

January to March 2016

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.

<p>Water</p> <p>Drinking Water Supply, Legislative Monitoring & Reporting, New Connections, Maintenance, Replacement, Renewals</p>	<p>Wastewater</p> <p>Resource Consent Monitoring & Renewals, Treatment & Management, Trade Waste Management, System Development, Connections</p>	<p>Stormwater</p> <p>Open Channel Maintenance, Drain Clearance, Reticulation Management</p>
<p>Transportation</p> <p>Sealed & Unsealed Roads, Signage & Traffic Services, Bridges, Maintenance & Renewals, Drainage, Vegetation Control, Street Cleaning, Minor Improvement Projects, Footpaths & Carparks, Winter Maintenance, Emergency Works, Asset Management, Road Safety</p>	<p>Other Infrastructure</p> <p>Waste Minimisation, Elderly Persons' Housing, District/Commercial Property, Public Toilets, Airports</p>	<p>Community Services</p> <p>Parks & Recreation, Cemeteries, Community Facilities, Libraries, Swimming Pools District Development: Economic Development, Tourism, Community Planning, Visitor Information Centres, Central Otago Brand, Promotions & Grants</p>
<p>Planning & Environment</p> <p>Resource Management, Building Control, Alcohol Licensing, Dog Control & Registration, Environmental Health, Emergency Management</p>	<p>Governance & Corporate Services</p> <p>Elected Members' Support, Administration Buildings, Personnel, Communications, Customer Services & Administration, Financial Planning & Reports, Information Systems</p>	

WATER



Water Services 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.

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

This activity contributes to the following community outcomes:

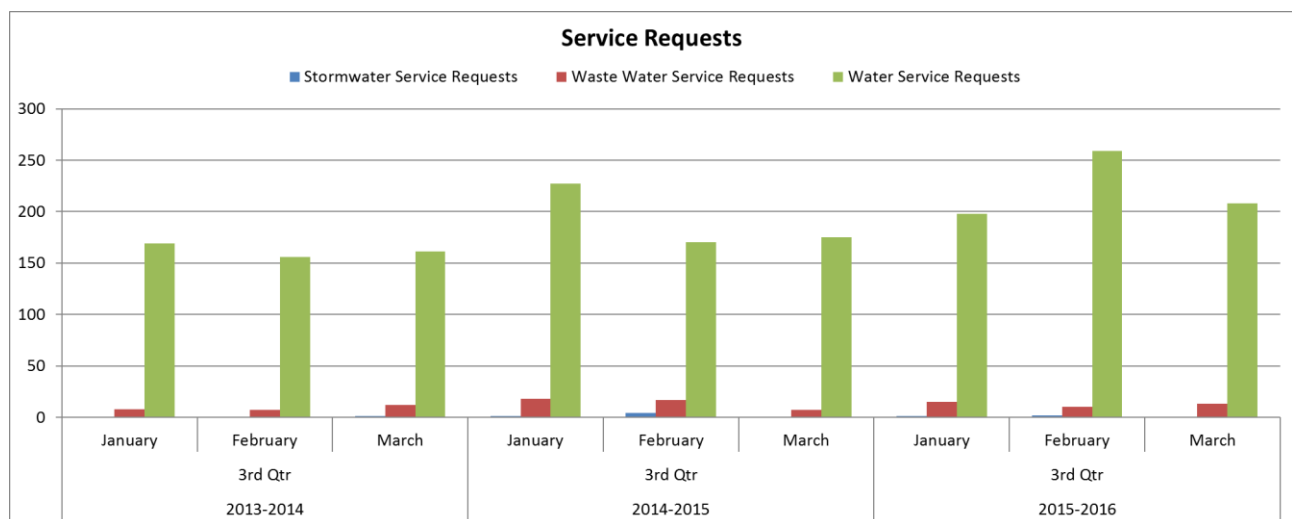


Operational Activity this Quarter

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

We manage 10 public water supply schemes, servicing approximately 13,500 residents. We **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.

This activity contributes to the following community outcomes:



Our Measures

How we Measure Success	Our Aim	Comments
The percentage of real water loss from the network reticulation system (leaks, metering inaccuracies)	Target Current Annual Real Losses from the net-worked reticulation system $\leq 20\%$ of water produced	On target
Time with water per customer per annum (planned and unplanned)	To maintain supply to customers for $\geq 99\%$ of the time	On target.
The average consumption of water per day per resident	To maintain water demand at <600 L/person/day	Consumption for both residential and commercial connections averages is 1006 L/cxn/day. Central Otago has an average occupancy of 2.3 people. Result = 437.48 L/person/d Target achieved. This result is for the last 12 month period.

How we Measure Success	Our Aim	Comments
<p>Total number of customer complaints for:</p> <ul style="list-style-type: none"> • Water clarity • Water taste • Water odour • Water pressure and flow • Continuity of water supply • Responses to water service requests 	<p>≤ 13 per 1000 connections</p>	<p>Target achieved.</p>
<p>Compliance with the NZ Drinking Water Standards</p> <p>Pt4: Bacterial:</p> <p>Pt5: Protozoal:</p>	<p>Compliance with Part 4: Bacterial</p> <ul style="list-style-type: none"> • Alexandra = Yes • Clyde = Yes • Cromwell = Yes • Naseby = Yes • Omakau/Ophir = Yes • Patearoa = Yes • Pisa Village = Yes • Ranfurly = Yes • Roxburgh = Yes <p>Compliance with Part 5: Protozoal</p> <ul style="list-style-type: none"> • Alexandra = No • Clyde = No • Cromwell = No • Naseby = No • Omakau/Ophir = No • Patearoa = No • Pisa Village = No • Ranfurly = No • Roxburgh = Yes 	<p>Bacterial compliance was achieved for all plants.</p> <p>Protozoal compliance was only achieved for Roxburgh.</p>

Alexandra Water

Glencarron Street Water Main Replacement

Benchmark Construction Ltd have been working on the replacement of an ageing asbestos/concrete water main in Glencarron St and some smaller rider mains and laterals coming off it. A temporary above ground supply was installed to maintain water supply to affected properties while the old main was removed and the new PVC water main installed. Significant rock has been encountered which is slowing down the installation progress. The new laterals are now in place and work is continuing on the main replacement.



Rider main installation Glencarron Street Alexandra

Water Leak Detection

In February, water was reported flowing out of the bank on the Roxburgh Cycle Way. Water Services were tasked with finding the source of the water and fixing the problem. Using leak detection equipment and checking water meters in the area for unidentified leaks, a significant leak was identified on a private line. Once this was fixed the flow stopped. This incident highlighted the distance water can flow in the Bridge Hill area before surfacing. Identifying the source of some of these issues can be difficult.



Lake Dunstan Water Source

The onset of 2016 has brought significant progress on the design of a new water supply scheme for Alexandra. A new Project Manager has been engaged and has now been in post since mid-January. The preferred new water source at Lake Dunstan has been confirmed and a design for a third production bore at that site completed. A tender document for drilling and pump testing of the new bore is currently with contractors for pricing. A consultant has been selected to complete an outline design of the new water supply scheme including a new treatment works north of Clyde and a new trunk pipeline from the treatment works to the outskirts of Alexandra. The outline design will include a conclusion on the preferred treatment works site and the preferred pipeline route.

Omakau Water Supply

The long hot summer led to a high cyanobacteria count in the Falls Dam. As this water flows through to the Omakau Water Supply, Omakau water was sampled for contamination and no sign of any toxins or cyanobacteria was found. Council is working with the Ministry of Health on a Drinking Water Management Guide for future occurrences like this. A mitigation and monitoring process has been drafted which will be included in our Water Safety Plan for Omakau. This will ensure these situations are monitored and managed in future summers. The plan is to align the process with the Regional Council's monitoring plan to ensure we are using resources efficiently.

Inniscort Street Water Main

Cromwell experienced a major water main break in the 100mm diameter Inniscort Street main. The cause of the breakage was unknown but is thought to be related to the age and type of pipe. Water service was resumed within three hours of the breakage occurring. The main has been programmed for replacement.



Prior to starting work



The main under repair

Lake Roxburgh Village Reservoir Repairs

Following the identification of leakage from the village reservoir, it appears that wall cracks are allowing more water through than is acceptable. The treatment options were looked at and priced by Fulton Hogan. Following review, repair work was approved. Fulton Hogan will work with Emergency Services to coordinate when the tank will be off-line. Leakage repair work is expected to start mid-May.

Hydrant Flushing

Dead end hydrant flushing was carried out across the district. A dead end is where a hydrant sits on the very endpoint of a water supply line. Dead end flushing is programmed every 6 months to remove any stale water sitting in the end of our pipes. It usually happens in early Autumn and late Spring to avoid the frost and peak summer seasons. If this is not done regularly communities can experience taste and odour problems with their drinking water.

Water Safety Plans

Public Health South recently approved minor changes to the Cromwell Water Supply Water Safety Plan. Changes included more detail on the processes surrounding transgressions, and sampling processes following certain events. The changes will also form part of the water safety plans for Ranfurly, Omakau and Clyde.

WASTE water



Wastewater

We manage eight public wastewater schemes, 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**. Privately owned septic tanks are used in townships without reticulated schemes.

This activity contributes to the following community outcomes:



Our Measures

How we Measure Success	Our Aim	Comments
Number of complaints received from customers per 1000 connections	<p>Number of sewage odour complaints ≤ 1 per 1000 connections</p> <p>Number of sewerage system faults and blockage complaints ≤ 11 per 1000 connections</p> <p>Number of complaints regarding responses to sewer service requests ≤ 1 per 1000</p> <p>Total number of customer complaints ≤ 13 per 1000</p>	<p>Total Complaints for:</p> <p>Odour = 0</p> <p>Blockages = 8</p> <p>Service Response Complaint = 0</p> <p>Total complaints = 15 actual</p> <p>Target on track.</p>
Compliance with discharge consents	<p>Number of abatement notices = 0</p> <p>Number of infringement notices = 0</p> <p>Number of enforcement orders = 0</p> <p>Number of successful prosecutions = 0</p> <p>Council target (all enforcement actions) = 0</p>	<p>There have been no abatement notices, infringement notices, enforcement orders, prosecutions or actions taken during this report period. Target achieved.</p>

How we Measure Success	Our Aim	Comments
Number of dry weather sewerage overflows from sewerage scheme	Number of dry weather sewerage overflows \leq 1 per 1000 connections	Overflows = 0 Target achieved.

Alexandra Ultraviolet Disinfection Project

Contractor Marshall Projects Ltd (MPL) has now completed the installation of new pipework, valves, a control centre, transformer and a switchboard for the new UV Treatment being installed. This involved partially emptying the aeration chamber to allow for inflow while the plant was temporarily taken off line to allow this to happen. The work went without any problems. The UV treatment will improve compliance with the wastewater discharge consent. The final stage of the project is the installation of the UV and the new UV treatment process is planned to be on line mid-April 2016.



Partially completed ultraviolet disinfection building

CCTV Condition Analysis

Council contracted Drain View from Wellington to complete CCTV inspections of waste water and storm water pipes and also manhole condition assessments across the district. The data will be used to identify problem areas and update Councils GIS records. The CCTV Inspections have shown some interesting

results, below is an image of a stormwater pipe formed from sections of wood.



Drain View in action at Kirtle Place Cromwell



Wooden stormwater pipe

Omakau Resource Consent Application

Fulton Hogan has installed a flow meter at the Omakau Wastewater Treatment Ponds to provide more accurate recording of discharge volumes. As there is no power supply at this plant a new photovoltaic power generator was installed to supply power. Once operational this will provide accurate data on infiltration and inflow and support Discharge Consent applications.



Installing the chamber to hold the new magflo meter



Photo Voltaic Cell

Ranfurlly Wastewater Treatment Plant

New stainless baffles have been installed on the Imhoff tank at Ranfurlly Waste Water Treatment Plant. The baffles control the flow through the settling tank and remove the fat and grease from the wastewater.



Fulton Hogan Operator carrying regular maintenance on the Ranfurlly Waste Water Treatment Plant

Cromwell Upgrade and Sludge Removal

Expressions of interest have been received from nine contractors for the operation, design and construction of improved facilities at Cromwell WWTWs. These new facilities are required to meet ORC resource consent conditions to be achieved before 1 January 2019. It is expected that two or three contractors will be selected to from the nine submitters to compete for the final design and construction stage.

Monitoring of the new sludge removal process for Pond 1 continues. A report on the options for sludge removal at Pond 2 has been received and a decision on actions at Pond 2 will follow in the next quarter. Removal of sludge from the ponds enables the ponds to discharge higher quality water to the Kawarau Arm and will enable the best basis for the proposed new works.

Detailed design of a new wastewater pipeline and associated pumping station for Bannockburn are completed in draft form. The new pipe will enable transfer of wastewater flows from Bannockburn to Cromwell WWTWs. This will ultimately allow closure and landscaping of the existing facilities at Bannockburn.

STORM water

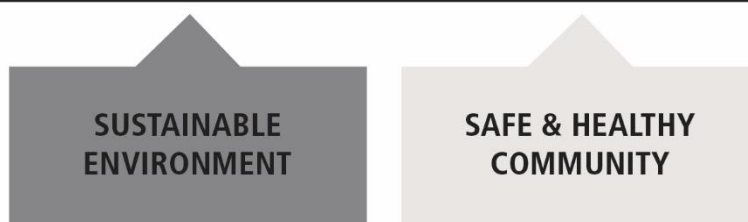


Stormwater

Our 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).

This activity contributes to the following community outcomes:



Our Measures

How we Measure Success	Our Aim	Comments
Percentage of budgeted renewals completed annually	To complete more than 90% of budgeted renewals	There are no renewal projects for this financial year. Target on track.
Compliance with discharge consents	Number of abatement notices = 0 Number of infringement notices = 0 Number of enforcement orders = 0 Number of successful prosecutions = 0 Total for all enforcement actions = 0	There have been no abatement notices, infringement notices, enforcement orders, prosecutions or actions taken during this report period. Target on track.
Number of flooding events that occurred and habitable floors affected	Target number of habitable floors affected ≤ 1 per 1000 properties	No habitable floors have been subjected to flooding in this report period. Target achieved.
Response time to attend flood events	Target median time to get to site ≤ 120 minutes	There have been no significant rain events during this report period. Improvements required in data capture to measure this KPI.
Number of com-plaints received about stormwater performance	Total number of customer com-plaints ≤ 2 per 1000 properties	Nil complaints. Target achieved.

TRANSPORTATION



Transportation

Our Transportation activity **enables the movement of goods, people and services across our district**. We have 1886km of roads spreading throughout the district, with 1739km of rural roads and 147km of urban streets.

We have 175 bridges, just under 5000 culverts and close to 12,000 hectares of road reserves. Our focus for the next 10 years is to **deliver an efficient, fully accessible, safe roading network**.

This activity contributes to the following community outcomes:



Performance Monitoring

The core values we aim to deliver are timely intervention, informed customers, quick response, efficient work practices and quality outcomes.

Timely Intervention

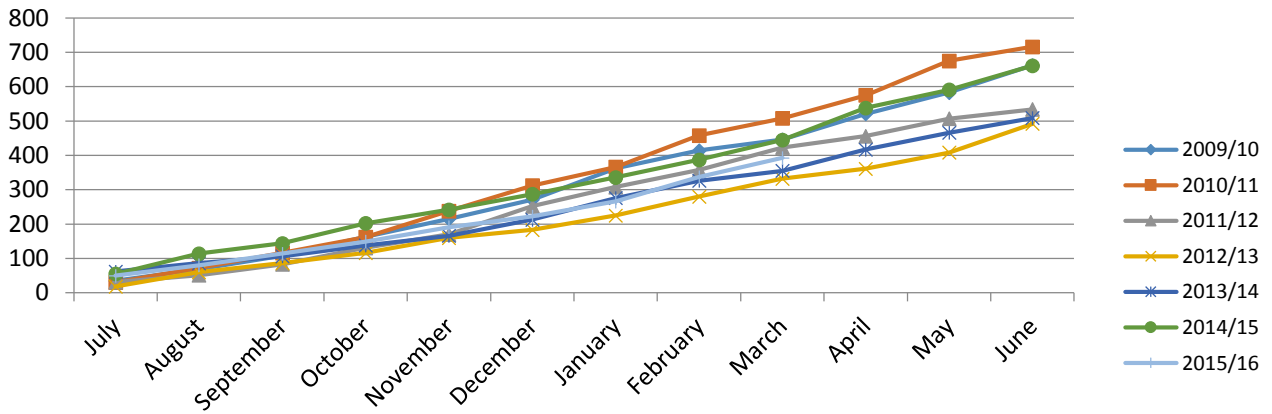
A reduced number of public calls have been received for the third quarter compared to the same period last year. The number of calls for the year to date is also below the average number of calls received during the same period over the past six years.

This continues to reinforce that the improvements to a number of processes are having a beneficial impact.

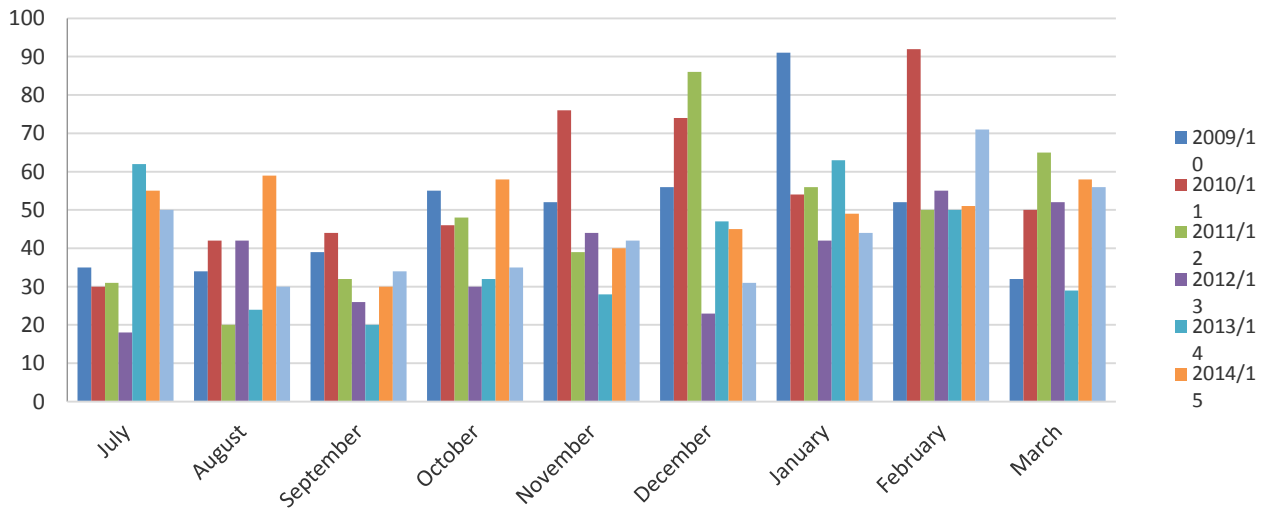
The number of calls during the quarter was impacted by a heavy rain event in mid-February which resulted in an upsurge in the number of drainage and street cleaning calls.

Year	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Number of calls to 31 March	446	508	423	332	355	445	393

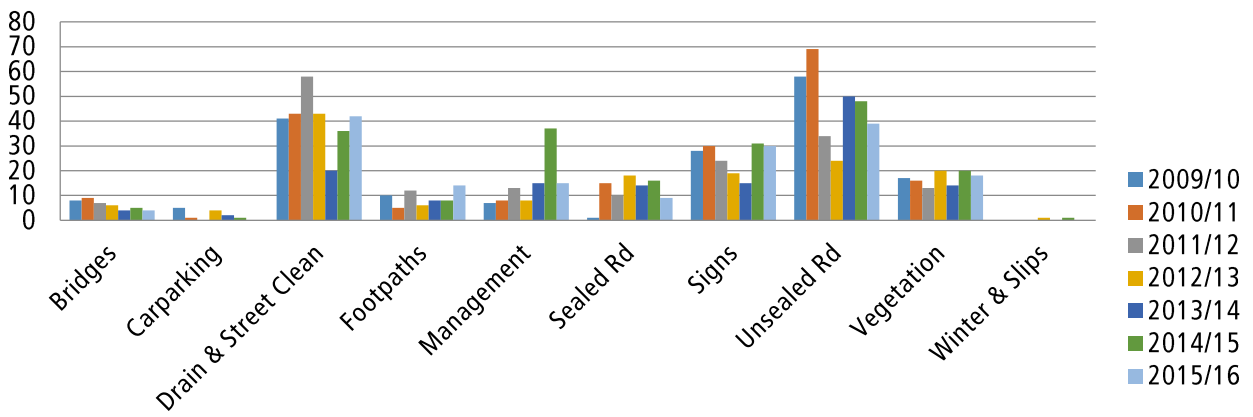
Comparison of Cumulative Number of Calls (for Year to Date)



Comparison of Calls by Month



Calls by Type - 3rd Quarter



Quick Response

The average time taken to issue a consent during the third quarter was 3.4 days, resulting in an average for the year to date of 1.9 days.

The number of consents for the year to date has significantly increased over previous years. All categories of consent with the exception of road closures have contributed to the large increase. The significant increase will be an indication of the increased subdivision and other development activity in the district.

Total Number of Consents – Year to Date					
	2011-12	2012-13	2013-14	2014-15	2015-16
Traffic Management Plans	40	53	45	70	92
Road Opening Notices	48	55	64	88	110
License to occupy	3	4	11	12	27
Yard encroachment	2	2	1	2	9
Vehicle crossings	14	15	17	22	31
Generic Traffic Management Plans	5	3	8	8	20
Road Closures	3	7	5	5	6
Total	115	139	151	202	295

A Safe Roding Network

The crash statistics are sourced from the 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.

During the first half of 2015/16 (July to December) there were seven serious injury crashes on Council managed roads, which resulted in seven injuries. One of the two serious injuries recorded during the second quarter involved loss of control of a motorcycle on a rural road. The other was the result of a person falling from a vehicle on an urban street. The numbers of crashes that have occurred during this period exceeds the numbers for the corresponding period for past six years. There do not appear to be any discernible trends in the factors associated with the crashes. Unfortunately the increase in serious crashes reflects what is happening nationally. The tables below provide a comparison of the crash statistics for the first half of the 2015/16 year versus those for the previous six years.

Comparison of Crash Statistics from 1 July to 31 October	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Number of serious crashes on local roads	3	8	2	3	1	2	7
Number of fatal crashes on local roads	0	1	0	0	0	0	0
Number of people seriously injured on local roads	3	8	2	3	1	2	7
Number of people fatally injured on local roads	0	1	0	0	0	0	0

Physical Work Programme

Most of the renewals programme was completed during the third quarter. The fourth quarter will generally consist of routine maintenance work.

Sealed Road Resurfacing

The asphalt renewals programme has been completed. A small portion of the reseal programme is still to be completed at the end of the quarter. Sites remaining include short sections outside schools in Alexandra which will be completed during school holidays, and two sections in the Maniototo that will be completed in April.

Unsealed Road Resurfacing

Significant progress has been made on the metalling programme. Work in the Tarras area was completed in March. Approximately 60% of the programmed work in the Teviot area has been completed and will be completed late April. Selected roads in the Maniototo including the Danseys Pass Road are programmed for metalling commencing in April. Metal from a new source near Kokonga will be used for some of these roads.

Minor Improvement Programme

The status of the approved Minor Improvement Work is as follows:

Project	Status
Brinsdon Road 1.6m diameter culvert	Completed in January.
Factory Road wash over culverts/ford	Completed in February. Consent compliance monitoring to be carried out.
Ophir and Oturehua variable speed message signs	Completed previous quarter.
Little Valley Road sight, footpath and guardrail improvements	Completed in March. Positive public feedback received.
Project	Status
Cromwell pedestrian crossings, Barry Avenue and Murray Terrace	Design and consultation with Cromwell Community Board completed. Construction programmed for May.
Contribution to stock underpass, Racecourse Road	Council contribution has been made.



Fruitgrowers Road

Monitoring of the road by Fulton Hogan continues. So far there appears to be have minimal further rockfalls onto the road.

Unsubsidised

The unsubsidised programmes are underway with completion of this work expected mid-May. Work in Alexandra and Cromwell is underway. Upgrading of gravel paths in Naseby has been completed.

Eco Seals

Eco sealing has been completed for the season, and many sites which are still to be metalled will be eco-sealed next year.

OTHER infrastructure

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



Waste Minimisation

Through our Waste Management activity **we collect and dispose of your rubbish**, and provide access to transfer stations, green waste sites and recycling drop-off facilities. In the Waste Minimisation side of our activity our focus is to lead, facilitate and **educate the community on wiser use of resources** and environmental sustainability.

This activity contributes to the following community outcomes:

SUSTAINABLE
ENVIRONMENT

SAFE & HEALTHY
COMMUNITY

Waste Minimisation Activities

Provided by CODC Waste Minimisation Officer

Drop Off Recycling Facilities

The recycling facility has been moved to road reserve between the school and cemetery. The school principal and board were informed of the trial location, and public communications have included social media, web and local print media. Monitoring of the site by Council and Wastebusters staff has been organised for four times a week. The site will be reviewed after three months.

After the fire at Wastebusters Alexandra, the refurbished sorting line was back up and running in January. All the recycling material from the drop offs is now sorted on site at Alexandra and no longer needs to be transported through to Wanaka.

There have been no complaints received during the Summer holiday period in regards to the recycling drop off facilities serviced by Wastebusters Alexandra.



Wastebusters Alexandra refurbished sorting line

Kerbside Collections and Transfer Stations

The spot audit on kerbside collection bins completed last year resulted in 175 alert notices issued on glass collection bins for contamination with 90 bins not collected due to contamination. A public promotions campaign to promote good recycling was implemented.

There have been no complaints received during the busy summer holiday period in regards to the kerbside collections of rubbish, glass or recycling.

Ranfurly Transfer Station

A new concrete pad at the loading face of the transfer station has been completed. This will improve health and safety of users. The new greenwaste site has been established within the operational area of the transfer station.

WasteMINZ TA Forum

The quarterly Territorial Authority forum was held with various issues discussed including: public place recycling, rural and farm waste, bylaws, and licensing and container deposits.

Community Waste Minimisation and Sustainable Living

The Otago/Southland Waste Minimisation Network met to discuss and plan the upcoming launch of a three year national programme, 'Love Food Hate Waste'. Events, workshops and advertising will be used to promote reductions in food waste to landfill.

MAD4CO and staff attended the Omakau and Mt Benger A&P Shows. Demonstrations of Bokashi composting were presented, waste free at home top tips were shared and discussions on a community

response to climate change were facilitated with the help of a community polar bear!



A&P Show Omakau

Ettrick Closed Landfill

Remedial work was carried out on the landfill cap at the Ettrick closed landfill. The work is required to meet ORC consent conditions. Quarterly inspections and groundwater monitoring was carried out at all sites in March.

CODC Performance Measures

Performance Measure	This quarter Jan/Feb/Mar	Last year same period	Last year full year 2014/15
Total materials to landfill	2028T	1998T	7220T
Total materials recycled	766T	301T	1650T
Average rubbish bin weight	21.33kg	21.58kg	20.4kg
Residents satisfied with Council waste minimisation	78%	-	78%
Resource consent compliance for closed landfills	91%	-	88%

Total waste to landfill is up by 30 Tonne or 1.5% on same period last year. This is primarily increases in waste taken to the Cromwell Transfer Station.

Diversion from landfill by recycling tonnage is up 154% on same period last year. This increase is due to the inclusion of the wider district in the kerbside recycling collection area.

Enviroschools

Highlights – Provided by Enviroschools Facilitator



Schools

A teachers' workshop at Cromwell Primary with all staff looked at the overarching principles of Enviroschools and ways these can be woven into the school's core values through practical actions were developed.

Maniototo Area School's newly appointed Enviro lead teacher led a planning session to reinvigorate the work. Planning has started for a conservation project that will involve students of all ages, the wider community, and an opportunity to partner with other organisations.

St Gerards and Clyde Primary are drafting a plan to work towards their school reflections for later in the year.

Millers Flat enviro group held a meeting to work towards their bronze reflection, which is scheduled for early Term 2.

Clyde Primary was supported during Education Outside of the Classroom week as the juniors focussed on environmental activities. This included: building bug hotels, exploration of their natural environs and building rafts with found objects.

Goldfields Primary junior syndicate discussed waste free lunches, exploring the reasons for this and looking at what happens to waste, compostables and recyclables.

Preliminary discussions have been held at Cromwell College and Dunstan High School with students and staff to gauge interest in establishing an action group to work on environmental projects. Things are looking promising, with good discussions held between students and staff on possible action projects.



Building Bug Hotels with Clyde Primary

Plans and Issues

The Regional Coordinator resigned in March. Dunedin City Council and Otago Regional Council plan to meet with Enviroschools Toimata to implement a plan for a new Regional Coordinator.

Millers Flat will reflect at Bronze in Term 2. St Gerards will review its waste reduction actions with a follow up waste audit to compare to the waste audit conducted last year. Cromwell Primary envirogroup will make plans to present to school their findings after a full school vision mapping session.

A Teachers Workshop in April will focus on practice and programmes run together with Wanaka based facilitator. A Planting for Project Gold at Millennium River Track will be held in April. The Department of Conservation has gifted \$500 to Enviroschools to further the Project Gold plantings. Plans will be made to get school involved in World Environment Day activities in June.

Enviroschools have been nominated in the Trustpower Community Awards for their work around education for sustainability.

Enviroschools Otago Regional Team

A planning meeting was held in January. Anna Hughes is currently managing the regional coordination role while DCC and ORC plan for the new role.

Sustainable Living

Highlights provided by the Community Sustainability Facilitator



A&P Shows

MAD4CO attended the Central Otago, Omakau and Benger, Roxburgh A&P Shows. Fred Peyton's Bokashi food waste processing system continues to be in demand. Other discussions developed around Climate Change action, waste minimisation at home and on the farm, as well as food waste awareness discussion.

Wise Response Zoom Conference

MAD4CO volunteers participated in a Zoom conference focussing on community understanding and action on Climate Change post the December Paris Climate Agreement.

Love Food Hate Waste

The Sustainability Facilitator participated (by Skype) in a lower South Island discussion around the newly Ministry for the Environment funded three year Love Food Hate Waste campaign. Local actions are being developed to start with World Environment Day in, early June.

A Fermenting Vegetables workshop was held in February and attracted 12 people keen to learn about this traditional method for preserving food.

Thinking for the Future, Business Lunch, Cromwell

The first Thinking for the Future business lunch was held as the result of only minimal business presence at the Community Climate Conversation at Thyme Festival in 2015.

The event was a collaboration between MAD4CO, Central Video Productions and Bodeker Scientific.

Speakers were Craig Halbmaier, political/economic officer with the US Consulate General, and Geoff Simmons, economist and general manager with The Morgan Foundation. Both discussed ways and examples of long term thinking and planning. Discussion at the plenary indicated interest in further activities and speakers as well as discussion around What can I do in my business?. This will be the theme for Thinking for the Future 2 in early June.



Thinking for the Future, business lunch in Cromwell

Community Plant Nursery

MAD4CO, in collaboration with DoC, Te Kakano nursery in Wanaka and Mokihi Trust in Cromwell, are working on a feasibility study for community ownership and operation of the native plant nursery at Clyde Railhead. The initial meeting, in early March, attracted 70+ people, most of whom wanted to be involved 'hands on'. Operation and governance models are currently in discussion. At the second meeting in late March, governance options were identified, a working bee was planned for 10 April and a seed collection trip hastily planned and happened 31 March. Seeds from 10 species were collected and a couple of plants were identified for cuttings at another time. The working group is delighted that DoC Project Gold fund has just granted \$5000 as seed funding for the nursery.



Native Plant Nursery Public Meeting Clyde

Earth Hour 2016

Earth Hour theme this year was Use your personal power to change Climate Change. MAD4CO held two events: A Sustainable House Tour through the Manuherikia Valley and a community working bee and planting at Miners Lane, Clyde. More than 60 plants sourced from the community plant nursery were

planted. Planting was followed by a picnic and celebration of International Day of Happiness. Seventeen grafted apple trees taken from the old Graveyard Gully apple tree last year, are finding new homes.



Southern Sustainable Building

After last year's Sustainable House Tour, a suggestion was made that a green ideas building network be established. The network would link people working in and interested in all aspects of sustainable building. The initial meeting in early March attracted 14 people including architects, builders, suppliers, service providers and other interested people. The network, now called Southern Sustainable Building, now has 20+ members, a Facebook page and three upcoming activities.



Sustainable House Tour Manuherikia

Press Coverage

The Thinking for the Future business lunch was previewed in The Mirror and The News. A report on the Community Plant Nursery public meeting asking for volunteers and a follow-up article discussing progress at the meeting was published in The News. Clair Higginson wrote an opinion piece on Graveyard Gully Cemetery's old apple tree for The News.

Plans and Issues

MAD4CO has scheduled two follow-up meetings of Southern Sustainable Building network – the first, a

product discussion at Cromwell on 12 April then on 14 May a straw bale house inspection at Earnscleugh. Miners Lane Clyde plantings are still needing a water container to be sourced.

The World Environment Day calendar is under development for 7 to 11 June. Activities will include Thinking for the Future 2, Love Food Hate Waste action, a movie and a Lunchbox Conversation viewing Al Gore's latest TEDtalk around progress on Climate Action, planting and cleanup at Boundary Road and Miners Lane. Further planning will be carried out with the Community Plant Nursery working group. MAD4CO has been nominated for the Trustpower Awards for its work on sustainability.

Wastebusters

*Provided by Sue Coutts Manager Wastebusters
Alexandra and Wanaka*



Smooth Operation through Peak Season

Wanaka Wastebusters has now been responsible for running the Alexandra recycling and reuse centre for nine months. The public drop off facility in Alexandra and collections from the public drop off containers across the district, from Patearoa to Tarras, are delivered under contract to CODC. The Alexandra reuse shop and a commercial recycling collection and events service are separate activities run under the Wastebusters umbrella.

Our local staff have done a great job over the busy summer season. They have kept the recycling services and reuse shop running smoothly with very basic infrastructure. It has been heartening to see them working so well together and we have had a lot of positive feedback from customers and visitors.

The Wanaka Wastebusters Board held its March meeting in Alexandra. The Board took the opportunity to explore the site which had changed a great deal since members last visited just after the fire. The Board, the Wanaka support crew and the local staff all appreciate the wonderful support we have

received from the Council, local businesses and the public over the last nine months. It has made a world of difference.

Activities

The summer season has been very busy. We invested time and energy to ensure smooth operation of the collection, processing, drop off and reuse activities through the peak period. Wastebusters also provided waste management services for a number of events including several larger ones: BRONZ motorbike rally and the Alexandra Beer Fest on Waitangi weekend, and the Clyde Wine and Food Festival on Easter Sunday.

The public are enjoying the extended opening hours. These were changed to align with opening hours at the Alexandra Transfer station. Wastebusters is open 7 days a week from 9am to 5pm. This makes it easy for people coming to the transfer station to drop off recycling and reusable items on their way past (and vice versa). The overnight drop-off is available for anyone that cannot make it to the site during opening hours.

We worked with Council to set up an extra shipping container in both Ranfurly and Roxburgh to deal with additional drop off material over the summer and this has proven very useful. This, along with frequent servicing, has kept the drop off sites trouble free right through the summer.

Real Recycling

There have been several stories in the media lately about recycling collection companies dumping recyclables they have picked up at landfills. Wastebusters has a strong zero waste ethos. All of the recycling we collect is sorted and bundled in to clean streams of high quality product that can be sold on to reprocessors. Our customers can trust us to make sure that the material they pass on to us in good faith gets included as recycled content in new products.

Where possible we sell materials to companies onshore. This helps create jobs and economic development in New Zealand. We guarantee supplies to these companies so they have confidence in our supply chain and continue to include recycled content in their manufacturing processes.

All the glass we collect is colour sorted and goes to Auckland to be remade into bottles. Our paper and cardboard go to Full Circle. Milk and janitorial plastics go to Comspec in Christchurch. We are acting as a drop-off point for Sky decoders during its replacement programme.

Health and Safety

We are focused on implementing changes to the Alexandra site layout, systems and processes that will reduce risks across the Alexandra operation.

We have replaced small vehicles with trailers with a larger curtain sider truck with a tail lift to minimise the amount of manual handling required to collect recycling from drop off points and businesses. We have also replaced older style containers at businesses and drop-off points with ones that are easier to handle and move to reduce manual handling risks.

Redevelopment Work

The upside of the fire is that we have the chance to adapt the layout on site to make it a safer and more efficient site. The six bay processing shed has been completed and the next step is to build a second building to contain the shop and staff facilities.

Other Infrastructure

We provide **community housing**, predominantly for the elderly. Council owns 98 flats located in Alexandra, Clyde, Cromwell, Ranfurly and Roxburgh. We provide **public toilets** in towns across the district and at recreation facilities and parks. We **own and lease a variety of commercial and farm properties**, and develop land for sale. The income from commercial property is used to fund other Council costs. We manage the assets at the **airports** at Alexandra, Cromwell and Roxburgh. The users are generally recreational private pilots and some commercial users. There is also an increasing interest in private hangers with residential annex. We hold a number of land parcels, currently being used as **forestry blocks**. These forests provide an amenity value for the community for walking and biking, and have potential for future development.

This activity contributes to the following community outcome:



Elderly Persons Housing

An internal insulation report has been completed for the Alexandra units. This report primarily assessed the condition of:

- ceiling insulation
- condition of the hot water cylinder
- condition of pipework in the ceiling
- condition of pipework lagging

The report identified the units where remedial work is required mainly to lag hot water cylinder pipes, and repair or replace pipe lagging in ceiling cavities. This work will be undertaken prior to winter.

A similar report has been commissioned for the Inniscort, Molyneux and Ortive Street units in Cromwell.

All of the Council units do have ceiling insulation installed some years ago as part of the ORC Healthy Homes programme of which Council contributed \$80,000.

		Occupancy Rate October to December 2015		Occupancy Rate January to March 2016	
Area	Units	Tenanted	Occupancy Rate	Tenanted	Occupancy Rate
Alexandra	23	22	95%	23	100%
Clyde	3	3	100%	3	100%
Cromwell	31	29	93%	28	90%
Roxburgh	15	13	86%	14	93%
Ranfurly	26	17	65%	18	69%

Public Toilets

There have been ongoing discussions with various parties within the Tarras Community including some local businesses or property owner, the school and the Tarras Community Trust. As a result of issues for the school with people fouling their grounds, Council is funding emptying of a portaloos beside the school. The portaloos hire was donated by S J Allan Ltd. With the inclusion of funding in the draft Annual Plan towards this issue, Council staff are progressing investigations and discussions with parties.

Vallance Cottage

The annual picnic was on 17 January. It was well attended and included Robin Miller of Jackie Gillies & Associates, who is currently working on the completion of the conservation plan for the cottage. He found it valuable to meet and talk about the cottage with locals and the Vallance family decedents.

Alexandra Airport

There are 21 sites including existing hangars available for private lease at the airport. Of those 14 sites are either built on or subject to leases. One site has a signed lease agreement in place and four sites have agreements to lease out for signing. That leaves 3 sites still available.

All agreements to lease are subject to Council confirming provision of water and power services for which quotes are being obtained. Upon confirmation of costs being within budget, contracts will be let.

COMMUNITY services

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



Parks, Reserves & Cemeteries

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

Council's parks team looks after approximately 13 sport grounds or domains, more than 100 hectares of reserve land, eight cycling and walking tracks, 15 playgrounds, three skateboard facilities, a bike park and three swimming dams or lakes.

The **provision of cemeteries** assists with peace of mind for people, knowing their loved ones will rest in peaceful, well-kept environments. Council is responsible for nine cemeteries in our district, and cemetery trusts manage the balance of them.

This activity contributes to the following community outcomes:



Parks and Reserves

Overall the summer has been very dry. Irrigation in the parks area started early in the season and has been operating at full capacity for a long period of time with a number of hot days in January and through into February.

Cromwell

Alpha Street Playground was upgraded with the seesaws being replaced with new equipment.

Construction of the Cromwell Bike Park at Neplusultra Street Reserve was completed over the summer.

The new hockey turf at Anderson Park was constructed by the Central Otago Turf Trust and there has been ongoing work on the greenspace surrounds to return them to an easily managed state. The amenity building at the turf will begin when funding for this is confirmed.

Tree maintenance carried out in Cromwell including street pruning, lifting and removal of any dead specimens.

Vincent

The process was completed at Aronui Dam for the vesting of the reserve to Council as an amenity reserve.

It was a busy season for fixtures at Molyneux Park. The main ones to note were the Otago Sparks matches in early January, Golden Oldies Cricket in January, Central Otago hosting a national softball tournament, Hawke Cup Cricket played at various times over January, a Meet the Highlanders event and training in February, Under 17 Otago country boy's cricket rep trails. Winter codes are now well underway with soccer and rugby in full swing.

Tree maintenance was carried out in Alexandra including street pruning, lifting and removal of any dead specimens.

Pioneer Park is getting regular bookings with the Friday local food and produce markets happening weekly.

The garden bed by the "Rec" at Pioneer Park was revamped to provide easier maintenance and better irrigation in the future.

Teviot Valley

A licence has been approved at King George Park for the coffee cart to operate.

Seats at King George Park had concrete bases put under them for ease of maintenance.

Maniototo

The Draft Maniototo Reserve Management Plan was adopted by Maniototo Community Board in December and was out for submission until late February.

Planting out of the John Street median occurred in late March.

Clutha Management

It has been a busy quarter for Clutha Management.

The changes to camping round the lake were implemented. This included modifying the use of the Lowburn Boat harbour area to make this self-contained motorhomes only and not allow tenting or non self-contained vehicles. These changes seem to

have worked well and the contractor for managing the LINZ areas round the lake has been happy with camping behaviour. We will continue to monitor this situation going forward.

Lake enforcement activities were undertaken through January with much of the focus on education of lake users. No infringements were issued and people heeded advice on use of the lake. This was especially important as the summer was so good weather wise and use of the lake was at a very high level over some of the key holiday times.

Maintenance occurred on the Bannockburn pontoon as it started taking on water. This involved removing the pontoon from the lake, making repairs and returning it to its mooring location.

Cemeteries

It has been a slightly busier quarter for the cemeteries in terms of burials and ashes burials with 17 burials or ashes.

Alexandra	3 ashes and 3 interment
Omakau	1 interment
Clyde	2 ashes and 1 interment
Cromwell	2 ashes and 1 interment
Ranfurlly	2 ashes and 1 interment
Naseby	1 interment

Community Facilities, Libraries & Swimming Pools

Our community facilities and buildings **provide local community hubs** for social, sporting and cultural interaction.

CODC provides a **joint library service** with Queenstown Lakes District Council. In our district we run libraries in Alexandra, Clyde, Cromwell, Roxburgh and Maniototo, and we have a partnership with schools in Millers Flat and Omakau. We aim to provide our community with the highest quality library service to meet the informational, educational, recreational and cultural needs of the community.

Our **swimming pools** contribute to the health and well-being of our 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 we recognise as being vitally important when so much of our district is surrounded by water. We manage the Cromwell Swim Centre and Molyneux Aquatic Centre directly, along with a community swimming pool in Ranfurly. Millers Flat is operated by a community trust and the Teviot Valley Community Board financially supports the school to facilitate swimming.

This activity contributes to the following community outcomes:



**THRIVING
ECONOMY**

**SAFE & HEALTHY
COMMUNITY**

Community Facilities

Maniototo Park Stadium

The Stadium and Rugby Clubrooms were the venue of a wedding earlier in the year. Followed by the Maniototo A&P Show in February. The Rugby Clubrooms became a dining room for the public, competitor and committee members, while the Stadium held all the horticulture, fleece, craft and baking displays. The rugby season has started so the Maniototo Rugby Clubrooms will again be the venue for the after match functions of home games for the Maniototo Maggots. The Boot Camp Fitness group uses the Stadium once a week if the outside weather is inclement.

Wallace Memorial Meeting Room

This small cosy meeting room continues to be well utilised by Uruuruwhenua Health, Ranfurly Bridge Club, Evergreens, Plunket Music Group, Peter Dick Optometrist, Grief Intervention sessions and Access Home Health – a really diverse group of users.

Libraries

Maniototo Public Library was closed for two weeks late January/early February to allow for planned renovations. A team of people packed books, disassembled the shelves and emptied the space as much as possible to allow the painters and builders a safe work environment.

Renovations include the construction of an office for staff to carry out processing and mending of items, and storage of materials. Creation of a seating space in the adults' fiction area allows for a comfortable, quiet zone for people to sit and read the paper or browse the shelves. A Youth and Children's area, complete with storyteller's chair, provides a colourful space for class visits and young people to enjoy their time in the library.



Feedback from the community has been positive with many noting the bright, inviting atmosphere with more areas for displaying materials fresh to the library. Comments include "I didn't know libraries are so user-friendly now" and "It is hard to choose from so many new books".

Members who haven't visited in some time are making use of new services such as scanning documents. Several overseas visitors have been in to use the WiFi.

Teams at Cromwell, Alexandra and Roxburgh Public Libraries have had a busy summer welcoming visitors, holiday makers and seasonal workers into their spaces. Public computers have frequently had a number of people waiting to use them and staff have

noted the increasing use of personal devices to access the internet. Peak usage comes when the weather is cooler or wet, with seasonal workers finding a comfortable space to spend some time, catch up on emails and enjoy our library spaces.

The Clyde Library Book Club meets monthly at a local café. Twenty-six people keep up with the news via the group email, with up to 16 attending each meeting. The group's members eagerly await the range of items selected by library staff based on a theme for the month. The Clyde Library Book Club has been keeping locals who work away from the town during the library's opening hours up to date with what is happening in their space.

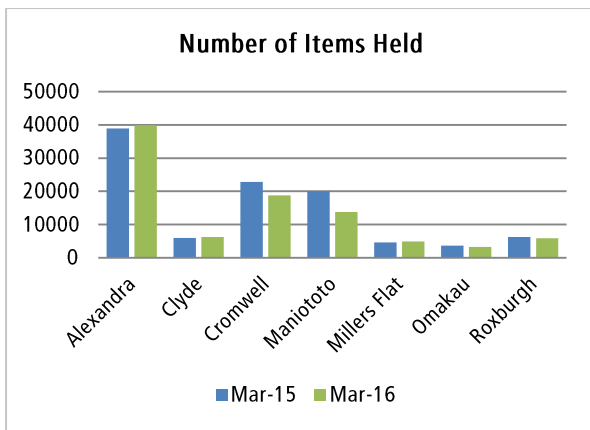
Omakau and Millers Flat School and Community Libraries continue to be popular places. Both libraries have had increased checkouts this quarter. Millers Flat School was successful in receiving a grant of \$5,000 which has been used for items for the children's collection. Titles requested by the school staff are ordered through Central Otago Libraries' supplier (Wheeler's) and are delivered shelf-ready.

Collection

This quarter has seen library staff undertake a project to remove "dead" items (items which haven't been issued in over one year) from the shelves, resulting in a 9.2% reduction of holdings from 102,360 to 92,855 items. Each item identified in the Dead Items Report is assessed using internationally recognised guidelines, before being relocated to other branches where it gains a new lease of life, or is weeded (removed from the collection) and put in the annual book sale. Performed on a branch by branch basis, Alexandra Public Library will be the final library to undertake this project in the upcoming quarter.

This ability to better manage our collection comes via the use of recently acquired "CollectionHQ", allowing the team to use evidence-based data in the assessment of the popularity, location and performance of items.

As each branch completes this project, their collection becomes "floating", helping to ensure a steady flow of fresh items for borrowers to browse. Reports are run to keep each collection balanced in terms of size and content.



E-resources

Central Otago-Queenstown Lakes Libraries holds 4962 electronic resources including e-Books and e-Audio books through Overdrive and Bolinda BorrowBox. An average of 879 e-Resource items is checked out monthly by 204 active borrowers.

Our joint libraries have commenced e book acquisitions through Wheelers Books ePlatform. Purchasing will be undertaken on a rotational basis, to ensure lack of duplication.

Southlib Collaborative Quarterly Meeting

Representatives from the Southlib group of libraries (Waitaki, Queenstown Lakes, Central Otago, Dunedin City, Invercargill, Clutha and Southland Libraries) met in Alexandra on February 24, 2016.

The opportunity to network with colleagues from the same part of the country and follow up on joint initiatives, such as Bolinda BorrowBox and Overdrive, two of our digital platforms, is invaluable when planning future programmes.

Discussions included a regional round-up, the potential upcoming visit of Miranda McKearney OBE from The Reading Agency, an inspirational UK-based organisation, and an update from the Association of Public Libraries' representative.

Youth Conference

Maniototo Public Library Team Leader Kay Evans and Alexandra/Clyde Library Assistant Anne Mills attended the South Island Youth Librarians'

Conference Leap in2 Our Future held in Timaru in March.

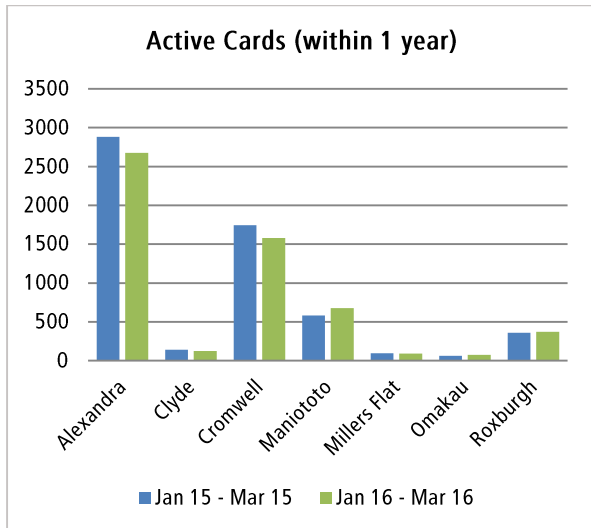
The range of keynote speakers and break-out sessions covered topics such as Child Development and the importance of the primary caregiver in the first 18 months, and how this can be incorporated into pre-school story times; the use of social media, particularly Facebook to promote services; Digital Literacy and the Government Blueprint initiative (Result 10 – Better Public Services) to have 70% of transactions completed digitally and are promoting libraries as the go-to place for help filling out online government forms; perennial favourite and youth literacy consultant Bob Docherty presented his “best of” selection and award winning author Brian Falkner offered suggestions for inspiring children to read. A keynote from librarian and soldier Adrienne Hannan discussed Strategic Librarianship, focussing on being agile and proactive as libraries change to meet their communities' needs. A workshop on the Wheelers books ePlatform was very informative as we move to incorporate more digital resources in our collections. The chance to network and share experiences with other library professionals rounded out an inspiring and informative two days.

Summer Reading Challenge

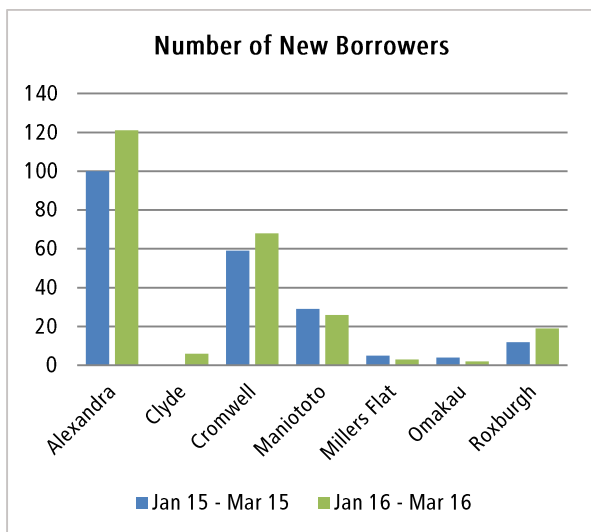
The summer Reading Challenge, this year designed by Alexandra Library Assistant Kelly Campbell, was themed “Wild West” and incorporated a booklet with puzzles along with the reading log. Participants were asked to set a goal for number of books read over the summer holidays. When their goal was reached, they received a certificate and a voucher for a free DVD hire. More than 150 children took up the challenge with approximately half returning to hire the DVD. Vouchers remain active for a year so families who holiday here can take advantage of the prize when they next visit.



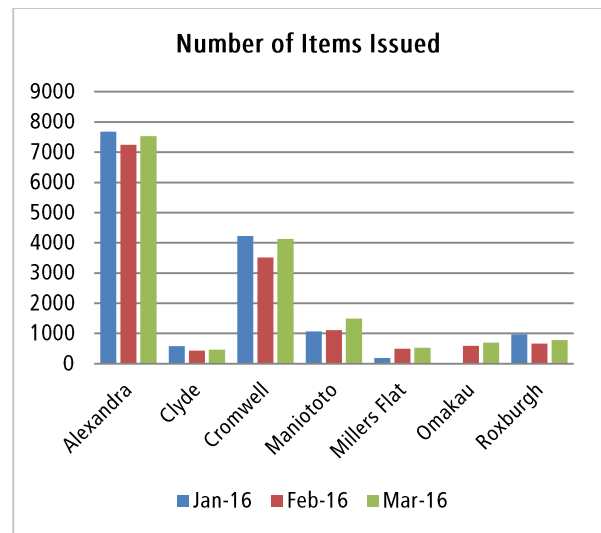
Statistics



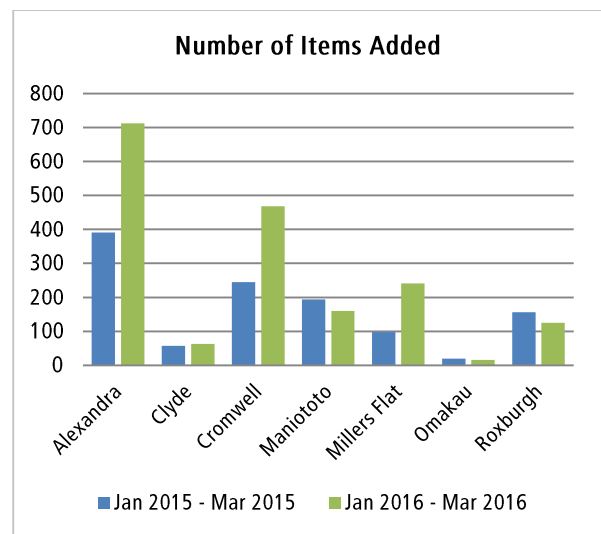
Active borrower numbers across our district have decreased by 4.6% in the first quarter compared with the same period in 2015. Maniototo Public Library has seen a 16.1% increase, Omakau Library has a 15.8% increase and Roxburgh Library a 4% increase in active borrowers.



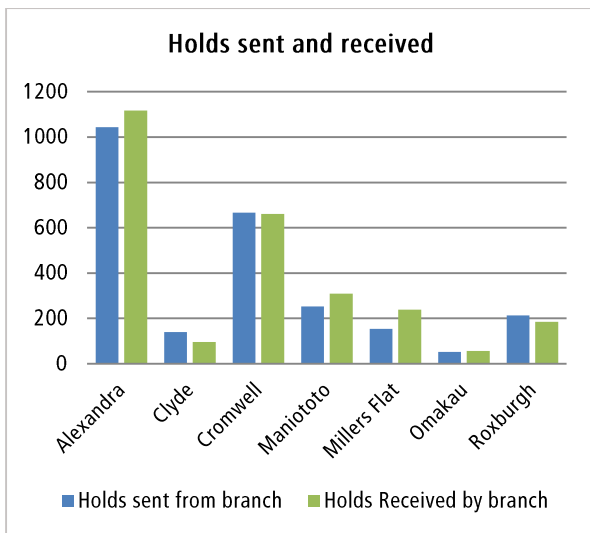
New Borrowers have increased by 17.2% over the first quarter of 2015. Alexandra Public Library has an increase of 21%, Maniototo a decrease of 10%, Cromwell an increase of 15%.



A total of 44,372 items were issued across the seven Central Otago Libraries branch this quarter. Omakau Library is closed over all school holidays so had no issues in January. February saw a dip in the number of items issued across the majority of branches with numbers increasing again in March.



The number of items added to the catalogue this quarter is a more accurate picture than the same period in 2015, when acquisitions were delayed during our migration to Kōtui. The bulk of acquisitions occur in the July to December period, when publishers focus new releases for the Christmas market.



Holds statistics include all items sent to and from the 14 branches in the Central Otago-Queenstown Lakes Joint Libraries partnership. A total of 2522 items were sent by Central Otago branches while 2663 items were received. Borrowers welcome the ability to access titles from around the district and have them delivered to their most convenient branch. Holds are placed by borrowers via the libraries' website, or by library staff on behalf of the borrower.

Swimming Pools

Staffing has been steady over the quarter.

Overall numbers using the pools have been on a par with last year in Molyneux Aquatic Centre primarily due to the swim school lessons undertaken in Term 1.

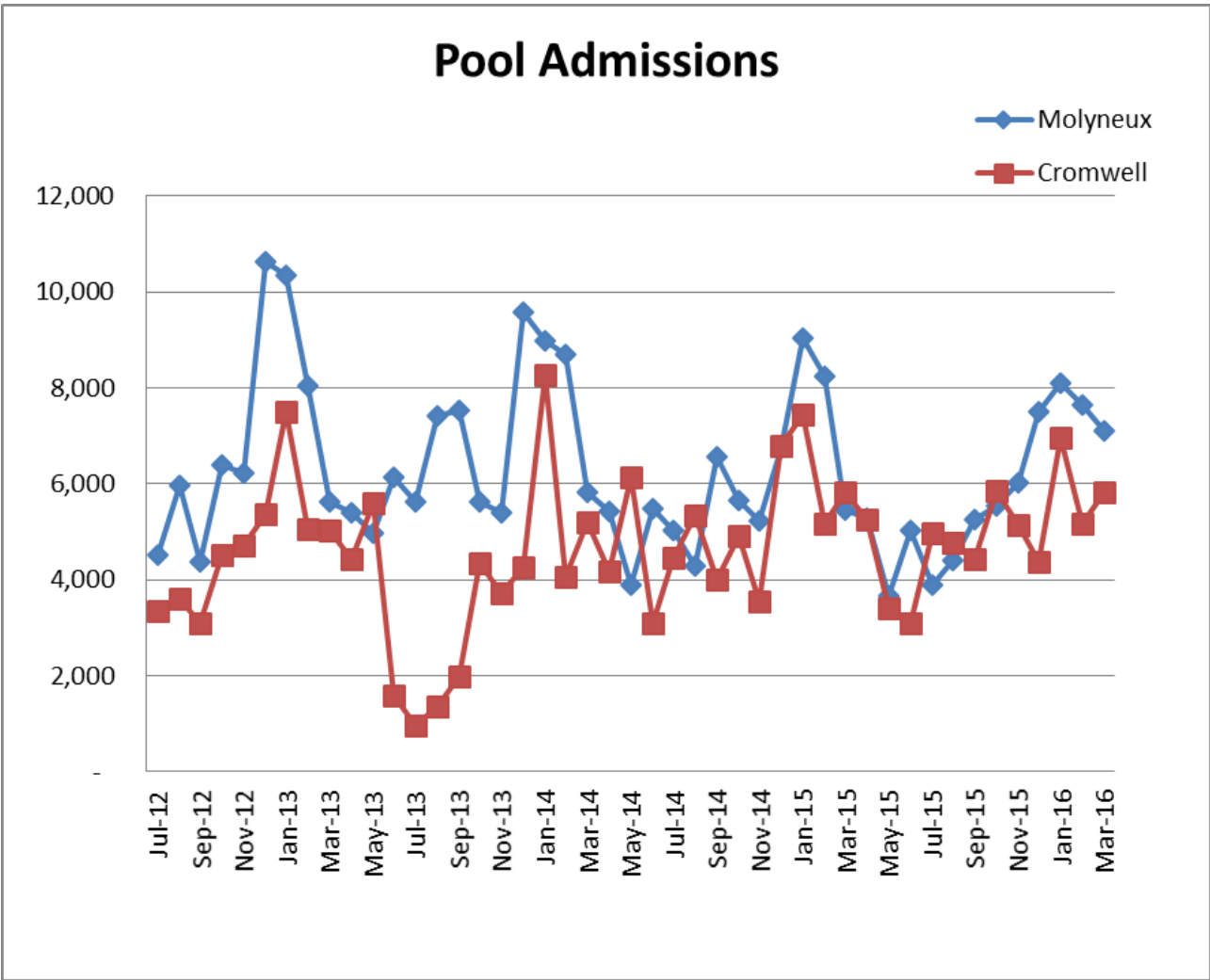
Cromwell Swim Centre numbers have held steady to be on a par with last year.

Central Otago Swim School numbers enrolled in Term 1 are starting to rebuild with the 190 students at Molyneux Aquatic Centre (219 in 2015) and Cromwell Swim Centre having 161 students (181 in 2015). Note holiday bookings are still being received so these numbers will increase yet. Bookings for Term 2 are already above total Term 2 bookings last year for both pools with two weeks of bookings still to go.

Staffing for the Swim School has started to settle with new teachers coming on board over the last term and continued training during early 2016.

The Swim School provided Swim for Life lessons for Years 1-8 for Omakau, Poolburn and Tarras primary schools, Years 1-4 of Hawea Flat Primary School and Years 1-8 of Maniototo Area School.

Our new Swim School Coordinator Sue Stokes has been busy working on the training for the Swim School, attracting new teachers and ensuring consistency of the swim school programme is followed by all teachers.

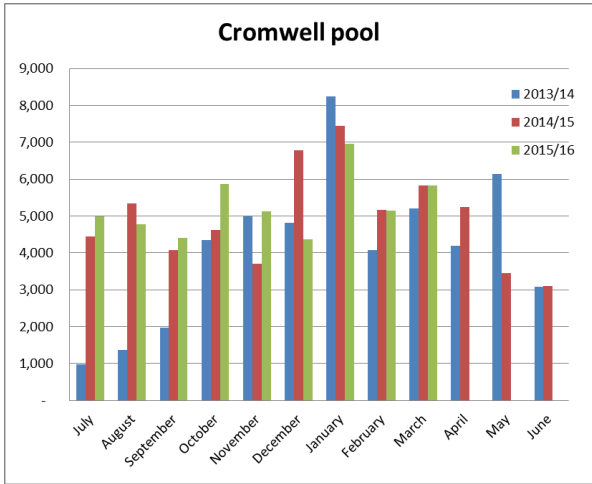


Cromwell Swim Centre

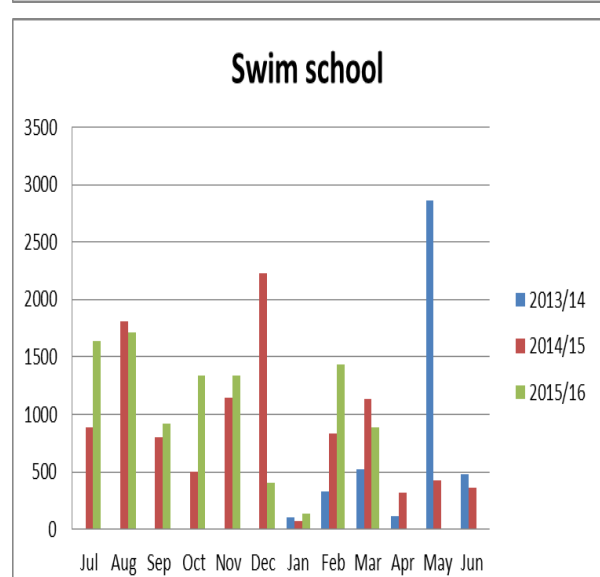
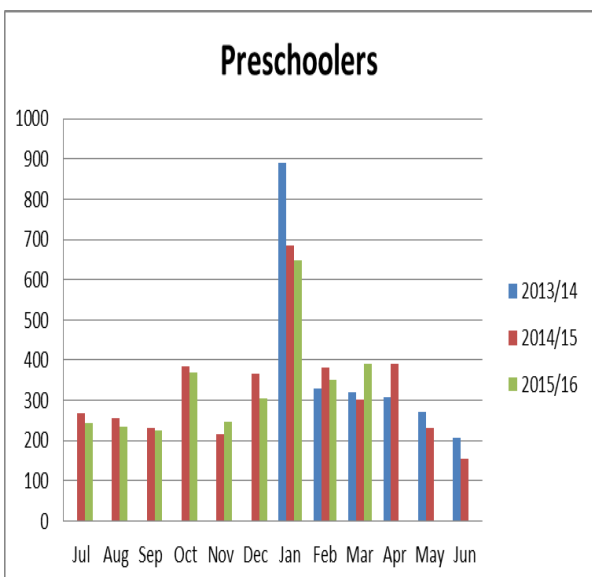
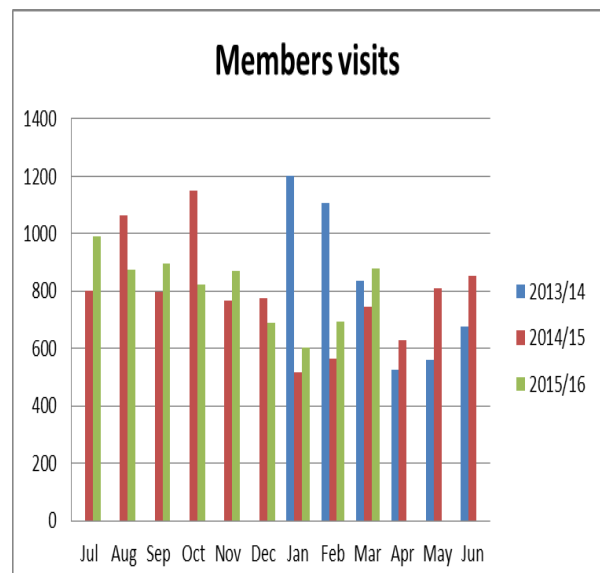
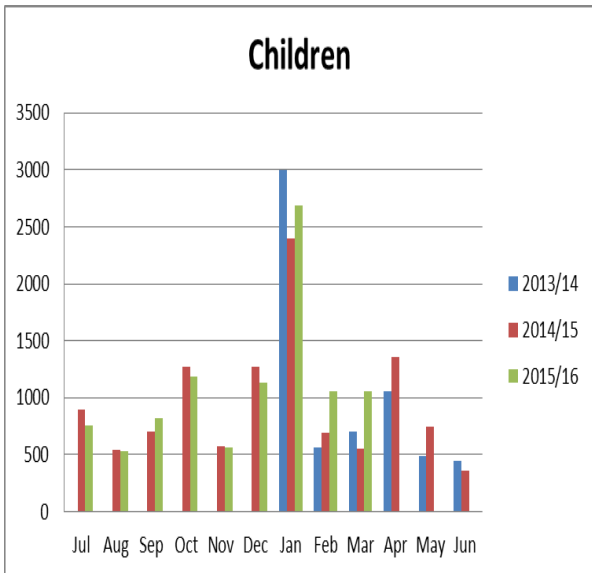
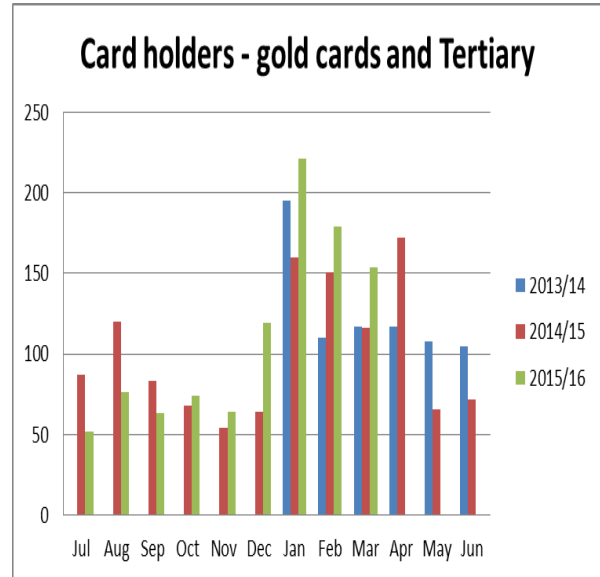
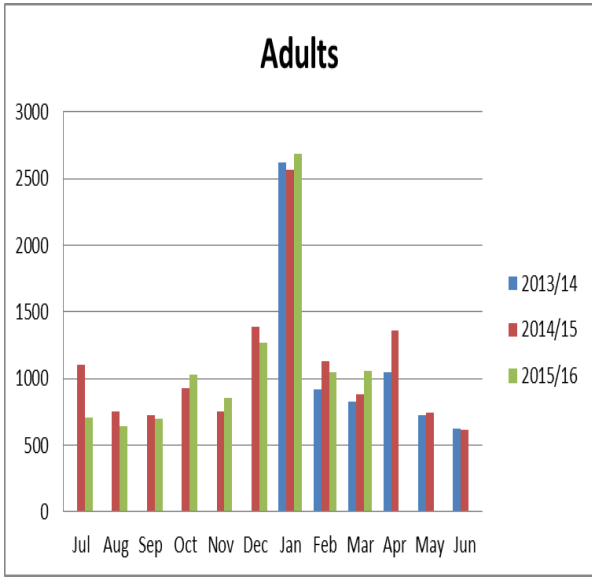
It has been a steady quarter for Cromwell Swim Centre with overall numbers through the pool being down 2% compared to the same quarter last year. Core users of the facility have now started to return to normal after the price increase with increased adult and child visits associated with the school holidays and this was above 2015 levels by 16%. The overall decrease in numbers across this quarter has been associated with no longer providing a cheaper shower service at the pool with the cost of showers being the same price as pool entry.

The term saw the Swim for Life – Learn to Swim lessons being provided to Years 1-4 students from Lake Hawea School.

The admissions to the facility per month:



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

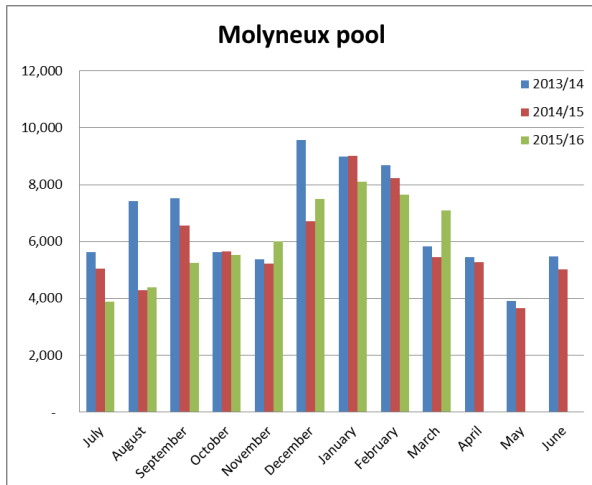


Molyneux Aquatic Centre

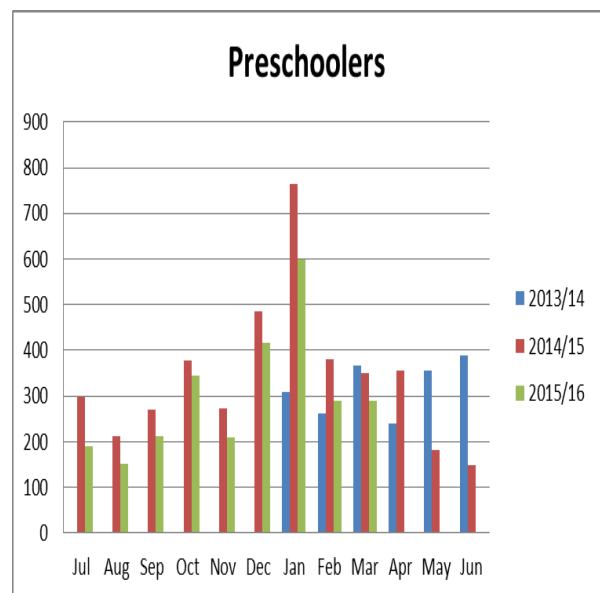
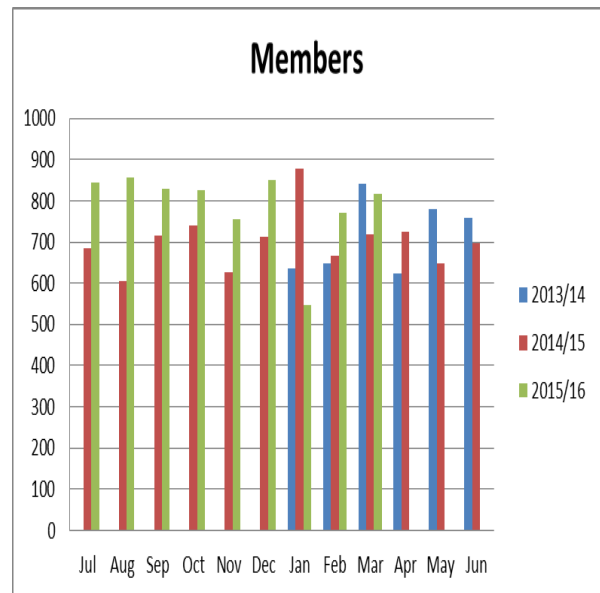
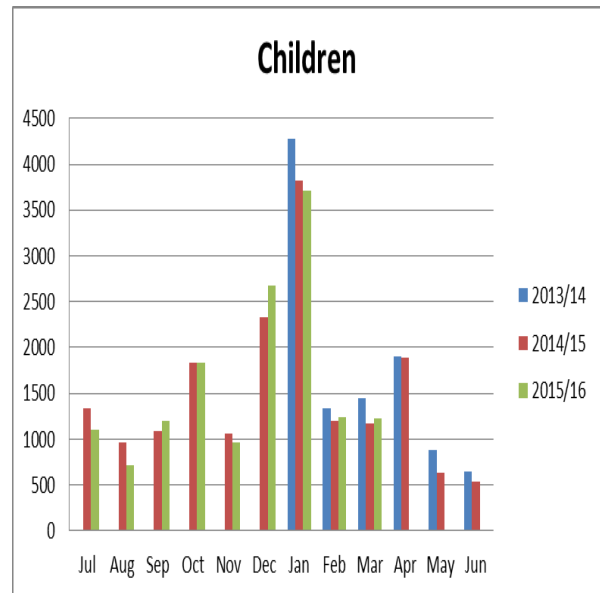
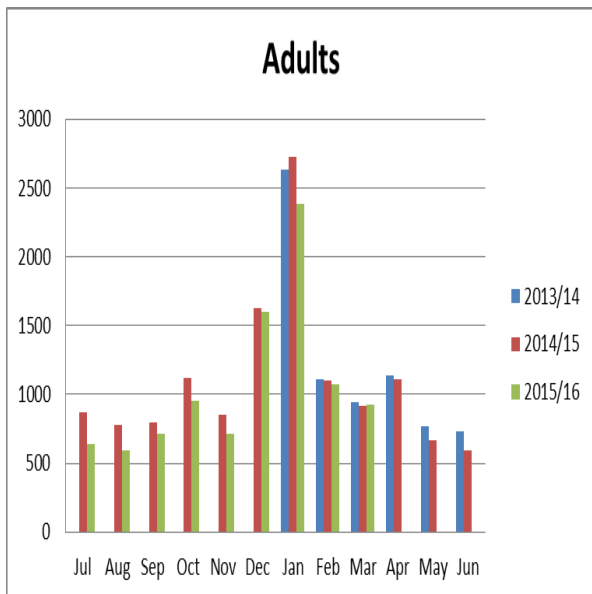
Overall numbers through the pool are up for the quarter by 0.6%. Core user numbers for the pool were lower for adults but children were the same as last year. Member users were up along with swim school attendance.

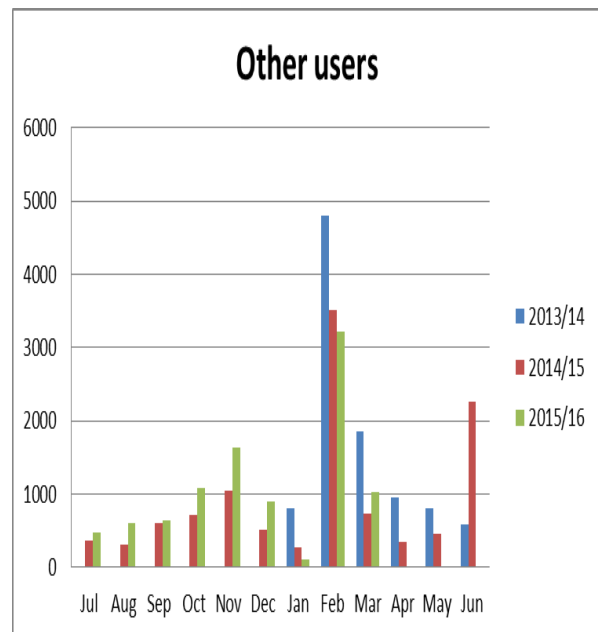
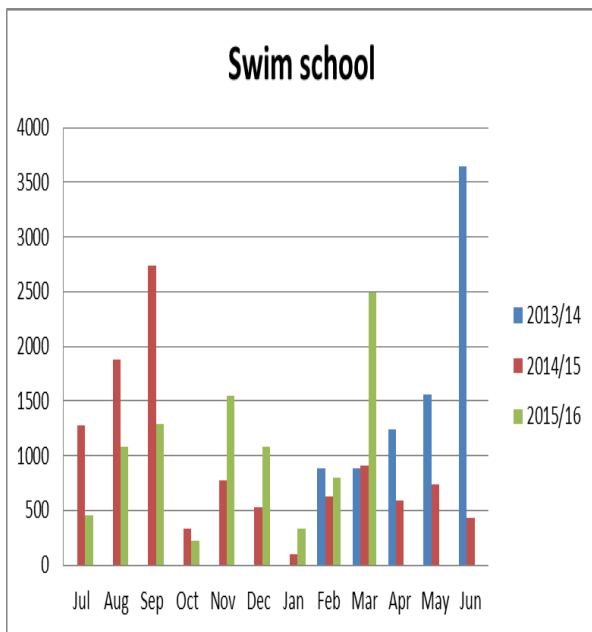
The outdoor pool was open from January right through to Easter in March when it was closed due to water temperatures getting too cold.

This is the admissions to the facility per month:



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





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

Ranfurlly Pool

Ranfurlly Pool was open from 5 December 2015 to 3 April 2016 with four staff on board.

Date	Season Pass	Pre School (Free)	Adults Admission	Children Admission	Total
December 2015	228	117	131	625	1101
January 2016	281	158	167	777	1383
February 2016	304	153	68	454	979
March 2016	221	58	45	294	618
April 2016	21	5	0	44	70
Total	1055	491	411	2194	4151

District Development

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

This activity contributes to the following community outcomes:



Economic Development

Regional Research Institute

The Central Otago bid to establish a Centre for Space Science Technology (CSST) in Alexandra passed the first hurdle and was included in the Ministry of Business, Innovation and Employment's first shortlist. The Steering Group represented by Greg Bodeker of Bodeker Scientific and Gary Kelliher, Chair of Manuherikia Irrigation Society and Otago Regional Councillor, was invited to present to the selection panel in Wellington. A final shortlist is expected to be announced shortly. Those bids that make the second cut will be invited to work with the Ministry of Business, Innovation and Employment to develop a business case.

Central Otago Export Forum

The sixth Export Forum was held in Alexandra on 25 February. Its theme was "Developing new food and beverage products for export. What are the opportunities?" The speakers were John Morgan, Chief Executive of FOODSOUTH, which is located at Lincoln and is the South Island hub for the New Zealand Food Innovation Network and Leigh Kite,

General Manager of Artemis, a Dunedin-based manufacturer of natural health products many of which used Central Otago grown herbs as key ingredients. The FOODSOUTH presentation focussed on the support the New Zealand Food Innovation Network is able to provide SMEs seeking to develop or refine food and beverage products. Artemis took the opportunity to explore whether Central Otago landowners were interested in expanding the supply of fresh herbs for the company's burgeoning sales of natural remedies.

"Thinking for the Future" Business Lunch

MAD4CO and Central Otago Video Productions organised a well-attended business lunch at the Golden Gate in Cromwell on Tuesday 9 February at which Craig Halbmaier, Political/Economic Officer at the US Consulate-General, Auckland and Geoff Simmons, Economic and General Manager of The Morgan Foundation spoke about business opportunities in a rapidly changing environment. Both speakers focussed in their presentations on the opportunities and challenges for business that are developing as a result of climate change

Visit by Minister for Small Business

Members of the Central Otago business community had an opportunity to discuss local issues with the Ministry of Small Business, Hon. Craig Foss, when he spoke at a lunch meeting organised by the Cromwell Business Group on Wednesday 23 March. In his address the Minister focussed on the importance of

small businesses which he noted were the backbone of the New Zealand economy. The Ministry of Business, Innovation and Employment website notes that 97 per cent of New Zealand businesses are small businesses with less than 20 employees and 27 percent of New Zealand's gross domestic product (GDP) is generated by the country's small businesses.

Visitor Information Centres

Central Otago Visitor Information Centres saw a 1% increase in visitors over the three months of January, February and March 2016 compared to the previous year. Visitor numbers to the Alexandra, Cromwell, and Ranfurly centres were very similar to the previous year however Roxburgh experienced a 14% growth in numbers. Visitor numbers to the centres decreased in February however grew in January and March on the previous year.

This quarter is the first quarter where we have year on year data to compare for the Cromwell i-SITE in its new location.

While the total visitor numbers to the centres did not increase significantly the overall number of bookings for the quarter increased 7.4% over this period.

The breakdown of visitors making bookings at the centres by origin shows a strong increase in the percentage of international visitors compared to the same period in 2015. Local and international visitors have also increased their average spend per booking. The average spend per booking from domestic visitors decreased slightly.

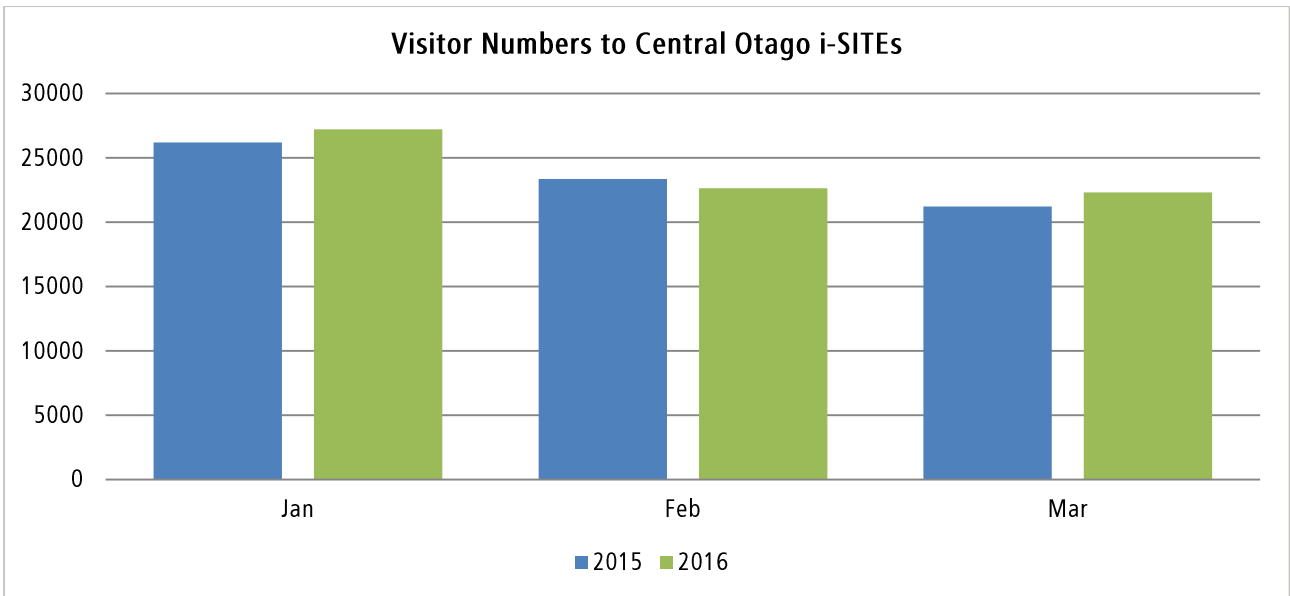
Number of Bookings	2015	2016	% Increase
	3081	3310	7.4%

Average Booking Sale by Origin of Visitor

January - March	2015	2016	% Increase
Local - Central Otago	\$67.20	\$82.72	23.1%
Domestic	\$160.00	\$154.87	-3.2%
International	\$176.52	\$189.29	7.2%

Visitor Bookings Origin

January - March	2015	2016
Local - Central Otago	20.1%	17.1%
Domestic	31.5%	30.8%
International	47.7%	51.7%



Alexandra

Visitor numbers to the centre decreased by 2%. Overall bookings by origin were distributed between locals (26.7%), domestic (32.7%) and international visitors (39.9%).



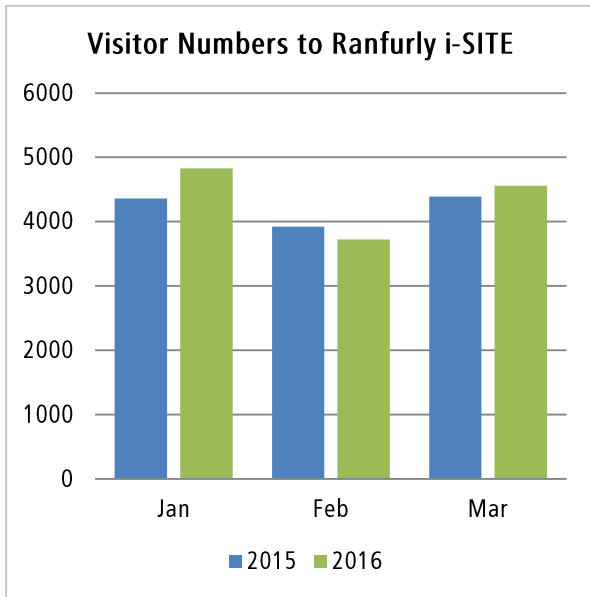
Cromwell

Visitor numbers stayed the same as the previous period. Locals were the smallest percentage (9.8%) making bookings at the centre, followed by domestic visitors (28.2%) and international visitors (61.9%). Cromwell had its busiest day on record at the new location on 3 January 2016 with 756 people through the door (1 person every 47 seconds).



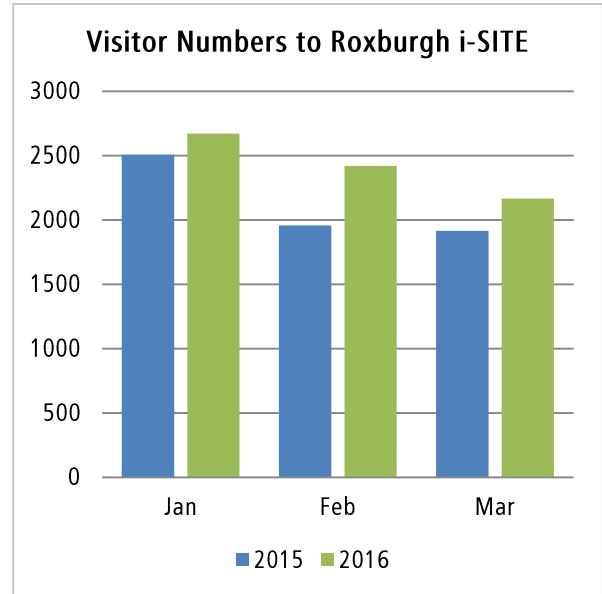
Ranfurly

Visitor numbers were up 3.5%. Domestic visitors (49.6%) were the largest proportion of visitors making bookings, followed by international (33.3%) and Locals (17%).



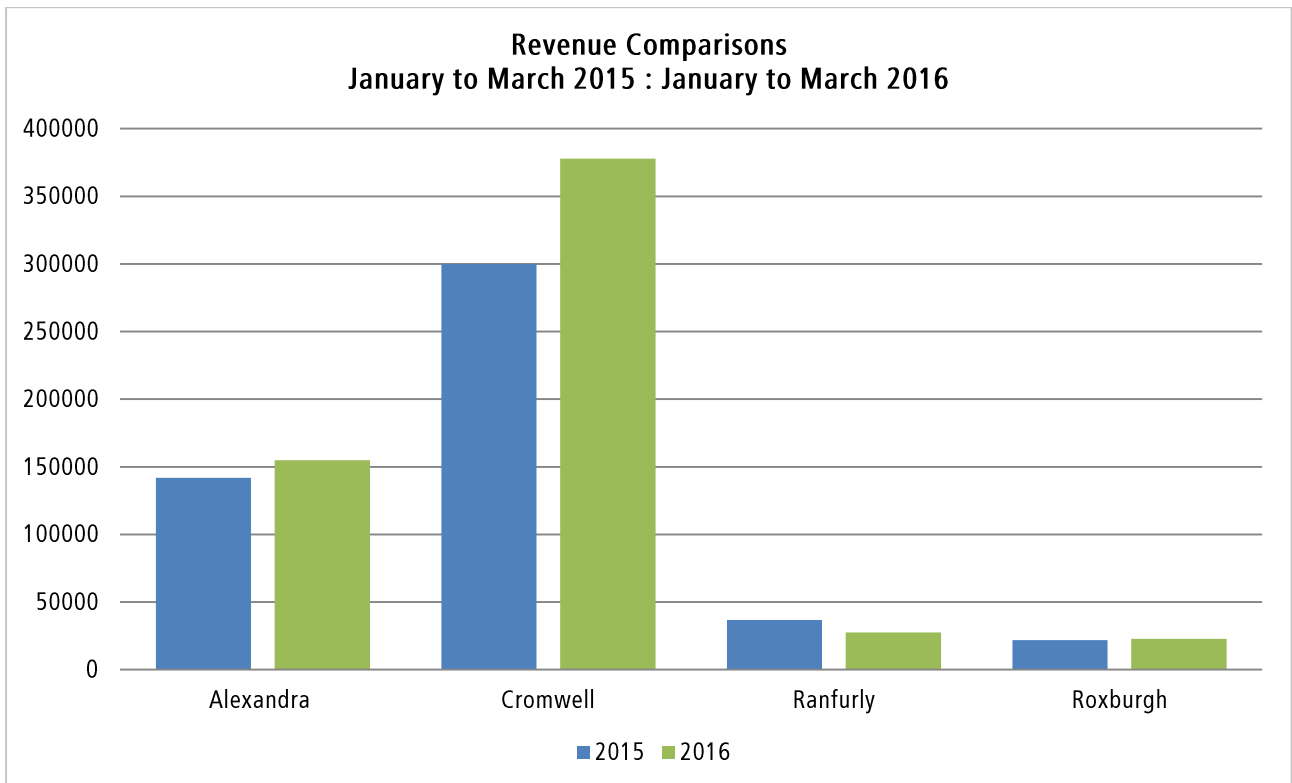
Roxburgh

Roxburgh Centre (library, service centre and visitor centre) had a 14% increase in visitor numbers. Most bookings made at the Roxburgh Centre were made by locals (38.3%) followed by domestic visitors 36.3% and international visitors (24.4%).



Revenue

Overall revenue increased 29% (\$131,581) across all centres compared to the same quarter last year. The majority of this growth came from an increase in bookings.



Bookings

The centres had an exceptional summer for bookings. Total bookings for all centres increased by 32% (\$129,129). Bookings accounted for 90.7% of revenue. Alexandra, Cromwell and Roxburgh increased bookings revenue while Ranfurly's bookings decreased by 44%.

Alexandra:	Booking sales increased 27% compared with the same period last year.
Cromwell:	Booking sales increased 43% compared with the same period last year.
Ranfurly:	Booking sales decreased 44% compared with the same period last year.
Roxburgh:	Booking sales increased 16% compared with the same period last year.

Retail Sales

Total retail sales for all four centres decreased by 1% (\$427) from the same period last year. Retail sales for Roxburgh decreased due to a large drop in the sale of Fish and Game licenses.

Alexandra:	Retail sales decreased 3% this quarter compared to last year.
Cromwell:	Retail sales decreased 8% this quarter compared to last year.
Ranfurly:	Retail sales increased 34% this quarter compared to last year.
Roxburgh:	Retail sales decreased 44% this quarter compared to last year.

Event Sales

Event ticket sales increased 2% this quarter compared to the same period last year. Roxburgh centre increased its event ticket sales significantly through ticket sales for events in the Teviot Valley such as the Cavalcade hoe down and Opera in the Garden. Alexandra and Cromwell centres sold less tickets than the previous year. Event tickets sold across the centres in this period largely comprised of The Great Alexandra Craft Beer Festival, Arts on Tour, Clyde Theatre Group, Opera in the Garden, and the Cavalcade hoe down.

Jan - Mar 2016

Alexandra

Jan - Mar 2016	Visitors	17908
Jan - Mar 2015	Visitors	18232
Visitor numbers decreased by		-1.8%
	Gross Revenue	% of total sales
Bookings	\$ 134,805.38	87%
Retail	\$ 14,839.87	10%
Event Tickets	\$ 5,214.10	3%
Display Rental	\$ -	0%
REVENUE 2016	\$ 154,859.35	100%
REVENUE 2015	\$ 141,778.15	100%
Revenue increased by		9%
Cost of retail goods sold		59%
Commission earned		\$ 14,582.03

Ranfurly

Jan - Mar 2016	Visitors	13109
Jan - Mar 2015	Visitors	12670
Visitor numbers increased by		3.5%
	Gross Revenue	% of total sales
Bookings	\$ 13,532.85	49%
Retail	\$ 13,451.50	49%
Event Tickets	\$ 562.50	2%
Display Rental	\$ -	0%
REVENUE 2016	\$ 27,546.85	100%
REVENUE 2015	\$ 36,726.40	100%
Revenue decreased by		-25%
Cost of retail goods sold		58%
Commission earned		\$ 1,496.93

Cromwell

Jan - Mar 2016	Visitors	33909
Jan - Mar 2015	Visitors	34077
Visitor numbers decreased by		-0.5%
	Gross Revenue	% of total sales
Bookings	\$ 362,803.73	96%
Retail	\$ 13,253.08	4%
Event Tickets	\$ 1,729.80	0%
Display Rental	\$ 315.00	0%
REVENUE 2016	\$ 378,101.61	100%
REVENUE 2015	\$ 299,860.01	100%
Revenue increased by		26%
Cost of retail goods sold		59%
Commission earned		\$ 39,030.56

Roxburgh

Jan - Mar 2016	Visitors	7258
Jan - Mar 2015	Visitors	6382
Visitor numbers increased by		13.7%
	Gross Revenue	% of total sales
Bookings	\$ 17,424.53	77%
Retail	\$ 2,806.00	12%
Event Tickets	\$ 2,467.00	11%
Display Rental	\$ -	0%
REVENUE 2016	\$ 22,697.53	100%
REVENUE 2015	\$ 21,940.14	100%
Revenue increased by		3%
Cost of retail goods sold		75%
Commission earned		\$ 1,766.98

Note: commission earned is on bookings and events

Hours of Operation

Alexandra

Winter hours commenced 4 April

Open 9am – 5pm daily.

Cromwell

Winter hours commenced 11 April

Open 9am – 5pm daily.

Ranfurly

Winter hours commenced 11 April

Open 9am – 5pm daily (closed one hour daily for lunch/jobs)

Roxburgh

Winter hours commence 2 May

Open 9am – 5pm Monday to Friday (closed weekends).

Level 3

Four staff completed their level 3 Visitor Experience training this quarter. The level 3 qualification is a compulsory requirement and funded by i-SITE NZ.

Claire Keogh selected by i-SITE NZ

Alexandra i-SITE consultant Claire Keogh attended the Australian Holiday and Travel Show in Perth in February. i-SITE New Zealand chose one i-SITE representative nationally for the show. Claire was on the i-SITE NZ stand interacting with consumers looking to come to New Zealand – a great opportunity to promote Central Otago. i-SITE NZ paid for flights, accommodation, transfers and meals.

Tourism Central Otago (TCO)

The newly appointed Trade and Consumer Marketing Manager commenced her role with TCO in mid-March. The initial focus of this role will be to meet the trade ready businesses in Central Otago and attend key upcoming trade events (e.g RTO, IBO Days and TRENZ 2016).

Australian Consumer Holiday Expos – Adelaide and Perth

TCO participated in a Tourism New Zealand stand at the AFTA Sunday Mail Holiday Expo in Adelaide on 13 - 14 February 2016. The consumer holiday and travel show is the largest and the longest running independent travel exhibition in Australia. It allows travellers to interact face to face with exhibitors showcasing domestic and international destinations, travel products and services. The timing of the event was just after the launch of the Megan Gale – NZ cycling campaign which featured the Otago Central Rail Trail.

Central Otago was also represented at the Perth event with Claire Keogh from our i-SITEs attending as part of the New Zealand i-Site team on the Tourism New Zealand (TNZ) stand.

Australian Cycling Campaign

In February Tourism New Zealand launched a digital campaign featuring influential Australian star Megan Gale as its first ever ambassador to promote cycling to the Australian market. The campaign features Megan cycling on the Otago Central Rail trail and on the North Island Timber Trail as well as experiencing the best of New Zealand's food, wine, culture, history and stunning scenery. The media exposure and digital reach within the first period of the campaign resulted in approximately an equivalent advertising value of \$1.9 million.

Megan was filmed experiencing parts of the Otago Central Rail Trail, visiting Historic Clyde, Olivers Central Otago, Two Paddocks Wines and Pitches Store. She also meets up with high-profile New Zealanders including Sarah Ulmer, Annabel Langbein and top New Zealand cyclist Tim Gudsell at various

locations along the way. The aim of the campaign is to smooth out the traditional visitor peaks, spreading visitor numbers over a longer period into the shoulder seasons.

TCO Digital Marketing has been working with TNZ and local operators to enhance the Central Otago presence on newzealand.com alongside the campaign.

The Megan Gale video clip of the Otago Central Rail Trail can be viewed here:

<https://www.youtube.com/watch?v=V6clHnCHaYw>

RTO Workshop – Sydney

TCO Market Support, and the Central Otago Visitor Centres Manager, attended a RTO Workshop in Sydney in March. They met with 23 Australian wholesalers over the two-day event and received a detailed update from the Australian office of Tourism NZ on the Australian market.

Motorhome, Caravan and Outdoor Supershow

TCO attended the Covi SuperShow in Auckland during March, in the specialist destinations 'Stop and Stay' zone.

The 2016 event was extremely busy and our team had some excellent interaction with visitors to the Show. Results from a competition survey conducted by TCO at the show suggested 55% of people who completed the survey expect to visit Central Otago within one year and 88% within two years. People were most interested in experiencing cycling when visiting here, particularly the Otago Central Rail Trail, as well as enjoying the fabulous food and wine.

Total Sport – Consumer Cycling Campaign

As part of TCO's North Island cycling campaign activity TCO attended the Dual event in Auckland on Saturday 19 March. As part of a sponsorship arrangement TCO has a display tent at the registration night and on race day at the event.

Along with promoting Central Otago cycling experiences, TCO was able to showcase Central

Otago food and wine by offering samples from Benjer Juices and Wooing Tree Vineyard.

A survey based competition was run by TCO at the event with a holiday prize to experience the Otago Central Rail Trail. This was supported by several local businesses.

The Otago Central Rail Trail – NZ’s Favourite Place to Ride.

Bikewise announced that the Otago Central Rail Trail was voted New Zealand’s Favourite Place to Ride, and the top Nga Haerenga Cycle Trail – a great reward for the combined efforts from Rail Trail Trust, Tourism Central Otago, DOC, CODC and stakeholders to get the trail across the line against strong competition from other regions.

The annual competition sees tracks and trails compete for the national title across four categories – Nga Haerenga-NZ Cycle Trail, Off-Road or Adventure Ride, Urban Trail or Commute and On-Road Ride. As well as the overall national title, the Otago Central Rail Trail took out the category win for Nga Haerenga - NZ Cycle Trail.

Social Media Photography Contest - #summerincentral

An action shot from the Omakau races was the viewers’ favourite in Tourism Central Otago’s #summerincentral social media photography competition.

The competition attracted 469 entries via the www.centralotagonz.com website, Facebook, Twitter and Instagram, and encouraged visitors and locals to share their summer experiences in the Central Otago region. It helped to increase the visibility of Central Otago on key social media platforms, and showcased a wide range of activities and locations.

The TCO team narrowed those entries to 10 finalists and an online public vote on the website decided the overall winner, who receives a helicopter flight for two from Heliview Flights in Cromwell.

There was also a lucky voter’s prize, including a voucher for go-karting at Highlands Motorsport Park.

This social based activity helps to increase the visibility of Central Otago on the key platforms of Facebook and Instagram. It gives an insight into the wide range of activities and locations that people participate in while holidaying. As the content is user-generated it can reach a wider audience than TCO and is backed up by a perceived endorsement by the creators.

Media

Motorhome, Caravans & Destination

TCO supplied editorial and images for a feature article on Central Otago as a destination for Motorhomes and Caravans which was published in the Feb – Mar issue of the magazine. This edition was on sale and distributed during the Auckland Supershow event, therefore reaching a greater audience. Online promotion was undertaken on the publication website during the same period.

<http://www.nzmcd.co.nz/destinations/otago/1602/cycling-through-central-otago/>.

Chill Publications / Latitude magazine

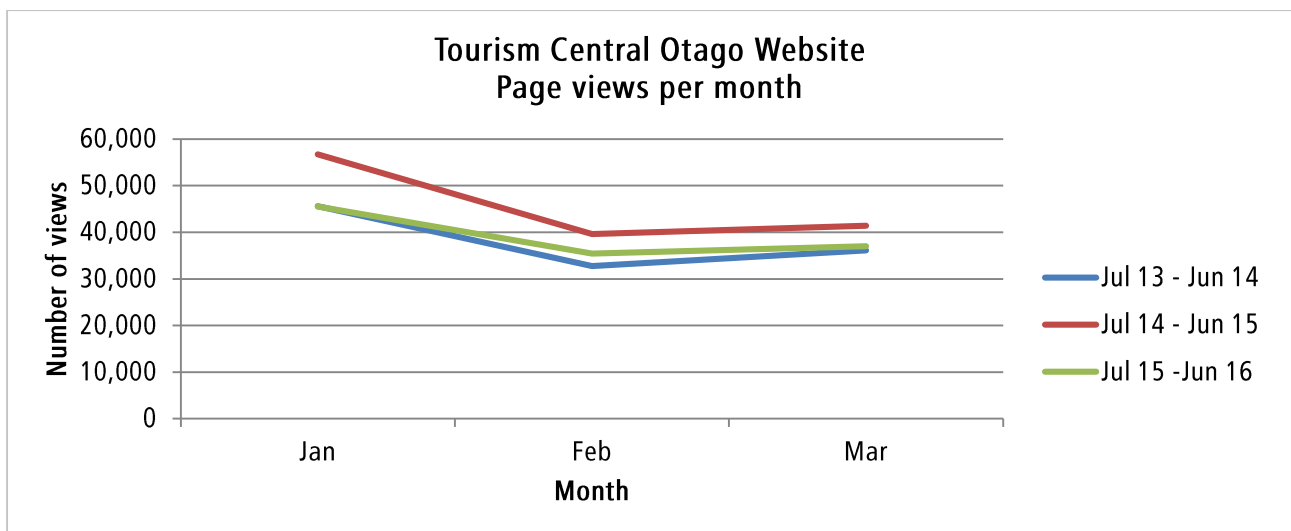
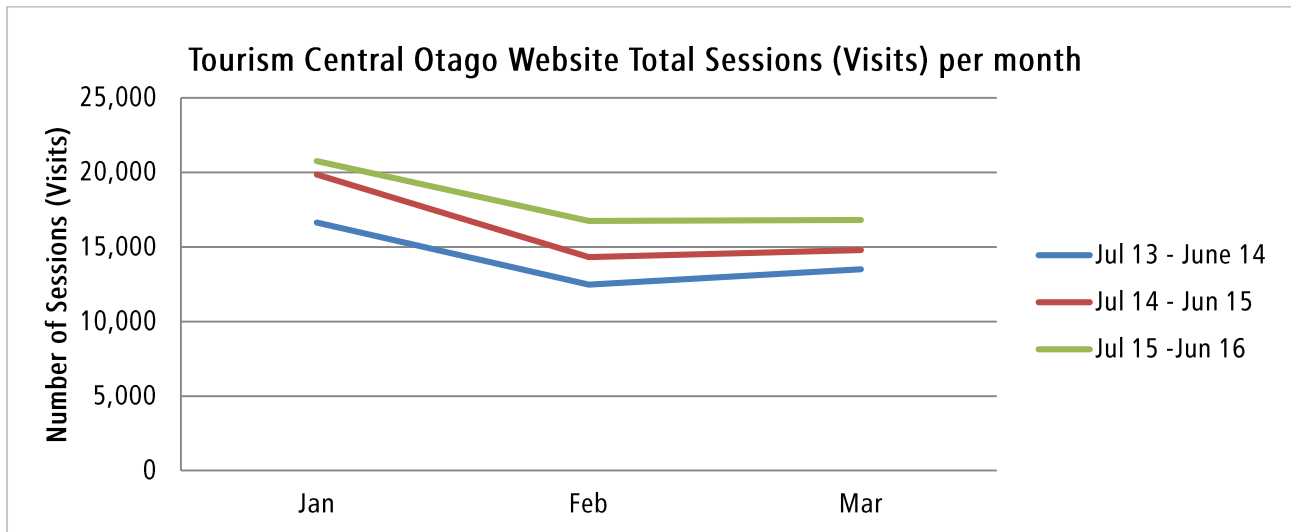
TCO supported the visit by cycling writer Roy Sinclair in late February who had commissioned articles for Chill publications (a cycling specific magazine) and for Latitude Magazine (a Canterbury news publication). Roy cycled the Roxburgh Gorge and Clutha Gold trails, meeting with a number of key people along the way. He expects to feed a number of articles to the publications and other contacts over coming months.

NZ Life & Leisure

TCO with input from a number of local tourism operators supported a two page holiday promotion within the March/April edition of the magazine. The promotion was put together to promote spring travel in the region – <http://www.nzlifeandleisure.co.nz/win-a-five-night-spring-revival-escape-worth-3000/>

Central Otago NZ Website

The following statistics show the number of visitors, sessions and time on page for www.centralotagonz.com for the January - March quarter over the last three years.



Community Development

Community Planning

Naseby Community Plan

The 2016 Naseby Community Plan is available, in draft form, for public review and feedback. This is the third community plan for Naseby. It was developed through public feedback via a community workshop, surveys of visitors, businesses, youth and

the local community, and consultation with key stakeholders. Public comments will be received until Monday 16 May. These comments will then be integrated into the draft and the Plan will be finalised and ready for implementation.

Teviot Valley's Cherry Chaos

Community event Cherry Chaos was held on 16 January in Roxburgh. This event was coordinated by a sub-committee of Teviot Prospects (the Teviot Valley's community plan group). The primary objectives for this community event were to celebrate the cherry season while at the same time providing an

opportunity to integrate seasonal workers with the local community. The main event involved an obstacle course, second-grade mushy cherries and a fair bit of hosing down at the end. There were also other events such as a cherry cooking competition, slingshot making and horizontal bungee challenges for the kids, food stalls and live music.

The day was very successful, thanks in no small part to the many volunteers who pulled it all together and to the orchardists who released their staff and coordinated transport to the event. The obstacle course event had capacity patronage at 37 teams of six, and there was a total of 33 entries in the Cherry Chaos Cooking Comp. Overall Cherry Chaos generated a profit of \$2600 for its community.

Community Funding

Feasibility Study for the Eden Hore Fashion Collection

The feasibility study for the long term care and storage of the Eden Hore Fashion Collection is currently being prepared by consultants Tim Walker Associates. Members of this team visited in March to gather information about both the garments and the region. Principal consultant Tim Walker met with a number of community representatives and travelled around the region, getting a 'look and feel' for the Central Otago district, and gaining a background understanding to Eden Hore's story. Dr Tracey Wedge (textiles conservator) and Dr Jane Malthus (fashion historian) reviewed a selection of the garments, assessing their long term care and storage needs.

Council received \$40,000 through the Lottery World War One Commemorations, Environment, Environment and Heritage Fund to conduct this study, and Tim Walker Associates has been contracted to have its feasibility study report completed by May 2016.

Community Development Scheme for the Teviot Valley

The Teviot Valley Community Development Scheme governance group is developing a project plan for the community objectives identified in their successful grant application to the Department of Internal Affairs' Community Development Scheme. Once the project plan is developed, the group will advertise for

a part-time project worker to deliver the project plan actions.

The Community Development Scheme is a three-year government-funded project to assist with the delivery of specific community development projects (i.e. to a total value of \$240,000). The objectives of the Scheme are to assist small communities in becoming self-sufficient and resilient, to work together to utilise the skills and resources they already have, and to develop projects that will future-proof their community. The funds cover the wages of community project worker(s) who will be working alongside the community on grass roots projects.

Ministry of Youth Development Partnership Fund

Due to recent restructuring of the Ministry of Social Services, the MYD Partnership Fund has been disestablished. In previous years Council has applied to this annual contestable fund, on behalf of the Cromwell and Alexandra District Youth Trusts, for a grant to assist with running unique events that encourage local youth involvement and participation. In 2015/16 each Trust received \$9,000 to assist with running activities, such as their local youth forums.

At this stage no new contestable fund has been established by the Ministry.

Central Stories Museum and Gallery

Central Stories Museum and Gallery hosted a regional meeting of museums, galleries and heritage organisations in March. Central Otago district participants included representatives from the Roxburgh, Cromwell, Naseby, and Clyde museums, plus E Hayes Engineering, Como Villa, and the Goldfields Heritage Trust. Representatives from the Middlemarch and Glenorchy museums also attended. The purpose of the get-together was to encourage networking between the organisations. Central Stories' General Manager Maurice Williams also provided advice on museum practices and training opportunities. The meeting was well received by participants and it is planned to hold these get-togethers on a six-monthly basis.

Central Stories also hosted an evening presentation for museum enthusiasts by Tim Walker, former Director of Museums for the Hutt City and consultant to numerous nationally recognised cultural facilities.

Mr Walker's talk on 'Making Museums Matter' challenged museum operators to shift their focus from collection preservation to public involvement and participation, recommending a greater understanding of community demographics and interests so that cultural displays and events can cater to these public interests.

Regional Identity

Opportunities

Having opportunities to speak to groups or individuals about the Central Otago regional identity, and how to get involved is always welcomed by the Regional Identity Manager. During this quarter there were opportunities to speak to:

- Jacqui Dean MP for Waitaki – The MP had written about the Central Otago: World of

Difference brand in an article on Tourism Thriving in Central Otago in the 13 January edition of The Mirror. It seemed an ideal opportunity to explain the Central Otago regional identity proposition to her. Mrs Dean was very impressed by the body of work that had been developed and thought it was important for 'marketing' Central Otago in New Zealand and with overseas trade missions. Copies of the Central Otago wine and fruit stories were also to be sent to the MP.

- Central Women in Business Group – Liz Perkins the co-founder of the group invited the regional identity manager to be guest speaker at their bimonthly meeting. As an outcome of that time, two businesses have since applied to be Central Otago regional identity partners.

Central Otago Regional Identity Partners

Central Otago regional identity partners are people who are great advocates for Central Otago and embrace the regional values. Including the profiles of people who are partners is part of the ongoing work associated with developing the Central Otago A World of Difference website.

Having an 'Our Partners' section on the website is an opportunity to profile the business, the owners and highlight what living the regional values looks like in practice. The intention is that people who read these profiles might be inspired by the choices people have made in the way they operate and want to do likewise. To view go to <http://www.aworldofdifference.co.nz/our-partners>.

GERTZ LARDER

For Gertz Larder founder, Glenda Rogers, it's all about the bold, intense flavours of Central Otago. The reaction after tasting her gourmet creations is usually 'Oh...wow'.

[READ STORY](#)



Fashion Story

Work is well underway with developing the Central Otago fashion story. It has involved reviewing background material, and organising interviews with eight people. A document is being developed that covers the history, the people, the key attributes and values associated with Central Otago fashion. Once finalised this will be included on the website along with a set of images that help tell the fashion story for Central Otago.

Licence Renewals

With a condition of a three-year renewal included in the Central Otago regional identity application form, has meant a number of businesses and community groups have needed licence renewals. Having one-on-one appointments continues to be invaluable as a way to reconnect with people, and refresh them on the Central Otago regional identity and associated values. Equally, having the website recently refreshed and being visually more appealing has also helped to inspire a greater sense of love of place.

Resources

Developing the narrated slideshow for the Central Otago wine and fruit story has proved to be a useful resource to give to interest parties when the opportunity arises. These stories not only reinforce Central Otago's unique positioning, they showcase the unique qualities associated with growing fruit and wine in Central Otago and are a reminder of our provenance story.

Central Otago Pinot Noir Ltd asked for the Central Otago wine story to be included in the welcome pack of their 25 VIP guests to Central Otago Pinot Noir Celebration. The majority of which were from overseas.

World of Difference Website

The Central Otago regional identity website – www.aworldofdifference.co.nz analysis for the January – March quarter covers the average number of pages that were visited each session, the average length of time spent on this website and the website content or pages that were viewed.

- The average number of pages visited each session was 2.12. compared to 1.73 last quarter
- The average length of time on this website was 1.38 minutes compared to 1.28 minutes last quarter.
- In terms of the content, the key pages that were viewed included the Homepage which is titled Our Journey with the average length of time spent on this page being 1.08 minutes, this was followed by the introductory section of Our Partners (1.01 minutes), the introductory section to Our Stories (0.35 minutes), the Wine Story (4.53 minute), Our Values (1.07 minutes), Our People (0.43 minute) and Our Visual Identity (1.15 minutes).

Fruit and Wine Stories Offered as a Resource

Narrated slideshows for the both Central Otago fruit and wine stories were developed and now feature on the Central Otago regional identity website – www.aworldofdifference.co.nz under Our Stories. The intention for these narrated slideshows was also that these would be available as a resource to local wine and fruit growers to help showcase the unique qualities associated with growing fruit and wine in Central Otago. Letters were sent to all the local orchardists and local wine growers informing them about this resource and offering it to them if they wished to take up the offer.

PLANNING and environment

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



Planning and Environment

Our **planners prepare and implement the District Plan** under the Resource Management Act. The District Plan is applied through processing of resource consents. We provide advice to our customers seeking to subdivide or develop their land. We also monitor conditions of resource consents and District Plan provisions to ensure any effects on the environment are managed appropriately.

Our Building Control team help people build in a safe and compliant manner through a streamlined and cost-effective process. We carry out **building inspections, issue building consents and respond to building-related enquiries**. We issue Land Information Memoranda for customers who are intending to purchase property, and monitor Building Warrants of Fitness for commercial buildings in accordance with the Building Act.

The environmental health activity provides confidence to the community and visitors to our region that our food premises, hairdressers, camping grounds and funeral directors are safe and clean. We **licence and annually inspect registered premises to manage the public health risks** of food and water contamination. We undertake water testing of public and private water supplies. We also respond to noise complaints to minimise nuisance to the community.

This activity contributes to the following community outcomes:



Building Control

Number of Building Consents Processed and Value of Building Work

In the period 1 January to 31 March 2016 a total of 173 building consents were issued at a value of \$30,736,209.

An analysis of trends in building consent numbers and their values indicates that the number of consents received in this quarter increased by 6.9% and the value increased by 131% compared to the same period last year. This increase in value is attributed to 50 new dwellings in the region (up 30 on the same period last year).

Dwelling Building Consents Issued

- Alexandra ward 10 (up from 4)
- Earnscliffe Manuhirika ward 6 (up from 4)
- Cromwell ward 34 (up from 17)

Processing Times

The end to end processing times for building consents was an average processing time of 20 customer days (not statutory processing days).

Note: The end to end times shown 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

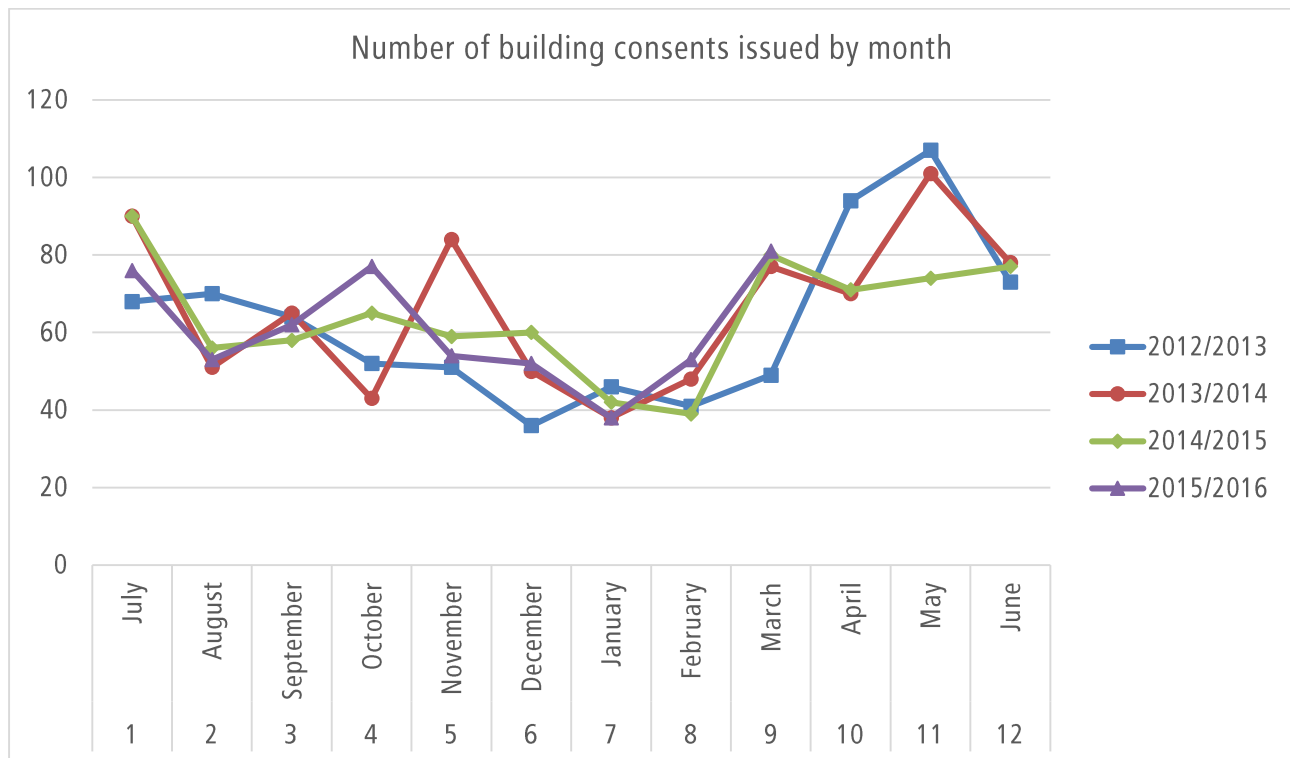
of 20 working days. 100% of all consents were issued within statutory timeframes.

The significant increase in the number of dwellings being consented will have an effect on processing times going forward (due to an increase in inspection workloads) and we expect our processing time frames to increase.

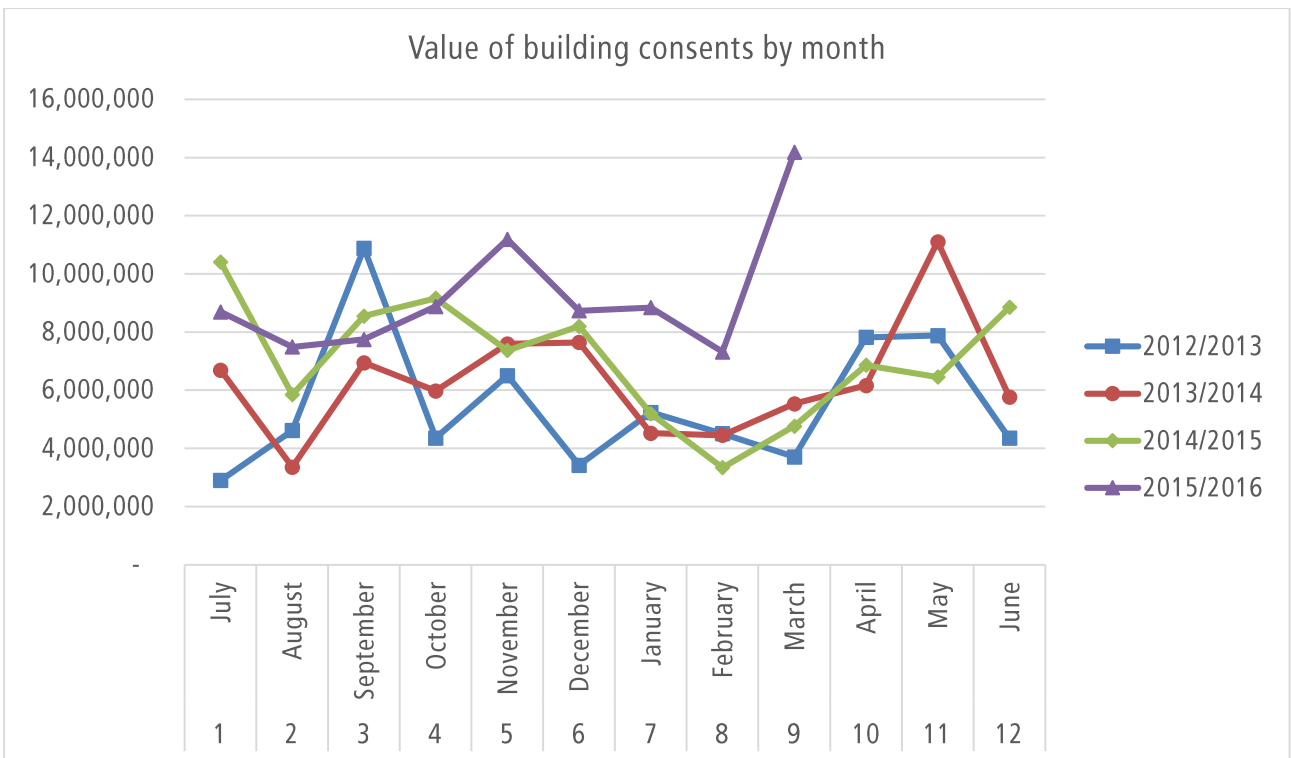
Staff

BCA administration staff are managing greater workloads in respect of customer enquiries, LIM reports and property enquiries due to the increased interest in property development in the region.

Number Issued by Month				
Month	2012/2013	2013/2014	2014/2015	2015/2016
July	68	90	90	76
August	70	51	56	53
September	64	65	58	62
October	52	43	65	77
November	51	84	59	54
December	36	50	60	52
January	46	38	42	38
February	41	48	39	53
March	49	77	80	81
April	94	70	71	
May	107	101	74	
June	73	78	77	
Grand Total	751	795	771	546
Change from Previous Year		6%	-3%	



Number Issued by Value				
Month	2012/2013	2013/2014	2014/2015	2015/2016
July	2,901,041	6,689,217	10,410,031	8,691,463
August	4,614,470	3,355,376	5,846,351	7,490,249
September	10,884,063	6,944,115	8,551,268	7,746,178
October	4,358,637	5,974,252	9,160,165	8,880,789
November	6,505,975	7,594,899	7,368,192	11,185,486
December	3,419,300	7,642,416	8,198,023	8,730,997
January	5,236,942	4,521,211	5,192,937	8,843,449
February	4,505,859	4,448,432	3,339,327	7,316,512
March	3,707,700	5,533,098	4,762,850	14,180,248
April	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	
Grand Total	66,186,944	75,733,502	84,996,283	83,065,371
Change from Previous Year		14%	12%	



VINCENT		\$
Total for January to March 2016	71	9,454,295
Year to date (from 1 July)	229	32,537,092
Alexandra Ward		
Agricultural - New farm shed	2	35,000
Commercial - Marquee	1	1,000
Commercial - Other	1	1,500
Residential - Dwelling alteration (internal only)	8	398,800
Residential - Heating appliance	10	40,500
Residential - New Dwelling	9	3,052,500
Residential - New garage	2	43,500
Residential - New units (multi-unit)	1	1,300,000
Residential - Outbuilding alterations	2	55,000
Residential - Plumbing and drainage only	1	4,995
Residential - Retaining wall	1	5,000
Total for January to March 2016	38	4,937,795
Year to Date from 1 July	127	20,889,262
Earnsclough/Manuherikia Ward		
Agricultural - New farm shed	6	381,500
Commercial - Education/childcare facilities - additions and alterations	1	128,000
Commercial - Marquee	1	3,500
Commercial - New retail/cafe/restaurant/bar	1	390,000
Residential - Dwelling additions and alterations	2	400,000
Residential - Dwelling alteration (internal only)	3	230,000
Residential - Heating appliance	9	40,000
Residential - New Dwelling	6	2,885,000
Residential - Outbuilding alterations	2	18,500
Residential - Plumbing and drainage only	1	5,000
Residential - Relocate dwelling on to site (site-works)	1	35,000
Total for January to March 2016	33	4,516,500
Year to Date from 1 July	102	11,647,830

CROMWELL		\$
Agricultural - New farm shed	5	230,999
Agricultural - Other	1	5,000
Agricultural - Wind machine	3	8,000
Commercial - Education/childcare facilities - additions and alterations	1	565,000
Commercial - Industrial additions and alterations	2	258,500
Commercial - Marquee	1	4,500
Commercial - New industrial	4	316,000
Commercial - New motel/hotel/accommodation building	1	750,000
Commercial - Other	6	316,350
Commercial - Retail/cafe/restaurant/bar - additions and alterations	1	9,999
Residential - Dwelling additions and alterations	3	62,500
Residential - Dwelling alteration (internal only)	4	76,999
Residential - Heating appliance	10	43,500
Residential - New carport	1	3,000
Residential - New Dwelling	33	12,868,117
Residential - New garage	2	42,000
Residential - New garden shed / glass-house	1	3,000
Residential - New units (multi-unit)	2	3,450,000
Residential - Plumbing and drainage only	1	10,000
Residential - Pool / spa pool	1	50,000
Total for January to March 2016	83	19,073,464
Year to Date from 1 July	255	46,859,227

MANIOTOTO		\$
Agricultural - Milking shed - additions and alterations	1	773,000
Commercial - Education/childcare facilities - additions and alterations	1	120,000
Residential - Dwelling additions and alterations	1	100,000
Residential - Dwelling alteration (internal only)	1	15,000
Residential - Heating appliance	7	27,300
Residential - Plumbing and drainage only	1	2,650
Total for January to March 2016	12	1,037,950
Year to Date from 1 July	33	1,886,902

TEVIOT VALLEY		\$
Commercial - Industrial additions and alterations	1	752,000
Commercial - Marquee	1	5,000
Residential - Heating appliance	4	17,500
Total for January to March 2016	6	774,500
Year to Date from 1 July	29	1,782,150

SUMMARY OF BUILDING CONSENT STATISTICS		\$
Vincent	71	9,454,295
Cromwell	83	19,073,464
Maniototo	12	1,037,950
Teviot Valley	6	774,500
Total for January to March 2016	172	30,340,209
Year to Date from 1 July	546	83,065,371

ANALYSIS FOR JANUARY to MARCH		\$
Agricultural - Milking shed - additions and alterations	1	773000
Agricultural - New farm shed	13	647499
Agricultural - Other	1	5000
Agricultural - Wind machine	3	8000
Commercial - Education/childcare facilities - additions and alterations	3	813000
Commercial - Industrial additions and alterations	3	1010500
Commercial - Marquee	4	14000
Commercial - New industrial	4	316000
Commercial - New motel/hotel/accommodation building	1	750000
Commercial - New retail/cafe/restaurant/bar	1	390000
Commercial - Other	7	317850
Commercial - Retail/cafe/restaurant/bar - additions and alterations	1	9999
Residential - Dwelling additions and alterations	6	562500
Residential - Dwelling alteration (internal only)	16	720799
Residential - Heating appliance	40	168800
Residential - New carport	1	3000
Residential - New Dwelling	48	18805617
Residential - New garage	4	85500
Residential - New garden shed / glass-house	1	3000
Residential - New units (multi-unit)	3	4750000
Residential - Outbuilding alterations	4	73500
Residential - Plumbing and drainage only	4	22645
Residential - Pool / spa pool	1	50000
Residential - Relocate dwelling on to site (site-works)	1	35000
Residential - Retaining wall	1	5000
Agricultural - Milking shed - additions and alterations	1	773000
Grand Total	172	30340209

Resource Consent

Number of Resource Consents Processed

In the period 1 January - 31 March 2016 a total of 63 resource consents were processed which is decrease of 14% on the same quarter in 2015 (74 resource consents), and down 37% from the previous quarter (101 resource consents processed for October to December 2015 quarter). The consents issued during this period were as follows:

- Non-notified delegated authority
56
- Non-notified to hearing
4
- Limited Notified (to hearing)
0
- Publicly Notified (to hearing)
0
- Outline Plans
3

Delegated Authority Decision Processing Times

Of the 59 non-notified delegated authority decisions (including the three outline plans) notified, 98% were processed within statutory time frames (up from 93% in the previous quarter). Four of non-notified applications that went to hearing were processed with statutory timeframes (100%). Due to high workloads, 1 of 63 applications were not processed within statutory timeframes, time extensions will be

requested in order to increase to 100% compliance with timeframes.

Number of Applications Received and Public Enquiries

Although the number of decisions of applications decreased slightly over the period, the number of applications received has been the highest for this quarter over the past five years (91 applications received) as outlined below:

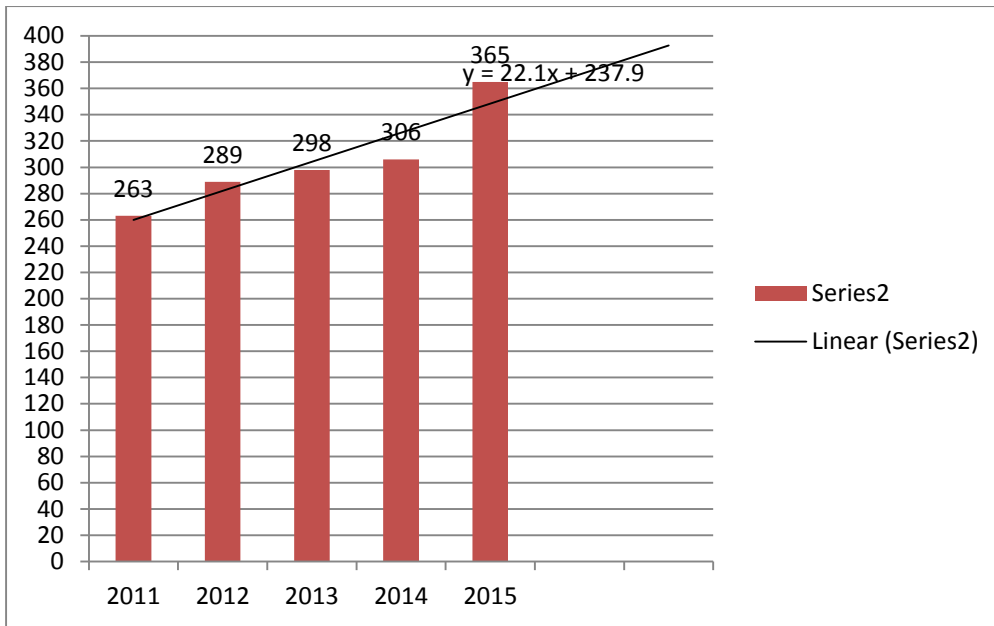
1 January to 31 March quarter applications received:

- 2011 51
- 2012 65
- 2013 62
- 2014 60
- 2015 79
- 2016 91

The planning team has also answered over 450 public enquiries for this period, which averages out to answering 8 enquires per day over the period.

Number of Resource Consents Processed for the year of 2015

For the year of 2015, a total of 365 applications were received, up 59 applications from the year before, representing nearly a 20% increase in applications from the previous year. Since 2011, resource consent applications received have been steadily increasing (a 40% increase in four years from 2011 to 2015). The numbers of applications received each year are outlined in the graph below, along with a predicting trend line.



Alcohol Licensing

As provided for in the Sale and Supply of Alcohol (Fees) Regulations 2013, Council resolved in 2014 to lower the fee category assigned to licences by one level for all on, off and club licences within the district. Although this was well received by the industry there is a continuing trend for some small operators to cancel their licences, citing the cost as being the influencing factor.

Statistics

On-licence, off-licence and club licence applications received:

Risk Category					
Application Type	Very Low \$368.00	Low \$609.50	Medium \$816.50	High \$1,025.50	Very High \$1,207.50
On-licence new	1	1			
On-licence variation					
On-licence renewa	3	3	1		
Off-licence new	1	2	1		
Off-licence variation					
Off-licence renewa	5	4			
Club licence new					
Club licence variation					
Club licence renewa	1	1			
Total number	11	11	2		

Annual fees received:

Risk Category					
Application Type	Very Low \$161.00	Low \$391.00	Medium \$632.50	High \$1,035.00	Very High \$1,437.50
On-licence	6	10	1		
Off-licence	15	9	3		
Club licence	2	1			
Total number	23	20	4		

Managers' certificate applications received:

Manager's certificate new	(\$316.25)	12
Manager's certificate renewal	(\$316.25)	32
Total number		44

Special licence applications received:

	Class 1 (\$575.00)	Class 2 (\$207.00)	Class 3 (\$63.25)
Special licence	3	6	34

Temporary authority applications received:

Temporary authority orders	(\$296.70)	7
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Comment

Income from alcohol licensing is currently on budget.

District Licensing Committee

In the last quarter the District Licensing Committee didn't have occasion to meet as there were no oppositions or objections to licence application.

Environmental Health

Invercargill City Council has commenced food hygiene inspections under contract of those premises still operating under the Food Hygiene Regulations. The initial contract is for five weeks work, which must be completed by 30 June 2016. The scope and conditions of the contract will be reviewed at that time to meet the longer term needs of both councils.

By continuing to contract this work out for the immediate future staff can focus on implementing the introduction of the Food Act and transitioning operations across to Food Control Plans.

GOVERNANCE and corporate services

communication
administration buildings



Governance & Corporate Services

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. Within this activity we **facilitate and support Council and community boards**, ensure agendas are published and available to the public, and run local body elections every three years.

The corporate services activities **provide support across the organisation** that allows Council to function efficiently and effectively. It includes our accounting, financial planning and reporting, rating, policy, information systems, communications, and customer service and administration activities.

This activity contributes to the following community outcomes:



Communications

Customer use of our Council website is on the increase with 111,971 page views in this quarter (up more than 22,000 on the previous quarter). The CODC Facebook page has climbed to more than 1800 page likes and this continues to be a popular platform for people to comment on and share Council news.

We have now produced seven Mayoral Video Updates, which generally follow each of our six-weekly Council meetings. They are linked from YouTube on our website and loaded direct to Facebook. We have also started putting up audio files of Mayor Tony's interviews on Local Radio Central up on our website for those who miss him live on air.

During this quarter we prepared the second issue of Council newsletter The Flipside. The Autumn issue will be distributed between 18 and 20 April around the district to all residents and with the latest rates instalment to out-of-district ratepayers.

During this quarter the Communications Coordinator was involved with preparing an entry for the SOLGM Local Government Excellence Awards. CODC submitted an entry in the Collaborative Government

Action category for the work Julie and the Roding Team have been doing with the national Road Efficiency Group. The entry involved a written and a video component. Preparations are underway to enter CODC initiatives into both the LGNZ Local Government Excellence Awards and the ALGIM Awards (Association for Local Government Information Management). Entering some of the work we are most proud of into these awards is a way to showcase our Council on a national stage and share knowledge and leadership within the sector.

Another key project within this quarter was a review of our annual Residents' Satisfaction and Opinion Survey. The outcome of this review is that we are going to be introducing a new Customer Insights Programme this year. This will be made up of a suite of point-of-customer contact surveys and a more streamlined residents' opinion survey delivered primarily online. We are developing our in-house capability to deliver this programme.

Health and Safety

The Health and Safety at Work Act 2015 comes into play on the 4 April 2016. This has significant impact on Council's role in ensuring all those who work for, contracted to or operate within Council spaces.

Councillors have due diligence obligations under that Act:

1. Keep up to date with health and safety matters
2. Understand the nature of the business and its hazards and risks.
3. Ensure that the Person Controlling a Business or Undertaking (PCBU) has appropriate resources and processes to eliminate risks to health and safety
4. Ensure there are appropriate reporting and investigation processes in place.
5. Make sure there are appropriate process-Monitor.
6. Verify

Statistics this Quarter

Public	3 - 1x near miss, 1 minor, 1 serious harm
Customers	37 minor/non injury at pools 10 injuries requiring follow up
Staff	11- 6x near miss, 2 minor/no injury 3 injury requiring follow-up
Contractors	1 x Stop work order issued

There are no current investigations and the stop work order has been addressed.

Initiatives

Winter Driving

Chain fitting training will be carried out in May. All staff that drive Council cars will be required to attend and actively participate.

Sun Protection

The Cancer Society is going to run two lunchtime sessions in Alexandra for all staff in September

informing us of the signs and symptoms of skin cancers as well as the best methods of protection.

Site Inspection Programme

We are creating a physical site inspection programme that will involve the Mayor, Committee Chairs, Deputy Chairs, CEO, Executive Managers, Activity Manager and Health and Safety Officer. This will be a continuous, rolling programme of inspections with the goal being to inspect all worksites over the next 18 months to two years.

Computer Renewal

The 2015/2016 Computer Renewal project has now been completed, with all computer devices – desktops, laptop/tablets, monitors and peripherals replaced Council wide. The renewal programme aligns with warranty and leasing of three years and ensures the hardware is functional and productive. Training and post implementation support has been provided with focus on mobile users where the biggest change occurred.