases for hangers and apartments are out for signing with strong interest for two more. For those later two, the parties are applying for resource consent. The number of new leases is double that forecasted for this year.

## Clyde Toilet

Painting of the toilets following the replacement of the septic tank system and installation of waterless urinals has been completed.

## Roxburgh Chambers Renovation

Work has started on the removal of the ramp down into chambers from the library to make the room larger for public seating together with a repaint, new carpet, and blinds. Completion due 16 July.

## Roxburgh Service Centre

Locks have been rekeyed under the Council master key system.

## Cromwell Town Centre Redevelopment

The concept plan for the Big Fruit Reserve was adopted by the Community Board, full design completed and a works contract tendered.

# Elderly Persons Housing

		Occupancy rate-end of Jan-Mar 2015 quarter		Occupancy rate-end of Apr-Jun 2015 quarter	
Area	Units	Tenanted	Occupancy rate	Tenanted	Occupancy rate
Alexandra	23	20	86%	22	95%
Clyde	3	3	100%	3	100%
Cromwell	31	29	93%	29	93%
Roxburgh	15	11	73%	12	80%
Ranfurlly	26	16	60%	17	65%
<b>Totals</b>	<b>98</b>	<b>78</b>	<b>77%</b>	<b>83</b>	<b>84%</b>

## Internal Refurbishments

Seven units were internally refurbished this financial year in the following areas:

- Clyde (1)
- Roxburgh (1)
- Alexandra (2)
- Cromwell (3)

The aim is to undertake 10 internal refurbishments annually, however three tenants for units planned for refurbishment requested their units not be done as they did not want the disruption due to either health issues or (they didn't have the energy or family support) to relocate for the three to four weeks it takes to undertake a refurbishment. In the past we have tried working around the tenants while they are in situ, but it is not acceptable to the contractor, nor for the health and wellbeing of the tenant. Every effort is made to liaise with the tenant and their family or support network, but sometimes there is not a favourable outcome and as landlord we just have to wait until the unit becomes vacant.

Council was able to take advantage of subsidies offered through Smart Energy Solutions and has had insulation installed in units that were not up to the recommended EECa standard. Consequently work was carried out in 54 units. Ceiling blankets were installed over insulation. The blanket sits on top of the ceiling joists, which can be a significant point of heat loss. Anecdotal reports from tenants are that they are noticing their units are retaining heat more efficiently.

## Other Property

### Elim Church

No submissions were received for the proposed revocation of the reservation over the reserve land the church building encroaches onto and for which a lease is held. Disposal to the Elim Church will be able to proceed through the Crown with the reserve

reverting back to the Department of Conservation (DOC) from the revocation. The Church will liaise direct with the Crown. Should the Church secure the Crown land it will then approach Council with regard to the Council land the building is also located on under a lease. This action is required in order to reorganise the land parcels so the building does not straddle a legal boundary, which is a roadblock to Building Consent for alterations.

## **Council owned Tarbert Building, Alexandra**

Alexandra Real Estate gave notice for its tenancy and moved out on 30 June 2015. A "For lease" has been placed in the window and the premises will be advertised in the local newspaper. One enquiry has already been received.

## **Pines Land north of the Alexandra Netball Courts**

The party who expressed an interest in the land, was advised that Council would not consider any other interest in the land for the following nine months to enable the party to undertake a feasibility study.

## **Clyde Railway Station**

Shebikeshe bikes has its resource consent hearing on 7 July. One submission was received related to signage type and transportation of customers' luggage from the start of the rail trail to reduce noise from rolling suitcases, both of which should be easily resolved. Shebikeshe bikes is aiming to be open for business in September. Funding is also coming together for restoration of the proposed museum area.

## **Alexandra Suspension Bridge 1882**

Three registrations of interest were received for the Feasibility Study on the use of the Alexandra Suspension Bridge (1882) as the base for a walking/cycling bridge across the Clutha River at Alexandra. A report has been presented to the Vincent Community Board (VCB) and it agreed to adopt the recommendation of the Alexandra Suspension Bridge 1882 Working Group to approve BECA as the preferred consultant for the feasibility study. An application to Central Lakes Trust for funding is being prepared.

## **Vallance Cottage**

A working bee was held at the cottage to tidy the garden for the winter and water blast the fence. Those people involved were nominated for the Heritage and Environment Category at Central Otago Trust Power Awards and were runners up. A report was presented to the VCB and it has resolved to approve a funding application to the NZ Lottery Commission for a conservation plan. The Plan will provide expert advice on the heritage significance, maintenance requirements and potential future use of the building. An application to the Lotteries Commission is being prepared.

## **Centennial Milkbar Building, Ranfurly**

The prior quarterly report advised Council had accepted a cash settlement to repair fire damage to the building. Whelan Construction undertook the work over April/May. Council project managed the electrical component of the repair and carpet replacement, which was completed in June. The project has come in under budget so it is proposed painting be done on the walls that were not included in the remedial repair work, as they now look tatty beside the freshly painted walls. The building will need a clean down and some external paint touched up when the painting contractor is available.

## **Patearoa Recreation Reserve**

A grazing lease of approximately 11 hectares has been issued to a neighbouring landowner on part of the Patearoa Recreation Reserve. The income from the lease will assist with the operational costs of the Patearoa Recreation Reserve.

## **Naseby Store**

The Maniototo Community Board resolved to provide funding from the Naseby Endowment Fund to assist with some capital improvement projects that the lessee is undertaking. The installation of the gas califont has been completed. The flooring project has not been undertaken at this time but is planned, so a request for a funding carryover will be made at the appropriate time.

## **Security Keys**

The Ranfurly Railway Station building, the Naseby Town Hall, the Naseby Store and the Ranfurly Swimming Pool have all been added to the Council security key system.

# COMMUNITY services

tourism libraries  
swimming pools business development cemeteries  
visitor information centres central otago brand  
community planning parks  
promotion and grants



# Parks, Reserves & Cemeteries

## OUR SPACE

Access to parks, reserves, rivers and recreational facilities are important for our overall well-being. Maintaining high quality open spaces is what makes our district an attractive place to live, work and play.

Our overarching goal is to provide recreational facilities that work for the users. This includes:

- Managing street and walkway gardens
- Managing parks, gardens and playgrounds
- Supporting a wide range of sporting codes through the preparation of fields and facilities
- Provision of education and enforcement for the waterways of Lake Dunstan and the Clutha River from Cromwell to Roxburgh.

In providing this activity we utilise 146 hectares of land and 19 playgrounds.

The provision of cemeteries assists with peace of mind for people, knowing their loved ones will rest in peaceful, well-kept environments. There are three classes of cemetery within the district, open cemeteries controlled by cemetery trustees, open cemeteries we control and closed cemeteries managed as reserves. We are responsible for 11 cemeteries, three of which are considered closed.

Parks, reserves and cemeteries contribute to all three of our community outcomes.



## Cemeteries

It has been a steady quarter for the cemeteries in terms of burials and ashes burials.

April– Alexandra 1 burial and 2 ashes, Clyde 1 burial and 1 ashes, Cromwell 1 ashes, and Ranfurly 1 burial and 1 ashes.

May – Alexandra 1 burial and Omakau 1 burial.

June – Alexandra 2 burials.

The two new Clyde Cemetery beams were constructed and completed in April.

Council considered an approach from the University of Otago at its June meeting on a proposed investigation of ground anomalies identified in the ground penetrating radar work carried out several years ago. This original proposal was to begin with the Moa Creek Cemetery. Council decided not to support the project on any cemeteries that Council owns.

## Parks and Reserves

The late summer and autumn was kind to the parks spaces with good weather experienced.

Tree maintenance work was carried out across the district in June.

Following this maintenance work a reassessment of park and street trees was carried out to update our information on this asset. The initial assessment was carried out four years ago and the assessor said it was heartening to see that the high priority trees had been addressed since the initial survey was carried out.

The annual playground compliance checks were carried out in June and this will help programme any required work for the start of the new financial year.

### Cromwell

The Draft Cromwell Sportsgrounds Reserve Management Plan for the Anderson Park, Alpha Street and golf club leased area was completed over the first quarter of the year. The Cromwell Community Board approved the document to go out for community comment over April/May and early

June. Fourteen comments on the draft plan will go back to the Community Board in early August.

Greenway projects in the vicinity of the Goldfields Primary School were carried out in April and May.

## Vincent

Work was carried out on the outlet structure and race down to Lanes Dam to reduce seepage from the race into neighbouring gardens.

Work was completed on the Glad McArthur Gardens in Pioneer Park with the tidying up of the irrigation system for the gardens.

Molyneux Park backfields irrigation contract began in May and this work has continued through the quarter with completion of ground works targeted for late July or early August.

ANZAC Day ended up being a significant event this year with the 100<sup>th</sup> anniversary of Gallipoli. This saw various jobs being completed around the district on war memorials both by Council and local communities. This included:

- Clyde War Memorial had restoration/tidying work carried out by local volunteers to the surrounds in anticipation of ANZAC Day.
- Restoration of the Alexandra War Memorial with the RSA installing its flagpoles for ANZAC Day.

## Teviot

Work was carried out on the Roxburgh War Memorial including water blasting, cleaning it down, plastering and repainting. Work was also carried out on the band rotunda including putting a mowing strip around the edge of the rotunda to tidy up this area.

Commemorative trees were planted at Roxburgh, Etrick and Millers Flat to recognise the ANZAC Day services.

## Maniototo

The notice of intention to prepare a Maniototo Reserves Management Plan was circulated and 25 comments were received. These comments will be fed into the draft plan where applicable. Meetings were then held in the local Maniototo communities in June with various groups and users to help collate and collect all the information for drafting the reserve management plan.

We have worked with the Ranfurly RSA to tidy around the Ranfurly War Memorial with replacement trees for this area along with the RSA carrying out significant work on the memorial itself.

A new climbing frame was installed at the Naseby playground.

# Clutha Management

It has been a quiet quarter for Clutha Management.

The Pinders Pond area received some further attention from the Roxburgh Lions with additional topsoil being put in there and the final sowing out of grass.

Enforcement activities were carried out on the lake over the Easter break, which was the last significant holiday period until Labour Weekend.

Lagarosiphon spraying by government agencies associated with lakeweed control was carried out at various times over this quarter.

# Community Facilities, Libraries & Swimming Pools

## OUR SPACE

Our community facilities and buildings provide places for social, sporting and cultural interaction.

Our libraries promote literacy, education and the exchange of information and ideas. We provide libraries under a shared services arrangement with Queenstown Lakes District Council. We run libraries in Alexandra, Clyde, Cromwell and Roxburgh and share resources of those based in the Queenstown Lakes District. We also have a partnership with schools in Millers Flat, Omakau and Maniototo.

Swimming pools contribute to the health and well-being of the community and add to the attractiveness of the area. They provide a place for people to learn to swim, particularly for our young people, which Council has recognised as being increasingly important when so much of our district is surrounded by water. We manage the Cromwell Swim Centre and Molyneux Aquatic Centre directly, along with community swimming pools in Ranfurly. Millers Flat is operated by a community trust and the Roxburgh Community Board financially supports the school to facilitate swimming.

Community facilities, libraries and swimming pools contribute to two community outcomes.



## Community Facilities

### Alexandra Community Centre

New vinyl was installed in the kitchen of the Community Centre.

### Ophir Hall

Work to the hall this quarter has included painting and new shelving being installed in the library room, new vinyl and metal urinal step in the bathroom, and the lock to the front door has been replaced and keyed to the master key system currently being implemented at Council.

### Cromwell Library Workroom Renovation

Work has started on the renovation of the workroom which includes a new one way window to reception, a glassed office within the workroom and new shelving and bench top. Completion due 21 July.

### Cromwell Memorial Hall Redevelopment

The redevelopment is subject to funding from land sales. There is a \$690,000 contract in place for sale of a portion of the Council's Gair Avenue land subject to resource consent for title to the land. Further sales of approximately \$800,000 are still required.

### Ranfurly Facilities Cleaning and Minor Maintenance

It has been challenging filling the vacant positions of Maintenance Officer – Maniototo and Cleaner/Caretaker Ranfurly Facilities which were vacated 20 March 2015. Two people have accepted the positions and will commence work the second week of July.



# Libraries

## Collection Check

Over the last three months, all of our Central Otago libraries have been working through a stocktake based on data from our Collection HQ tool.

The collection check has been a good avenue for staff to weed books based on relevance to our collection. Library staff have a set of international guidelines to enable them to do this and Nikki Williams, our Collection Manager has trained all team leaders on this.

Careful weeding is key to the health of a collection. In a library, taking out unwanted and irrelevant items makes those left behind stand out. Circulation frequently rises after a weeding project as when people can browse the shelves without sifting through older material they are not interested in, they're more likely to find something that they are looking for – or something they didn't know they were looking for.

Meanwhile, freeing up physical space devoted to books that never leave the library makes more room to buy new materials that will circulate.

This project is on-going but expected to be completed by end of July 2015.

## Maniototo Library

At its meeting on 13 May 2015, Council agreed that the Maniototo Public Library remain at its current location within the Maniototo Area School and that CODC take over full management from 1 July 2015.

Since then, a Memorandum of Understanding between CODC and Maniototo Area School Board of

Trustees has been signed. The MOU defines the conditions of use of the building and the standard delivery of library services. This is an interim agreement until a tenancy agreement is signed between the two parties.

It has been agreed that the library open from 11.30am to 3.30pm from Monday to Friday.

## Clyde Book club

A few community members in Clyde approached Helen Rendall, our Clyde Librarian, and asked her to help set up a book club for Clyde.

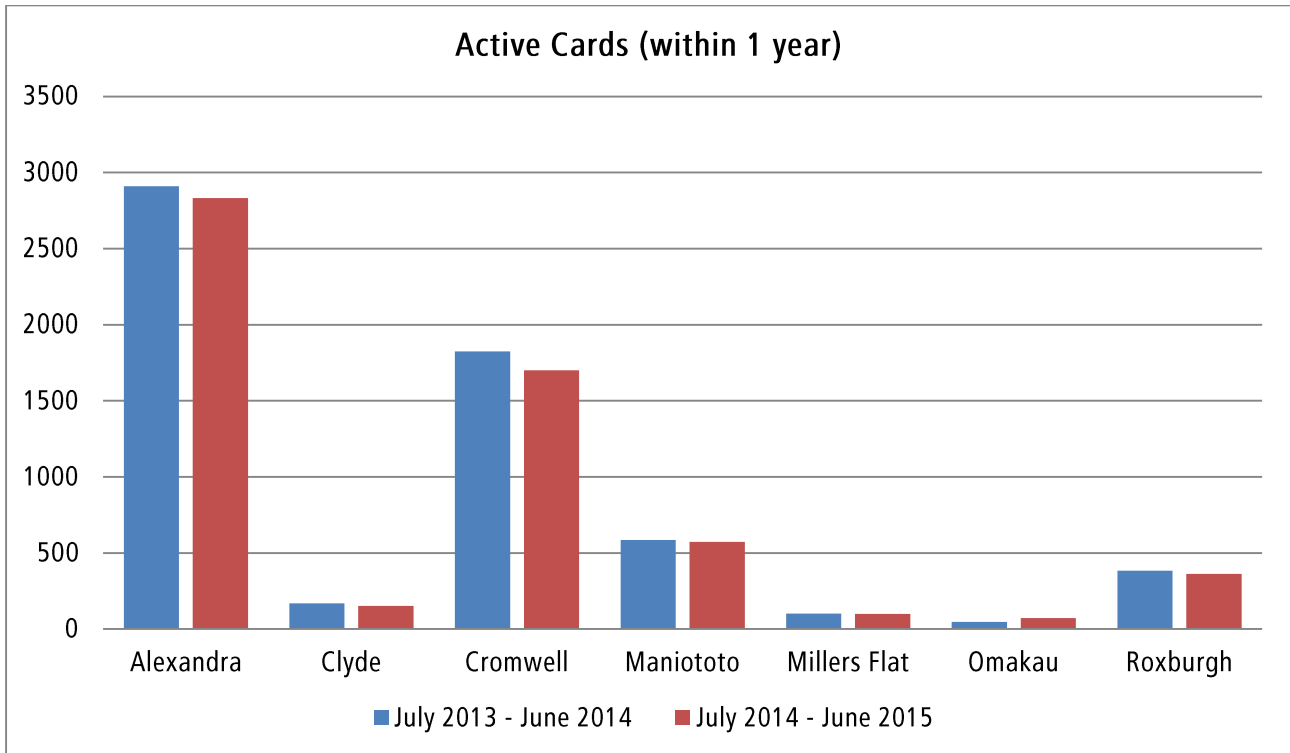
The book club meets monthly on a Saturday at Olivers in Clyde and had its first meeting in May. At its first meeting, 6 people attended but word of mouth has spread and at its last meeting there were 16 members who attended with at least another 5 who were unable to make it.

This bookclub works a little differently to most as its members read a variety of books each month. When they meet, they grab a coffee from Olivers and discuss the books they have read and either recommend them or not as may be the case.

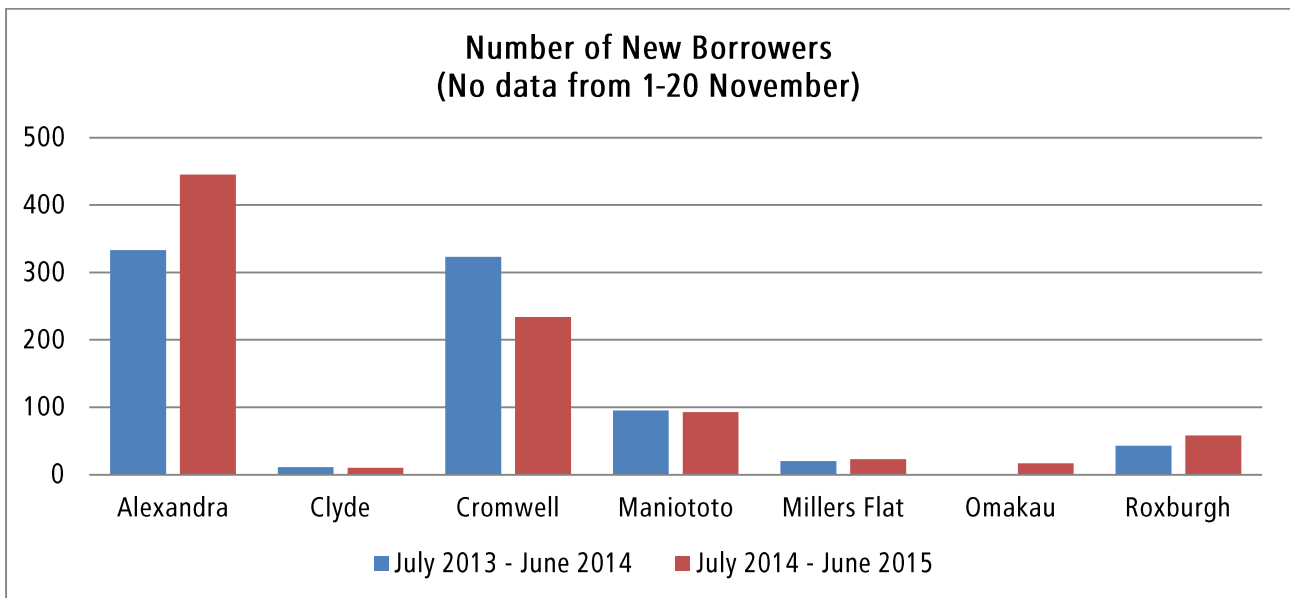
Our librarian puts together a monthly list of books that the book club can choose from and these vary greatly in genre. Members pre-order their books before they turn up to bookclub. A system has been put in place so that members can swap books when they see each other and this is still recorded on our system.

This is a great example of community coming together from all different backgrounds to share a common interest while striking up new connections and comradeship. This, in turn, helps to build strong communities which is important, especially in a rural area.

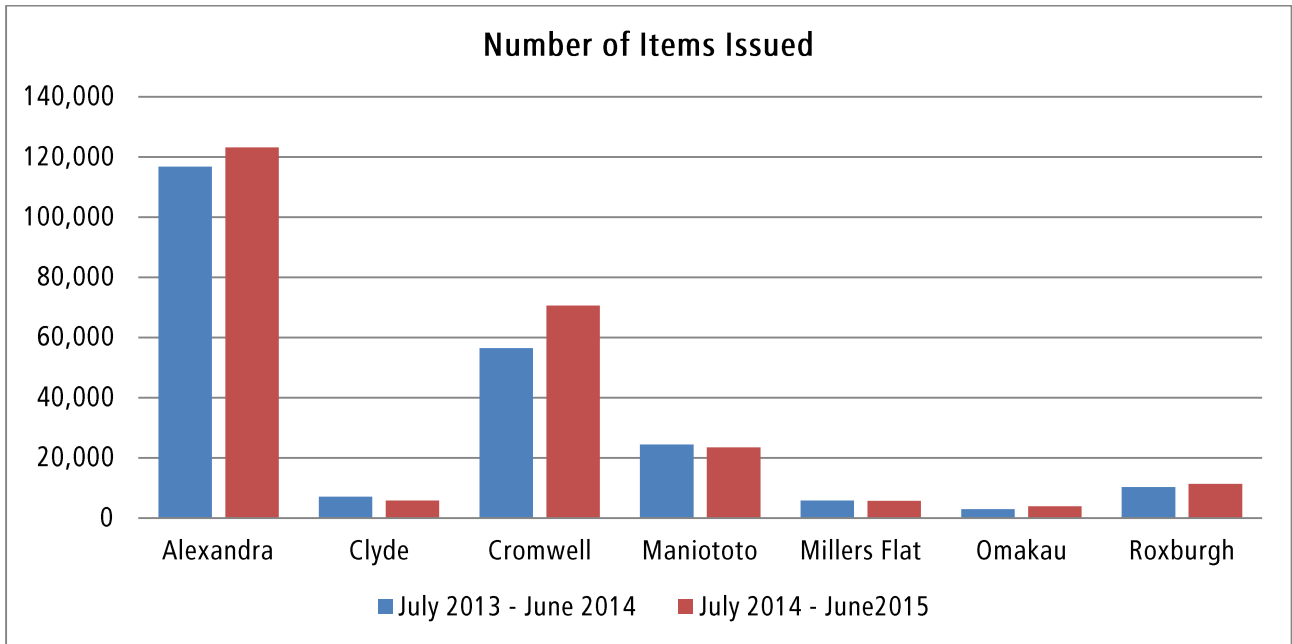
## Statistics – July 2014 to June 2015



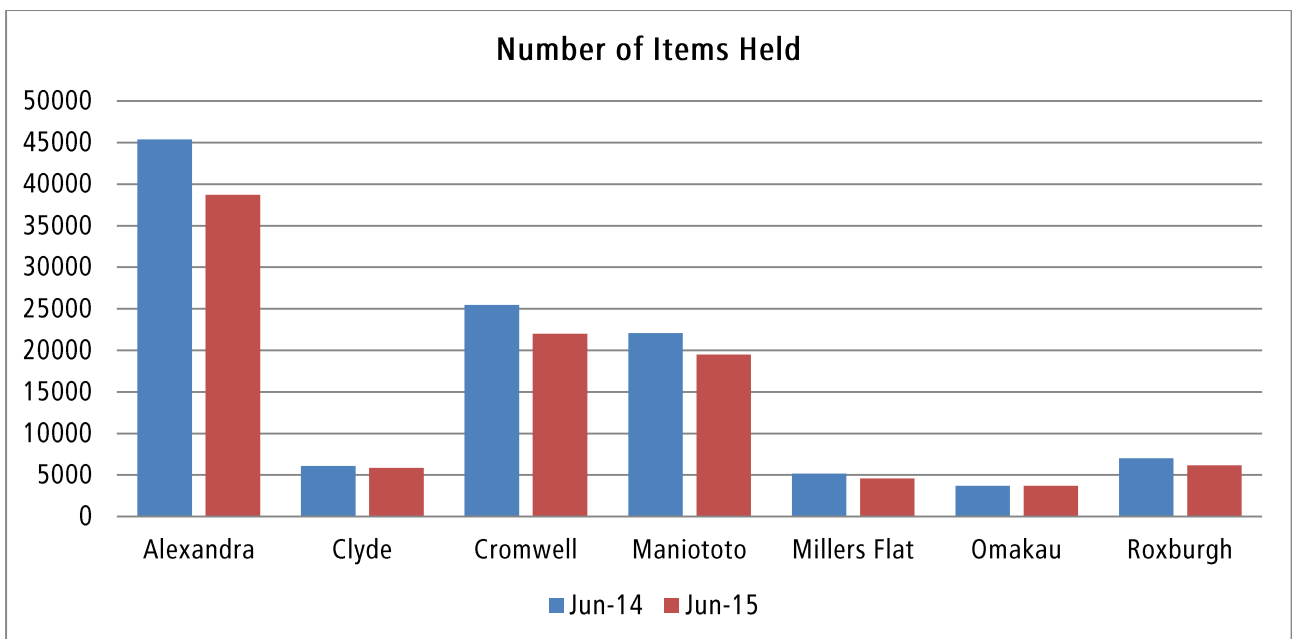
Active borrower numbers have shown a slight decrease in the period July 2014 to July 2015 in comparison to the same period the year before.



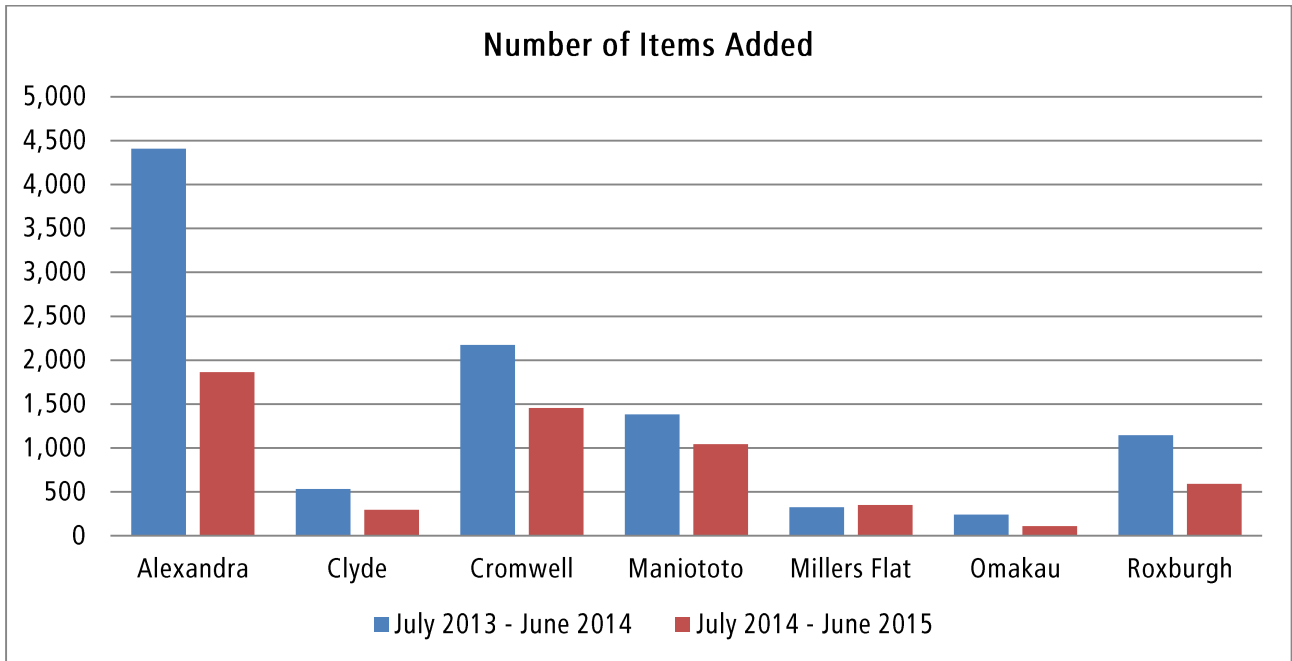
The overall number of new borrowers at our Central Otago Libraries has increased in the period July 2014 to June 2015 in comparison to the same period in 2013. Alexandra and Roxburgh have had the biggest increases of new borrowers.



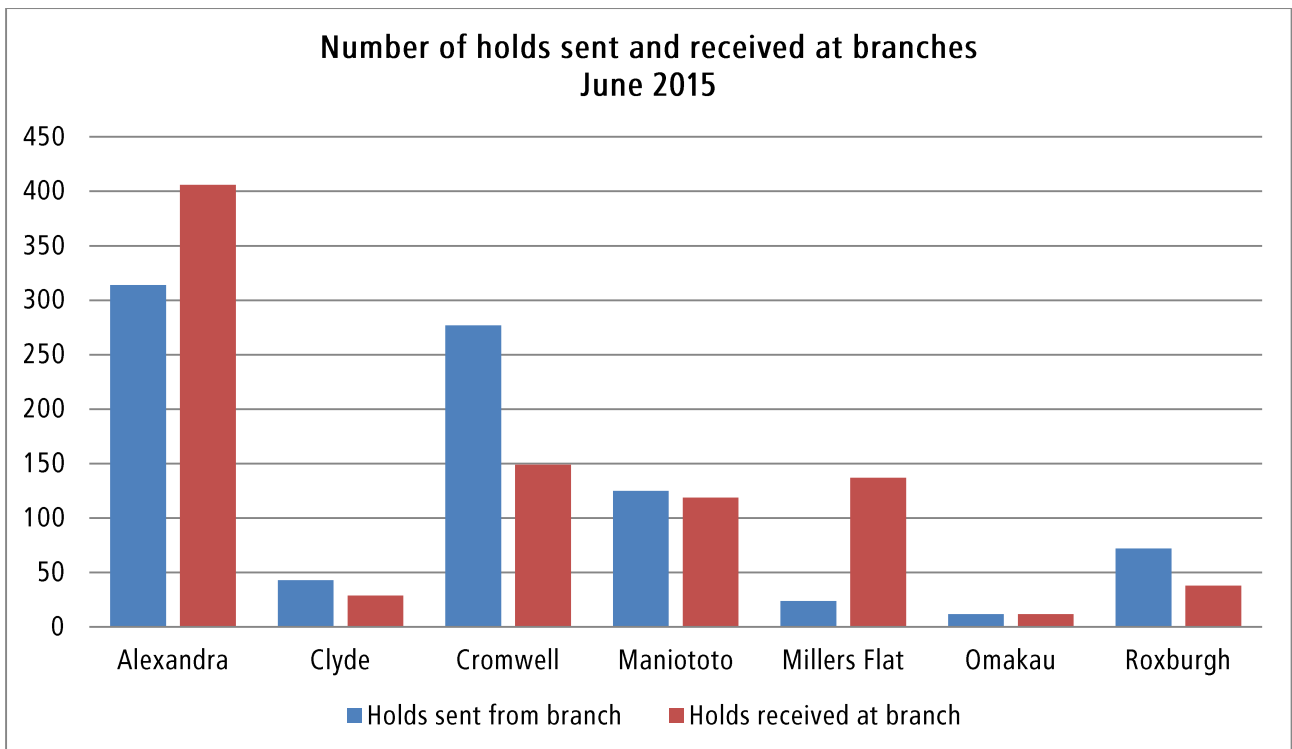
The overall number of items issued within Central Otago Libraries has increased by 9% from July 2014 – June 2015 in comparison to the same period in 2013-14. As can be seen from the above graph, Cromwell has had the most significant increase followed by Alexandra.



The overall number of items held has decreased by 12% in March 2015 in comparison to the same month last year. This is due to the collection check and weeding project that staff have been undertaking.



The number of items added to the Central Otago Library collection has decreased in the period July 2014 to July 2015 in comparison to the same period in 2013-14. This is due to the transition to Kotui that occurred in this period. This is now resolving with new material arriving and stock being rotated between our libraries.



In June 2015, a total of 867 items were sent to other CQ libraries from Central Otago. A total number of 890 items were received at all our branches in Central Otago from CQ libraries.

# Swimming Pools

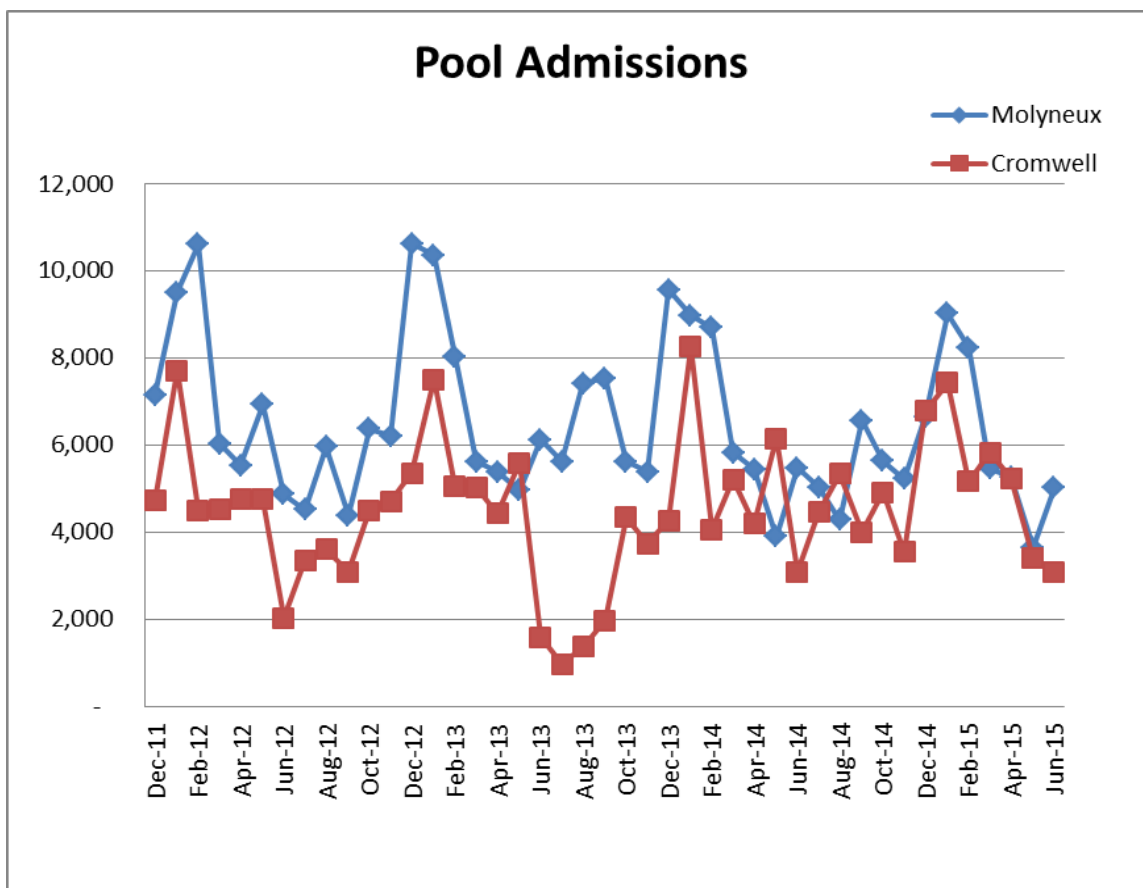
Staffing has been steady over the quarter. We have advertised for vacant roles in Cromwell and after our first round we still had vacancies. We will look to readvertise this again to fill these positions. Molyneux Aquatic Centre has had one vacancy with a long term staff member leaving to head overseas so this has been advertised. Both pools have good rosters of casual staff at the current time and this allowed for smooth running over the April holiday break and leading up to the July holidays.

Overall numbers using the pools have been down due to the reduced number of swim school lessons and limited Swim for Life programme with the local schools occurring over this term.

Central Swim School numbers enrolled in Term 2 were down with the shortage of teachers with 94 students at Molyneux Aquatic Centre (190 in 2014) and Cromwell Swim Centre having 104 students (136 in 2014). Staffing for the swim school has been a challenge over the last term and this is anticipated to continue into Term 3 as we get new staff and get them trained.

The swim school provided Learn to Swim lessons for years 1-4 for both St Gerards and Clyde primary schools in Term 2. This was 844 lessons over the term.

Our Swim School Co-ordinator finished at the end of May and this is currently being covered while a review of the structure of the swim school occurs.



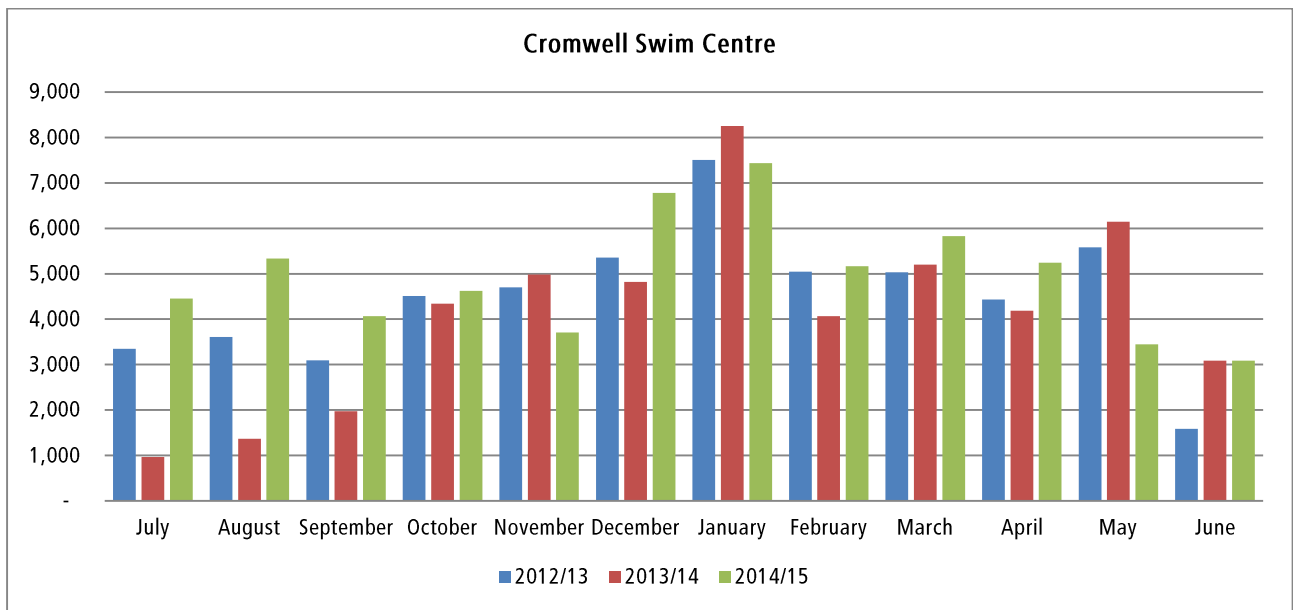
## Cromwell Swim Centre

It has been a steady quarter for Cromwell Swim Centre with numbers through the pool being 12% less than the same quarter last year. This is solely due to not having the Swim for Life school lessons occurring over this quarter. This resulted in April and June having higher use figures than the previous year but May being lower.

Investigations into energy efficiency options for the pool were completed and a preferred option was determined to alter the use of the electric heatpump heating and the gas boiler to maximise energy savings. This work has been carried out with reduced heatpump use at high cost electricity periods.

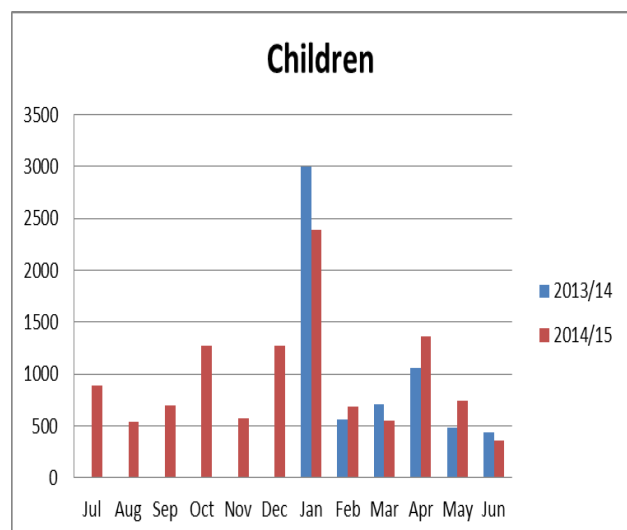
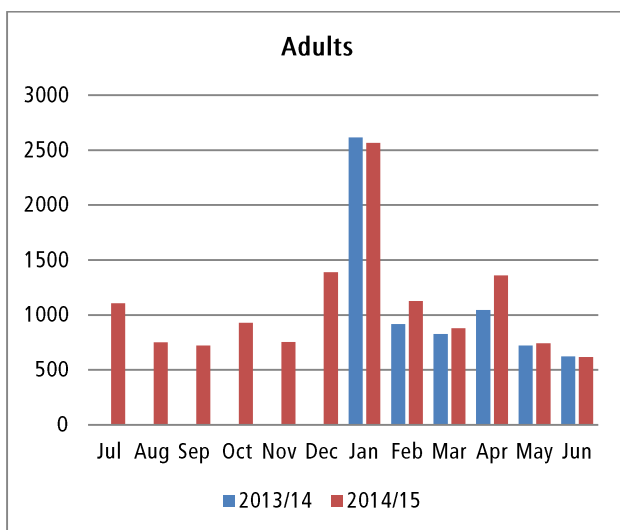
Work on installing the new electronic doors for the front access was started at the end of the quarter. Work on the pool showers heating system was also started at the end of the quarter.

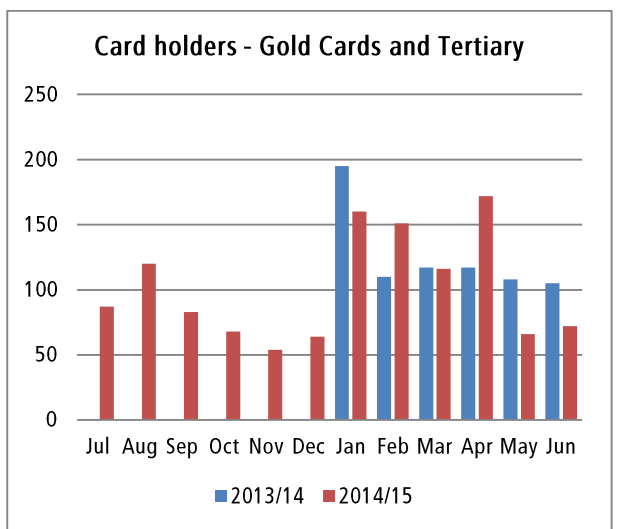
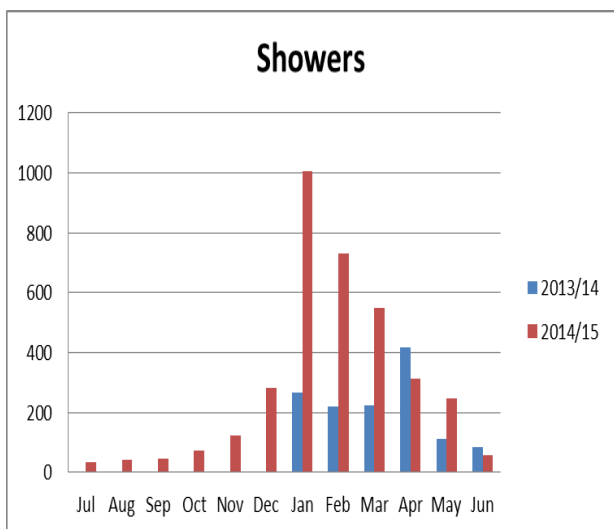
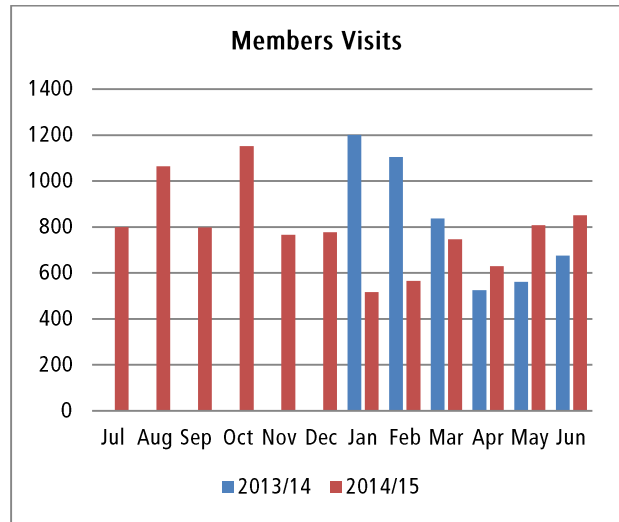
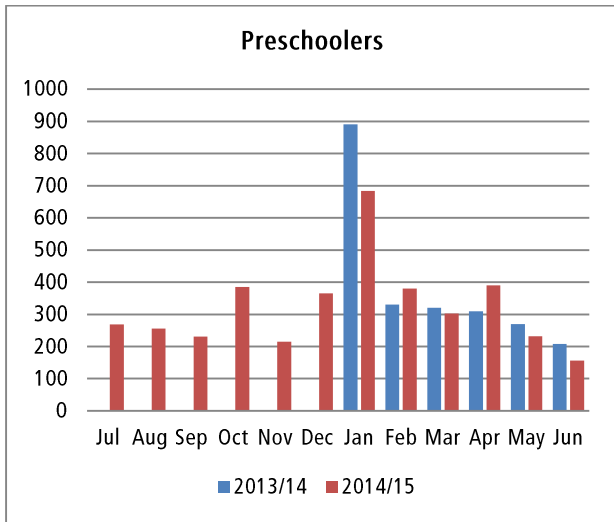
Advertising of the pool activities has continued through the local Cromwell papers. This has included events on at the pool and advice for locals on when best to use the facility.



## Admissions to the Facility per month

Some breakdowns of the above figures for people using the facility for the last year include:

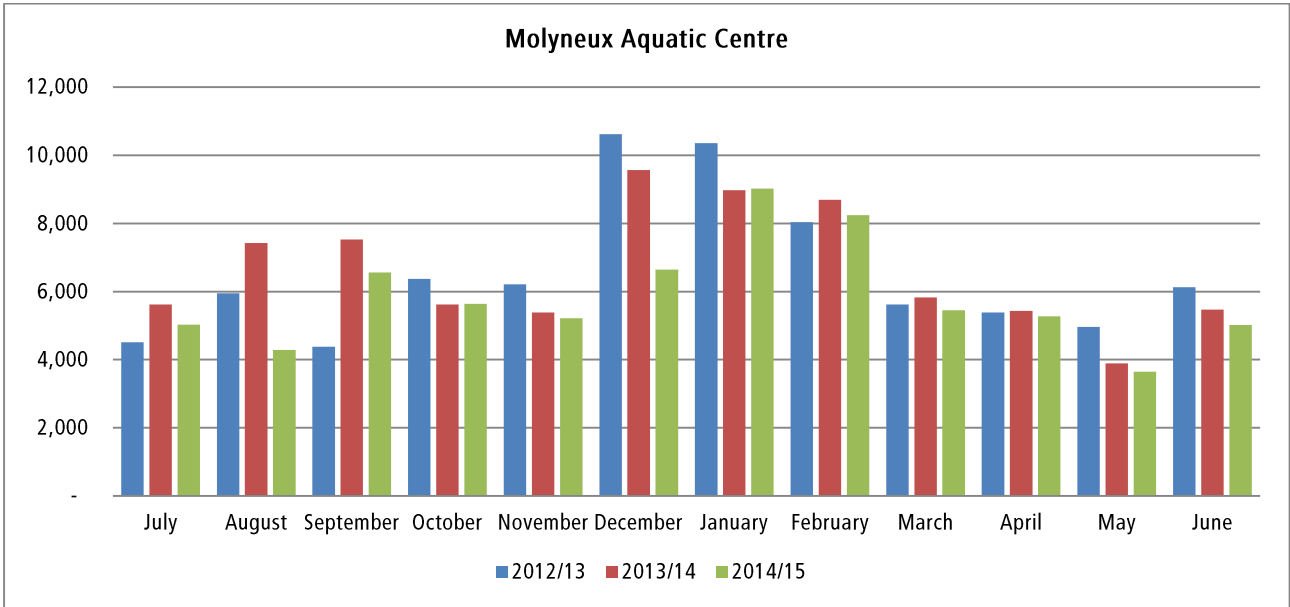




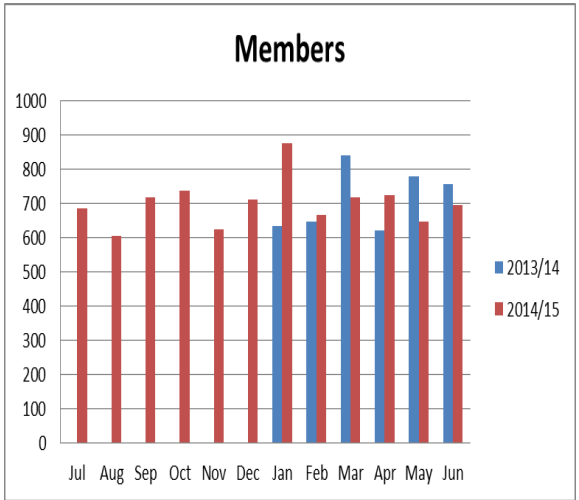
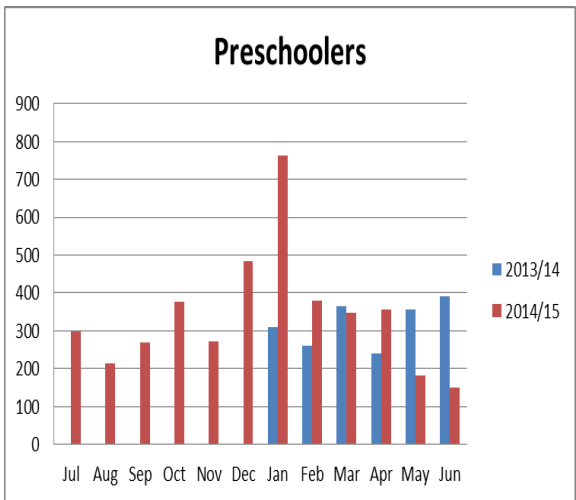
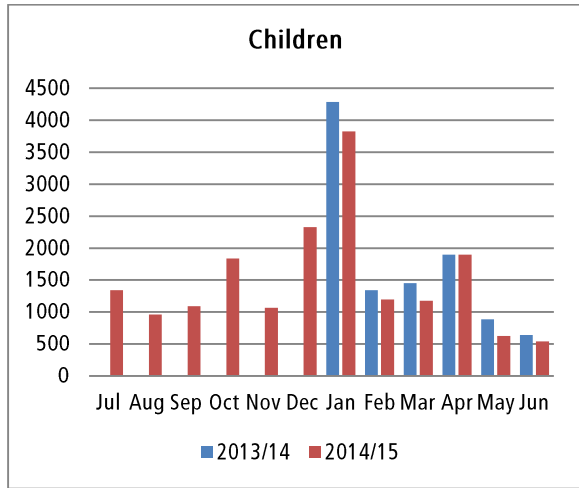
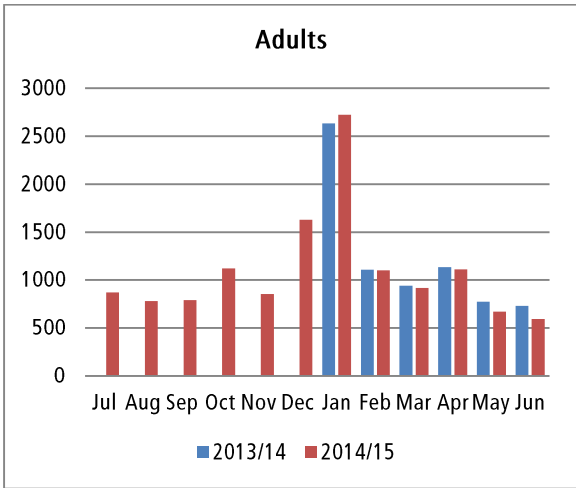
## Molyneux Aquatic Centre

Overall numbers through the pool are down for the quarter by 6%. Core user numbers for the pool remained steady. The Swim for Life schools programme did not occur in Term 2 and had a significant effect on numbers. This was noticeable in May and June compared with last year. The numbers have also been affected by not having swim teachers available for the usual number of swim school lessons over this term.

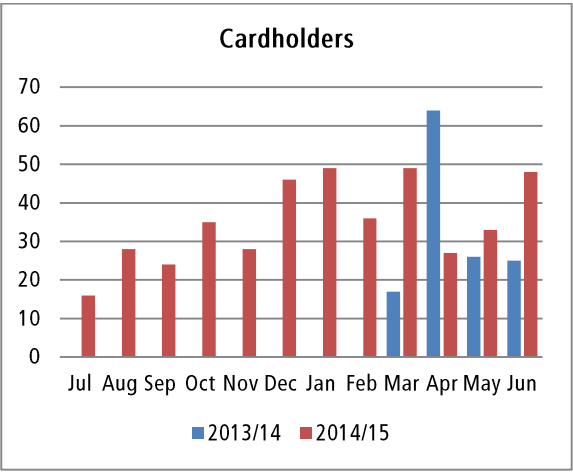
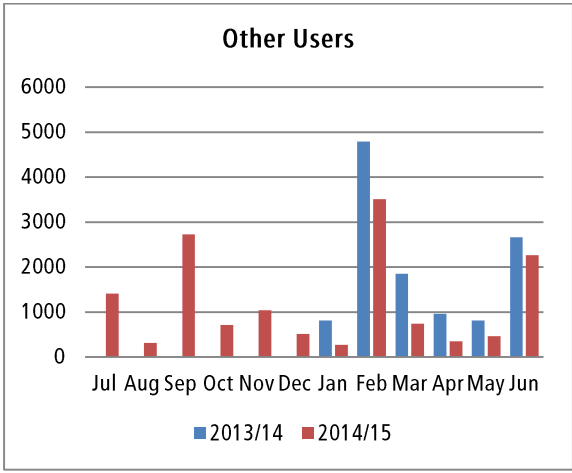
Work was carried out on the shower system over the quarter as there had been reports of colder showers.



### Admissions to the Facility per month







Note: Other users include kayak polo, the local schools and any private hires of the pool.

# District Development

## OUR SPACE

We facilitate economic opportunity indirectly with the provision of infrastructure, recreational and cultural assets. We directly facilitate economic opportunity with the provision of a business development programme, a regional tourism organisation, community planning, visitor centres, managing the regional brand and a modest promotional grants fund.

The district development activity is a primary contributor to all three of our community outcomes.



## Economic Development

### Ultra-Fast Broadband 2/Rural Broadband Initiative 2/Mobile Black Spot Fund

Central Otago District Council has submitted Registrations of Interest (ROI) to improve ultra-fast broadband and mobile phone coverage in the district under each of the Government's UFB2, RBI2 and Mobile Black Spot Fund programmes. Our UFB2 bid is for the roll-out of fibre in Alexandra – Clyde, Cromwell (including Bannockburn and Pisa Moorings), Ranfurly and Roxburgh. Under the RBI2 programme we are asking for coverage in that part of the Ida Valley that will not receive wireless broadband under the original RBI programme, for improved coverage in the St Bathans/Cambrians area and also for Naseby. With respect to the Mobile Black Spot Fund we have joined with the other Otago councils to put in a joint bid for mobile phone coverage along stretches of the State Highway network such as the Lindis Pass and from Ettrick to Milton, which are currently "black spots". The next step in the process is to work with our community to develop the Digital Enablement Plans that must be submitted in support of each of our ROIs. The deadline for these is 18 September and they must explain why the communities nominated want ultra-fast broadband, what they will do with it if

they get it, and that they know how to use it. The evaluation process to select the towns and suppliers that will be funded under these programmes will take place mid-October to mid-November.

### Central Otago Labour Market Survey

The Central Otago Labour Market Survey (Horticulture and Viticulture) report has been finalised and released. This is the first of the two reports that make up the project. The second report which will scope labour issues in five other growth sectors of the Central Otago economy – construction, irrigation, transport, hospitality and agriculture – is expected to be finalised shortly. The survey of the horticulture and viticulture sectors found that both were in good shape with strong growth predicted in the horticulture sector. Labour demand is expected to grow with an additional 600 beds required by 2018/19 and both sectors are now highly dependent on backpackers as a source of labour at peak times with RSE workers and New Zealanders continuing to be the mainstay of both sectors at non-peak times. Alongside growth in labour demand is an allied issue of finding workers with the right skills particularly at the supervisor and machinery operator levels. The report identified that accommodation provision particularly for temporary workers is one of the biggest issues to resolve.

### New Zealand – Korea Free Trade Agreement

The Ministry of Foreign Affairs and Trade and New Zealand Trade and Enterprise visited Otago in May as part of a "roadshow" to brief the New Zealand business community on the new New Zealand – Korea Free Trade Agreement. Legislation to implement this agreement is expected to go before the New Zealand and Korean parliaments in September and, providing all goes smoothly it will enter into force (EIF) shortly thereafter. The New Zealand – Korea Free Trade Agreement offers real opportunities for Central Otago as a result of improved market access for some of the district's key outputs. Wine moves from the current 15 per cent tariff to duty-free on EIF placing us on a level playing field with international competitors such as the USA, Australia, the EU and Chile. And cherries (Central Otago produces the bulk of New Zealand's exports) will move from a 24 per cent tariff to duty-free on EIF. The 45 per cent duty on apple juice will move to zero in year seven of the Agreement, and the Central Campus Otago Polytechnic is keen to explore the opportunities included in the Agreement to

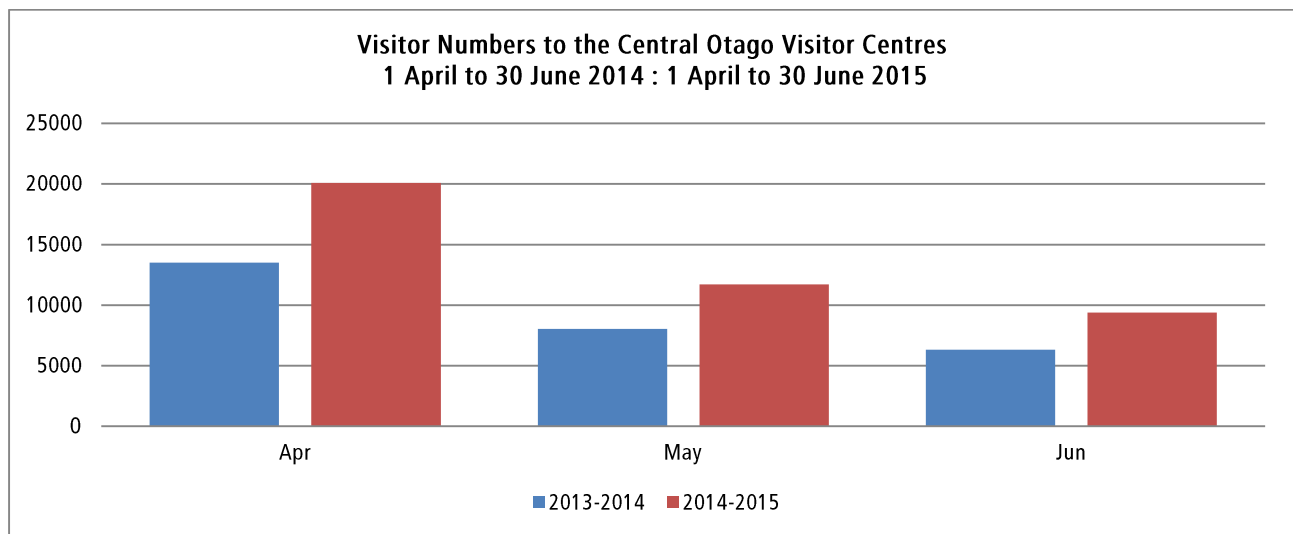
promote people-to-people links, particularly the allocation of primary sector training visas.

### Central Otago Export Forum

Our fourth Central Otago Export Forum held in Alexandra late May took as its theme “Future Trends in Agribusiness – What are the Opportunities?” Key-note speaker, Dr Jacqueline Rowarth, Professor of AgriBusiness at the University of Waikato, identified

the huge growth in online sales and Asian markets as two areas it was important Central Otago farmers should focus on. Dr Rowarth pointed out that there was a real opportunity for New Zealand to leverage its reputation as a producer of delicious and natural foodstuffs to supply the rapidly growing cohort of consumers who increasingly wanted natural, organic and non-genetically modified products. Closeburn Station owner Tony Clarke provided a practitioner’s view when he spoke about the strong relationship Closeburn has developed with Japanese corporates.

## Visitor Information Centres



### Overview on Visitor Numbers

Central Otago Visitor Information Centres saw an approximate 10% increase in visitors during the three months of April, May and June 2015 from the previous year. The graph above shows larger increases because of missing door count data for the Alexandra Visitor Centre during the 2013/14 fourth quarter due to a broken door counter.

The increase in visitor numbers was due to growth in visitor numbers to the Cromwell Visitor Information Centre.

The breakdown of visitor bookings by origin shows increases in the percentage of overseas visitors making bookings and the average value of those bookings increasing 36.4% on the previous year.

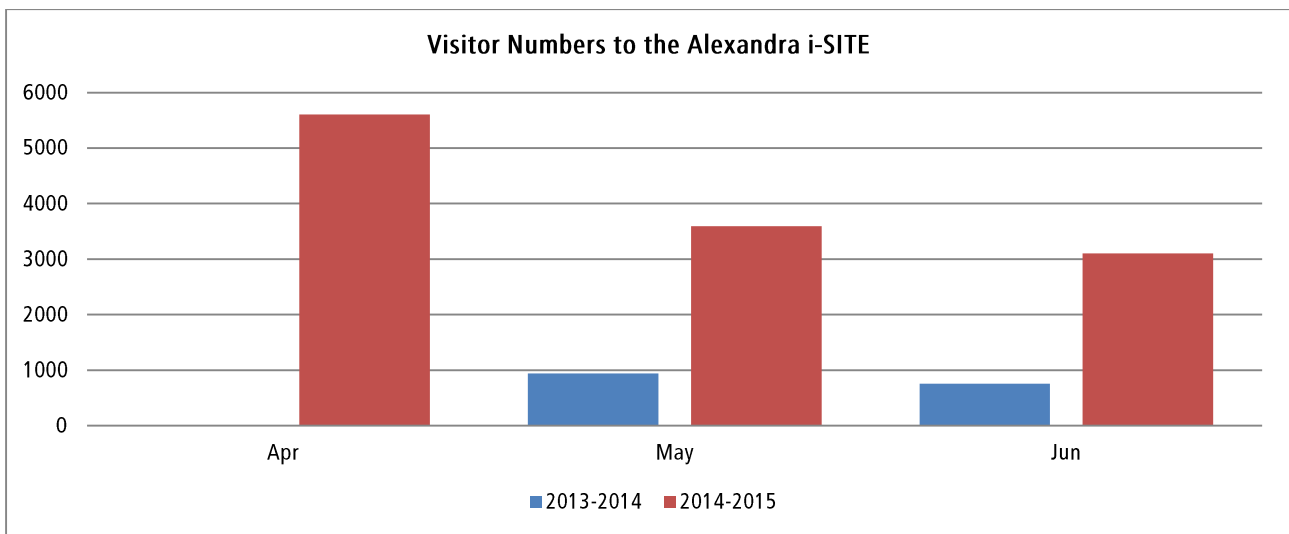
There was a slight drop in the number of domestic visitors making bookings and a decrease in the value of those bookings. The decrease in value of the bookings from domestic visitors was due to the timing of Easter and the school holidays. Easter and school holidays started on 3 April 2015. A number of the domestic bookings for this period (accommodation and activities) would have been taken in March (previous reporting quarter). In 2014 Easter and the school holidays was at the end of April allowing more time in April for advance bookings to be taken in the fourth quarter. This has affected overall revenue figures for the quarter.

Number of bookings:	2014	2015	% Increase/Decrease
	1310	1117	-14.7%

Average Booking Value by Origin of Visitor				Visitor Bookings Origin	
April – June	2014	2015	% Increase / Decrease	2014	2015
Local – Central Otago	\$55.44	\$64.34	16.1%	51.7%	46.9%
Domestic	\$191.70	\$121.13	-36.8%	27.9%	23.8%
International	\$113.68	\$155.07	36.4%	20.3%	29.3%

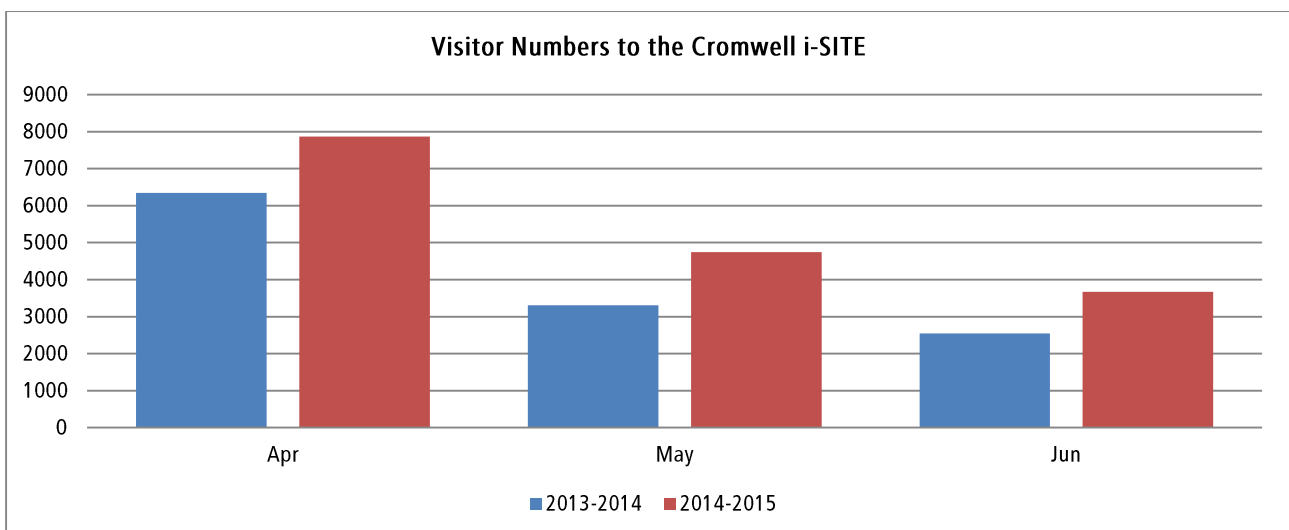
## Alexandra

A new door counter was installed during October 2014. During the fourth quarter of 2013/14 door counts were inaccurate, causing the statistics to vary greatly between the two quarters. Overall bookings by origin were distributed between locals (46.4%), domestic (30.8%) and international visitors (22.8%).



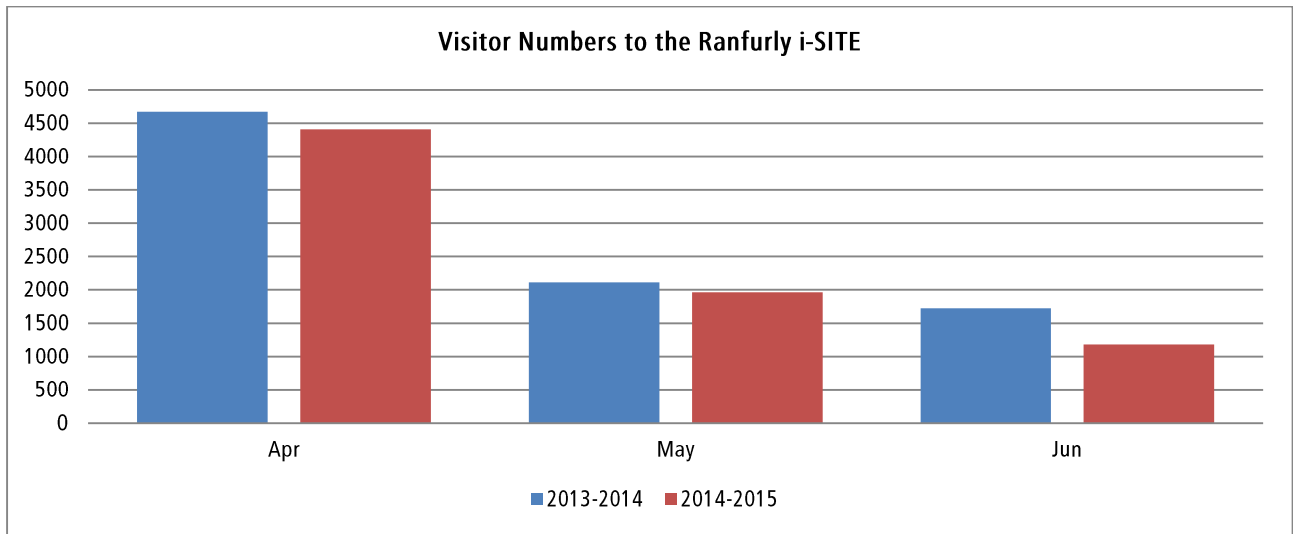
## Cromwell

Visitor numbers continue to show significant increases (33%), mostly due to the new Cromwell i-SITE and its improved location as of December 2014. International visitors continue to make up a large percentage (37.8%) of visitors to the centre making bookings, second to that of locals (43.5%) and domestic visitors (18%).



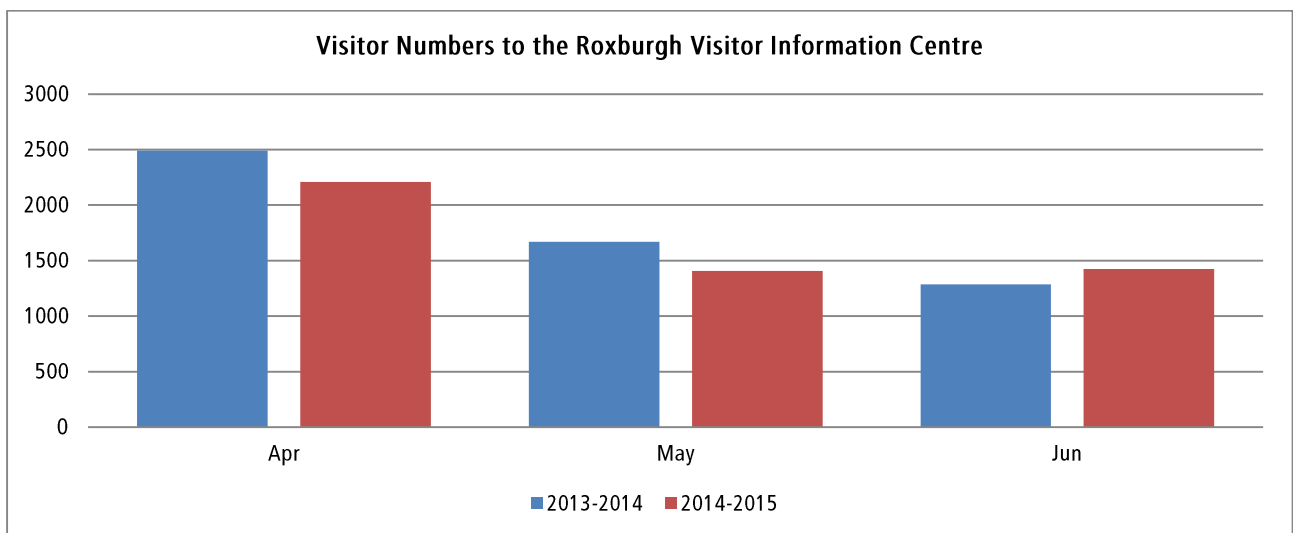
## Ranfurly

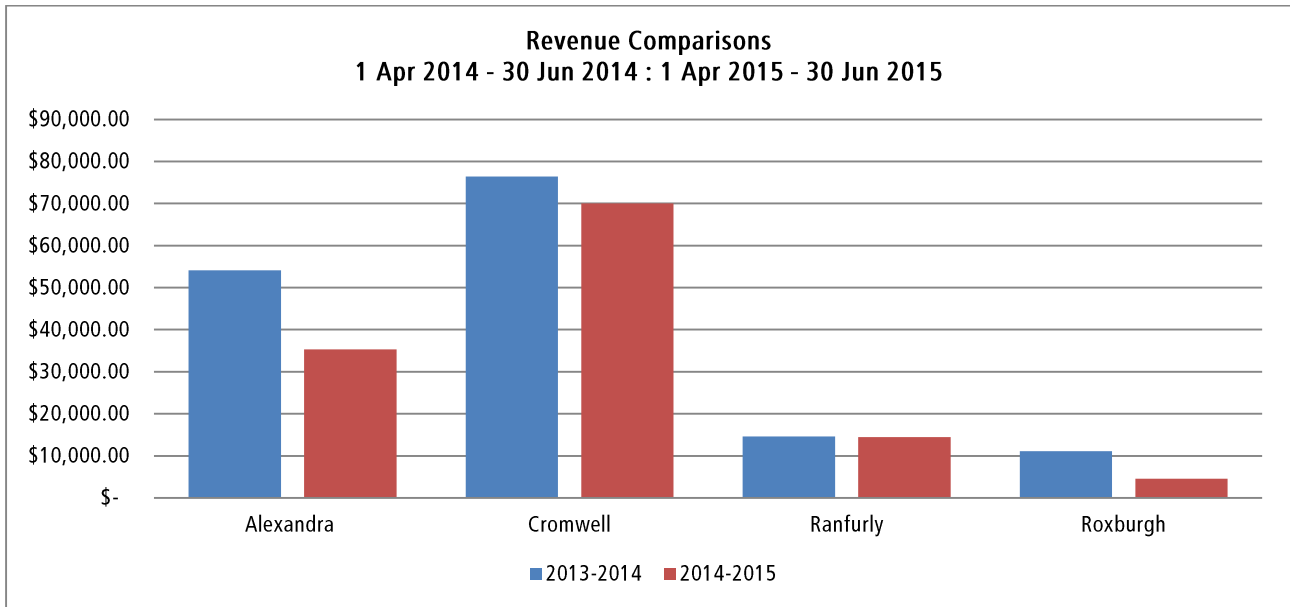
A defective door counter was replaced in October 2014. A more accurate counting system is starting to better reflect the actual numbers through the centre. Locals (63.6%) accounted for the largest proportion of visitors making bookings, followed by domestic visitors (22.7%) and international visitors (13.6%).



## Roxburgh

Roxburgh centre saw a slight decrease in visitor numbers (7%) over this quarter. Fully defined visitor centre numbers cannot be reported as the current door counter records people entering the building to access all three combined services. Most of the bookings made at the Roxburgh Centre were made by locals (56.4%) followed by domestic visitors (22.2%) and international visitors (21.4%).





## Revenue

Revenue is down 20% (\$31,841) across all centres compared to the same quarter last year. The decrease in revenue is due to Easter and school holidays starting on 3 April 2015. This meant the majority of advance sales for Easter were made in the third quarter (Jan-Mar). The third quarter revenue was up 45% (\$157,556).

Revenue from retail sales continued to decrease across all centres.

## Bookings

Total value of bookings across all four centres decreased by 19.9% (\$22,761). Bookings accounted for 73.5% of revenue. A number of accommodation bookings for the Grasslands Conference were made in this quarter in 2014. Five hundred delegates attended this conference and the visitor centres booked accommodation for a large proportion of them. The conference was not held in Central Otago this year.

Alexandra: Sales from bookings decreased 25% compared with the same period last year.

Cromwell: Sales from bookings decreased 3% compared with the same period last year.

Ranfurly: Booking sales increased 46% compared with the same period last year.

Roxburgh: Sales from bookings decreased 67% compared with the same period last year.

## Retail Sales

Total retail sales for all four centres decreased by 34% (\$10,236) from the same period last year.

Alexandra: Retail sales decreased 49% this quarter compared to last year.

Cromwell: Retail sales decreased 24% this quarter compared to last year.

Ranfurly: Retail sales decreased 21% this quarter compared to last year.

Roxburgh: Retail sales decreased 31% this quarter compared to last year.

## Event Sales

Event ticket sales decreased 68% (\$8384) this quarter compared to the same period last year. The drop in event ticket sales was due to some events run in 2014 not being run in 2015 along with some events not proving to be as popular as the previous year.

**Apr - Jun 2015**

**Alexandra**

<b>Apr - Jun 2015</b>	Visitors	12302
<b>Apr - Jun 2014</b>	Visitors *	1698
Visitor numbers increased by *		624%
	Gross Revenue	% of total sales
Bookings	\$ 27,929.30	79%
Retail	\$ 6,174.98	17%
Event Tickets	\$ 1,125.00	3%
Display Rental	\$ 75.00	0%
<b>REVENUE 2015</b>	<b>\$ 35,304.28</b>	100%
<b>REVENUE 2014</b>	<b>\$ 54,112.80</b>	100%
Revenue decreased by		-35%
Cost of retail goods sold		61.49%
Commission earned		\$ 3,892.90

\*disparity in visitor numbers because of defective door counter

**Ranfurly**

<b>Apr - Jun 2015</b>	Visitors	7552
<b>Apr - Jun 2014</b>	Visitors	8513
Visitor numbers decreased by		11%
	Gross Revenue	% of total sales
Bookings	\$ 8,468.05	58%
Retail	\$ 6,013.44	42%
Event Tickets	\$ -	0%
Display Rental	\$ -	0%
<b>REVENUE 2015</b>	<b>\$ 14,481.49</b>	100%
<b>REVENUE 2014</b>	<b>\$ 14,621.74</b>	100%
Revenue decreased by		-1%
Cost of retail goods sold		58.31%
Commission earned		\$ 855.80

**Cromwell**

<b>Apr - Jun 2015</b>	Visitors	16273
<b>Apr - Jun 2014</b>	Visitors	12195
Visitor numbers increased by		33%
	Gross Revenue	% of total sales
Bookings	\$ 60,894.29	87%
Retail	\$ 5,263.25	8%
Event Tickets	\$ 2,681.00	4%
Display Rental	\$ 1,188.00	2%
<b>REVENUE 2015</b>	<b>\$ 70,026.54</b>	100%
<b>REVENUE 2014</b>	<b>\$ 76,400.50</b>	100%
Revenue decreased by		-8%
Cost of retail goods sold		54.33%
Commission earned		\$ 6,880.49

**Roxburgh**

<b>Apr - Jun 2015</b>	Visitors	5041
<b>Apr - Jun 2014</b>	Visitors	5445
Visitor numbers increased by		-7%
	Gross Revenue	% of total sales
Bookings	\$ 2,662.10	58%
Retail	\$ 1,930.20	42%
Event Tickets	\$ -	0%
Display Rental	\$ -	0%
<b>REVENUE 2015</b>	<b>\$ 4,592.30</b>	100%
<b>REVENUE 2014</b>	<b>\$ 11,110.00</b>	100%
Revenue decreased by		-59%
Cost of retail goods sold		77.95%
Commission earned		\$ 322.50

**Note:** commission earned is on bookings and events

## General

A tender was submitted to host the 2016 National i-SITE conference. If successful this would be a wonderful promotional opportunity for local operators and our region. The winning tender will be announced in September.

Panic buttons have now been installed in all four centres and are monitored by a security firm.

A new phone system has been installed so that incoming calls to the visitor centres are able to be answered by staff in any of the visitor centres. This phone system will provide better service to customers phoning in. The call will ring in all four centres at once and will be answered by the first available consultant.

Roxburgh and Ranfurly have been changed over to a master key system.

New heat pumps were installed at the Ranfurly Visitor Centre.

A digital display screen was installed in Ranfurly. This will be used to promote local events and operators as well as road and weather conditions.

A short photo shoot was undertaken at the Cromwell i-SITE on 14 June to update the images used in Tourism Central Otago brochures to better reflect the visitor experience and the look and feel of the new centre. Some of these images will be used in the 2015-16 edition of the Central Otago Visitor Guide.

# Tourism Central Otago (TCO)

## TRENZ 2015

Tourism Rendezvous New Zealand (TRENZ) is New Zealand's largest annual travel trade show attracting approximately 300 international travel trade (buyers), 70 international and domestic travel media and 300 New Zealand tourism businesses (sellers). Over three days one on one business appointments between buyers and sellers are conducted.

TCO and Highlands Motorsport Park attended TRENZ this year. It was held at the Contact Energy Events Centre in Rotorua 18-20 May.

TCO had a full appointment schedule of 51 appointments including:

- Wholesalers mainly from the traditional markets of UK, Europe, North America.
- Media appointments this year included publications from Canada, Australia and New Zealand.
- There was significant interest from companies working in the online booking space only.
- We also met with a number of high end Asian operators who were specifically seeking locations for their high end FIT clients.

Cycling opportunities were as popular as ever with most appointments recognising the benefit of the infrastructure that has been developed around our cycling products. The development of one-day products on both the Rail Trail and Roxburgh Gorge Trail with departures from Queenstown was of particular interest to a number of the itinerary planners met with.

- The breakfast speaker series put on by the Auckland Airport was very well supported and provided some insights into both local and global industry direction.
- Jim Boulton (ONZM) discussed options for Tourism Growth Partnership (TGP) funding – availability, eligibility and the application process.
- Chris Roberts, Chief Executive of the Tourism Industry Association New Zealand (TIANZ), provided an update on the tourism industry's Tourism 2025 Growth Strategy.
- Jugdeep Bal, Senior Director and Head of Business Development for Triplt, one of the

world's most successful travel organising tools, with over 11 million users worldwide.

- Ken Hong from Weibo, one of China's most influential social media channels, provided invaluable insights into the gigantic Chinese social media landscape and what New Zealand operators need to know to best align with Chinese social media channels.

## TNZ Trade Familiarisation Visits

### North America Mega Famil

A group of 11 top performing travel agents from North America enjoyed a brief stop in Clyde on 11 May en-route from Dunedin to Queenstown. The Marketing and Product Development Manager met with the group and provided a regional overview on product available.

### Post TRENZ Latin America Trade Famil

On 23 May a Group of seven Latin American travel trade undertook a famil of Highlands and enjoyed a lunch at a Central Otago winery as part of a South Island itinerary following TRENZ 2015. The Marketing and Product Development Manager hosted the group and provided an overview of regional product offerings.

### China Mega Famil

A large group of 29 top performing China based travel agents completed a brief famil of Goldfields Mining Centre and Jet, before driving via the Maniototo to Dunedin on 13 June. En-route the group enjoyed a country hotel lunch and a curling lesson and game.

### South China Product Manager Famil

A group of 11 product managers from South China enjoyed a morning of activities in Cromwell on 24 June, followed by lunch at a local winery. The product offerings the group saw were all suitable for the Chinese market. The Marketing and Product Development Manager also met with the group and provided a regional product overview.

## Media

### Latin America Press Famil

A group of five journalists from South America were hosted in Central Otago 13-15 May. With the introduction of new direct flights New Zealand to Buenos Aires this was an opportunity to showcase



Central Otago experiences via mainstream South American media. Publications included:

- G1 Brasil
- Go Outside Brasil
- Harpers Bazaar
- La Nacion Tuismo
- Zero Hora

Their itinerary included curling, a full day on the rail trail, a visit to Highlands Motorsport Park and a winery lunch.

### **Roxburgh Gorge and Clutha Gold Trail Video shoot**

Tourism New Zealand contracted a production company to film video footage for both the Roxburgh Gorge and Clutha Gold Trails. Filming took place 27 April to 1 May. The plan was to capture both trails while they still had strong autumn colours. The completed video clips will be used in Tourism New Zealand campaigns early in 2016 promoting Autumn travel to key markets. Tourism Central Otago will also have access to the completed clips.

Despite filming during a week of inclement weather the crew completed the key elements of the proposed shoot schedule, which included a mix of on and off trail activities and locations. The support of the trail trusts and local businesses was excellent and ensured that filming captured the very best possible for both trails.

### **North and South Magazine**

Award winning North and South journalist Mike White returned to Central Otago 20-22 June to continue his series of travel articles. This visit was focused on the Bannockburn area. Mike was introduced to a number of local tourism businesses as well as local identities to meet and interview for his story. Generally his articles are 6 – 8 pages with lots of great images. It may be several months before the article is published.

### **Cycling Campaign**

During 2014-15, TCO continued to work with Total Sport one of New Zealand's leading sports event management and production companies. Total Sport specialises in the concept creation, production and management of a diverse portfolio of events in the recreation/sport area, particularly around cycling (mountain bike and road) and running (trail and road) events. The people attending its events fit the target audience and demographic for visitors to Central Otago.

TCO supported four events run by this company by sponsoring two competition prizes to Central Otago,

with brochure support in race packs (CO Visitor Guide, Cycle Central Otago, Rail Trail and Roxburgh Gorge/Clutha Gold brochures), e-newsletters outlining key Central Otago attractions and activities to their client database, signage at selected events, attending the event expos and race days, and MC announcements throughout each event.

This year TCO increased its database to 1770 people who have indicated an interest in cycling in the region as a result of this campaign. The database has been collected over the past three years through competition entry forms in online e-newsletters or at cycling events. Not surprisingly the majority of people on the database are from the Auckland area, although other central North Island areas and Wellington show strong attendance at these events also.

The four Total Sport events supported by TCO were:

- The Colville Connection held on 21 February is a challenging mountain biking and cross country running event in the northern hills of the Coromandel Peninsula. This year TCO supplied brochures and a flyer to promote online entry into the into the race packs and 700 competitors.
- North Shore Coastal Challenge held on 7 March. This running event attracted around 900 competitors. The course follows a North Shore Coastal trail and finishes at the Devonport Domain. This was an opportunity to engage with a different competitor base but we also attracted interest from residents and visitors to Devonport.
- The Dual held on 26 March. This event is based on Rangitoto and Mototapu Islands in the Auckland Harbour. The event consists of a triathlon, mountain biking, running and walking races. 2000 competitors both domestic and international.
- The T42 held on 2 May. A mountain biking, running and walking event high on the National Park Plateau in Central North Island – 800 competitors.

In the South Island TCO attended and supported the Mid Canterbury Mountain Bike Club 6hr Race on 10 May in Ashburton. This event reaches primarily the Ashburton area with a strong contingent of cyclists from the wider Canterbury region.

This was the second year that TCO has attended this race and a special focus was put on attracting visitors to the Otago Central Rail Trail and also visiting the Naseby area for weekend getaways for its mix of curling, mountain biking, heritage and accommodation.

Approximately 300 competitors were involved in the race this year, and a strong contingent of supporters

also visited the TCO tent during the day to discuss opportunities to visit the region.

With support from Naseby Lodge, Maniototo Curling International and Real Dog Adventures TCO was able to offer a weekend holiday spot prize in Naseby that was drawn from all participants. Naseby Lodge also attended the event and competed under the banner of a 'Central Otago' team and supported TCO staff with talking to competitors in the on-site TCO promotional tent. All entrants in the event have been added into the cycling database, and a separate survey competition was run to gather knowledge of their experiences in Central Otago and desire to visit.

### New Zealand Cycle Trail Workshop

Forty Central Otago tourism operators attended a workshop organised by Tourism Central Otago with the support of Tourism New Zealand and New Zealand Cycle Trails. The workshop was held at the Cellar Door in Alexandra on 17 June.

Presenters were Wellington-based Paul Trowell and Kim Cormack from the Tourism New Zealand trade development team, and Craig Wilson from New Zealand Cycle Trails. They presented on a range of subjects including:

- Creating a distinctly New Zealand and world class visitor experience
- Target markets for New Zealand and visitor expectations
- Online marketing options
- Tools and resources for marketing internationally utilising travel trade

- Product development
- Collaboration for a competitive advantage.

### Central Otago Visitor Guide

The 2015-16 Central Otago Visitor Guide update continued throughout May and June. All individual advertising was finalised by the end of June, with the page count remaining at the same level as the previous guide. The incorporation of new images has refreshed the guide for another year.

The 55,000 copies of the guide will be printed on schedule during July, with distribution planned for late July, early August 2016.

### 2014/15 Operator Contribution

Tourism Central Otago had another busy year of trade and media activity. The following is information of the 'in kind' contribution made by operators who assisted TCO in activities during the year. The term 'in kind' refers to the difference between the normal retail price of a product or service and the actual costs charged by operators.

During the 2014/15 year 30 media, marketing campaign and trade files were hosted by TCO (compared to 27 files in 2013/14). The files involved 61 individual tourism providers and were made up of:

- 12 Domestic media (includes Australia)
- 3 Domestic marketing campaign prizes
- 5 International media
- 10 International travel trade

OPERATOR 'IN KIND' CONTRIBUTIONS 2014-2015			
	Accommodation	Activities	Total In Kind
Media projects	\$10,614	\$19,427	\$30,041
Trade projects	\$992	\$10,114	\$11,106
Marketing Campaign Projects	\$2,140	\$2,910	\$5,050
<b>Total</b>	<b>\$13,746</b>	<b>\$32,451</b>	<b>\$46,197</b>

In addition to the in kind contribution by local operators, Tourism New Zealand's International Media Programme, Trade Programme and other partners contributed to the value of \$8,399 in the 2014/15 year.

This equates to a combined financial contribution to TCO activities of \$54,596 by local operators, Tourism New Zealand and other industry partners.

When compared to the previous years' contributions of \$46,286 (operator 'in-kind' \$35,125, and Tourism NZ and partners \$11,161), this shows a 17.95% increase in overall operator contribution.

TCO acknowledges and appreciates the significant level of support that operators have provided over what has been another very busy year of media, trade and campaign opportunities.

## Digital & Social Media Marketing

### Central Otago NZ Website

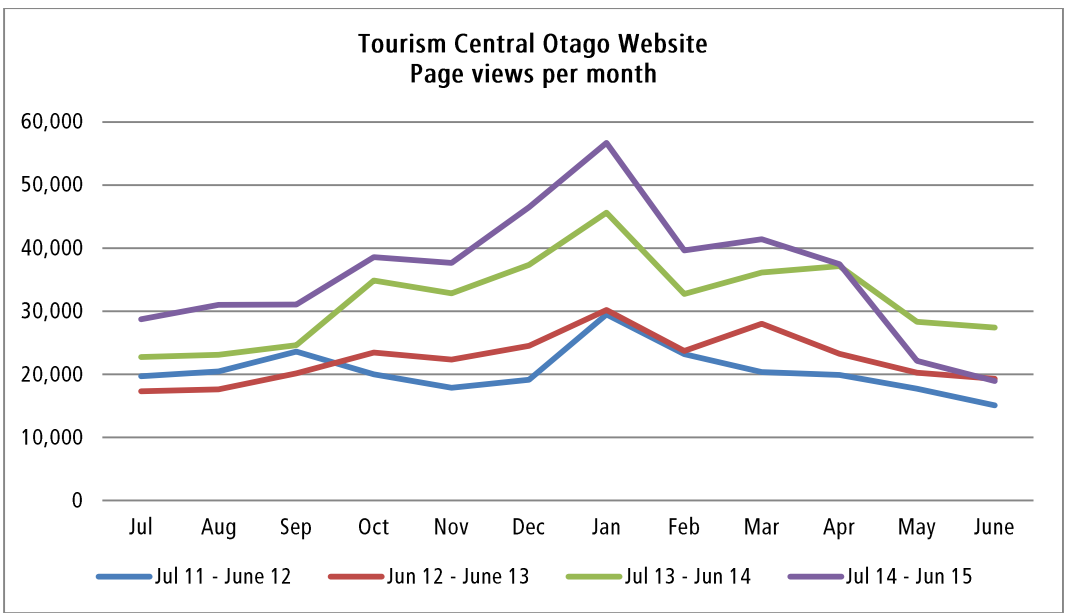
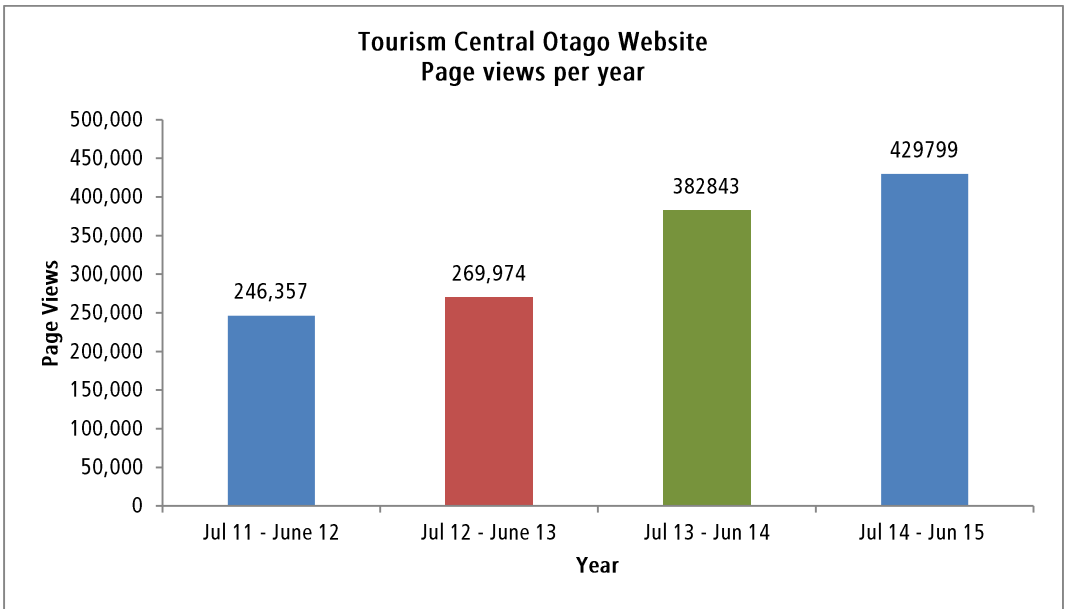
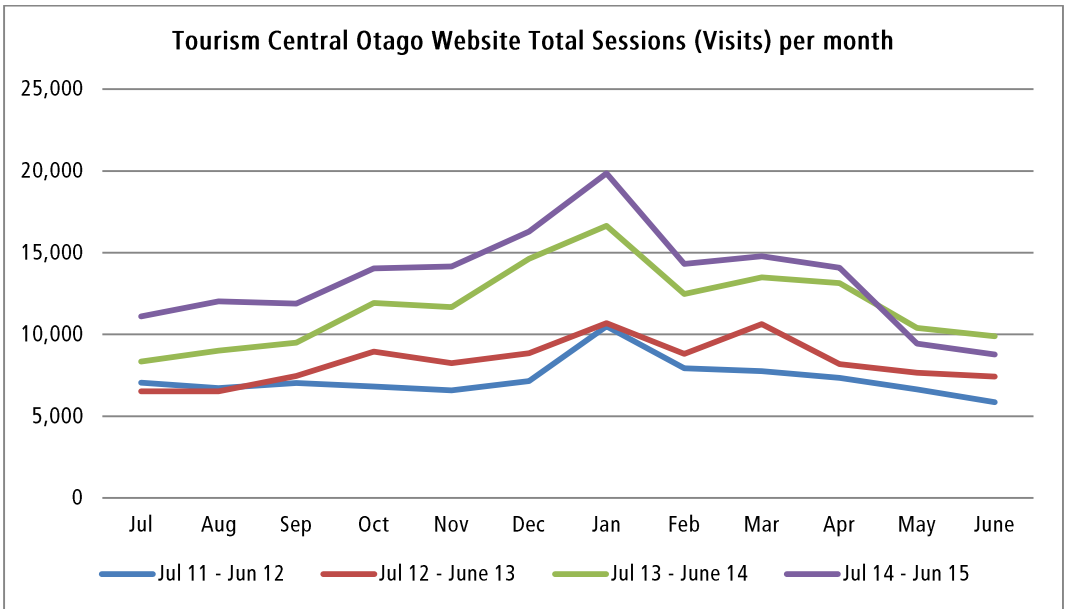
The redeveloped [www.CentralOtagoNZ.com](http://www.CentralOtagoNZ.com) was launched mid-May 2015. The website is now responsive to user device/screen size and incorporates the ability to list accommodation and activity bookings in realtime through the 'Book It' platform (this is also used by the Central Otago Visitors Centres within their IBIS booking system). Updates to the navigational structure and page layout have also been optimised for improved user experience.

The bullet points below outline some key findings in year-on-year analytics information and the graphs compare figures for the July to June period over the last four years – with the exception of city based information, which is not historically available beyond a two-year period.

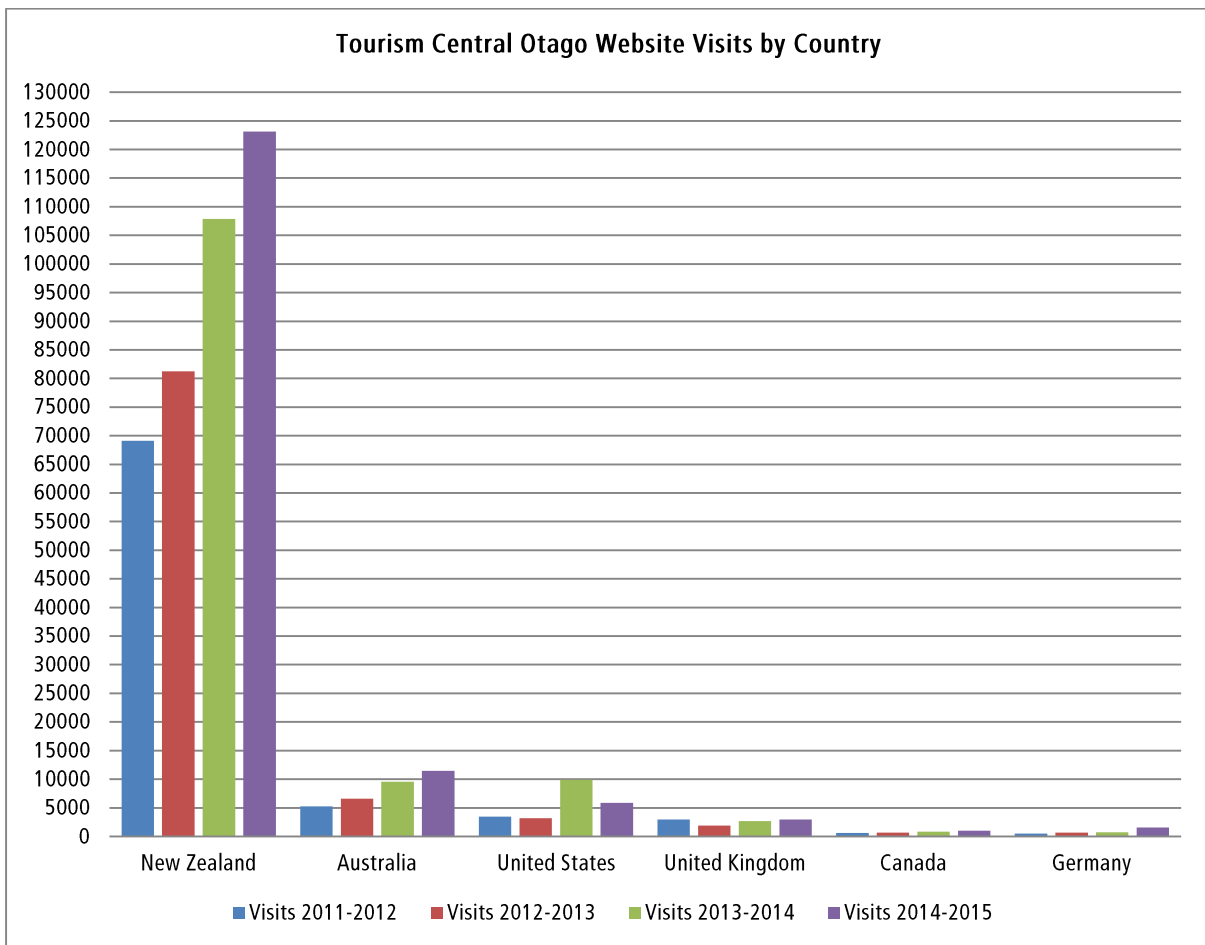
- Annual page views have continued to increase with December/January period continuing to be the strongest period for interest coinciding with the NZ Summer holidays.
- Total Users on the Central Otago NZ website have increased 13.25% compared to the previous year. Pageviews have matched this increase with a 12.49% increase. This means

the website is attracting more users who are viewing approximately the same number of pages per visit (2.67 pages vs 2.71 pages).

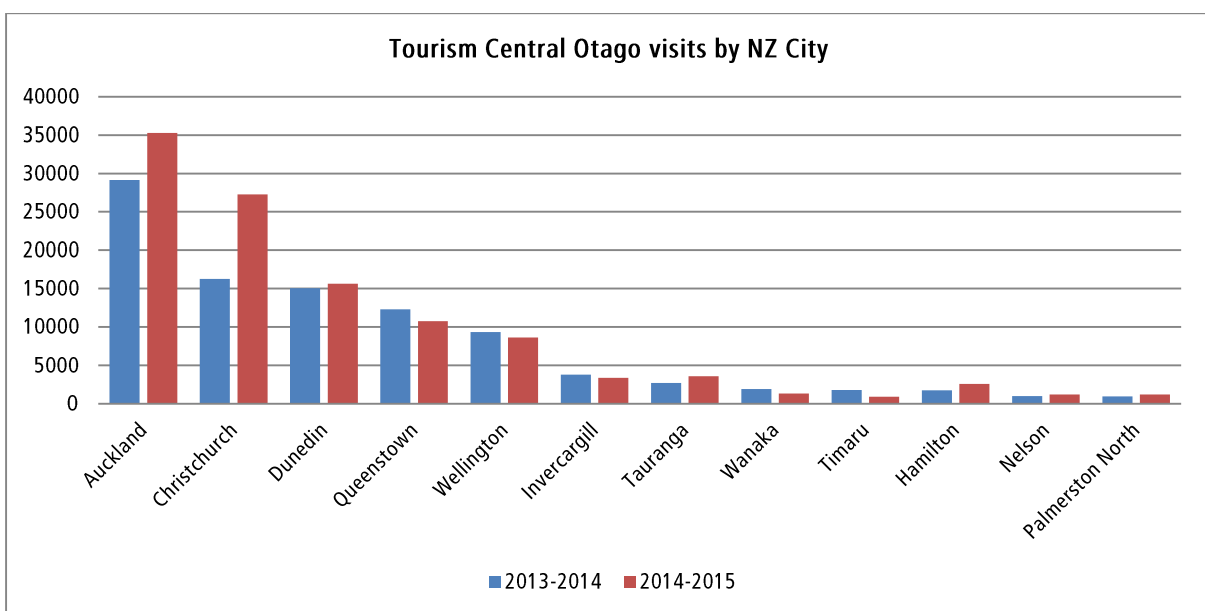
- The Bounce Rate on the website has decreased from 52.59% to 50.02% - bounce rate is the number of visitors who only view one page on the website.
- Our core markets of New Zealand and Australia have seen continued growth with NZ visits to the website increasing 14.31% and Australian visits increasing 23.04%.
- Mobile visits to the website have increased 63.48% compared to the previous year and tablet visitation increased 27.45%. Desktop visits has held steady with a 1.81% increase. These increased visitors support the recent upgrade to the mobile site and these visitors will now be able to access all sections of the website not just business listings.
- Social media referrals have matched where our focus has been over the last year with 51.47% growth from Facebook referrals (668 vs 441).
- Google has continued to be the key referrer of new users to the website climbing 21.13% from 69,181 to 83,799.
- In April and May Google launched two large scale alterations to their search algorithms – the first was mobile focused on promoting sites that were responsive to user devices and this had minimal effect on CentralOtagoNZ.com due to our upgrade. The second has dramatically affected the Google referrals to the website, which is shown in the dramatic drop-off in users in May/June 2015. Currently little information is known about this change and it has affected many websites across the world. Due to timing with our website upgrade and changes to the page structure and site links it may have had an exaggerated affect for [www.centralotagonz.com](http://www.centralotagonz.com). Investigations into this change and what SEO improvements can be made to increase visitation back to the pre-algorithm update levels is suggesting this may be a longer term project, rather than a quick fix.



The sharp drop off in May 2015 directly corresponds to an update to the Google Search algorithm. Refer to the bullet points notes for extended explanation.



Continued growth in the two key markets for TCO campaign based activity (NZ and Australia).



Key growth in the two key markets where TCO activity has been directly targeted:

- Auckland – COVI Motorhome Show, Total Sport Events, Taupo Cycle Challenge
- Hamilton – COVI Motorhome Show, Total Sport Events, Taupo Cycle Challenge
- Christchurch – Christchurch Motorhome Show, Ashburton Mountain Bike 6 Hr

Drops are visible in key markets where activity hasn't been targeted in the last couple of years: Queenstown, Wellington and a small drop in Dunedin/Invercargill. There are opportunities for some targeted activity to these key areas.

### External Websites

[www.curling.co.nz](http://www.curling.co.nz) – TCO provides regular feedback and support to Maniototo Curling International for its website and social media tracking.

[www.newzealand.com](http://www.newzealand.com) – TCO has worked closely with Tourism New Zealand (TNZ) including an on-site visit to the Tourism New Zealand Auckland office to meet with its digital team and improve understanding of TNZ's projects and update data on the [newzealand.com](http://www.newzealand.com) website. Work with TNZ is ongoing matched to its various international campaign activities.

### Social Media and Newsletters

Social activity has focused on keeping a level of public awareness around Central Otago and our activities/towns as a visitor destination; highlighting activities, landscapes and seasons through imagery, video and conversation. Targeted advertising has been used pre-campaign activity in targeted markets via email newsletters and Facebook advertising.

- Facebook likes – 58% growth (2454 vs 1550)
- Twitter followers – 21% growth (3922 vs 3111)
- Instagram followers – 72% growth (1213 vs 334)
- Consumer email newsletters – targeted newsletters are sent out to key databases in relation to campaign activity.
- TCO trade and operator email newsletters - are sent regularly to operator and trade databases to provide information on Central Otago Tourism updates, new events and upcoming opportunities for local operators.

# Community Development

## Community Planning

### Ophir Community Plan

The draft Ophir Community Plan is currently available for public comment. Community consultation undertaken to get Ophir's first community plan to this stage has included visitor, resident and business surveys (conducted in the first quarter) and a community workshop held on Sunday 12 April. Information from these processes was consolidated into a draft document that the Ophir Welfare Committee (a representative community group acting on behalf of Ophir residents and "cribbies") has reviewed and has put it out for feedback from the wider public. At the conclusion of this feedback process (scheduled for 17 August) the Welfare Committee will review all comments and further amend the document as necessary. At this point the Ophir Community Plan can be finalised and handed over to the community for actioning.

### Naseby Community Plan

Community consultation is underway for Naseby's third community plan. Visitor surveys were undertaken through Easter and Anzac weekend breaks, and interviews with businesses were conducted in June. The Naseby community has elected to run the community survey in early August and the community workshop in November so as to capture residents and crib owners upon their return to the township for the summer season.

### Oturehua Community Plan

Julie Muir, CODC Roading Manager, met with the community to discuss options to calm speeding traffic through the township. Once changes in government policy relating to roading and traffic control have taken place (projected to be later this year) Julie will work with this group to develop 'calming' methods that can be applied to Oturehua's situation.

Other projects currently being undertaken by the community include the development of interpretation signs at several public stopping places in the region. Community members are liaising with Council's planning team over these.

### **Omakau Community Plan**

The Omakau community planning group (Manuherikia Future) is in the process of developing action plans for its first few priority actions. The group is currently investigating correct procedures for progressing their town entrance beautification and town signage projects. Their intention is to commence these projects in Spring.

### **Cromwell Community Plan**

Significant achievements for the Cromwell and District Community Trust over the past quarter include the unveiling of the community art mural at Lode Lane in Cromwell, and the installation of signage and corresponding maps along the greenways within Cromwell. The Trust has also been actively involved in preparing submissions to governing bodies on issues relating to community plan action points.

### **Roxburgh and Teviot Valley Community Plan**

Membership on Teviot Prospects has dwindled over the past 3-4 months and the group has elected to reduce their meeting frequency to every second month for the time being. The group has achieved some significant projects over the past few years and has decided not to launch any new initiatives for the time being.

## **Funding Applications**

### **Department of Internal Affairs' Community Development Scheme**

Council has prepared, on behalf of the Teviot Valley community, an application to the Department of Internal Affairs' 2015 Community Development Scheme. If successful, the scheme will provide wages and associated project costs for a community project worker, for a three-year period (to a total value of \$240,000). The intention of the scheme is to enable communities to:

- Be resilient and resourceful, and seek appropriate solutions together
- Develop a shared community vision and sense of belonging
- Have capable and enterprising leadership
- Have proactive, inclusive organisations
- Manage their own self-determined, sustainable development.

The priority sectors for the 2015/16 funding round are:

- Rural or isolated communities (of less than 5,000 people); and
- Pacific communities.

The grant committee will meet in late August and will notify applicants of funding outcomes in early September.

### **Ministry of Youth and Development Partnership Fund**

Council prepared a joint application, on behalf of the Cromwell and Alexandra Youth Trusts, to Round 11 of the Ministry of Youth and Development Partnership Fund. This community fund is targeted at projects that support young people aged 12 to 24, to develop skills, knowledge and experience to participate confidently in their communities.

The CODC was successful in securing a grant of \$18,000 (ie, \$9,000 per Trust). These funds will be used to assist the Trusts in running Youth Forums and Youth Week Celebrations in each area.

### **Feasibility Study for the Eden Hore Fashion Collection**

Central Otago District Council has been successful in gaining a grant through the Lottery World War One Commemorations, Environment and Heritage Fund to conduct a feasibility study on the long-term curation and display of the Eden Hore Fashion Collection. Council has been allocated \$40,000 to carry out this project and has until May 2016 to complete it.

## **Museums**

### **Cromwell Museum**

The Cromwell Museum Trust is now settled into their role as managers of Cromwell Museum. The Trust has 20-30 volunteers on their books to assist with the day-to-day running of the museum. They have developed policies for internal management processes and coordinated trips and site visits for trustees and are in the process of purchasing eHive, a cloud-based museum archiving programme that will assist them in the scheduling and management of the collection. Building alterations are also currently underway to convert the AV Room into a work area for the Cromwell Genealogy Society.

The Cromwell Museum Trust held its official opening on 17 April.

## **Service Level Agreements for Alexandra District Museum Inc. (ADMI)**

Service Level Agreements have been adopted between the Alexandra District Museum Inc. (trading as Central Stories Museum and Art Gallery) and both the Council and Vincent Community Board. ADMI has also negotiated an additional grant from Council to assist with an annual tenancy rental that is likely to come on-stream within the next year.

# Promotions

## **Vincent**

Alexandra Blossom Festival Committee reported back to the Vincent Community Board on the 2014 event and also requested to draw down the budgeted grant for the 2015 event at its 16 June meeting. The Board congratulated the committee on a successful event and approved the release of the grant. The Alexandra Blossom Festival also raised their concerns about no longer being able to apply to the Central Lakes Trust (CLT) for a grant towards operational costs of the event, and the Board agreed to consider a request from the committee to apply to CLT on their behalf at a future meeting.

Alexandra Basin Winegrowers made an application for grant funding to the Vincent Community Board for its 2015 New Release Event. The Board approved a grant of \$4,000 from its 2015/16 Earnscleugh/Manuherikia budget and congratulated the event organisers for running an excellent event.

The Vincent Community Board also accepted reports from Alexandra Thyme Festival and Art in the Garden on their events that had received 2014/15 grants, thereby fulfilling the conditions applied to the allocated grants.

## **Cromwell**

Cromwell Promotions Group held its Annual General Meeting this quarter. The chair Terry Davis was re-elected unopposed with a committee of 13 voted in.

The group has employed two 'contracted employees' – both roles are funded from the approved 2015/16 promotions grant received from the Cromwell Community Board.

Terry Emmitt is a Funding and Consents Manager – and his time and expertise will be made available to people in the community who may require some assistance in these areas, as well as helping the group secure funding. Terry is funded for 10 hours per week.

Alice Ridgen is the Marketing and Communications Manager. Alice's first priority is to update the Cromwell website – ensuring it is mobile friendly and able to easily be updated and/or content changed. It is intended that she will be pro-active in talking with the wider community to know what is happening so that the Group can either support and/or help promote. Alice will be organising the running of the group's Summer Series events with support from the wider group and/or community groups.

# Regional Identity

## **Central Otago Awards**

Entries for the 2015 Central Otago Awards closed on 27 May. There were a good range of quality entries for Community Service, Youth and the Apprentice Award categories, unfortunately no entries for the Tourism Award category and very light for the Business Excellence Award. In total there were 24 entries, which were up on the number of entries for the 2013 Awards.

In terms of the next process, the judging panels will meet in early July and the finalists will be announced in early August. Each finalist and Community Award recipient will be profiled on the Central Otago Awards website - [www.centralotagoawards.co.nz](http://www.centralotagoawards.co.nz) there will also be a link to this website from the Council's website.

## **Regional Identity Brand Website Refresh**

A key focus of the Brand Manager's time in the quarter has been on developing content for the new Central Otago regional identity brand website. This is being refreshed to reflect the changing nature of technology since it was built in 2006 and the body of work that has been developed since the regional identity brand was first launched. The intention is to showcase the unique qualities and attributes associated with Central Otago in a more visually and compelling way, so that it will inspire and build a greater sense of love and respect for this place.

As part of this new development key stories have been developed that will have the opportunity to be featured. For example the wine story, high country story and fruit story. These stories all help to reinforce Central Otago's distinctiveness and the activities we associate with this place. A narrated wine story has been developed and work is well underway to completing the Central Otago Fruit Story.





*An example of one of the slides that features in this narrated slide show for the Fruit Story.*

## Eden Hore Collection

The Brand Manager had the opportunity of hearing first-hand how an expert in the field of fashion history describes the Eden Hore Collection. Leading aficionado on fashion history and owner of the world-renowned vintage emporium The Way We Wore Dress, Doris Raymond was keen to view a small selection of garments while in New Zealand for iD Dunedin fashion week as their international guest. Her appreciation of the garments only helped to cement the idea that this Collection is a valued treasure for those in the fashion world. The Otago Daily Times article linked here also highlights this - <http://www.odt.co.nz/regions/central-otago/340370/high-praise-id-guest>

Currently the Brand Manager is working on describing the key attributes and values that help define the Eden Hore Collection. The reason this piece of work is being developed is to ensure there is a unified understanding about the unique qualities associated with the Collection, so that there is consistency in the key messages being presented. This core material can then be used to develop any marketing material in the future.

# PLANNING and environment

planning civil defence  
rural fire building control  
liquor licensing dog control and registration  
environmental health



# Planning & Environment

## OUR SPACE

Planning and Environment encompasses the following activities:

- Resource Management
- Building Control
- Environmental Health
- Liquor Licensing
- Dog Control and Registration
- Rural Fire
- Emergency Management

All planning and environment activities contribute to all three of our community outcomes.



## Building Control

### Number of Building Consents Processed and Value of Building Work

In the period 1 April 2015 to 30 June 2015 a total of 222 Building Consents were issued at a value of \$22,167,139.

An analysis of trends in building consent numbers and their values indicates that the number of consents received in this quarter was down 10.8% and the value decreased 3.7% when compared to the same period last year.

### Processing Times

The Winchart indicates that the end to end processing times for building consents was an average processing time of 18 customer days (not statutory processing days)

Note: The end to end times shown on the Winchart provides a quarterly average processing time in customer days (including weekends)

In term of statutory processing time frames the average processing time for the quarter was 8 working days, well within the statutory requirement of 20 working days. 100% of all consents issued were issued within statutory timeframes.

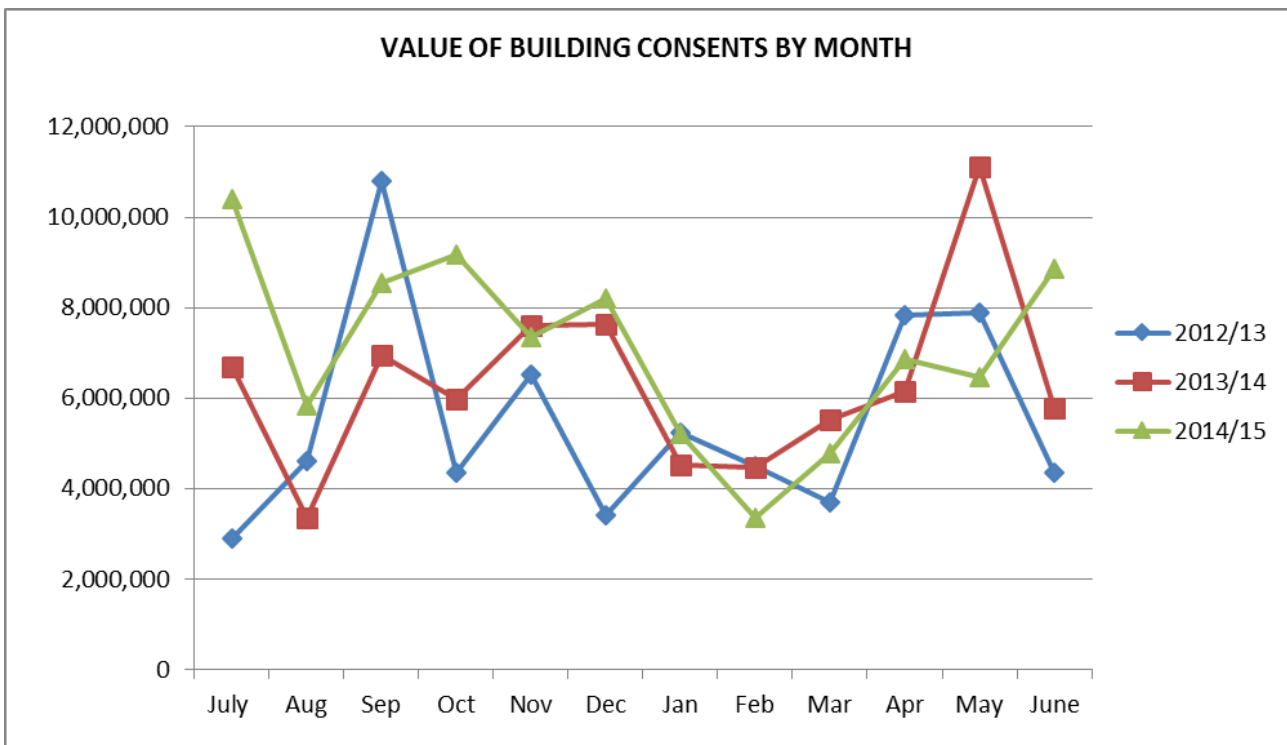
### Capacity

The processing times indicate that our capacity to process building consents is at a good level to meet customer demands in terms of the amount of building activity in the region.

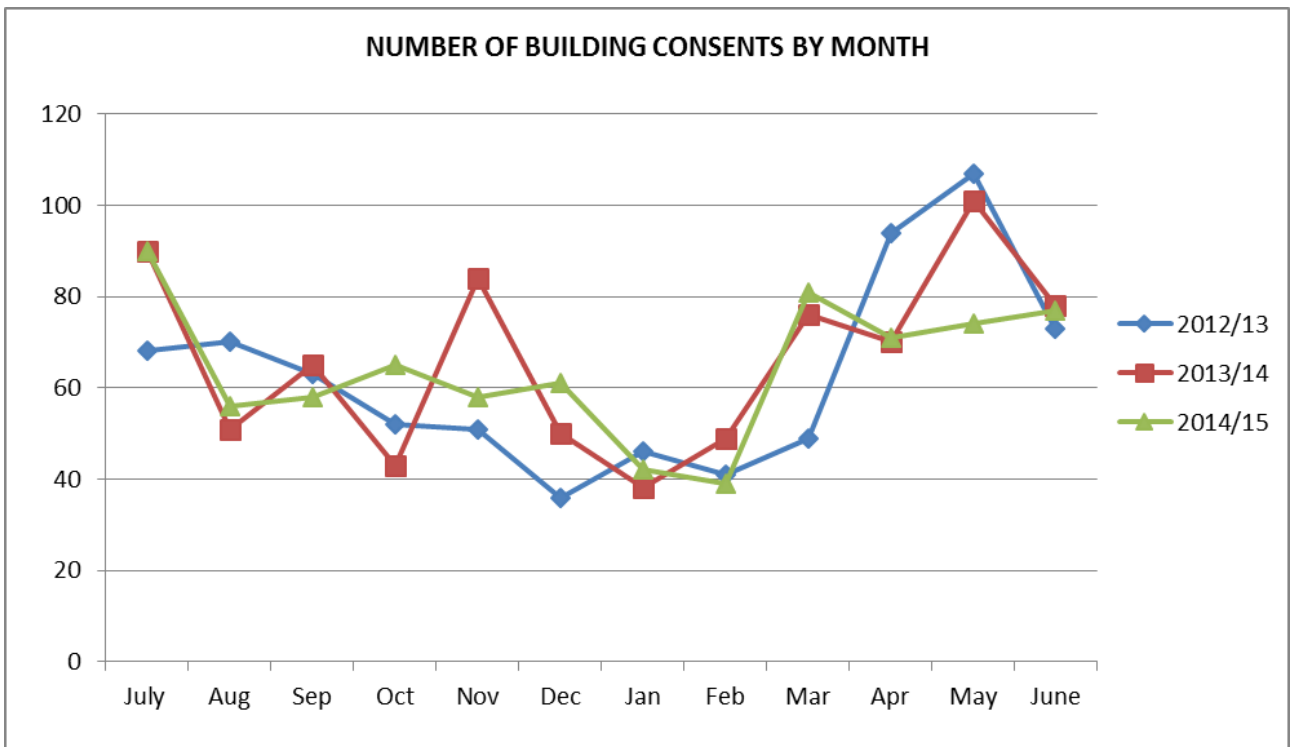
### Accreditation

IANZ were on site 7-9th July assessing the Building Consent Authority. At the closing meeting they advised they will be recommending continued accreditation subject to 3 corrective actions (CARs). The feedback was positive with respect to building consent processing and inspections and the CARs are around procedures which are largely happening but not currently documented. They relate to our training plan; our contract arrangements with external contractors; and reference to specific regulations in the quality manual.

BUILDING CONSENTS - BY VALUE			
	2012/13	2013/14	2014/15
July	2,901,041	6,689,217	10,410,031
Aug	4,614,470	3,355,377	5,846,351
Sep	10,800,064	6,944,115	8,551,268
Oct	4,358,637	5,974,252	9,160,165
Nov	6,505,975	7,594,899	7,360,192
Dec	3,419,300	7,642,416	8,214,023
Jan	5,236,942	4,521,211	5,192,937
Feb	4,505,859	4,452,432	3,339,327
Mar	3,707,700	5,533,098	4,767,850
Apr	7,818,436	6,160,388	6,861,907
May	7,881,058	11,102,742	6,452,630
June	4,353,463	5,767,356	8,852,602
<b>Total</b>	<b>66,102,945</b>	<b>75,737,503</b>	<b>85,009,283</b>
Increase from last year		15%	12%



BUILDING CONSENTS - BY NUMBER			
	2012/13	2013/14	2014/15
July	68	90	90
Aug	70	51	56
Sep	63	65	58
Oct	52	43	65
Nov	51	84	58
Dec	36	50	61
Jan	46	38	42
Feb	41	49	39
Mar	49	76	81
Apr	94	70	71
May	107	101	74
June	73	78	77
<b>Total</b>	<b>750</b>	<b>795</b>	<b>772</b>
Increase/decrease from last year		6%	-3%



VINCENT		\$
<b>Total for April to June 2014</b>	<b>92</b>	<b>6,070,782</b>
<b>Year to date (from 1 July)</b>	<b>320</b>	<b>29,033,573</b>
<b>Alexandra Ward</b>		
Agricultural - New farm shed	2	58,500
Agricultural - Wind machine	1	5,000
Commercial - New industrial	1	90,000
Commercial - Warehouse/showroom/offices - additions and alterations	1	312,755
Commercial - Other	4	495,800
Residential - New Dwelling	3	1,013,250
Residential - Dwelling alteration (internal only)	3	46,500
Residential - Dwelling additions and alterations	1	40,000
Residential - New garage	5	118,400
Residential - New carport	1	4,900
Residential - Outbuilding alterations	2	14,137
Residential - New conservatory	1	5,000
Residential - Heating appliance	18	76,700
Residential - Residential	2	170,000
	<b>45</b>	<b>2,450,942</b>
<b>Year to date (from 1 July)</b>	<b>164</b>	<b>11,214,425</b>
<b>Earnsclough / Manuherikia Ward</b>		
Agricultural - New farm shed	3	54,000
Agricultural - New hay barn	1	8,000
Agricultural - Wind machine	2	6,000
Agricultural - Other	3	208,000
Commercial - Motel/hotel/accommodation building - additions	1	5,000
Residential - New Dwelling	6	1,778,000
Residential - Dwelling alteration (internal only)	3	310,650
Residential - Dwelling additions and alterations	3	898,300
Residential - New garage	4	123,890
Residential - New garage/sleep-out	1	129,000
Residential - Retaining wall	1	10,000
Residential - Heating appliance	19	89,000
	<b>47</b>	<b>3,619,840</b>
<b>Year to date (from 1 July)</b>	<b>156</b>	<b>17,819,148</b>

<b>CROMWELL</b>		<b>\$</b>
Agricultural - New farm shed	2	80,200
Agricultural - New hay barn	1	5,000
Agricultural - Wind machine	4	14,000
Agricultural - Other	2	45,000
Commercial - Industrial additions and alterations	1	300,000
Commercial - New warehouse/showroom/offices	1	200,000
Commercial - Education/childcare facilities - additions and alterations	1	20,000
Commercial - New motel/hotel/accommodation building	1	700,000
Commercial - Other	7	934,000
Residential - New Dwelling	29	10,636,180
Residential - Dwelling alteration (internal only)	6	43,460
Residential - Dwelling additions and alterations	6	338,400
Residential - New units (multi-unit)	1	30,000
Residential - Relocate dwelling on to site (site-works)	3	115,000
Residential - New garage	6	214,300
Residential - New garage/sleep-out	1	100,000
Residential - Outbuilding alterations	1	5,000
Residential - Outbuilding relocated on to site	1	3,000
Residential - Retaining wall	1	50,000
Residential - Heating appliance	26	110,800
Residential - Plumbing and drainage only	1	3,500
	<b>102</b>	<b>13,947,840</b>
<b>Year to date (from 1 July)</b>	<b>354</b>	<b>46,253,303</b>

<b>MANIOTOTO</b>		<b>\$</b>
Agricultural - New wool/shearing shed	1	320,000
Commercial - Motel/hotel/accommodation building - additions	1	360,000
Residential - New Dwelling	1	542,947
Residential - Dwelling additions and alterations	2	39,000
Residential - New garage	1	38,000
Residential - New sleep-out	1	27,000
Residential - Heating appliance	9	38,600
Residential - Plumbing and drainage only	1	15,000
	<b>17</b>	<b>1,380,547</b>
<b>Year to date (from 1 July)</b>	<b>53</b>	<b>3,930,532</b>

<b>TEVIOT VALLEY</b>		<b>\$</b>
Commercial - Other	1	504,970
Residential - New Dwelling	1	150,000
Residential - Dwelling additions and alterations	1	70,000
Residential - Heating appliance	7	33,000
Residential - Residential	1	10,000
	<b>11</b>	<b>767,970</b>
<b>Year to date (from 1 July)</b>	<b>44</b>	<b>5,778,875</b>

SUMMARY OF BUILDING CONSENT STATISTICS		\$
Vincent	92	6,070,782
Cromwell	102	13,947,840
Maniototo	17	1,380,547
Teviot Valley	11	767,970
<b>Total for April to June 2015</b>	<b>222</b>	<b>22,167,139</b>
<b>Year to date (from 1 July)</b>	<b>771</b>	<b>84,996,283</b>

ANALYSIS FOR APRIL TO JUNE		\$
Agricultural - New farm shed	7	192,700
Agricultural - New wool/shearing shed	1	320,000
Agricultural - New hay barn	2	13,000
Agricultural - Wind machine	7	25,000
Agricultural - Other	5	253,000
Commercial - New industrial	1	90,000
Commercial - Industrial additions and alterations	1	300,000
Commercial - New warehouse/showroom/offices	1	200,000
Commercial - Warehouse/showroom/offices - additions and alterations	1	312,755
Commercial - Education/childcare facilities - additions and alterations	1	20,000
Commercial - New motel/hotel/accommodation building	1	700,000
Commercial - Motel/hotel/accommodation building - additions and alterations	2	365,000
Commercial - Other	12	1,934,770
Residential - New Dwelling	40	14,120,377
Residential - Dwelling alteration (internal only)	12	400,610
Residential - Dwelling additions and alterations	13	1,385,700
Residential - New units (multi-unit)	1	30,000
Residential - Relocate dwelling on to site (site-works)	3	115,000
Residential - New garage	16	494,590
Residential - New carport	1	4,900
Residential - New sleep-out	1	27,000
Residential - New garage/sleep-out	2	229,000
Residential - Outbuilding alterations	3	19,137
Residential - Outbuilding relocated on to site	1	3,000
Residential - New conservatory	1	5,000
Residential - Retaining wall	2	60,000
Residential - Heating appliance	79	348,100
Residential - Plumbing and drainage only	2	18,500
Residential - Residential	3	180,000
	222	22,167,139



# GOVERNANCE and corporate services

communication  
administration buildings



# Governance & Corporate Services

## OUR SPACE

The governance activity is at the forefront of everything we do. While the Council provides many different services, it is the governance activity that supports elected members to be effective and responsible decision-makers. This activity facilitates and supports Council and community boards, ensures agendas are published and available to the public and runs local body elections every three years.

The corporate services activities provide both direct and indirect support across the organisation that allows Council to function efficiently and effectively. It includes our accounting, financial planning and reporting, rating, policy, information systems (IS), communications and customers services and administration activities.

These activities contribute to all three main community outcomes.



## Communications

Our Council website continues to trend up in terms of viewer statistics with 84,182 page views in the April-June quarter (up about 400 on the previous quarter) and 15,043 users (up from 14,286). Our most popular sections/website features are our rating and property search, GIS viewer district plan section, and our winter roading reports. During this quarter we received the results of the Association of Local Government Information Management's annual ranking of local government websites. CODC's website was ranked 11 out of the 78 authorities, moving up from 35 in 2014.

We are also continuing to build our online presence in the social space. We now have 1480 page likes on the CODC Facebook page and this is proving to be a popular platform for people to comment on and share Council news. On the internal communications front we launched the new Council Intranet earlier this year and are working to embed that within our organisational culture.