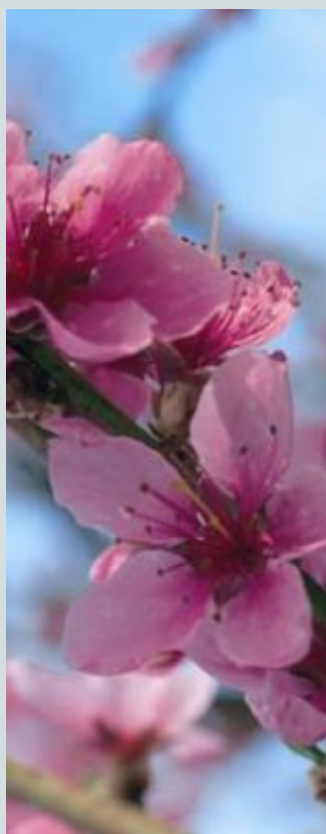


April to June 2016

QUARTERLY ACTIVITIES REPORT

Central Otago District Council



Contents

Our Activities	3
Water Services Overview	5
Water	6
Wastewater	9
Stormwater.....	14
Transportation	17
Waste Minimisation	23
Other Infrastructure	31
Parks, Reserves & Cemeteries	36
Community Facilities, Libraries & Swimming Pools	39
District Development.....	49
Planning and Environment.....	65
Governance & Corporate Services	76

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.

<h2>Water</h2> <p>Drinking Water Supply, Legislative Monitoring and Reporting, New Connections, Maintenance, Replacement, Renewals</p>	<h2>Wastewater</h2> <p>Resource Consent Monitoring and Renewals, Treatment and Management, Trade Waste Management, System Development, Connections</p>	<h2>Stormwater</h2> <p>Open Channel Maintenance, Drain Clearance, Reticulation Management</p>
<h2>Transportation</h2> <p>Sealed and Unsealed Roads, Signage and Traffic Services, Bridges, Maintenance and Renewals, Drainage, Vegetation Control, Street Cleaning, Minor Improvement Projects, Footpaths and Carparks, Winter Maintenance, Emergency Works, Asset Management, Road Safety</p>	<h2>Other Infrastructure</h2> <p>Waste Minimisation, Elderly Persons' Housing, District/Commercial Property, Public Toilets, Airports</p>	<h2>Community Services</h2> <p>Parks and Recreation, Cemeteries, Community Facilities, Libraries, Swimming Pools District Development: Economic Development, Tourism, Community Planning, Visitor Information Centres, Central Otago Brand, Promotions and Grants</p>
<h2>Planning and Environment</h2> <p>Resource Management, Building Control, Alcohol Licensing, Dog Control and Registration, Environmental Health, Emergency Management</p>	<h2>Governance and Corporate Services</h2> <p>Elected Members' Support, Administration Buildings, Personnel, Communications, Customer Services and 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.

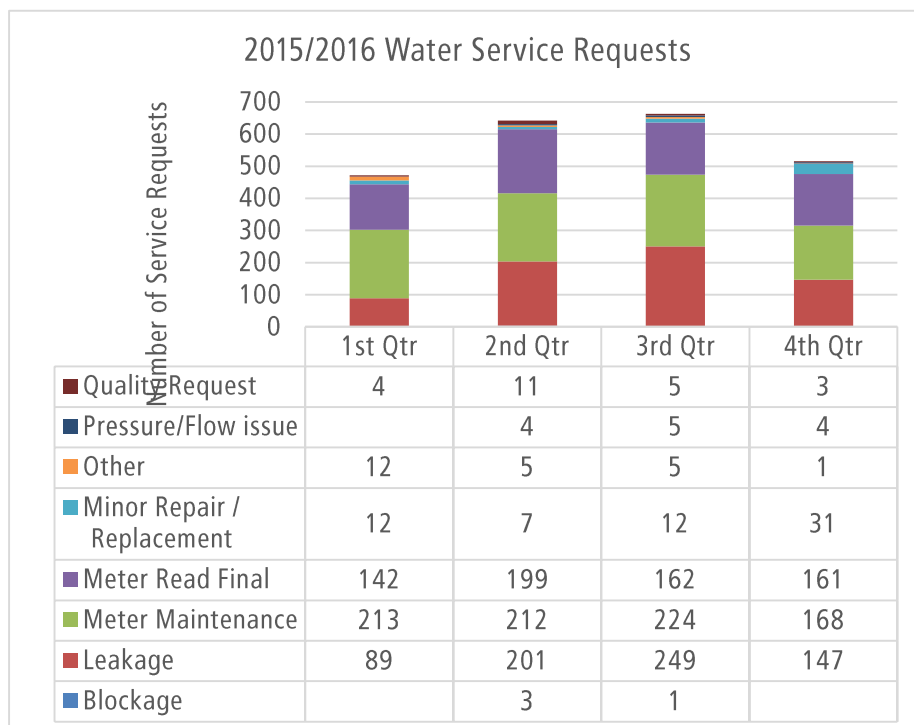
Our goal is to provide certainty in the quality and availability of residential water supplies, as well as education on water conservation.

This activity contributes to the following community outcomes:



Water Service Requests

Analysis of customer service requests over this quarter show that requests are running at lower levels compared to the last two quarters. The majority of service requests relate to water meters, either requests for final reads for property settlements or meter and toby repairs.



NB: The numbers displayed in the following graph are the total numbers of service requests recorded for the financial year. Duplicate and incorrect data has been removed. They include the external customer requests relating to the service you receive. They also include the service requests that our contractor undertakes as part of regular maintenance. 'Other' relates to service requests for locating water assets and investigations.

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	Data incomplete at time of reporting.
Time with water per customer per annum (planned and unplanned)	To maintain supply to customers for \geq 99% of the time	Improvements required in data capture to measure this KPI.
The average consumption of water per day per resident	To maintain water demand at $<$ 600 L/person/day	Data unavailable at time of reporting
Total number of customer complaints for: <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 	\leq 13 per 1000 connections	Target achieved. The highest request for service was the result of final meter reads for property settlements. This accounted for almost 30% of all requests for service. There were no complaints in regards to water taste or odour.
Compliance with the NZ Drinking Water Standards Pt4: Bacterial:	Compliance with Part 4: Bacterial <ul style="list-style-type: none"> • Alexandra = Yes • Clyde = Yes • Cromwell = Yes 	There were two incidents of bacterial non-compliance at the Naseby and Omakau treatment

Pt5: Protozoal:	<ul style="list-style-type: none"> • 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>plants. This was due to high turbidity from a rainfall event.</p> <p>The partial compliance was due to a positive test for bacteria in distribution network of Roxburgh. Re-testing of this result proved this to be a false positive however.</p> <p>Protozoal compliance was only achieved for Roxburgh.</p>
-----------------	--	---

Lake Dunstan Water Source

Lake Dunstan Water Supply (LDWS) is the collective name given to the future water supply scheme for Clyde, Dunstan flats, Alexandra Airport and Alexandra. It is proposed to utilise a bore field just upstream of Clyde Dam as the water source. The new water source and treatment plant will address long standing limescale, taste and odour issues of the existing Alexandra supply. It is also a more secure water source to meet drinking water standards for all future users.



Three bores (including one new one) placed into the lake shore have now been proven to have the capacity to supply the area for at least the next 30 years.

A consulting engineer has been engaged to develop design options. The outline design will include a conclusion on the preferred treatment works site and the preferred pipeline route. The design will also help

us better determine the up-front and on-going costs of each of the possible designs.

The next stages are go gain resource consent for the new bore and to complete the hydraulic computer model of the combined Alexandra and Clyde scheme. The computer model provides the hydraulic specifications against usage scenarios to aid in design.

Water Safety Plans and Omakau Water Supply

Public Health South recently approved the Water Supply Water Safety Plans for Ranfurly and Clyde with Naseby, Roxburgh and Omakau/Ophir submitted for approval. These Water Safety Plans detail how we manage the safety of the public whom drink from our water supplies. They are statutory requirement to adhere to National Drinking Water Standards, as a requirement of the Public Health Act.

The Omakau Water Safety Plan includes the necessary mitigation and monitoring plans in response to high cyanobacteria count in the catchment source at Falls Dam.

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.

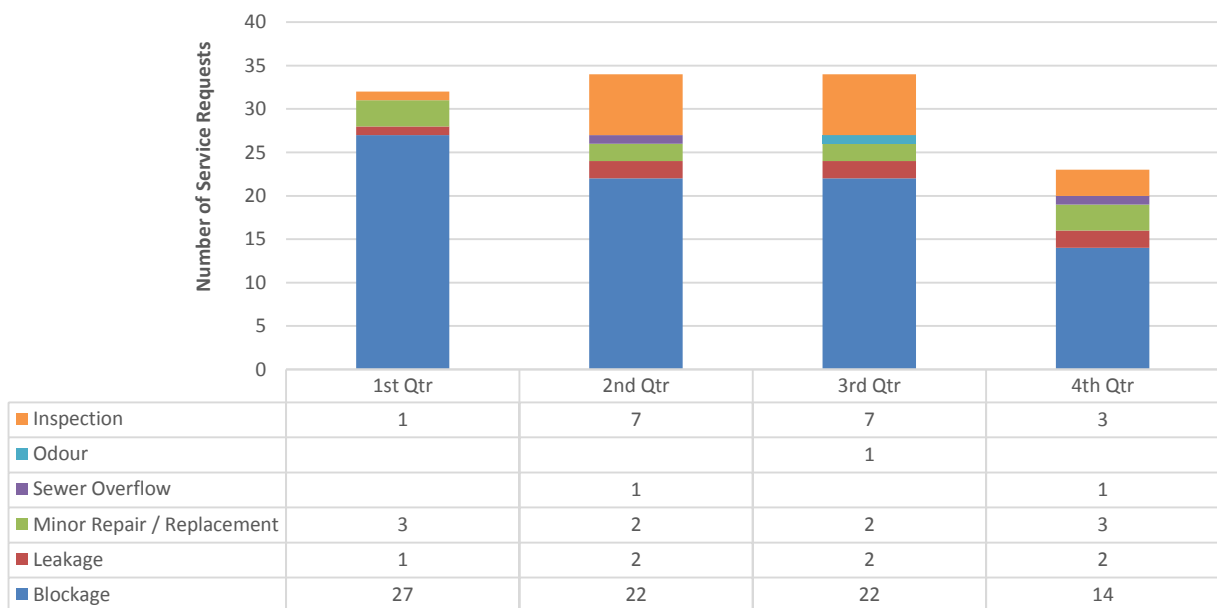
This activity contributes to the following community outcomes:



Wastewater Service Requests

Analysis of service requests over this quarter show that requests are substantially lower than previous quarters. Blocked main/manholes account for almost 60% of all wastewater blockages. Inspections have increased from previous years due to the availability of new equipment such as CCTV inspections.

2015/2016 Wastewater Customer Service Requests



Our Measures

How we Measure Success	Our Aim	Comments
Number of complaints received from customers per 1000 connections	Number of sewage odour complaints ≤ 1 per 1000 connections Number of sewerage system faults and blockage complaints ≤ 11 per 1000 connections Number of complaints regarding responses to sewer service requests ≤ 1 per 1000 Total number of customer complaints ≤ 13 per 1000	Total complaints = 14 Target on track. There were no complaints in regards to odour. 48% of the complaints were a result of blockages.
Compliance with discharge consents	Number of abatement notices = 0 Number of infringement notices = 0 Number of enforcement orders = 0 Number of successful prosecutions = 0 Council target (all enforcement actions) = 0	There have been no abatement notices, infringement notices, enforcement orders, prosecutions or actions taken during this report period. Target achieved.
Number of dry weather sewerage overflows from sewerage scheme	Number of dry weather sewerage overflows ≤ 1 per 1000 connections	Overflows = 1 Target achieved.

Alexandra Ultraviolet Disinfection Project

The installation of the UV Treatment stage is nearing completion. The new UV treatment stage provides final disinfection of the treated wastewater before it is discharged into the Manuherikia River. An additional 330,000 litre tank has been installed to aid in plant performance. This balance tank, allows us to 'smooth' flows of wastewater into the UV plant during peak periods of demand on the plant.

Improving the quality of discharged wastewater serves to ensure the health of our waterways and of those that utilise them.



Partially completed balance tank for the new UV Plant. The pipe bridge is painted yellow so that mountain bikers can pass it safely.



Earlier picture of the tanks foundations. The pipe bridge (foreground) is painted yellow so that mountain bikers can pass it safely.

CCTV Condition Analysis

Inspections of our underground pipes has continued this quarter. Our contractor, Drain View have now completed work in Ranfurly and Cromwell and have returned to Alexandra to complete the remaining parts of the network. . The CCTV Inspections have identified a number of pipes that are not operating at their full capacity. This is generally due to debris or root intrusion within the pipe. The condition of pipes is also monitored to allow staff to better predict the optimal time of maintenance and renewal.

Alexandra Reticulation Renewal

Pipeworks Ltd have undertaken CCTV and installation of a Cured In Place Pipe. The new pipe is inserted inside the existing 150mm diameter earthenware sewer pipe. The Cured In Place Pipe rehabilitation method offers minimal disruption when upgrading aging infrastructure.



The new pipe liner involved rehabilitation of a 160m long section of earthenware sewer.



A major root blockage was discovered in Roxburgh and was cleared out from the main storm water pipe.



One of the sewer pipes in Naseby with fallen concrete.

Ranfurly Wastewater Treatment Plant Septage Handling

A concept design report is being prepared by our consultants, BECA to address the issue of land based treatment of the septage received at Ranfurly waste water treatment plant. Septage is the wastewater collected from septic tanks. The septage handled at the Ranfurly Treatment plant is largely from the Patearoa township. Under new resource consent requirements, discharge of septage to land must cease by 2018. BECA will report back on options to address this issue which will include costings.



A dredger is used to collect sludge from the bottom of the Oxidation ponds.



'Geobags' are used to store and dry the collected sludge. The Geobags will eventually be covered with soil.

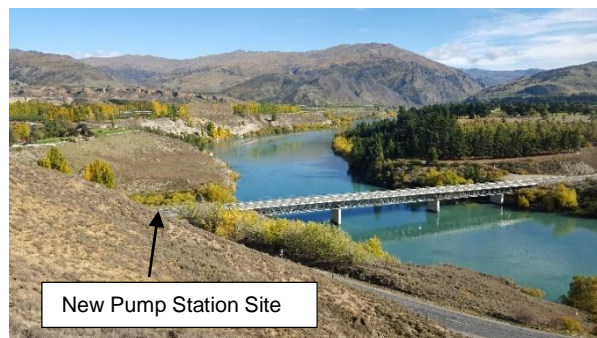
Cromwell Upgrade and Sludge Removal

Since the last quarter, the Expression of Interest stage for the Design and Build contract for the treatment works was completed. Downer and Fulton Hogan have been selected to undertake a tender design competition. These new facilities are required to address the growing demands of the Cromwell community. The existing plant no longer performs to the necessary standard. the upgrade is being specified to meet the necessary resource consent conditions of the Otago Regional Council before 1 January 2019.

In the meantime, we must still ensure our current plant performs well. The existing ponds require 'desludging' every 10 years. This increases the effective capacity of the oxidation ponds. Oxidation is also aided by the new low energy aerators installed in May.

The desludging of Pond 1 was completed in late 2015. Desludging of Pond 2 has now commenced.

The Cromwell upgrade includes for the connection of Bannockburn through a new wastewater pipeline and associated pumping station.



Connection to the Cromwell Wastewater Scheme 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).

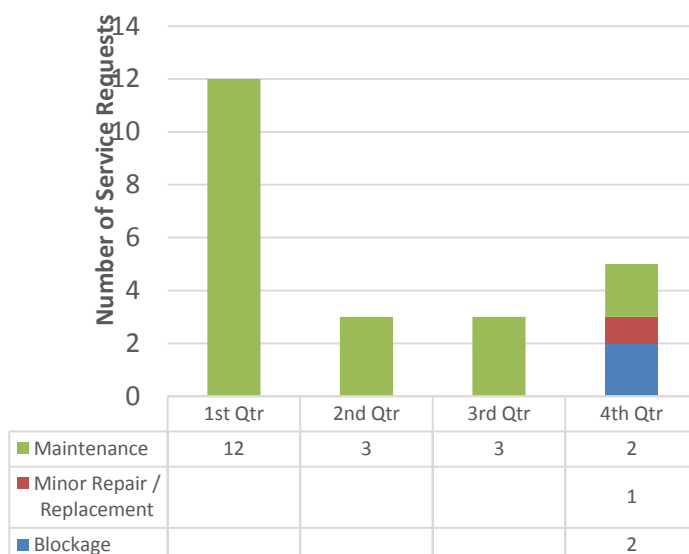
This activity contributes to the following community outcomes:



Stormwater Service Requests

Analysis of service requests over this quarter show that requests are substantially lower than previous quarters. The majority of service requests throughout the year relate to maintenance.

2015/2016 Stormwater Customer Service Requests



NB: The numbers displayed in the following graph are the total numbers of service requests recorded for the financial year. Duplicate and incorrect data has been removed. They include the external customer requests relating to the service you receive. They also include the service requests that our contractor undertakes as part of regular maintenance.

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 complaints received about stormwater performance	Total number of customer complaints ≤ 2 per 1000 properties	Nil complaints. Target achieved. Majority of requires for service is a result of blockages. No customer complaints in regards to stormwater performance

Roxburgh

A new stormwater pipe has been installed at Paisley Street, Roxburgh. The upgrade to network capacity will reduce the risk of flooding on streets and water flowing down into properties currently experienced during heavy rain events.



Storm water pipe is now reticulated off the road surface and into the newly installed pipe.



The pipe allows storm water to flow away from areas previously prone to surface flooding within properties

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

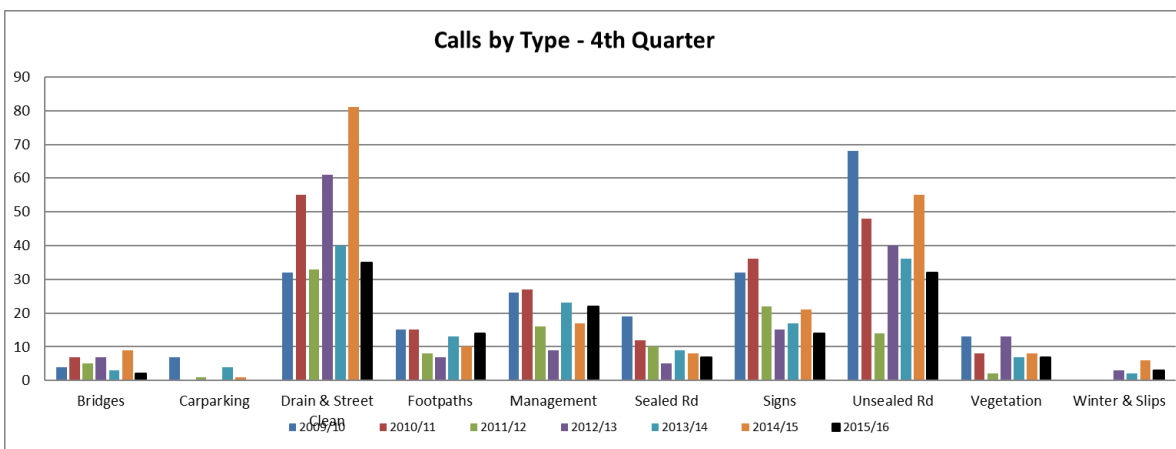
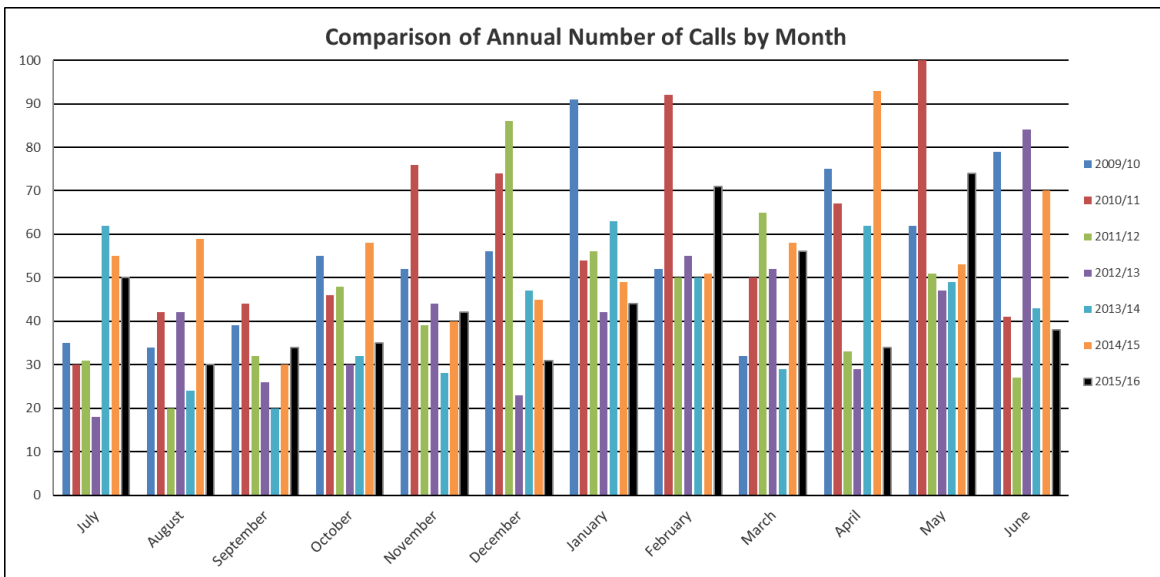
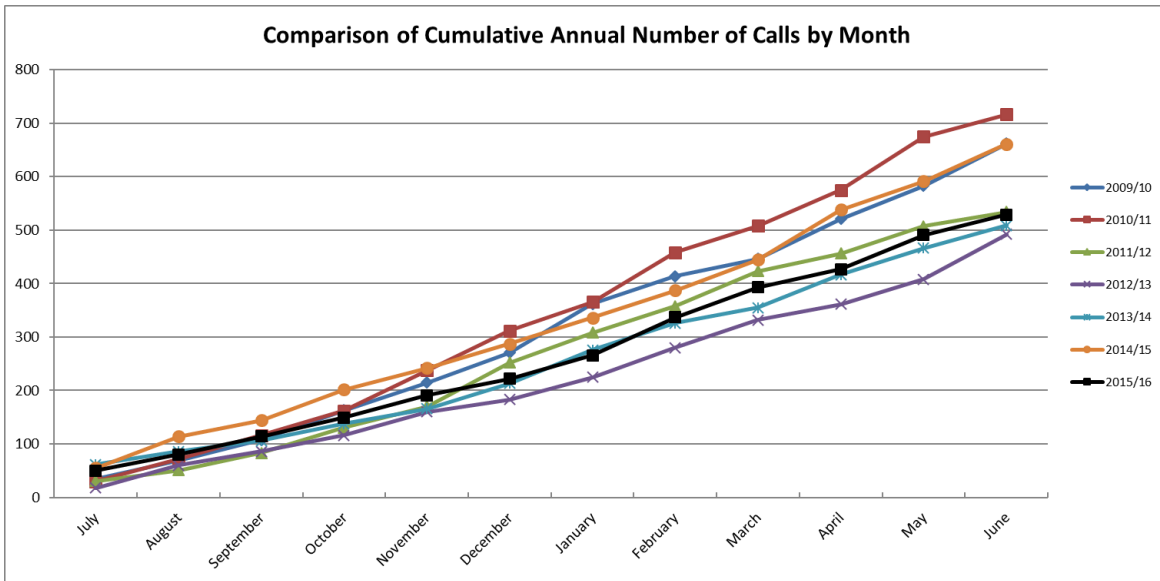
The number of calls for service received during 2015/16 from the public was significantly less than those received during 2014/15. The number of 2015/16 calls were also below the seven-year average of 586 calls per year. Although the number of calls per year has fluctuated over the past seven years it is pleasing to note the reducing trend to the number of calls over the period.

Continuous improvement to processes within the Council and by its contractor is proving to be effective. This is confirmed through reduced call numbers.

The reduced number of calls during the past year has been achieved despite several climatic events occurring which will have been the subject of multiple calls.

Year	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Number of calls to 30 June	662	716	534	492	509	661	529

The following graphs illustrate various aspects of the calls for service received from the public.



Quick Response

The average time taken to issue a consent (excluding those for yard encroachment and road closures) during the fourth quarter was 0.8 days, resulting in an average for the year to date of 1.5 days.

The number of consents for the 2015/16 financial year was much greater than those processed in the previous four years. All categories of consent with the exception of road closures contributed to the large increase. The significant increase is an indication of the increased subdivision and other development activity in the district. Despite the exponential increase in the number of consents processed the processing time continued to be extremely good.

Total Number of Consents – Year to Date					
	2011-12	2012-13	2013-14	2014-15	2015-16
Traffic Management Plans	66	81	75	101	112
Road Opening Notices	81	87	103	127	148
License to occupy	4	5	17	16	33
Yard encroachment	2	5	2	4	13
Vehicle crossings	23	22	23	28	63
Generic Traffic Management Plans	11	8	15	14	23
Road closures	5	10	8	5	9
Total	192	218	243	295	401

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.

A trend towards an increasing number of serious crashes on our roads appears to have been developing over the past two years. However, the relatively low actual numbers involved do cast doubt on this trend. The apparent upward trend follows a period of very low numbers of serious or fatal injury crashes experienced between 2011 and 2014. A more positive feature is the absence of fatalities since 2014.

Some crashes had some contributing factors in common with other crashes. Identification of a credible trend for these factors could not be made due to the small sample size. One trend identified is the tendency for crashes on our network to cause injury to only one person. The tables below provide a comparison of the crash statistics for the first three quarters of half of 2015/16 plus the last quarter of 2014/15.

Comparison of Crash Statistics on Local Roads from 1 April to 31 March	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Number of people seriously injured on local roads	15	6	7	5	8	11
Number of people fatally injured on local roads	1	2	0	1	0	0

Physical Work Programme

Most of the renewals programme was completed during the third quarter. Fourth quarter programmes focused on planned routine maintenance work for roads, footpaths, bridges and drainage. Distinguishing features of the quarter were weather related. Mild often damp weather prevailed for much of the quarter rather than the cold dry conditions expected. A brief spell of winter weather occurred around the end of May when the Southland four wheel drivers were caught in a snow storm on the Waikaia Bush Road.

Sealed Road Resurfacing

The final few sections of resealing in Alexandra and the Maniototo were completed by the end of April.

Unsealed Road Resurfacing

Re-metalling of roads in the Teviot area was completed at the end of April.

The establishment of a second re-metalling crew enabled early completion of this work on the Danseys Pass Road in early May. This was fortunate as a substantial snowfall closed the road for a number of days not long after the metalling was completed. The contractor's staff were pleased to receive praise from travellers on the road who lodged compliments on the standard of work achieved. A one-off opportunity to access pit-run metal from a new source on Kokonga

Road during construction of an irrigation dam was gratefully received. This enabled the re-metalling of Waipiata-Kyeburn, Kokonga and Tregonning Roads at a lower cost than originally estimated due to shorter cart distances. Shape, width and drainage improvements were made at several locations along Kokonga Road as part of the re-metalling.

Drainage Improvements

Culvert renewals continued on various roads in the district during the quarter. The majority of these were installed on roads being prepared for other works such as re-metalling.

Significant drainage improvement on Felton Road was undertaken. This work addressed a long standing drainage issue that had developed after the sealing of Felton Road a number of years ago. The work was close to completion at the end of June.



Cage protected excavation on Felton Road drainage improvement

Minor Improvement Programme

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

Project	Status
Brinsdon Road culvert	Completed in January.
Factory Road wash over culverts/ford	Completed in March.
Ophir and Oturehua variable speed message signs	Completed December 2015. An intermittent fault has been identified on the Oturehua sign. Our contractor and the sign manufacturer are working together to rectify the fault.
Little Valley Road sight, footpath and guardrail improvements	Completed in March. Positive public feedback received.
Cromwell pedestrian crossings, Barry Avenue and Murray Terrace	Substantially completed by end of June. Tactile pavers, road marking and signs to be completed in July.
Contribution to stock underpass, Racecourse Road	Council contribution has been made.

Streetlight Upgrade

Purchase of the Delta lights, a precursor to the upgrade has been negotiated by the Council and is in progress. Trial installation of 20 LED luminaires in Clyde and Alexandra was completed at the end of June. Balance of 2015/16 funds for the upgrade to be carried forward to 2016/17



Fulton Hogan staff working on Cromwell pedestrian crossing Safety Improvement project.

Unsubsidised/District Works

The Alexandra and Cromwell footpath renewal programmes were late commencing due to changes in roading staff during the construction season. This has resulted in under expenditure of the budgets for these activities. This work was well underway at the end of the financial year and is continuing into the first quarter of 2016/17.

Improvement to Miners Lane car park access at Clyde was deferred to allow for this work to be considered as part of a wider improvement strategy for carparking, traffic and pedestrian and cycle management within the historic precinct area. This will also enable community consultation to be undertaken on the proposal. The Roding team will be initiating discussions with key stakeholders regarding the problems in this area, and a report will be provided to the Community Board and Council early 2017.

Sections of repaired, replacement or new footpath have been constructed in Alexandra, Cromwell, Naseby, Ranfurly and Roxburgh.

Fruitgrowers Road

Monitoring of the road by Fulton Hogan continues, with no issues reported in the last quarter.

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

Poolburn: The Waste Free Parenting workshop held at the Poolburn Hall resulted in a greater awareness of the impacts of putting waste and recycling in farm pits. Several local women are now keen to establish a recycling facility for the Poolburn community. Options to locate a drop-off facility at the Poolburn Hall are being looked into. This would also have the benefit of reducing pressure at the Omakau facility.

Omakau: The site of the Omakau recycling facility is due for review. Public consultation will take place on the options and a decision will be made by Council later this year.

Alexandra: A review of the access to the recycling drop off facility at Boundary Road is underway. This will include improvements to the entrances/exits of the transfer station and the Wastebusters site.

Kerbside Collections and Transfer Stations

The greenwaste material has been dozed at the Cromwell and Alexandra Transfer Stations. The new Ranfurly greenwaste site has been accepting loads and the material is currently being utilised on site.



Cromwell greenwaste site

New operating staff have been appointed at the Roxburgh, Cromwell and Alexandra transfer stations.

The price of scrap metal on the market has dropped significantly and there is not a good outlook for an increase in value. This means that some local scrap metal merchants are refusing cars and other metals for scrap. This has seen an increase in scrap metal being taken to the CODC transfer stations.

Kerbside Recycling

There has been an increase in non-glass material being placed in the glass kerbside recycling bins in Cromwell. Contamination notices are issued and bins will not be emptied if it is a repeat offence.

A number of incidents of needles or sharp objects being put in recycling bins has led to the Otago/Southland waste minimisation group working to improve information regarding safe disposal options. The group is making enquiries into the available options for the region and will develop communications about the safe options. The group will work together to improve consistent communications with pharmacies and medical centres across the region.

Recent media attention regarding QLDC kerbside glass collection has resulted in public questions regarding CODC glass. CODC kerbside collection glass is mixed coloured and transported directly to Fulton Hogan (FH), Parkburn to be crushed and incorporated into road aggregate. CODC kerbside collection glass often contains very low levels of contamination, but not to an extent that FH has identified a concern. QLDC glass is collected in one kerbside bin with all other mixed recyclables. It is then sorted at the MRF in Frankton but the mechanical sort does not remove all contamination from the glass product. This has led to FH unable to use in road aggregate. The glass bottles collected at the CODC drop off facilities (serviced by Wastebusters) are colour separated and are sent to Owens Illinois furnace to be turned in to new glass bottles.

The calendars identifying the 2015/16 collection days for recycling and rubbish are available online. The calendar will not be distributed to all households, but hard copies are available from service centres. We have also introduced a new online tool where you can type in an address and see what day the bins will be collected.



Online Collection day tool

A review has been undertaken of the data associated with the new kerbside collections. Since the introduction of fortnightly rubbish, 4 weekly glass and 4 weekly recycling, our community's waste and recycling behaviours and customs have been changing. This data forms the basis of all forecasting assumptions for activity planning and the costs of services. This will form an important part of the upcoming Waste Minimisation and Management Plan review.

With the colder weather comes frozen bins and burnt bins. Several burnt bins have occurred this season and reminders have been put out that hot ashes need to rest for a minimum of 10 days. Wet material e.g. leaves, can get frozen in bins so greenwaste and leaves should be taken to the greenwaste site. Communications across various media have gone out.

The Waste Minimisation Officer has been nominated onto the national WasteMinz steering committee again. The eight members contribute to strategic areas of focus including; Product Stewardship, WMMP Reviews, MfE Levy Review Outcomes and the National Waste Data Framework Project.

Community Waste Minimisation and Sustainable Living

Thyme Festival

Planning for the creative arts and sustainability festival is well underway with a focus on securing workshop facilitators. The festival's communications are also getting an overhaul. This includes the brochure, newspaper advertising, posters, web and workshop flyers. Planning to improve the streamlining of this information will allow it to be better used across different media, including; web, print and video.

Love Food Hate Waste

CODC held NZ's first 'Disco Soup' to celebrate the launch of Love Food Hate Waste NZ. A good crowd came together to chop to the beat and prepare soup for the community from food that would otherwise be thrown away. The soup made was then shared at a community planting event held later in World Environment Week. The evening included a screening of the food waste documentary 'Just Eat It'.



Disco Soup in Council Chambers

A Facebook competition was held requesting members of the public to contribute their top tips to reduce food waste and favourite recipes for leftovers. The tips are available on Council's website and on the national site www.lovefoodhatewaste.co.nz. The winners were presented with a bag of 'Love Food Hate Waste' goodies.



Love Food Hate Waste competition prizes

After a cold morning planting natives in Miners Lane, Clyde, the volunteers shared rescue soup. The soup had been prepared with waste food donated by local supermarkets and prepared at NZ's first 'Disco Soup' held in Council Chambers.



Sharing 'rescue soup' at Miners Lane, Clyde

CODC and Keep Alexandra Clyde Beautiful will again coordinate Keep New Zealand Beautiful Clean Up Week 2016. KNZB provide bags for recyclables and for rubbish, gloves, stickers, certificates and other resources free to registered events. Events must be registered online at KNZB and participants receive a chit for free disposal at the CODC transfer stations.

Closed Landfills

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 were carried out at closed landfill sites in June.

CODC Performance Measures

Performance Measure	Q4 2014/15	Q4 2015/16	Full year 2014/15	Full year 2015/16
Total materials to landfill	1998T	2028T	7220T	7821T
Total materials recycled	628.1T	625.9T	1723	2641T
Total amount generated per rateable property*	-	-	642kg	775kg*
Average rubbish bin weight	19.7kg	19.6	20.4kg	19kg
Residents satisfied with Council waste minimisation	-	-	78%	89%
Resource consent compliance for closed landfills	-	-	91%	89%
Total materials to landfill	1998T	2028T	7220T	7821T

*Total materials (recycling and rubbish) shared across all rateable properties (13,525). A per household average of how much material is used and placed out for collection at the kerbside.

Diversion from landfill by recycling is up 53% from last year. However, waste to landfill is up 8%. This year saw 901 Tonnes of material come from the wastewater treatment plants and taken to landfill. This is an 88% increase on previous years.

On average, rubbish in wheelie bins has gone down by nearly 7%. The biggest decrease is in the Alexandra wheelie bins (20% decrease). Twice as much glass has been recycled this year as last year. Alexandra and Cromwell Transfer Stations are receiving significantly more material going to landfill. Roxburgh and Ranfurly transfer stations are receiving less waste material.

Enviroschools

Highlights – Provided by Enviroschools Facilitator



Schools

All students at Cromwell Primary spent a day developing a vision map of their environs. The outcome is to develop an understanding of the geographical, physical, environmental aspects that each year group relate to, both positive and negative. This is to help develop long term planning and to help the students develop a voice in what they wish to see at their school. The vision map is also used by the teachers' to develop their inquiry topics.

Clyde Primary continued their help in planting out the bank at the Clyde end of the Millenium Track with members of KACB and the Clyde Railhead Community Nursery.

A teachers workshop focussed on practices and programmes linking to the Enviroschools philosophy and curriculum delivery. This was run together with the Enviroschools Wanaka based facilitator.

A workshop for teachers and facilitators was held in Dunedin at MacAndrew Bay school focussing on the reflection process of Enviroschools. Co-facilitated by the ES Otago coordinator and an Auckland ES facilitator.

Millers Flat School reflected successfully at bronze level. This was led by the Envirogroup Yr 5 and 6 students with support from the Principal.



Millers Flat Bronze Award

The Terrace Enviro teacher and Enviro-group have met three times with the ES facilitator to discuss ongoing and future projects. We are working on a long term plan that will involve participation with the High School over several years. The Terrace Enviro teacher is making room to allow two other teachers to help in the role at school.

Dunstan High School have formed a new Enviro-group. Together with the newly formed Cromwell College Enviro-group they presented to Council on the issue of single use plastic bags and asked for leadership on this issue.



High schools presentation to Council on plastic bags

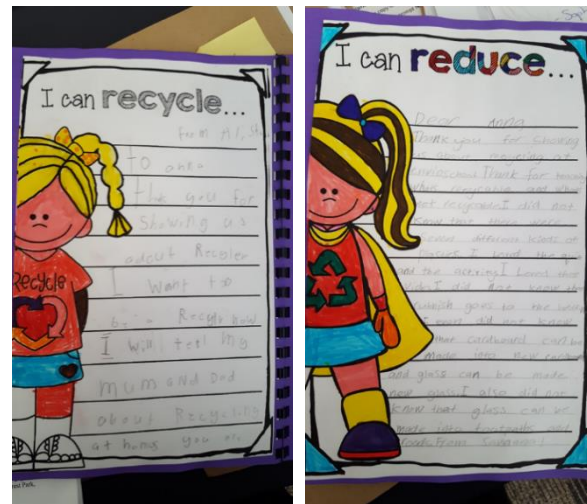
Several local schools participated in the planting day at Boundary Rd as part of World Environment Week activities. More than 30 students planted 100 plants supplied by the Clyde Railhead Community Nursery with help from other volunteer groups.



World Environment Week Boundary Road Planting

The teachers of Stand Children's Village in Roxburgh met to discuss the possibility of becoming an Enviro-school. They wish to better mirror the school settings many of their children come from and to have better recycling, composting systems and develop their learning to have more connection with the environment including outside classrooms and vegetable gardening as part of their curriculum.

Roxburgh Area school junior rooms visited Wastebusters to follow up on their inquiry topic of waste and recycling this term. They then had a practical session with the ES facilitator, with pop quizzes, Q&A and some fun games based on the 3R's – reduce reuse recycle.



Roxburgh Area School thank you notes

The release of the Enviro-schools logo competition for reusable shopping bags received positive media coverage, with the logo winner and New World Alexandra manager interviewed by *The News*. New World is offering \$1 from each bag sold to the Enviro-schools programme in Central Otago.

Enviro-schools Central Otago received a Runner-up award at the Trust Power Community Awards for Education and child/youth development.

Plans and Issues

ORC is currently advertising for the new Regional Coordinator. St Gerards waste audit will take place next term. Goldfields senior school will spend a morning revisiting nude food lunches and what waste is really made of. Roxburgh Area School plans to follow suit with Goldfields and ramp up their understanding of waste free lunches and where their rubbish and recycling comes from, and goes to, and what they can do to lessen it. Two more schools wish to come on to the Enviro-schools programme. The feasibility will be discussed to decide whether there is capacity. Alexandra Primary staff will meet early Term 3 to revisit the enviro topics for the term and check in with ES facilitator on possible projects, plans and exercises to develop their classroom learning.

Sustainable Living

Highlights provided by the Community Sustainability Facilitator



Waste Free Parenting

Kate Meade, aka the Nappy Lady, has broad appeal with householders, male and female, younger and older. Her workshops have morphed into common sense waste minimisation at home. They highlight a range of usually invisible wasteful practices and discuss simple solutions. Participants are usually surprised at what they learn and commit to less wasteful practices. Workshops were held on 4 and 5 April in Alexandra, Cromwell, Ranfurly and, for the first time, Poolburn. 100% positive feedback. Further workshops in November will include Roxburgh.



Waste Free Parenting Workshop

Love Food Hate Waste

New Zealand's first Disco Soup event was held in Council Chambers during World Environment Week activities. Participants chopped to the beat and made soup from food rescued from Alexandra food retailers. Soup was eaten later in the week at a Soupathon, Mulchathon in Miners' Lane Clyde. Documentary movie "Just Eat It" screened at the disco. There will be further showings of the movie.

Southern Sustainable Building Network

This growing network met 12 April at Infinite Energy in Cromwell to discuss applications for solar energy generation plus discussion and demonstration from Queenstown based MAXRAFT fully insulated building foundations system. Further meetings were 5 May to a ProClima Blower demonstration on a house under construction in Bridge Hill then 14 May to an Earnscleugh straw bale house with fully enclosed masonry fire heating system. On 28 June a Wanaka session was held featuring Jessica and Ben Eyers from Hiberna with a presentation of their work and how straw can be a durable, affordable environmentally friendly and mainstream construction material.

Clyde Railhead Community Nursery

The nursery is currently holding working bees each Thursday morning and every second Sunday. The volunteers are passionate and committed to developing native plant corridors, which will encourage the return of native birds, lizards and insects. The nursery has provided plants for the Miners' Lane plantings, Millennium Track at Clyde Bridge, Mokihi Trust at Cromwell and the Boundary Road, Alexandra plantings. The Nursery governance group is currently in discussion with DoC, developing an MOU. Also governance options are being canvassed. Te Kakano, Wanaka personnel are developing a 3 year funding proposal for the work regenerating native plantings along the Clutha corridor. The plant nursery group are looking to attract stewards for local area plantings. We are currently in discussion with Clyde and District Lions who are keen to build a legacy project.



Clyde Railhead Nursery working bee

Trustpower Awards

MAD4CO were delighted to be awarded the Trustpower Heritage and Environment Award at the recent Central Otago Trustpower Awards.



MAD4CO and Enviroschools at the Trustpower awards

World Environment Week

Celebrated 5 to 11 June saw a suite of diverse activities. The quirky documentary film, 'Two Raging Grannies' has attracted wide appeal with further screenings and screening requests from Cromwell and Wanaka. The four main libraries had displays for the week featuring books on sustainability, Climate Change and organics. The documentary *Disobedience* had two showings and Al Gore's latest TEDtalk update 'Climate Change: The case for optimism' was the feature for a lunchbox conversation. Love Food Hate Waste events were highlighted earlier. Boundary Road native plantings were a hive of activity with primary school children, KACB mentors and other volunteers. An open day showed people the progress being made at the Clyde Railhead Community Nursery. Discussion continued at a Mulchathon at Miners' Lane where the rescue soup was consumed and delicious.

Thinking for the Future Business Lunch

The lunch planned for World Environment Week was cancelled due to lack of interest. Organisers are returning to the original idea of attracting high profile international speakers and have a further two planned for later in the year.

Press Coverage

Coverage for World Environment Week included articles about the Disco Soup Love Food Hate Waste event, the Boundary Road plantings, the Graveyard Gully grafted apple tree planting at the Food Forest site, the plantings at Alexandra Wastebusters and the Mulchathon Soupathon at Clyde. There was an article in the News by Railhead Nursery key volunteer, Bill Nagle titled 'Restoring the Real Central Otago'. There have been several other features on the Love Food Hate Waste national campaign, some referring to activities here in Central Otago.

Plans and Issues

MAD4CO are planning to include practical sustainable living activities into the Thyme Festival calendar along with discussion and expert advice from locals and some further afield. During Adult Learners' Week in early September, we'll take the opportunity to take the Love Food Hate Waste roadshow to the main Central Otago towns.

Wastebusters

Provided by Sue Coutts Manager Wastebusters Alexandra and Wanaka



A successful year completed

Wanaka Wastebusters has been responsible for running the Alexandra recycling and reuse centre for 12 months now. Under our contract with Council we look after the public recycling drop off site in Alexandra and collect recycling from the public drop-off containers across the district, including Omakau, Ranfurly, Roxburgh Patearoa and Tarras. The Alexandra reuse shop, scrap metal and e-waste handling as well as our commercial recycling collection and events service are separate activities run under the Wastebusters umbrella.

This combination of activities means we can employ, train and support local people. We took on eight FTE staff from COWB, one of whom retired part way through the year. We have also added two new staff,

one in the reuse shop and one in the recycling yard. We have worked hard on building up a team work approach to getting the job done. We have been getting a lot of good feedback from service users and customers which is encouraging.

The Wanaka team has been actively supporting the Alexandra staff, with training, setting up systems and processes and working through product backlogs we inherited. The support we have received from Council, local business people and the public over the last 12 months has helped us to deal with the impact of the September fire.

Activities

Over the Autumn we focused on working our way through the last of the inherited material backlogs. We sorted 28 tonne of scrap metal and white ware and sent it to market.

The extended opening hours, 9am to 5pm 7 days a week, are working well. The overnight drop off is available for anyone that cannot make it to the site during opening hours. We have noticed an increase in recycling drop off users over the weekend.

The extra shipping containers in Ranfurly and Roxburgh give us more capacity at these recycling drop offs. We are gradually shifting to using wheelie bins for glass instead of wooden crates at all drop off sites. This makes collection and transport safer, keeps the drop off sites tidy and simplifies the handling process at the Alexandra site. It has been working well so far.

Real Recycling

We recycled 850 tonne of product in the 2015/16 year. This is a good result given that the council kerbside collection and processing is now being done through All Waste. It gives us a benchmark to use for future comparisons. We have added a number of new customers to our commercial collection runs which will bring additional material through the site in the coming year.

Wastebusters has a strong zero waste ethos. All of the recycling we collect is sorted and bundled into clean streams of high quality product that can be sold on to re-processors. Where possible we sell materials to companies onshore. This helps create jobs and economic development in New Zealand.

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 their replacement programme. Other E-waste we receive goes to e-cycle and is dismantled in New Zealand.

Health and safety

We are implementing changes to the Alexandra site layout, systems and processes that will reduce risks across the Alexandra operation. We have reviewed all our Health and Safety documentation in light of the HSWA and have developed an action plan for 2016/17 to adapt and refine some systems and processes.

We have met with Council to coordinate changes to the site entrance, overnight drop off and internal traffic flows. The aim is to reduce risks around traffic entering and leaving Wastebusters site.

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. We are close to finalising the material damage claim with our insurance company. Once that is done we will be able to rebuild 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

		Occupancy Rate January to March 2016		Occupancy Rate April to June 2016	
Area	Units	Tenanted	Occupancy Rate	Tenanted	Occupancy Rate
Alexandra	23	23	100%	23	100%
Clyde	3	3	100%	3	100%
Cromwell	31	28	90%	28	90%
Roxburgh	15	14	93%	14	93%
Ranfurly	26	18	69%	19	73%

Insulation

The internal insulation report has been completed for the Inniscort, Molyneux and Ortive Street units in Cromwell.

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 14 units require minor hot water cylinder pipe lagging, and 7 units require the hot

water cylinder expansion pipe located in the ceiling cavity to be lagged. This work is being carried out in July 2016.

Residential Tenancies Smoke Alarms and Insulation Regulations 2016

These regulations become a legal requirement as of 1 July 2016.

Smoke Alarms

Council's annual assessment and replacement programme for smoke alarms complies with the legislation. Legislation requires that landlords are responsible for ensuring that smoke alarms are working at the beginning of every new tenancy. Tenants are responsible for battery replacement.

Council exceeds this requirement and annually undertakes a smoke alarm check and battery change to ensure the alarms are still in situ and in working order. As our tenants are elderly we do not support or encourage them to stand on step stools or chairs to undertake a battery change or smoke alarm check.

This year the units in Cromwell and Alexandra were all fitted with photoelectric smoke alarms with long life batteries. The life span expectancy of these units is between 8 and 10 years. In future the annual smoke alarm check will still be carried out, but the battery change component will not be required until the smoke alarm unit needs to be replaced.

It is planned to replace the old style smoke alarms in Clyde, Roxburgh and Ranfurly over the next two years.

Ceiling and Underfloor Insulation

The legislation requires the minimum thermal resistance value rating required in the ceiling cavity to be either R1.5 or R1.9, dependant on external cladding and the age of the units. The retrofitting of ceiling blankets with an energy rating of R3.2 in 2015 means that Council has exceeded that requirement.

There are some exceptions:

- Five units in Alexandra will be fitted with ceiling blankets in July 2016. These units were assessed by the Healthy Homes scheme in 2006 as being satisfactory. The batts have further reduced in thickness so hence the fitting of a ceiling blanket over top.
- Five units in Roxburgh have a scallion ceiling roof profile. This means that the only way to undertake ceiling insulation is to remove the roofing iron, replace the building paper and install new batts with a minimum of R3.3 rating material. This works falls into the "not reasonably practicable to insulate without substantial building work" category so is exempt. However, prices are being sought with a view to undertake this work in the future.

From 1 July 2016 where old ceiling insulation is damaged and has to be removed and replaced, the replacement ceiling insulation must be R3.3 or greater.

Underfloor Insulation

The majority of Council units are built on concrete pads with no under floor cavity so no underfloor insulation can be installed.

There are some exceptions:

- Ventry Street and 15 Shannon Street Alexandra units – while they do have an under floor cavities, there is no access and the space is too narrow to allow installation so is exempt.
- Scotland Street Roxburgh has four units where an assessment of the underfloor access and space is being undertaken to determine what work if any will be required.

Internal Refurbishment

The aim is to internally refurbish 10 units per financial year. The refurbishment programme is dependent on a condition assessment and the unit being vacant. The refurbishment includes, stripping of wallpaper, applying a skim coat (thin plaster) and then painting. This work is incredibly dusty, which requires the tenant to shift out.

For units with an existing tenant in situ, cooperation is required from the tenant and their support network to shift the tenant and their possessions out for the duration of the refurbishment. In some situations, even though the unit needs a refurbishment the tenant declines the offer and we must respect that.

This financial year internal refurbishments have been carried out at:

- 4 Cromwell units
- 2 Alexandra units
- 2 Roxburgh
- 2 showers were replaced at the older Roxburgh units due to water leaking in the wall cavity
- 2 bathrooms in Cromwell were refurbished

Tenant Survey Satisfaction Results

The survey was sent out to 83 tenants with a 66% return rate.

Tenants are asked to rate from very satisfied, satisfied, dissatisfied, very dissatisfied following 5 questions:

- How would you rate your unit in terms of the condition of the décor?
- How would you rate the condition of your unit in terms of being warm and dry?
- How would you rate your unit in terms of catering for any mobility issues? (e.g. need for handrails, ramps condition of paths etc.)
- How would you rate the timeliness of maintenance and repairs you report as required?
- How would you rate your overall satisfaction with Council units?

The satisfaction result based on an average of all questions was 97%, one percent down on 2014/15.

Note the survey was completed in April prior to the rent review process.

Vallance Cottage

A review of the draft Conservation Plan by the working group and family members has been completed. The cottage has been identified as having the highest level of significance in the categories of Historical Significance, and Cultural and Social Significance. The report also impressed the importance of finding a new use for the building to generate income to ensure its survival. The group will now work through funding of urgent maintenance of the spouting to stop water ingress and then work through a proposed plan for the Vincent Community Board to consider the future of the cottage.

Millers Flat Bowling Club

After 92 years of operation the Millers Flat Bowling Club confirmed that it is looking to wind up their club.

The Millers Flat Bowling Club Articles of Association provides for any funds and property (after payment of all liabilities) to become the property of the Millers Flat Domain Board (now CODC). The land is a Crown derived reserve. Council staff have been working with the club to determine the best way forward and discuss options for use of the building by other community groups. The Teviot Valley Young Farmers have expressed an interest in the building and conversations around this are progressing.

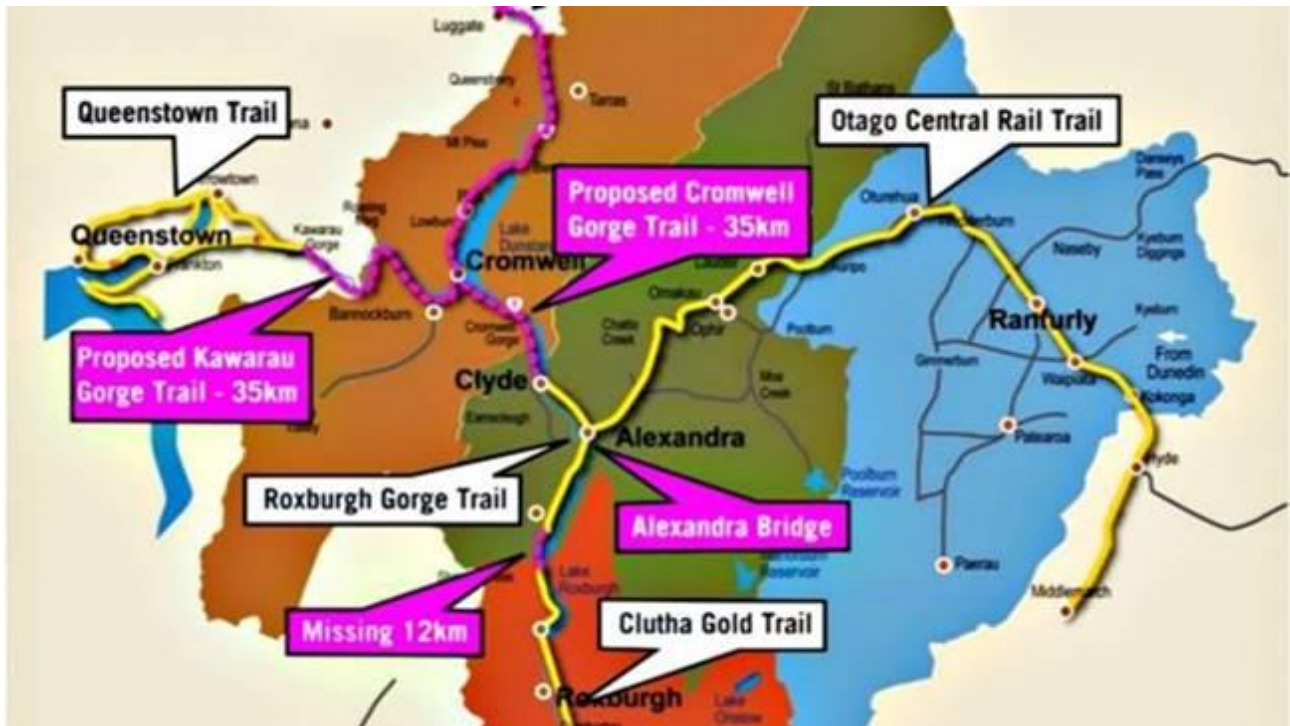
Alexandra Girl Guides

The Alexandra Girl Guides have notified Council that as they no longer have an Alexandra based group so they would like to sell the building. The land is Council owned held as a Recreation Reserve Local Purpose –leased to the Girl Guides. The building is owned by the Girl Guides. The reserve status has been lifted to enable the property to be sold. The property was taken to the market for a deadline sale which has now closed. A report to the Vincent Community Board to consider offers will be presented on 17 August.

Alexandra Suspension Working Group 1882

Feasibility Funding for Proposed Pedestrian Bridge

Government has announced a \$13m commitment towards a project to fund linking up the existing cycle trails in Central Otago (of which the Alexandra Bridge was highlighted). Central Lakes Trust is also going to contribute a further \$11.5m and the Otago Community Trust is contributing \$2m. The bridge project working group is now awaiting confirmation around when the projects are to proceed, as their application for a feasibility study funded by the Central Lakes Trust has been put on hold until the programme of the wider project is known.



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 autumn treated the parks kindly. The warm dry weather conditions meant irrigation continued well into May. This meant that many of our grounds went into the winter in good condition for winter sport. The early winter has proven to be mild with the extreme cold of past years not being experienced to date.

Cromwell

Painting of the Big Fruit sculpture in Cromwell occurred over this quarter with a quality job being undertaken by the contractor Insignia Signs.



Painting of Lowburn Playground was completed by the local community and contractors put in new softfall areas under some of the equipment.



Irrigation extensions were carried out at Anderson Park to eliminate the worst dry areas at the park.

Cover was installed over the mine shaft at the 45th Parallel Track to ensure the future safety of this area.

Vincent

“The Rec” tennis courts have been sprayed with Moss killer and brushed off to remove the excess moss around the perimeter with a much tidier appearance for users.



Four new picnic tables were installed at Rotary Park by the local Rotary club.

The Blossom Festival Committee installed a new power supply on the Tarbert Street side of Pioneer Park.

Work is underway replacing the gardens around the William Fraser Building with the carpark back entrance and the Child Youth and Family entrances receiving an upgrade. Any gardens being replaced have followed the water conservation models of other gardens round the area.

Teviot

Ten new trees were planted out on Scotland Street.

Paving under the pergola at King George Park in Roxburgh was carried out.

The sphere sculpture in Teviot Gardens, which was damaged in a traffic accident, was removed and repaired and reinstalled.

Maniototo

Submissions were heard on the Maniototo Reserve Management Plan. The Plan was adopted by the Maniototo Community Board in July.

A new Oturehua Playground was installed as a joint project between Council and the community.



Clutha Management

It was a quiet quarter for Clutha Management.

The contract for Lake Enforcement and Education was put out for tender during this period and closed in early July.

A new toilet was installed along the Alexandra to Clyde river track near the Marshalls Road area.

Cemeteries

It has been a steady quarter for the cemeteries in terms of burials and ashes burials with 23 burials or ashes.

Alexandra	6 ashes and 6 interment
Clyde	2 ashes
Cromwell	2 ashes and 3 interment
Ranfurly	4 interment

Work began on the reclassification of the neighbouring Alexandra cemetery land with the Vincent Community Board considering a report on this issue and the proposal being put out for public comment.

Removal of 15 large pine trees at Cromwell Cemetery occurred in April. The image below shows the chip remaining from this removal work which will be used round the young trees on site.



Soil levels on graves at Ranfurly Cemetery have been topped up over the last three months.

The apple tree has been removed from the damaged wall and stonemasonry college students undertook the project to rebuild the wall at the Graveyard Gully/Manuherikia Junction Cemetery in Alexandra.



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

Community and Sports/Recreation group lease review

During the course of recent rent reviews and renewals it has been noted that there is a lot of inconsistency in the levels of rent for sports/recreation clubs and community group leases around the district.

A review of all Council leases is being undertaken with the intention to develop a policy to determine fair and more consistent rent levels.

To assist in understanding the background information has been requested from lessees relating to subscription structures and levels.

Maniototo Park Stadium

The Stadium has had replacement upgraded wall heaters installed as part of the planned capital expenditure (capex) work. A commercial range hood and extraction system has been installed over the commercial oven in the kitchen. This was also part of the planned capex work.

Centennial Milkbar, Ranfurly

The perimeter wooden fence has been replaced on the western boundary and repairs have been made to the rest of the fence – it is looking really tidy now.

One curved window sill of the building was identified to be replaced, but on further inspection there are other window frames that need rotten timber replaced. A report for an overspend will be presented to the Maniototo Community Board in the next financial year. It makes better financial sense to undertake all the work at the same time.

Naseby Town Hall

Planned internal painting has been completed. The building has been possum-proofed with successful results to date.

The new fridge has been installed. Old damaged flooring tiles have been replaced with new vinyl floor sections.

Ranfurly Town Hall

The kitchen cupboards have been reconfigured, allowing for the old dish sterilizer from the Maniototo Stadium to be installed. The old sink sterilizer has been removed and a new stainless steel sink has been installed. The fridge has been relocated to a better placement in the kitchen. A mobile stainless steel work bench is also available for users. These changes will make the kitchen a much more user friendly space for catering. Replacement aluminium windows that were purchased for the hall years ago and put into storage have also been fitted.

Cromwell Memorial Hall

The detailed architectural design was accepted by the Cromwell Community Board and community grants funding application are now being prepared.

Libraries

Staffing

Central Otago Libraries are pleased to announce the appointment of Jo McElroy to the District Library Manger's role, following the resignation of Rebecca McElrea. Mrs McElroy comes to us from Queenstown Lakes District Libraries and has extensive experience in the library and information technology fields. She is Chair of the Association of Public Library Managers.

Acting District Library Manager Nikki Williams has resumed the Collection Development Manager's role.

Library Assistant, Helen Rendall, has returned to her role at Alexandra Library following her time as Acting Collection Development Manager.

Diane Broad, based at the Roxburgh Service Centre and providing casual cover at Alexandra Public Library, has tendered her resignation.

Autumn School Holiday Programmes

As part of the continuing WW100 commemorations, the Autumn holiday programmes were themed The Grind of War. Children spent two sessions creating replica trenches, with kits supplied by the Central Otago Model Society. These included carving a polystyrene block fitted in a shoe box, providing tinted Plaster of Paris, timber for the duckboards, ladders and barricades. Their input was greatly appreciated by the libraries' team and the children attending the sessions. Models made by the Roxburgh children were so admired they were asked to include them in the display as part of the Teviot Valley ANZAC commemorations. Other sessions were used for making "Xrays", bi-planes and first aid kits. Alexandra Library Assistant Helen Rendall was instrumental in designing and coordinating these activities.



Day 1. Children made the duckboards, ladders and sandbags for their model trenches.



Day 2. Models were plastered; trees, ladders and barricades were added to complete the models.

Collection



Central Otago/ Queenstown Lakes Libraries are delighted to have added a new platform for eBooks to our catalogue. Wheelers ePlatform can be accessed via <https://cqlibraries.wheelers.co.nz> or by downloading the ePlatform app for iOS or Android devices. More than 600 titles have been added across a broad range of subjects including business titles, biographies and fiction for adults and children. Selecting for this platform will be shared between Central Otago and Queenstown Lakes District Libraries on a rotating basis.

Wheeler's ePlatform joins Bolinda BorrowBox and Overdrive as our shared platforms for the delivery of electronic resources.

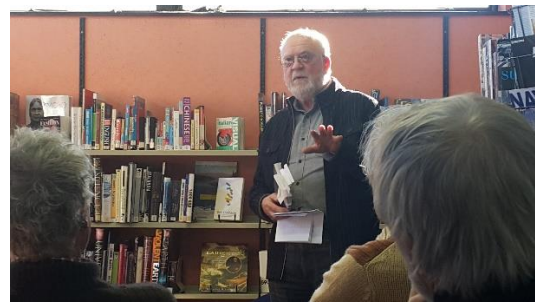
Feedback has been very positive as we float the collection, with our regular users enjoying the steady flow of fresh material in their spaces which this system creates.

Alexandra Public Library will commence floating the collection when the Dead Item Relocation has been completed. This major project has seen any items not circulating in over a year being evaluated for condition, accuracy and relevance. Any items no

longer fitting these standards are weeded from the collection and the balance are relocated to other branches where they have a new lease of life. Our collection tool, CollectionHQ, allows evidence based reporting to guide decision making when relocating items.

Author Visit

Henderson House Artist in Residence Philip Temple and his wife Diane Brown spoke to an enthusiastic audience at Alexandra on 4 June. Mr Temple read from his new book *MiStoryset* in part in Central Otago. Ms Brown read from *Taking my Mother to the Opera*, her latest offering, which struck a familiar chord with many in the audience. An entertaining and informative question and answer session followed covering writing techniques, self-publishing, preferred format.



Philip Temple



Diane Brown

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 Dunedin on 20 May, 2016. Discussions included and update from The Association of Public Library

Mangers, a regional round up and discussion about our joint standing order with Bolinda Borrowbox.

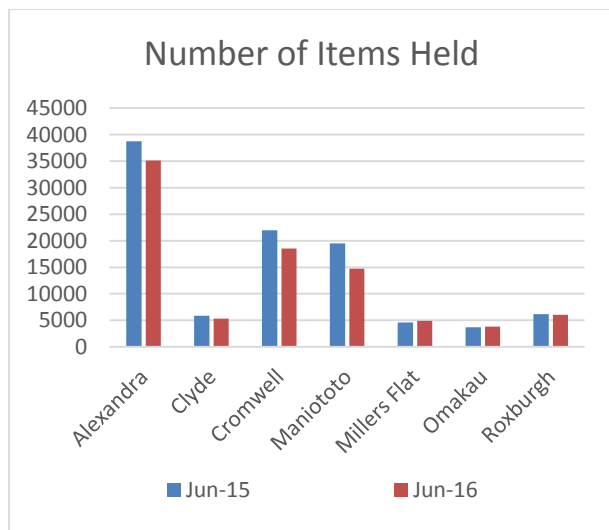
Attendees were given a demonstration of Scattered Seeds, a digitisation project in collaboration with the Dunedin Lebanese Community. This community group has made funds available to set up and maintain a valuable online repository for documents and photographs. The site is in its early stages and looks to be an exciting development in the services the library provides.

APLM Strategic Meeting

The Association of Public Library Managers was held in Hutt City on April 12 and 13. Acting District Library Manager Nikki Williams attended on behalf of Central Otago Libraries along with approximately 90 other delegates and speakers. Key themes were the need to understand the changing demographics of our communities, planning for an aging population, the need to deliver traditional services while providing new programmes and new ways of delivery, marketing our eResources to regular users and non-users of the library and the evolving use of library spaces. Recruitment and retention of multi-skilled staff with a good grasp of eResource delivery and excellent customer service skills and a demand for increased library hours are seen as challenges to be addressed in the near future. Delivery of eResources is one way of making the library accessible to users at all times.

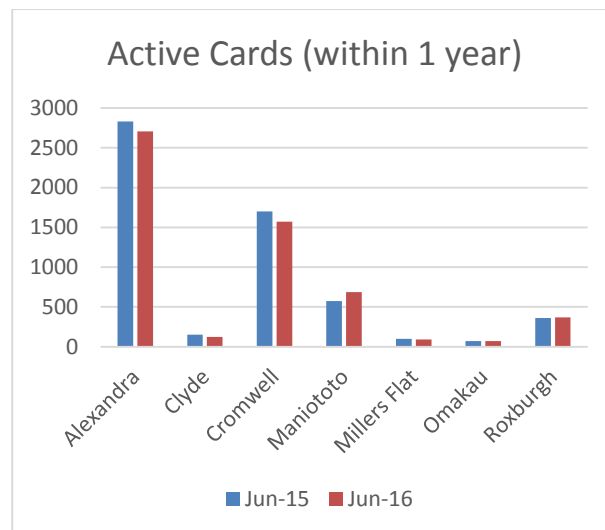
Statistics

Items Held



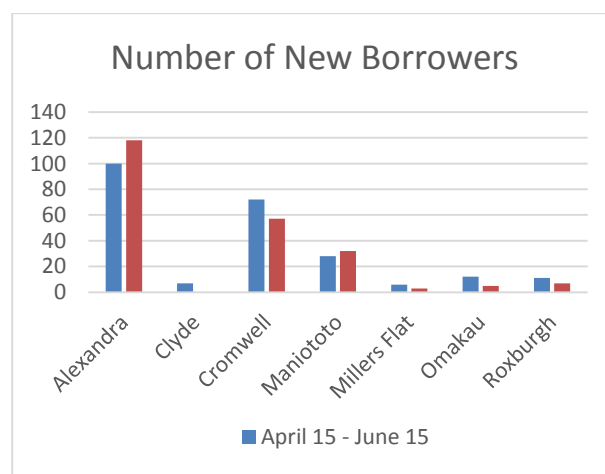
Total numbers of items held has been reduced by 12% following the collection assessment and weeding programme. The programme has seen items that are damaged or inaccurate removed from the collection. Staff training will assist in ongoing collection maintenance.

Active Borrowers



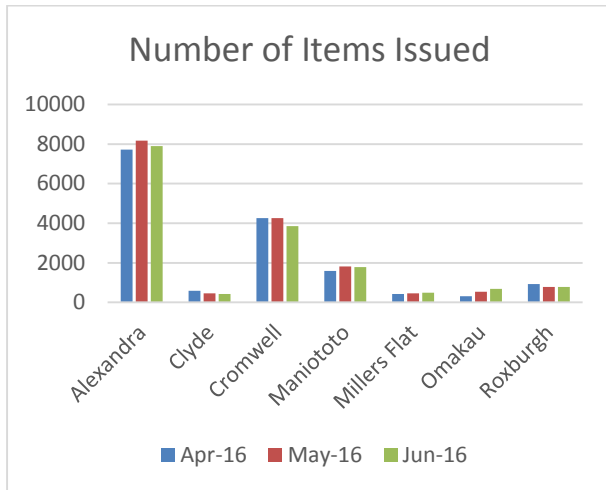
Borrowers who accessed the libraries' physical collections within the last year have declined by 2.9%. Cromwell had the largest drop (-7.5%) followed by Alexandra (-4.3%), while Maniototo showed a 20% increase.

Number of New Borrowers



A total of 222 new borrowers have joined Central Otago Libraries in this quarter, down slightly from 236 in the same quarter last year. The largest gains are in Alexandra and Maniototo Public Libraries.

Number of Items Issued



Number of issues through our libraries are down 4.1% across the district compared with the same period in 2015.

Roxburgh issues have increased by 0.8%, Omakau issues have risen by 12.7%, Millers Flat has increased by 10.6%, Maniototo has decreased by 15%, Cromwell has a slight increase of 0.33%, Clyde has a 9.3% decrease and Alexandra has a 5.4% decrease.

eResources

622 titles have been added to the Central Otago – Queenstown Lakes ePlatform this quarter.

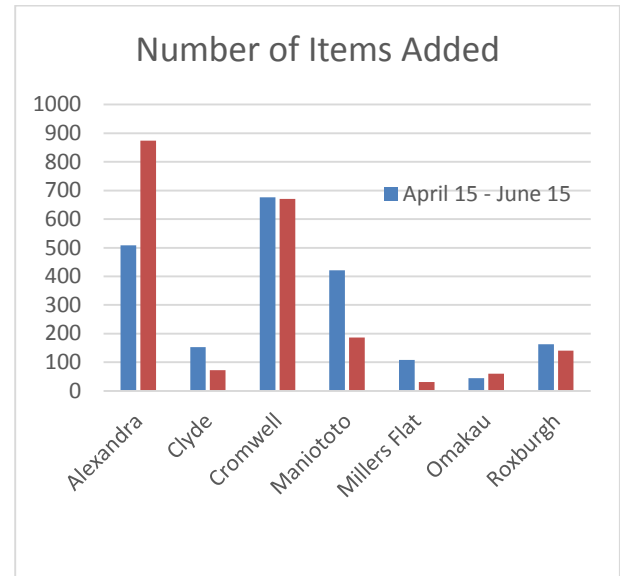
Central Otago – Queenstown Lakes Libraries patrons have access to 3945 items (eBooks and eAudio) via Overdrive, 1017 items via Bolinda BorrowBox (eAudio) and 622 items (eBooks) Wheelers ePlatform.

In the three weeks of use Wheelers ePlatform attracted 11 patrons and 12 issues.

An average of 194 different patrons borrow from the e collection each month.

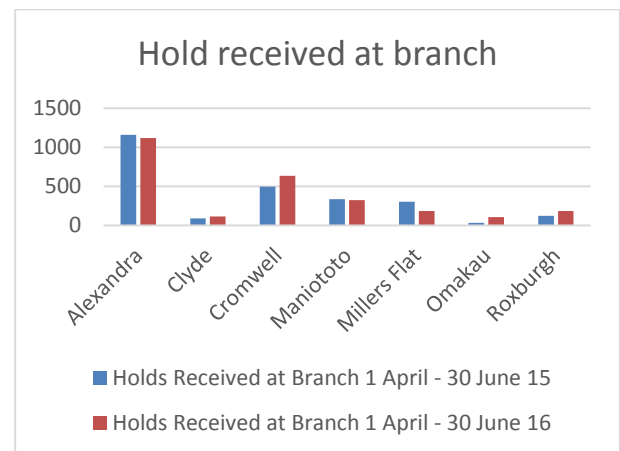
Statistics for e resources represent the whole Central Otago – Queenstown Lakes Joint Libraries partnership. We look forward to growing this service.

Number of Items added

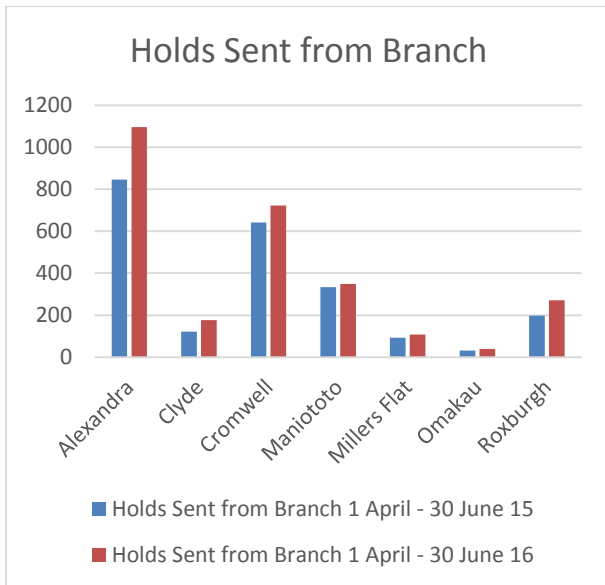


2037 items have been added to Central Otago Libraries' catalogue this quarter, compared with 2074 last year. Items start their life in one branch and are circulated throughout the district through the holds and floating system.

Holdes Sent and Received



There has been a 4.8% increase in the number of items being received at Central Otago Libraries to fill holds. The largest percentage increase is at Omakau School and Community Library (221% increase) as the children make use of the holds system to expand their reading. There has been a 39.3% decrease in the number of holds received at Millers Flat Library corresponding with a sizeable shipment of new items arriving from a grant received by the school last year.



All libraries are showing an increase in the number of items being sent to fill holds at other branches within the Central Otago/Queenstown Lakes with a 22% increase across our district as compared with the same quarter last year.

Swimming Pools

Staffing has been steady over the quarter.

Overall numbers using Molyneux Aquatic Centre have been up for this quarter by 5% when compared with the previous year. This is primarily due to the swim skills lessons undertaken in Term 2.

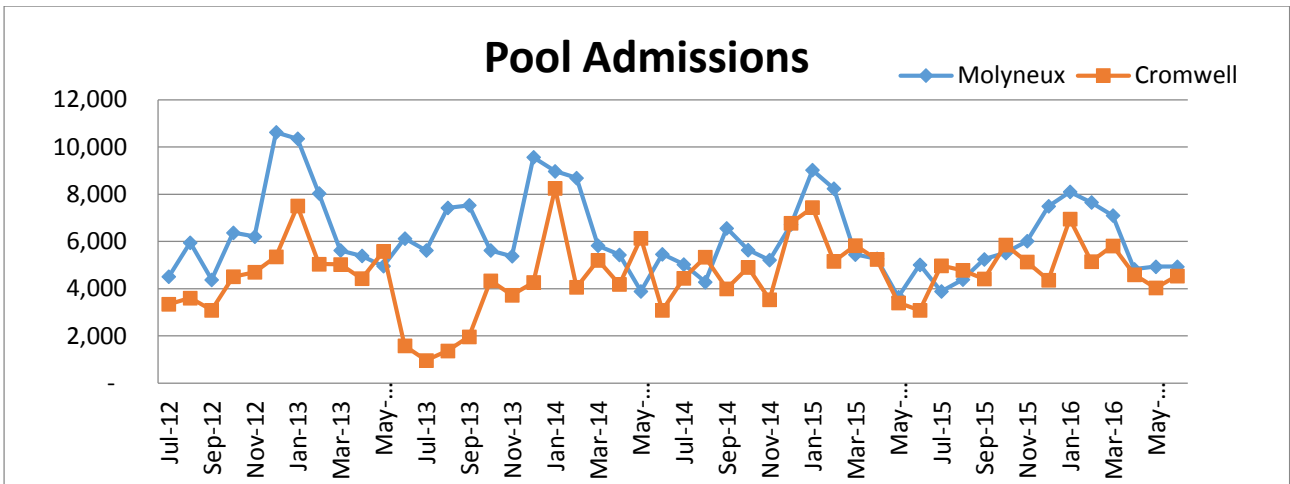
Cromwell Swim Centre numbers are 11.8% ahead for the quarter. Again this is primarily due to the swim skills lessons occurring in Term 2 and an increase in member's visits.

Central Otago Swim School numbers enrolled in Term 2 are rebuilding with the 131 students at Molyneux Aquatic Centre (93 in 2015) and Cromwell Swim Centre having 135 students (105 in 2015). Holiday bookings are still being received so these numbers will increase yet.

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

The Swim Safe Programme for Term 2 was undertaken with the local schools. This saw children aged years 1-4 doing lessons, which included Alexandra, Clyde and Cromwell schools. This has seen over 4300 lessons delivered over the last two months.

Results from the 2015 Swim Safe Programme have been received for the wider Central Otago area and include the Queenstown/Wanaka area. This includes children from Maniototo, Teviot, Vincent and Cromwell areas. The achievement rates are nearly double the national average for children in years 1-8. This is higher especially in those children able to swim over 50 metres. Breaking out Years 7 and 8 children sees this group able to swim 200 metres at double the national average. This is a very positive result for the district in light of the recent high drowning rates experienced throughout New Zealand.



Cromwell Swim Centre

It has been a good quarter for Cromwell Swim Centre with overall numbers through the pool being up 11.8% compared to the same quarter last year. Core users of the facility dropped off over the quarter with less adults and children. The overall decrease in core numbers across this quarter has also been associated with not providing a cheaper shower service at the pool any longer with the cost of showers being the same price as pool entry. Central Otago Swim School numbers are well up plus higher members use of the facility.

The new plant room ventilation was installed at Cromwell. This provides fresh air to the plant room with the aim of ensuring our plant operates for longer without the harsh effects of this aquatic environment.

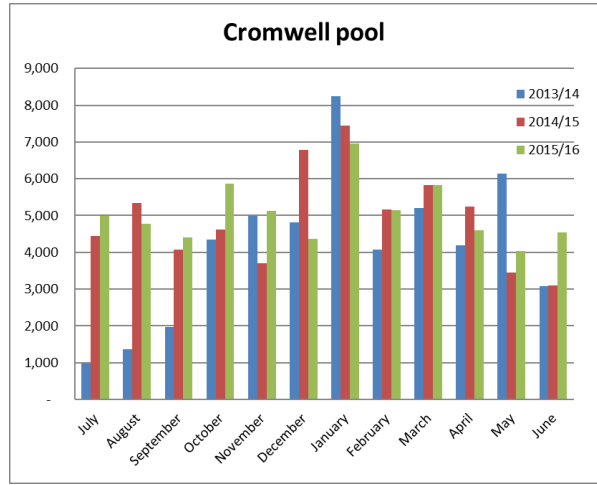
The pool had a planned closure in early May to repair the toddlers pool liner, refurbish the therapeutic pools filter, install and new heating unit for the spa pool and general maintenance of the changing room areas.

The pool was closed for three days in May for pool liner work and filter refurbishments.

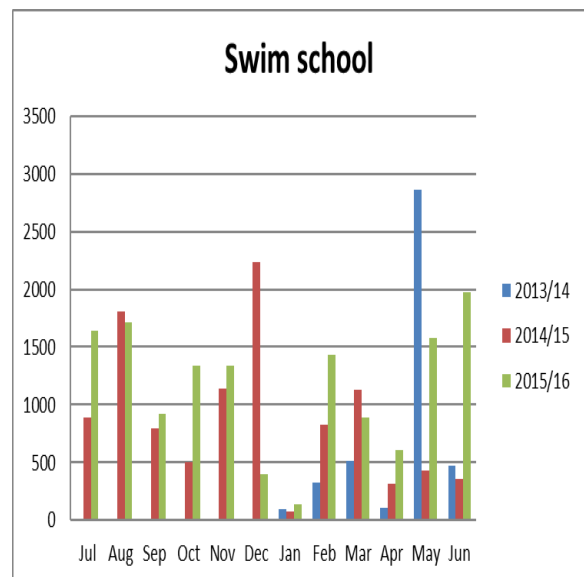
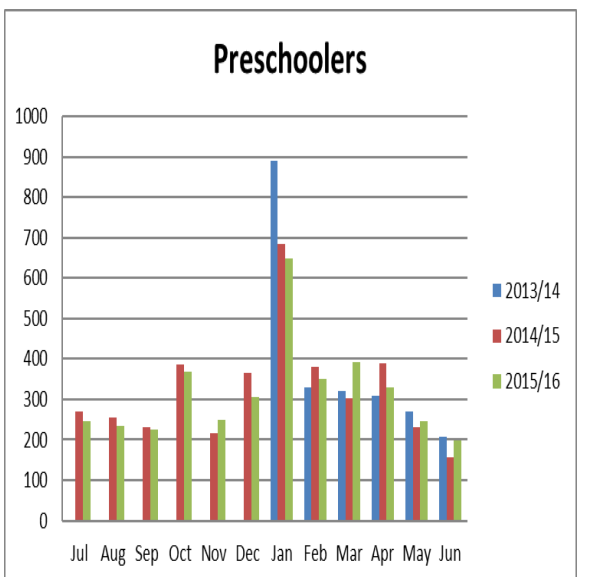
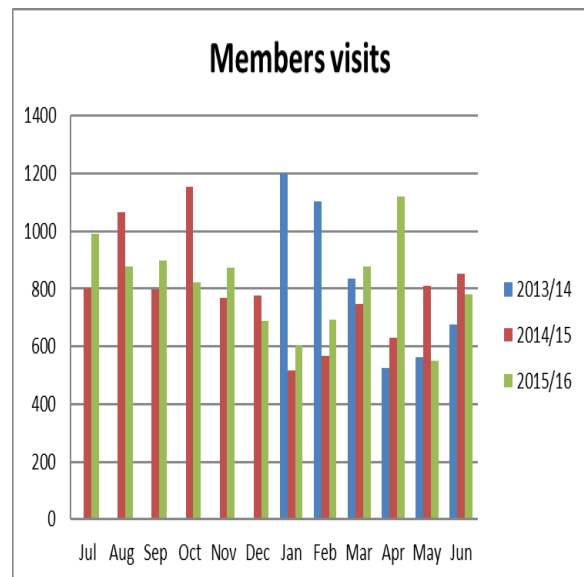
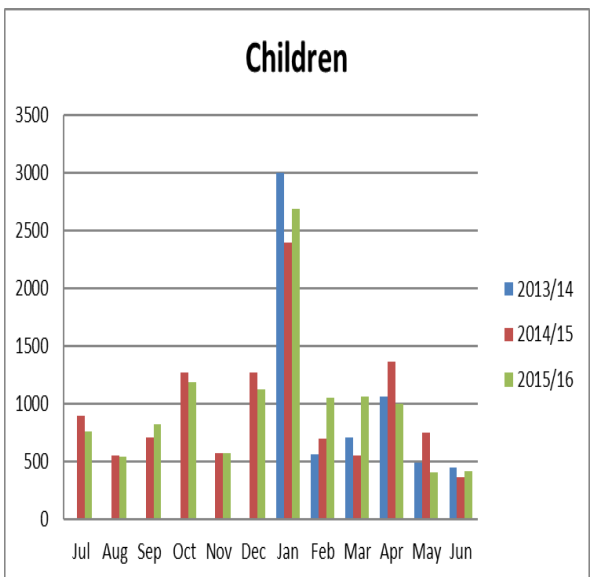
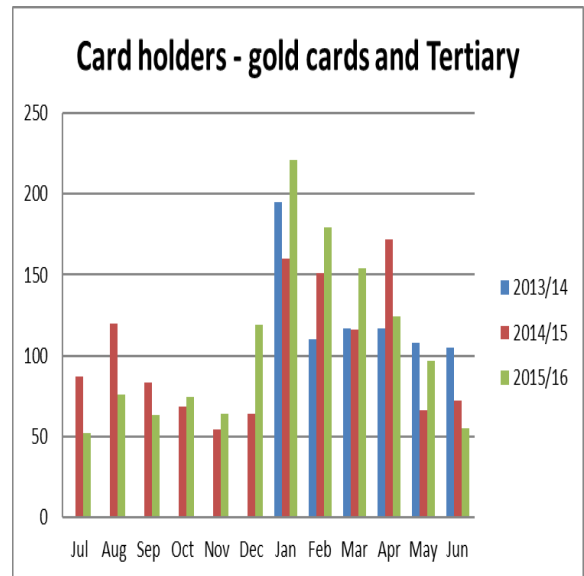
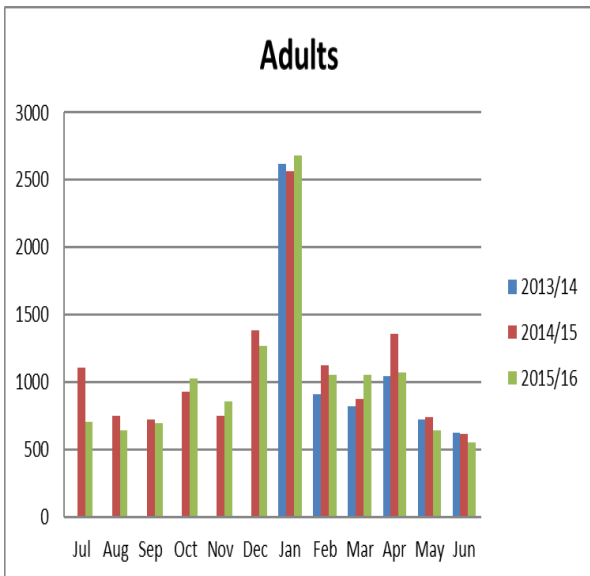
Cromwell Swim Centre bought four paddle boats for holiday and play time activity. These will be used for the first time at the July school holidays. These have been trialled at the pool and have proven very popular at other pools round the country.



The admissions to the facility per month.



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



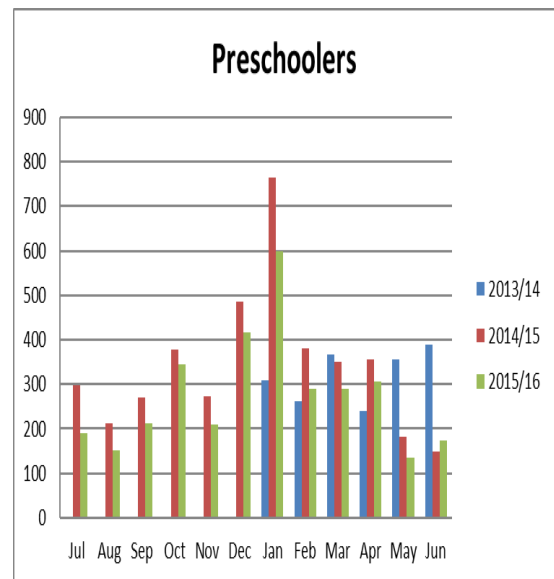
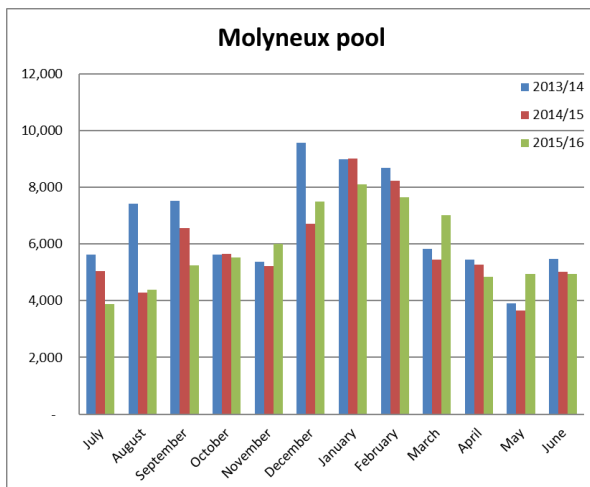
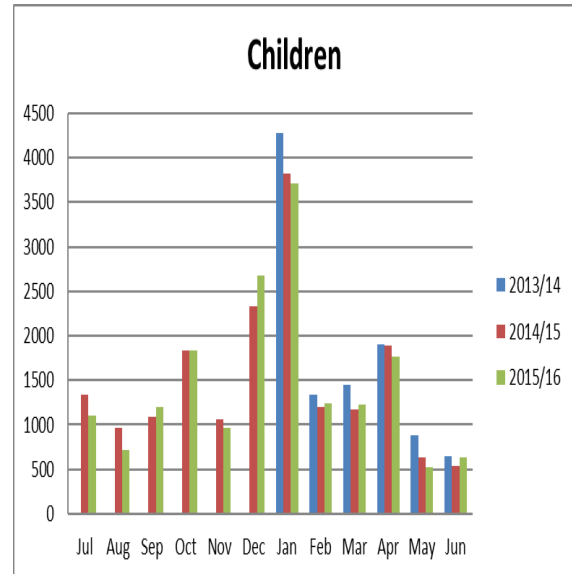
Molyneux Aquatic Centre

Overall numbers through the pool are up for the quarter by 5%. Core user numbers for the pool were lower for adults and children. Member users were up along with Swim School attendance.

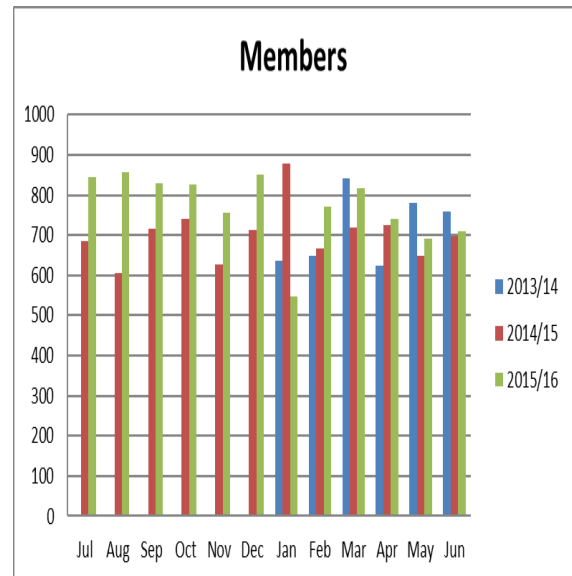
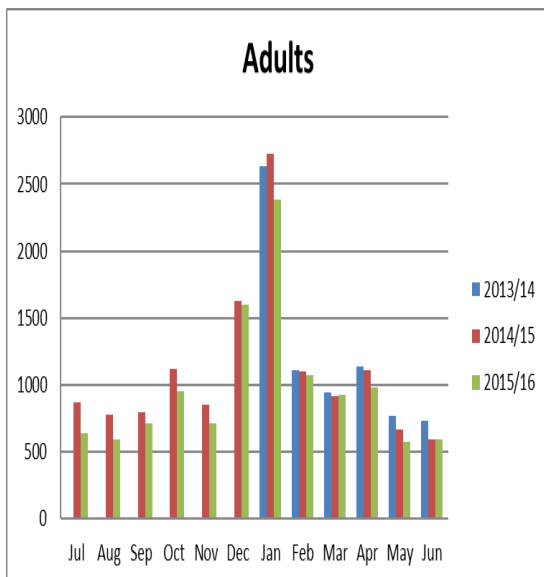
The Myrtha liner in the therapeutic pool at Molyneux Aquatic Centre was replaced in the first week of May. At the same time the therapeutic pool filter was reconditioned.

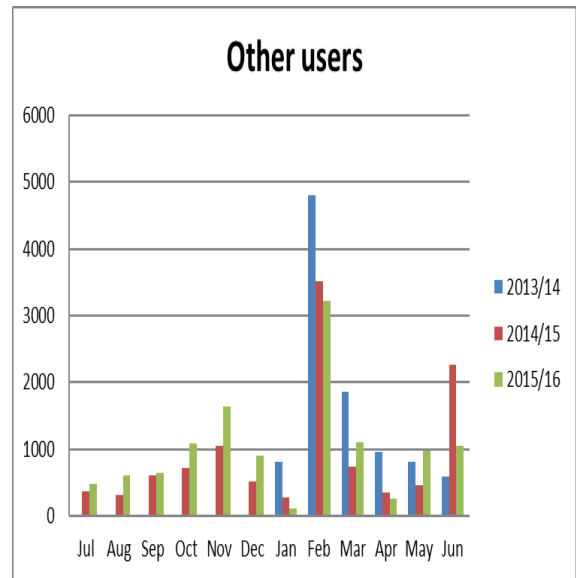
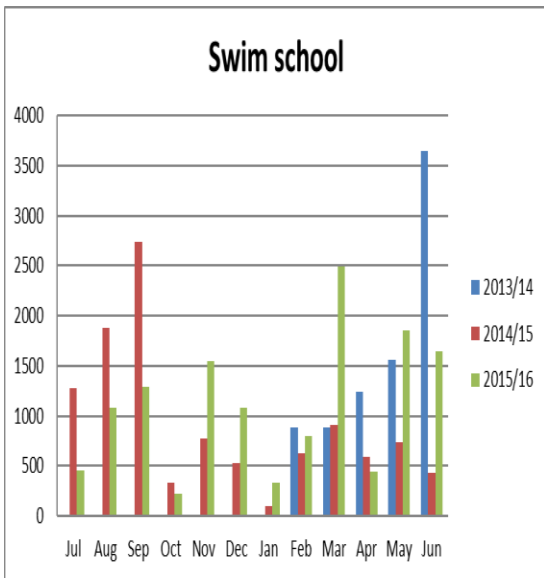
The showers in the men’s changing room were retiled. The women’s side will be retiled in late July.

The new exterior wall linings for pool were installed in late June.



Some breakdowns of the above figures and admissions to the facility per month.





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

Centre for Space Science Technology (CSST)

The Central Otago proposal for a Regional Research Institute tentatively call the Centre for Space Science Technology is one of three that have been selected by Government to advance to the development of a Better Business Case. The Steering Group has met the Ministry of Business, Immigration and Employment to start the process. The BBC will in due course be considered by Cabinet, who will make the final decision on whether or not this project will receive funding. The cost of developing the business case is being supported by grants from the Central Otago District Council of \$20,000, the Ministry of Business, Innovation and Employment of \$40,000 and Venture Taranaki of \$10,000. The goal of the proposed Centre for Space Science Technology is to drive economic growth by enabling access to new and existing space-based measurements and by developing products and solutions tailored to the needs of New Zealand's regional industries. The Centre would bring a number of benefits to Central Otago. These include access for key sectors such as

pastoral farming, orcharding and grape growing to new products tailored to their needs; the establishment of high value manufacturing and service businesses both to supply the CSST and utilise the spaced-based measurements it will make available; and new job opportunities in a number of new disciplines to the district. The Centre is expected to generate around 22 new FTE spread over around 35 positions, which will provide a considerable direct and indirect economic stimulus particularly to Alexandra where the CSST will be headquartered and more generally add additional vibrancy to many aspects of Central Otago community life.

Regional Business Partners

A consortium made up of Enterprise Dunedin, the Otago Chamber of Commerce and the Otago Southland Employers Association has been awarded the contract to deliver in Otago the Government's front line programmes for supporting the development of small business. The programmes are Regional Business Partners, Callaghan Innovation, and Business Mentors New Zealand. The CODC has reached an agreement with the Consortium to contribute to the delivery of the programmes in Central Otago. The Council contribution will involve a hot desk arrangement for the Consortium's partner advisors when they are working in the district,

promotion of the programmes through the Council’s existing communication channels, and active engagement by the CODC with members of the district’s business community to ensure they are aware of and know how to access the programmes.

2015 Economic Profile

The 2015 BERL report which was commissioned by the CODC confirms that the year to March 2015 was another good one for the Central Otago economy. The BERL authors have in fact commented that the GDP growth of 8.4 per cent, GDP per capita growth of 6.4 per cent, and employment growth of 7.7 per cent were phenomenal with much of the growth occurring in agriculture, agriculture support services (most likely, contracting services), administration services (which is where labour supply, recruitment and other manpower-related activities are classified), construction, and medical services. As will be seen from the tables for the 2015 year and the 10 years from 2005 to 2015 Central Otago district has performed better than the Otago region and New Zealand across almost all of the key performance indicators.

Key Performance Indicators	%pa for 2015 year		
	Central Otago District	Otago Region	New Zealand
Resident population growth	1.9	1.6	1.9
GDP growth	8.4	3.9	3.2
GDP per capita growth	6.4	2.3	1.2
Employment growth	7.7	3.2	2.3
Labour productivity growth	1.3	1.2	1.2
Business units growth	2.7	2.7	2.7
Business size growth	4.9	0.4	-0.5

Source: BERL Regional Database, 2015

Key Performance Indicators	%pa for 2005-2015		
	Central Otago District	Otago Region	New Zealand
Resident population growth	1.4	0.8	1.0
GDP growth	3.1	1.5	1.9
GDP per capita growth	1.7	0.6	0.9
Employment growth	2.6	1.1	1.3
Labour productivity growth	0.6	0.4	0.6
Business units growth	1.9	1.7	1.2
Business size growth	0.7	-0.6	0.0

Source: BERL Regional Database, 2015

Central Campus Otago Polytechnic

The Otago Polytechnic’s plans to consolidate and redevelop its Cromwell campus on the Bannockburn road site represent an exciting development for the district. New course options are being explored and the new expanded facility will increase the contribution the Polytechnic makes to the education and economic aspirations of our community. The CODC is maintaining close contact with the Otago

Polytechnic’s executive on the project and is providing support and advice where appropriate.

Southern Lakes Regional TV

The bid by a Queenstown based group for NZ on Air funding to establish Southern Lakes Regional TV, for which the CODC provided a letter of support, has not been successful. NZ on Air has announced four projects covering seven regions that will be supported in the first year of the new regional media content fund – two in the North Island and two in the South Island. The lower South Island will be covered by an Allied Press proposal that will provide audio-visual news content both on 39 Dunedin Television and on a group of regional websites including the Otago Daily Times. The Queenstown group is working to locate alternative sources of funding to enable its project to proceed.

Central Otago Labour Market Governance Group

The Regional Seasonal Employment (RSE) scheme allows citizens from a number of Pacific Island countries to work in New Zealand for up to seven months each year, primarily for businesses engaged in horticulture. These workers make a key contribution to meeting the seasonal labour needs of the Central Otago economy. The Government sets a cap on the number of RSE workers that may enter the country. The Central Otago Labour Market Governance Group together with its counterparts in other parts of the country is asked to recommend on the number of RSE workers needed by local orchards and vineyards. Developing recommendations on the number of RSE workers needed in Central Otago for the 2016/17 season has been the recent focus of the Group’s work.

Otago Chamber of Commerce Regional Economic Development Project

The Central Otago Advisory Group of the Otago Chamber of Commerce has established a Regional Economic Development Project to support more economic development, business opportunities, and business skill development education and training in the district. The project aims to support partnerships,

and organisations that lodge applications for grants, which will be considered in an annual funding round, will be expected to also contribute financially. The amount of money the Chamber is able to allocated to this project is at this stage modest and grants will be in keeping with this.

Central Otago Export Forum

The second Central Otago Export Forum for 2016 and the seventh in the series took place at the Cromwell Campus Otago Polytechnic's Molyneux Restaurant on 30 June. The focus this time was on support being

provided by central government to help businesses grow and contribute to the export targets on the Business Growth Agenda. Alan Richardson of New Zealand Trade and Enterprise spoke about the evolution of New Zealand's export effort and the Regional Business Partner, Callaghan Innovation and Business Mentors New Zealand programmes that are the first port of call for small businesses seeking to develop their overseas markets. His comments were aptly complemented by Mary Zurakowski whose presentation of the Archangel Wines exporting story struck a chord with many in the audience.

Visitor Information Centres

Overview of Visitor Numbers

Central Otago Visitor Information Centres saw an 8.8% decrease in visitors over the three months of April, May and June 2016 compared to the previous year. Visitor numbers to the centres decreased in April and May however grew slightly in June on the previous year.

While total visitor numbers to the centres were down, the overall number of bookings for the quarter increased 11.6% over this period.

The breakdown of visitors making bookings shows a strong increase in the value of the average booking sale to international visitors compared to the same period in 2015. Locals on average spent less per booking, however made more bookings than in the same period last year. The average spend per booking from domestic visitors increased slightly.

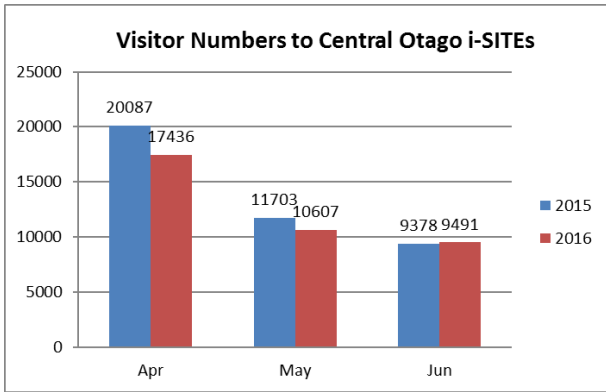
Number of Bookings	2015	2016	% Increase
	1102	1230	11.6%

Average Booking Sale by Origin of Visitor

April - June	2015	2016	% change
Local - Central Otago	\$64.34	\$57.92	-10%
Domestic	\$121.13	\$123.58	2%
International	\$155.07	\$178.27	13%

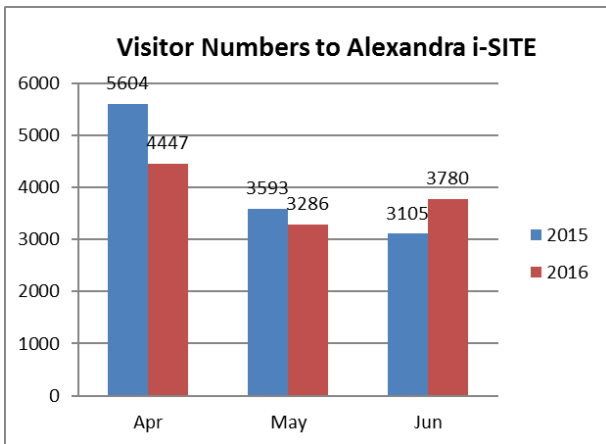
Visitor Bookings Origin

April - June	2015	2016
Local - Central Otago	46.9%	51.7%
Domestic	23.8%	25.3%
International	29.3%	23%



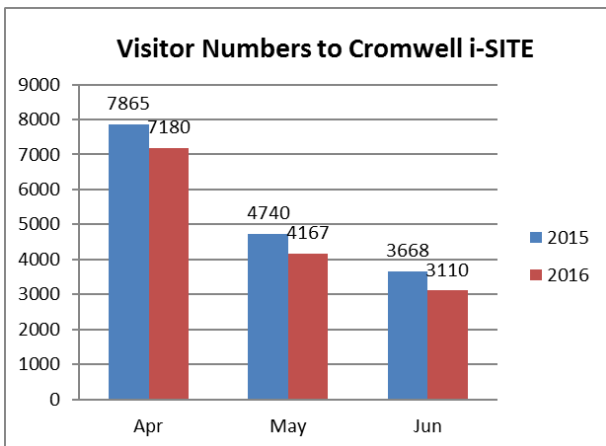
Alexandra

Visitor numbers to the centre decreased by 6.4%. Overall bookings by origin were distributed between locals (61.9%), domestic (20%) and international visitors (18.1%).



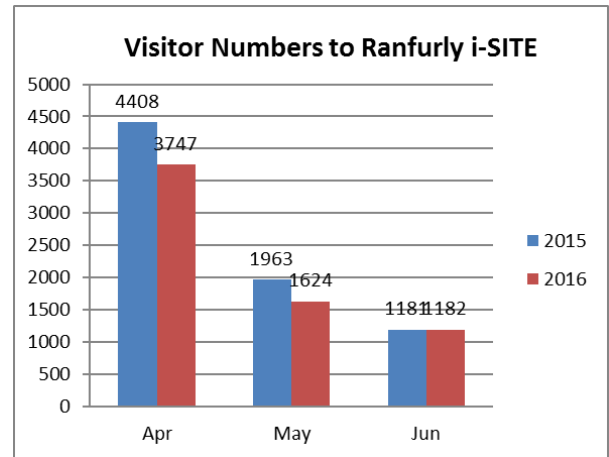
Cromwell

Visitor numbers decreased 11% on the same period last year. Overall bookings by visitor origin were locals (43.9%), followed by domestic visitors (28.8%) and international visitors (27.3%).



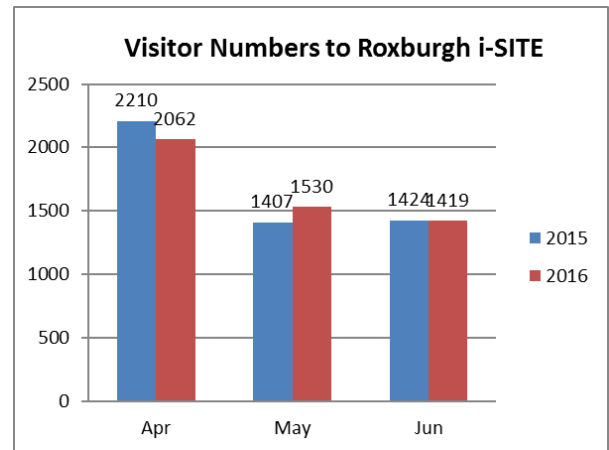
Ranfurly

Visitor numbers decreased 13.2%. Locals (54.5%) were the largest proportion making bookings, followed by domestic visitors (22.7%) and international (22.7%).



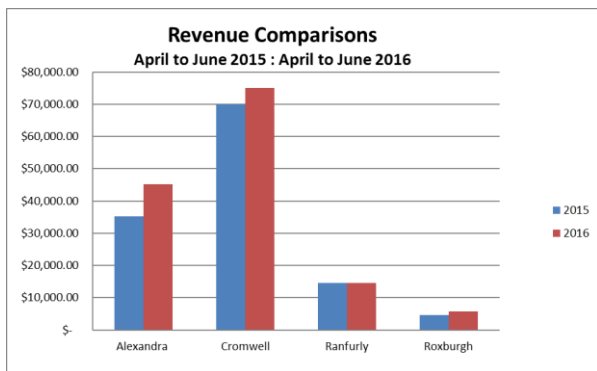
Roxburgh

Roxburgh Centre (library, service centre and visitor centre) visitor numbers stayed much the same. Most bookings made at the Roxburgh Centre were made by locals (49.2%) followed by domestic visitors 33.8% and international visitors (16.9%).



Revenue

Overall revenue increased 12.5% (\$15,544) compared to the same quarter last year. The majority of this growth came from an increase in event ticket sales.



Bookings

Total bookings for all centres increased by 5.7% (\$5,619). Bookings accounted for 74% of revenue. All centres increased booking on the same period last year.

Alexandra: Booking sales increased 11.8% compared with the same period last year.

Cromwell: Booking sales increased .5% compared with the same period last year.

Ranfurly: Booking sales increased 4.6% compared with the same period last year.

Roxburgh: Booking sales increased 63.3% compared with the same period last year.

Retail Sales

Total retail sales for all four centres decreased by 13.9% (\$2,687) 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 13.2% this quarter compared to last year.

Cromwell: Retail sales decreased 12.4% this quarter compared to last year.

Ranfurly: Retail sales decreased 11% this quarter compared to last year.

Roxburgh: Retail sales decreased 28.8% this quarter compared to last year.

Event Sales

Event ticket sales increased 264% (\$14,029) this quarter compared to the same period last year. Alexandra, Cromwell and Ranfurly centres all experiencing large growth in ticket sales. Ticket sales were for events run by Clyde Theatre Group, Fortune Theatre, Alexandra Community Arts and Cromwell Community Arts.

Alexandra

Apr - June 2016	Visitors	11513
Apr - June 2015	Visitors	12302
Visitor numbers decreased by		-6.4%
	Gross Revenue	% of total sales
Bookings	\$ 31,214.75	69%
Retail	\$ 5,358.90	12%
Event Tickets	\$ 8,585.00	19%
Display Rental	\$ -	0%
REVENUE 2016	\$ 45,158.65	100%
REVENUE 2015	\$ 35,304.28	100%
Revenue increased by		28%
Cost of retail goods sold		59%
Commission earned		\$ 4,201.84

Ranfurly

Apr - June 2016	Visitors	6553
Apr - June 2015	Visitors	7552
Visitor numbers increased by		-13.2%
	Gross Revenue	% of total sales
Bookings	\$ 7,604.00	52%
Retail	\$ 5,351.70	37%
Event Tickets	\$ 1,647.00	11%
Display Rental	\$ -	0%
REVENUE 2016	\$ 14,602.70	100%
REVENUE 2015	\$ 14,621.74	100%
Revenue decreased by		0%
Cost of retail goods sold		54%
Commission earned		\$ 933.22

Cromwell

Apr - June 2016	Visitors	14457
Apr - June 2015	Visitors	16273
Visitor numbers decreased by		-11.2%
	Gross Revenue	% of total sales
Bookings	\$ 61,206.02	82%
Retail	\$ 4,663.49	6%
Event Tickets	\$ 9,092.00	12%
Display Rental	\$ 54.00	0%
REVENUE 2016	\$ 75,015.51	100%
REVENUE 2015	\$ 70,315.54	100%
Revenue increased by		7%
Cost of retail goods sold		55%
Commission earned		\$ 7,516.06

Note: commission earned is on bookings and events

Roxburgh

Apr - June 2016	Visitors	5011
Apr - June 2015	Visitors	5041
Visitor numbers increased by		-0.6%
	Gross Revenue	% of total sales
Bookings	\$ 4,348.00	76%
Retail	\$ 1,374.30	24%
Event Tickets	\$ -	0%
Display Rental	\$ -	0%
REVENUE 2016	\$ 5,722.30	100%
REVENUE 2015	\$ 11,110.00	100%
Revenue increased by		-48%
Cost of retail goods sold		86%
Commission earned		\$ 443.24

EPIC Awards

Following a busy summer where bookings increased by 32 percent on the year before the Visitor Centres recognised exceptional performance within their team. EPIC Awards were presented to staff who exhibited exceptional performance in line with the new CODC values. Awards include being selected to represent i-SITE nationally in Perth at a consumer trade show; best cycle itinerary planner; most polished assessment – for receiving a personal commendation from national assessors for the quality of work; weekend warrior – for working the highest ratio of weekend shifts; and highest sales.

Installation of Roxburgh i-SITE signage

i-SITE signage was installed on the exterior of the building in June. The installation of signage was initially delayed while possible brand changes were discussed at a national level. i-SITE is the official visitor information centre network throughout New Zealand. The Roxburgh Centre joined the network to leverage value from the brand and to raise its online profile through gaining a listing on Tourism New Zealand's website (www.newzealand.com). The i-SITE brand is a recognisable brand that guarantees visitors a high quality of service and will see more visitors through the door.

i-SITE Conference

Over 90 delegates have already registered for the national i-SITE conference to be held in Cromwell in late September. The conference is expected to attract 120 delegates from i-SITEs around New Zealand. Central Otago visitor centres successfully bid to host the conference so as to leverage value from the i-SITE network for Central Otago. i-SITE delegates will learn about Central Otago and our operators through organised familiarisations so that they can return home and promote the region. The value of this future promotion is substantial and the immediate value to Central Otago is estimated to exceed \$100,000 for conference accommodation and catering. The conference is funded by i-SITE NZ.

Cromwell Air Conditioning unit

The landlord of the Cromwell i-SITE undertook repairs to the air conditioning unit. This meant the centre had to close for one hour on 24 June. A larger air conditioning unit was required to cool the centre in the height of summer and to sufficiently heat the centre in winter.

Staffing

The Visitors Centres farewelled two casual staff Kirsty Johnson (Alexandra) and Julie Asher (Roxburgh).

Hours of Operation

Alexandra:	open 9am – 5pm daily
Cromwell:	open 9am – 5pm daily
Ranfurly:	open 9am – 5pm daily (closed one hour daily for lunch/jobs)
Roxburgh:	open 9am – 5pm Monday - Friday

Tourism Central Otago (TCO)

Media

Avenues Magazine – Canterbury

TCO provided information regarding visitor experiences in and around Cromwell to the Editor of *Avenues Magazine*. The Editor was in Cromwell over Anzac weekend researching a story to be published July 2016.

AA Traveller – Elisabeth Easther

TCO hosted freelance journalist Elisabeth Easther on a return visit to Central Otago where she cycled the Roxburgh Gorge and Clutha Gold Trails from 21 to 24 May 2016. Elisabeth has a commissioned article for *AA Traveller* magazine.

Leon Hill – Australian Freelance Cycle Tourer

Freelance writer and cycle tourer Leon Hill returned to Central Otago to cycle the Roxburgh Gorge and Clutha Gold Trails 3 – 4 April. Leon has previously had articles published in Australian cycling magazine *Ride On*.

International Media Team Update

TCO presented an update to the Tourism New Zealand International Media Team in Auckland on 27 June. TNZ has identified key motivators that move the target audience from dreaming to planning. There are three foundation pillars – everything close, genuine people and immersive experiences. There are then four media content pillars identified – active nature,

world class events, food & wine and our people. TCO introduced experiences, providers and personalities to match in with TNZ's content framework when pitching to off-shore media. The update was well received and timely as the team build up for their next busy period for pitching/hosting media over the spring shoulder season months. Spring story ideas are now being received.

Auckland i-SITE Staff Training

TCO facilitated a training session with i-SITE staff at the Princes Wharf location in Auckland 28 June. Three staff including the centre manager were in attendance. Staff did not have a good knowledge of the region or the experiences available and were very grateful for the opportunity to learn more.

Chinese Ambassador visit

TCO assisted the Chinese Embassy staff to put together a half day itinerary for the Ambassador Mr Wang Lutong and his entourage 27 May. Ambassador Lutong requested to visit Central Otago wineries and meet key personalities in the local industry. The itinerary included a visit to Mt Difficulty wines in Bannockburn, which provides wines served at the Embassy.

Auckland International Airport Travel Summit

TCO attended the one-day seminar prior to TRENZ in Rotorua. The seminar's key messages were around cultivating seasonal opportunities – utilising the four seasons, five senses framework which is particularly focussed on understanding and meeting the needs of the growing Chinese visitor market.

Airline route changes have opened up significant opportunities for New Zealand. In just the last 15 months, eight new airlines have opened up routes internationally as well as improved domestic connections which assists visitor dispersal. International visitor arrivals for 2014 – 2016 are up 15.6% (2.8M to 3.2M).

Travel Trade

AAT Kings Management and tour director famil

AAT Kings is a major tour company providing a range of tour options throughout Australasia including fully guided touring experiences, short breaks, day tours and small group journeys. In New Zealand AAT Kings brands also include Contiki, Trafalgar, Insight Vacations and Inspiring Journeys. The company's senior management and 20 tour directors visited Central Otago during their annual conference on 26 May. The group visited Highlands and enjoyed a number of their exceptional experiences before dining at Wild Earth Wines. TCO was pleased to have had the opportunity to share with the company decision makers the key messages about Central Otago – including ease of travel, diversity of activities and scenery that would wow their customers.

Indonesia Incentive Famil

Four product buyers from Indonesia who specialise in conference and incentive group business visited Central Otago on famil with Tourism NZ on 21 April. The group visited product in the Cromwell basin that met their large group requirements.

Askja Reizen Famil

TCO assisted Inbound Operator Imagine NZ Travel to host Debby Rosengarten a senior consultant for Dutch Wholesaler Askja Reizen on a famil of Central Otago product 21 – 22 April. Debby spent two nights in Clyde and cycled the Otago Central Rail Trail.

Post TRENZ Tourism NZ Staff Famil

TCO hosted four Tourism New Zealand off shore based staff on a famil post TRENZ. Participants were the newly appointed Regional Manager Europe Pip Casey, the Market Development Manager from Thailand Dew Ularukul and Kathleen Finneran and Stephanie Tuckfield – from the Sydney office. The itinerary included cycling the Otago Central Rail Trail, an overnight stay in Clyde, a visit to Goldfields, Highlands and a winery lunch.

RTO Days Auckland

TCO attended the Regional Tourism Organisation (RTO) days held in Auckland 13 – 15 April. These days are held annually pre TRENZ and provide an

opportunity for RTOs to meet with New Zealand Inbound Tour Operators (IBOs) senior product buyers and reservations staff. There were 53 appointments with strong interest shown in accommodation options, and alternative driving routes Queenstown to Dunedin via Ranfurly. It was apparent that many IBOs had not visited Central Otago for some time.

TRENZ 2016

TCO attended TRENZ in Rotorua 10 – 13 May 2016. The team had 48 business meetings over the four days meeting with travel buyers and wholesalers from major and emerging international visitor markets, and New Zealand based inbound operators.

Approximately a third of those met with were new buyers – or had returned after a number of years.

TCO has completed the follow up actions for all appointments reconfirming the information discussed and products of interest. Trade ready operators presented at TRENZ have received leads of wholesalers who showed particular interest in their product offerings so they can follow up directly.

Many buyers were requesting images and itinerary options for Central Otago. TCO has developed a trade only set of images available on a log in and download using the BREMY image library. Sample itineraries have been developed and supplied as requested.

Buyers were attracted by the fact Central Otago offered a range of quality accommodation many showcasing our heritage; a range of ways to enjoy cycling, especially for the international visitor who is time-poor; and of course our renowned wine and food.

Buyers are looking for a less crowded experience for their clients and want to work with experienced tourism operators who can offer authentic quality service all year round. In particular, their clients want to meet Kiwis and engage directly with New Zealanders.

China Workshops

TCO's Trade and Consumer Marketing Manager attended a workshop in Queenstown on 26 May on the Chinese FIT market hosted by the Ministry of Business Innovation and Employment partnered with Forward Insight and Strategy. Key messages from the

workshop are that Chinese FITs are a high value market, and projections are for almost 1 million Chinese visitors per annum within five years.

This visitor type will visit New Zealand up to four times. Their first visit will be approximately one week in duration to see New Zealand's top attractions: Auckland, Rotorua, Mt Cook, Queenstown and Milford Sound. Subsequent trips will be longer (10 days to two weeks) to explore and discover regions that interest them.

The following touch points are of importance:

1. Nature – untouched e.g. personal animal encounters on real farms, birds on easy bush walks, fish and birds' lakeside. Anything that can be unique to their experience.
2. Scenery – majestic photo opportunities are sought – day and night. No people, other than themselves!
3. Adventure – will participate in an activity that is safe and doesn't require too much effort. Their default position is to withdraw the entire group from an activity if one person feels uncomfortable or is unwilling.
4. Authentic experiences – participate in real interactions, nothing 'touristy' or over populated. Experiences that cannot be done in China.
5. Culture and history – explore and discover New Zealand's history and cultural interactions.
6. Cuisine – sample New Zealand foods, but will share plates as they cannot lose face if they dislike what they ordered.
7. Meaningful sensory experiences - see, touch, smell, taste i.e. orchards, vineyards, gardens.

We can best cater to meet the needs of our Chinese visitors by offering:

- QR codes – they are happy to use a QR app – this should land on a succinct information page in Mandarin – don't overdo it.
- Geo-location – finding the product/activity is essential as they socialise online and require this information as it's part of their bragging rights.
- WeChat – encourage operators to use this social media platform as Chinese do not use Facebook.

- Market from a sensory perspective experience – not the 'what', it's all about the 'WHY'.
- Ensure front liners are welcoming – smile, greeting in Mandarin, provide great service, are respectful, are interested e.g. do you want me to take a photo of you all?

Tourism New Zealand Visit

Paul Trowell, Trade Development Manager and Stephanie Wagener Trade Development Coordinator from Tourism New Zealand's Wellington office visited TCO on 8 June. Discussions with Paul focussed on opportunities for TCO to grow awareness and visibility of trade products to our key markets of Australia, USA and UK and also how TCO could get better representation on the TNZ industry family calendar. Stephanie provided training on how to use the Tourwriter Itinerary building programme to two i-Site staff to enable them to use the programme to assist TCO and potentially for visitor centre use in future.

Digital Marketing

Tourism New Zealand Digital Update

TCO Digital Marketing Officer has continued to work with the Digital team at Tourism New Zealand to enhance the region's presence on www.newzealand.com. For the year end June 2016 there were 7928 referrals to Central Otago based operators featured on www.newzealand.com (a referral includes links to operator websites, phone call or email from their businesses listing on the TNZ website)

The Digital Marketing Manager attended a TNZ funded digital future focus workshop focussed on the importance of mobile consumer, user experience and emotive story telling. Speakers were from Facebook, Google and TNZ's US based creative agency. The primary message from TNZ is that the biggest risk to operators is not keeping up with the changing expectations of the digital consumer, therefore they

will not benefit from marketing initiatives undertaken by TNZ and/or TCO.

TCO Digital Marketing Officer attended the Digital Day Out seminar in Auckland on 21 June. The event featured several speakers covering developments and changes in the digital marketing sector. Key features included the rapid development of Virtual and Augmented reality devices, artificial intelligence tools for customer service, GPS and beacon technology, and programmatic advertising where you can buy advertising space efficiently using data and audience targeting.

Central Otago NZ Business Directory Updates

Tourism Central Otago has been completing a thorough update of all Tourism business listings on www.centralotagonz.com – this is a free service offered to businesses in the Central Otago district.

All businesses who have had an active listing have had the opportunity to review their website listings, or those in the database without a listing could create a new listing.

TCO and TripAdvisor Partnership

TCO and TripAdvisor have signed a one-year Premium Destination Partnership agreement. This is an exclusive opportunity for Destination Marketing Organisations that allows partners to create and distribute unique, targeted content throughout more pages within their destination on TripAdvisor.

The package includes additional internal advertising within TripAdvisor to drive awareness and increase visits specific to the Central Otago regional pages, which will be targeted at travellers from NZ, Australia, UK and the USA.

In addition to the additional content there are a range of advertising banners being displayed throughout the TripAdvisor site targeting people researching business and locations in the South Island of New Zealand.

Central Otago TripAdvisor Certificate of Excellence Winners

TripAdvisor recently announced their 2016 Certificate of Excellence winners which recognise establishments that consistently earn great TripAdvisor reviews from travellers. In 2016 there were 47 recipients from the Central Otago region. As the Certificate of Excellence accounts for the quality, quantity and currency of reviews submitted by travellers on TripAdvisor over a 12-month period this is a great sign of the developing customer services and quality standards across the region for accommodation and activities. The Central Otago based Certificate of Excellence winners for 2016 are:

Otago Central Rail Trail, Lake Roxburgh Lodge & Restaurant, Post Office Cafe & Bar, Dunstan House, Hartley Homestead, Olivers Central Otago, Antique Lodge Motel, Clutha River Cruises - One Day Cruise, Bike It Now, The Bank Café, Olivers Restaurant, Almond Court Motel, ASURE 117 Avenue Motel, The Tin Goose, Trail Journeys - Day Tours, Side Walk Café, The Courthouse Cafe & Bar, Chatto Creek Tavern, Cafe Rossi Alexandra, Colonial Manor Motel, Carrick Lodge Motel, Lazy Dog, ASURE Central Gold Motel Cromwell, The Cider House Cafe & Bar, Heliview Flights, Armando's Kitchen, Wild Earth Outdoor Kitchen & Cellar Door, The Kitchen Bannockburn, Pinot Thyme Wine Tours, Goldfields Mining Centre, The Nose, Highlands Motorsport Park, No.7 Restaurant & Bar, Fusee Rouge Café, Wooing Tree Vineyard Limited, The Tin Goose, Cromwell Heritage Precinct, Souvlaki & Kebab Grill, Cheeki Cherries, Pitches Store, Off The Rails Cycle Tours, Hawkdun Lodge, e-central café, Danseys Pass Coach Inn, Naseby Lodge, Maniototo Indoor Curling Rink and the Ancient Briton Hotel

Central Otago #9 in Top 10 Travel Destinations

Central Otago was voted #9 in an international consumer poll conducted by leading travel experience provider Experience Oz + NZ highlighting New Zealand's top 10 destinations to visit for 2016.

'New Zealand's Top 10 Destinations to Experience', is a major international and domestic poll now in its third year. This is Central Otago's first year being voted into the top 10, beating the likes larger NZ destinations such as Wellington and Auckland.

Please visit <https://news.experienceoz.com.au/nz-top-10/> to view the full list of 'New Zealand's Top Ten Destinations to Experience 2016' and read why each spot made the grade.

Total Sport T42

TCO Digital Marketing Officer attended the T42 in National Park at the start of May promoting the region's cycling and walking trails, events, food and wine and unique visitor experiences. The event had approximately 800 participants and TCO showcased our region through an on-site stand, brochure inclusions in the race pack and had on-site tastings of

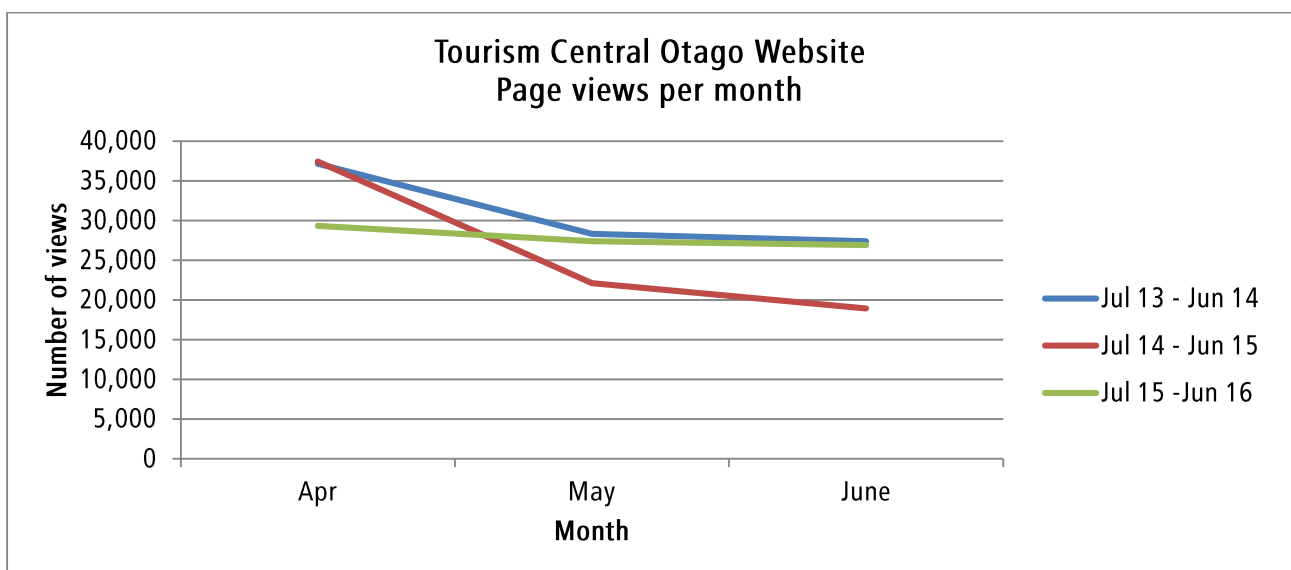
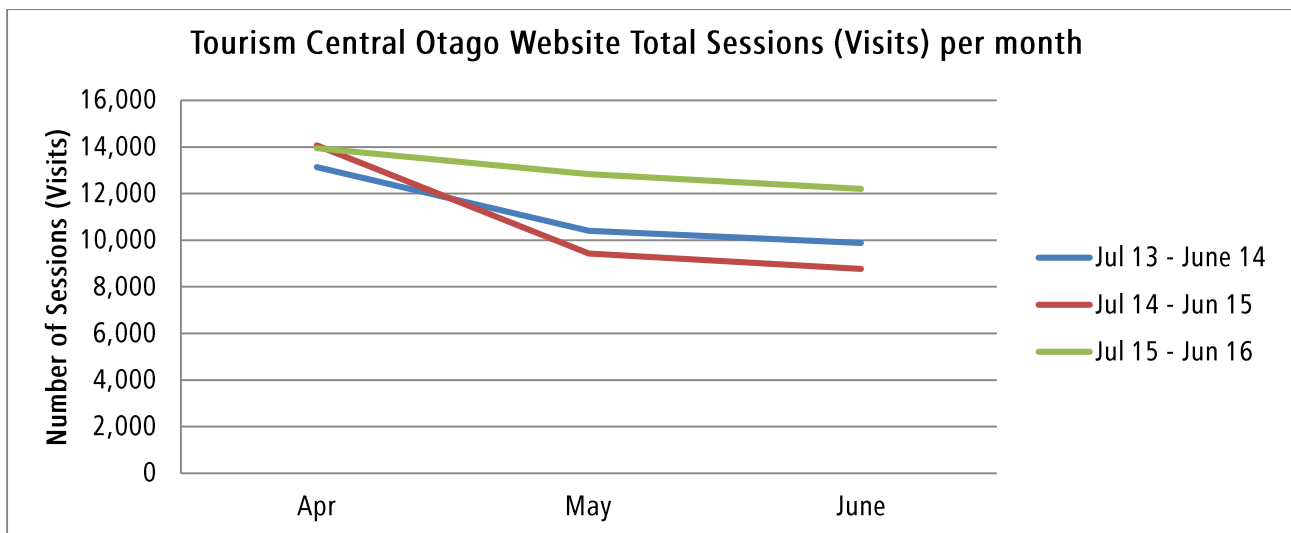
Central Otago flavours in association with Benjer Juices and Mt Difficultly wines.

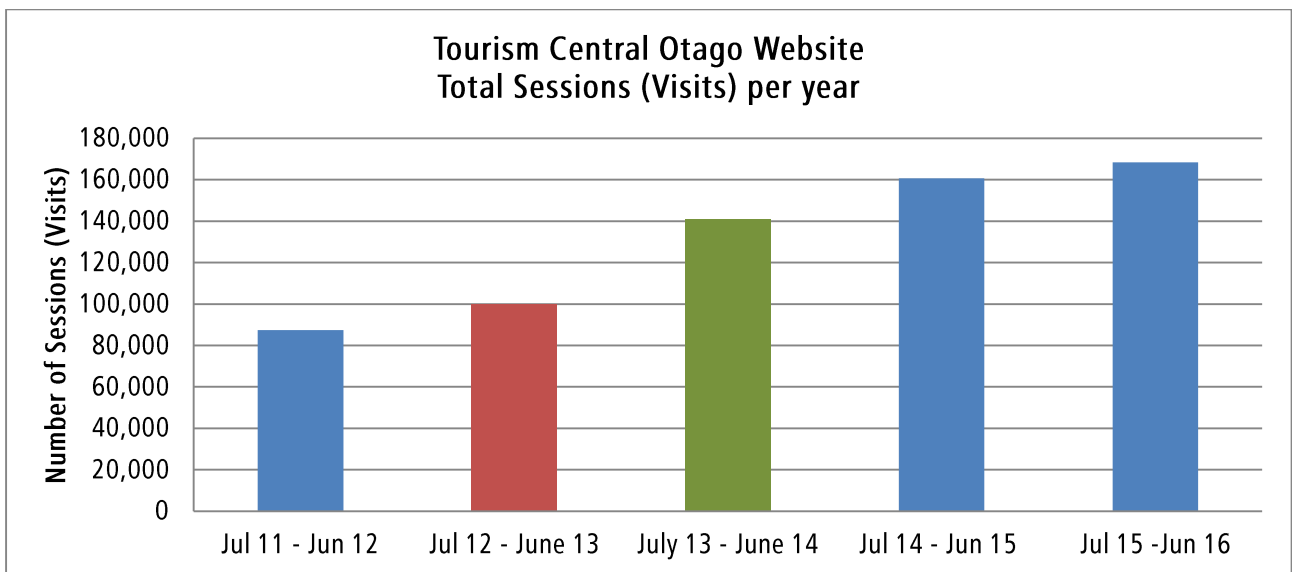
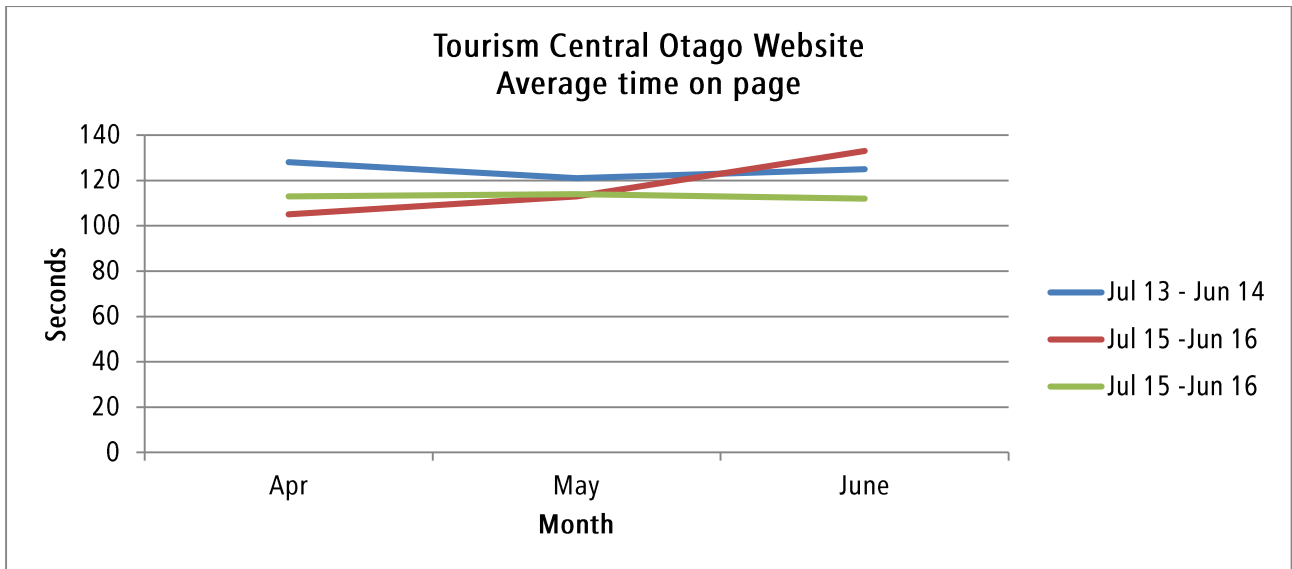
A Central Otago Cycling holiday package was also given away to a lucky winner from the town of Owhango who completed a short Central Otago survey at the event. The prize was put together with the support of Bike It Now, Clutha River Cruises, Dunstan House, Lake Roxburgh Lodge and the Quince Cottages.

TCO also gave away several entries in the event via a social media competition prior to the race and had these winners race in a Central Otago branded shirt.

Central Otago NZ Website

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





Community Development

Community Planning

Naseby Community Plan

Naseby's Community Plan 2016 is now completed and ready for implementation.

Action points within the plan include:

- Explore opportunities for greater coordination in marketing Naseby as a tourism destination, and raise the profile of the town's heritage value within this;

- Publicise the improvement of Naseby's cell phone and broadband services to help attract new businesses to Naseby, plus help existing businesses make the most of these improved services;
- Work with the NZ Fire Service to develop a community campaign that provides public information for individual households on how they can take responsibility for fire protection;
- Ensure the restoration of the town's war memorial;
- Establish dialog with Earnslaw One with a view to develop signage/interpretation to encourage people to view and explore historic sites;
- Explore a strategy to attract new businesses that foster a strong economic base, while still

maintaining compatibility with Naseby's vision and values.

This third-edition plan for the Naseby community is being driven primarily by Naseby Vision but will involve the wider community plus a number of business and corporate entities.

Cromwell Ambassador Programme

The Cromwell and District Community Plan Trust hosted the official launch of Cromwell's Ambassador Programme on 20 June. The Cromwell Ambassador Programme is a short training course that has been developed by the Queenstown Resort College in liaison with the Cromwell and District Community Plan Trust. The course is designed for the people working and living in the Cromwell basin – to provide a greater understanding of their town and community and to share their knowledge with visitors to the area. It is about encouraging locals to tell and be proud of their local stories, and to add real value to visitor and customer experiences in Cromwell.

Cromwell Ambassador Programme training courses will start in July. Booking for this three-hour course can be made through Queenstown Resort College's website.

Cromwell Ambassador has been made possible with support and funding from the Cromwell Community Board and Cromwell & District Promotion Group.

Community Funding

Feasibility Study for the Eden Hore Fashion Collection

Tim Walker Associates has completed a feasibility study for Council on the long term care and storage of the Eden Hore Fashion Collection. This study was gratefully funded through a grant from the Lottery World War One Commemorations, Environment, Environment and Heritage Fund.

Council's elected members now have the task of reviewing the feasibility study and developing action plan on how best to safeguard the well-being of the collection.

Teviot Valley Community Development Scheme

The Teviot Valley Community Development Scheme governance group has advertised for a part-time project officer to carry out a range of community-driven initiatives. The governance group has spent the past few months meeting with local community organisations and group representatives and has developed a list of action points that the project officer will be able to carry out. Projects that are initially being driven through the scheme are the integration of seasonal workers into the community and making the most of the region's newly developed cycle trails.

The Community Development Scheme is a three-year government-funded project to assist with the delivery of specific community development projects (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.

Cromwell Museum

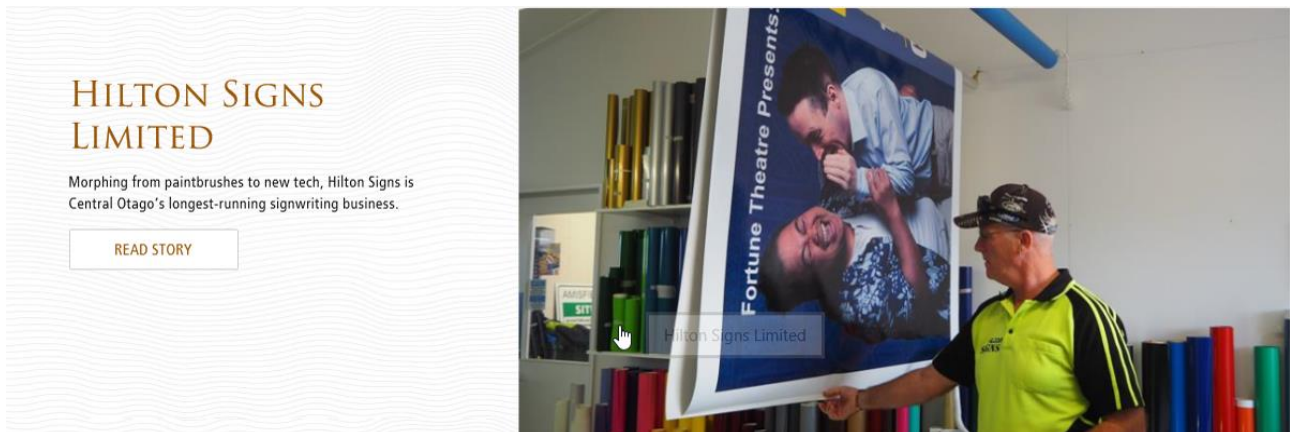
A museum makeover television series episode was filmed in the Cromwell Museum Trust in April. Top Shelf Productions, funded through NZ on Air, developed a television series for Sky and Prime that brought a group of specialists into museums to develop new ways of telling their heritage stories. Focal stories in the Cromwell Museum episode were the Chinese headstone (that is now on display) and a secure display case for a gold watch chain and nugget. Through this project the museum interior was also repainted, thanks to a willing workforce supplied by the Cromwell Rugby Club.

The TV series is scheduled to be aired in July 2016.

Regional Identity

Central Otago Regional Identity Partners

The 'Our Partners' section of www.aworldofdifference.co.nz website is a place to find out more about the people who are proud supporters of Central Otago. Not only do the profiles highlight the people behind the business or organisation, they give practical examples of what living the regional values looks like in practice. The Regional Identity Manager has an ongoing programme of work to continually add partners profiles to this section of the website.



Regional Partners

In this last quarter the Regional Identity Manager has had 28 one-on-one appointments with businesses and community organisations that have needed licence renewals or have made an application for the first time. It is particularly encouraging to see interest from key sectors in our community particularly the farming and building sector. Having a visually appealing website has proved to be useful reference point to help reignite a greater sense of appreciation for what is special about Central Otago and indeed a desire to be regional partners.

Fashion Story

The fashion story for Central Otago is almost complete and will soon be available to view on the www.aworldofdifference.co.nz website, under 'Our Stories'. To complete this piece of work, the Regional Identity Manager organised a fashion photoshoot sourcing locally produced fashion garments. The idea was to capture our fashion story against the backdrop of the harsh beauty of our Central Otago landscapes. In addition, a number of images have needed to be sourced to help depict the story as it unfolds.



Located at the Old Lindis Hotel



Near Poolburn looking back over the Hector's Range

Opportunities

There are many aspects to Central Otago that are distinctive. Being able to visually showcase that difference reinforces that Central Otago is A World of Difference.

Banners have been created that highlight the unique points of difference associated with each trail – the Clutha Gold Cycling and Walking Trail, Otago Central Rail Trail and the Roxburgh Gorge Cycling and Walking Trail.

Having a suite of banners created in the same format helps to reinforce the different experiences that can be had for all those who would walk or cycle these Central Otago trails. These banners will be available for tourism tradeshows, featured at the local i-SITES and for local conferences where appropriate.



World of Difference Website

The Central Otago regional identity website – www.aworldofdifference.co.nz analysis for the April – June 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 2.16 compared to 2.12 and 1.73 for the two last quarters.
- The average length of time on this website was 1.50 compared to 1.38 minutes and 1.28 minutes for the two last quarters.
- 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 1.35 minutes, this was followed by the profile for Touch Yarns (2.58 minutes), the introductory section to Our Stories (0.37 minutes), Our Partners (1.37 minute), Our People (0.53 minutes), Our Visual Identity (1.38 minutes), Our Place (1.01 minutes), the High Country Story (2.41 minutes) and the Fruit Story (2.26 minutes).

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 Consents Processed and Value of Building Work

In the period 1 April to 30 June 2016 a total of 297 Building Consents were issued at a value of \$33,746,813.

An analysis of trends in building consent numbers and their values indicates that the number of consents received in this quarter was up 33% and the value had an increase of 52.2% when compared to the same period last year.

Processing Times

The end to end processing times for building consents was an average processing time of 21 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 10 working days, well within the statutory requirement of 20 working days.

99.66% of all consents were issued within statutory timeframes.

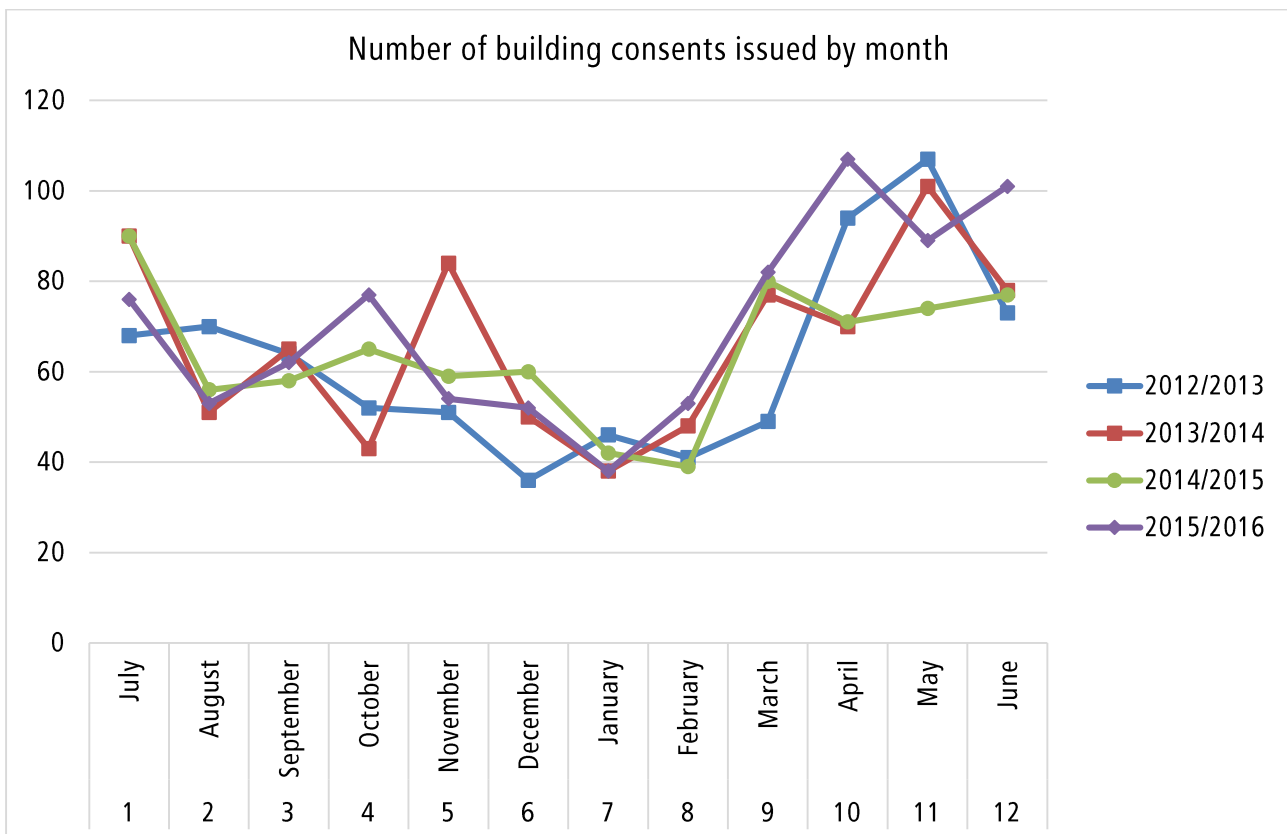
The significant increase in the number of building consent applications is expected to have an effect on processing times and building inspections going forward. To assist in relieving this issue, we have employed an additional building control officer who is based in the Cromwell office.

For the 2015 quarter 201 LIM reports were completed. For the 2016 quarter 266 LIM reports were completed. This is an increase of 32%.

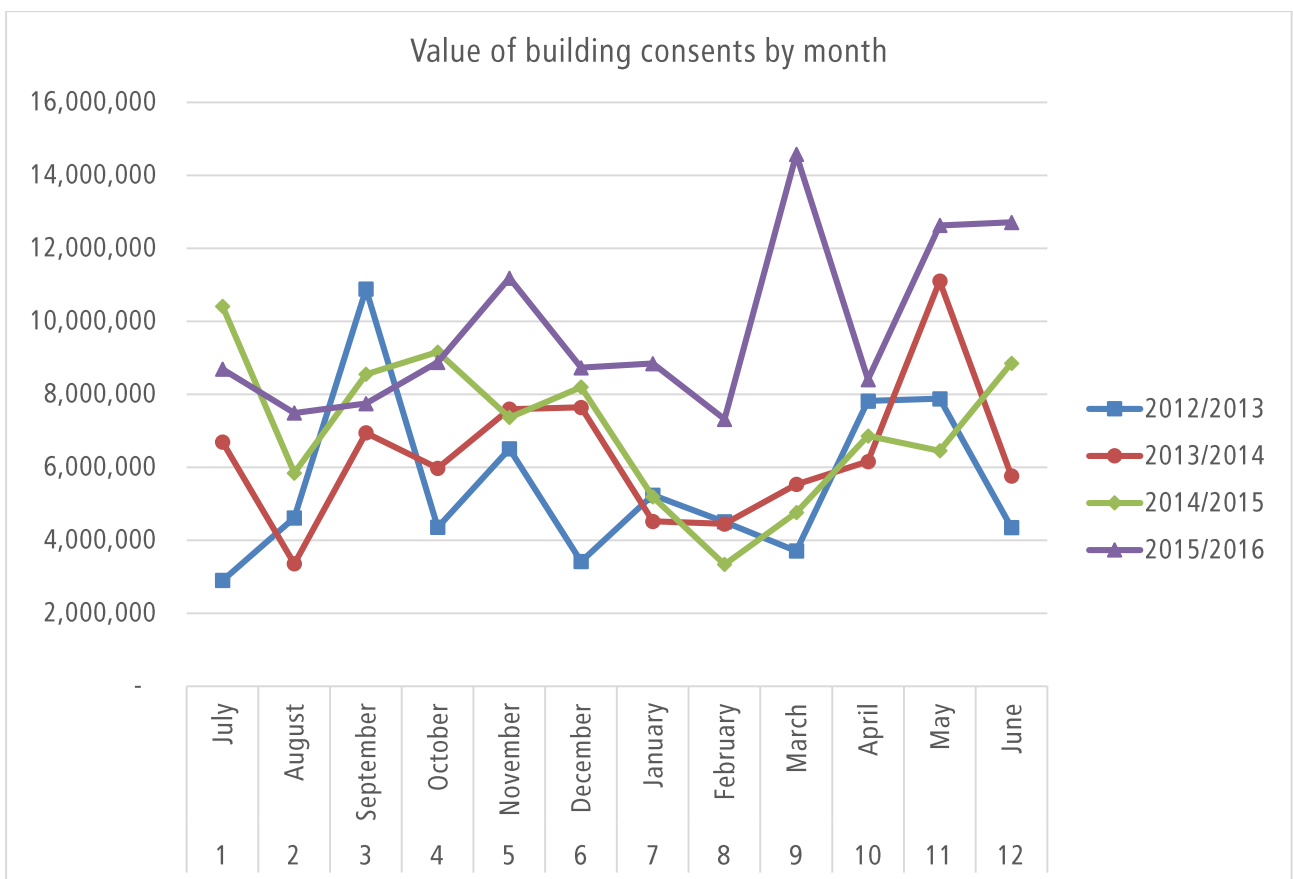
Staff

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	82
April	94	70	71	107
May	107	101	74	87
June	73	78	77	101
Grand Total	751	795	771	844
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	8,404,614
May	7,881,058	11,102,742	6,452,630	12,630,872
June	4,353,463	5,767,356	8,852,602	12,711,327
Grand Total	66,186,944	75,733,502	84,996,283	117,208,184
Change from Previous Year		14%	12%	



VINCENT		\$
Total for April to June 2016	109	7,532,618
Year to date (from 1 July)	338	40,230,710
Alexandra Ward		
Agricultural - New farm shed	2	80,000
Agricultural - Wind machine	1	7,360
Commercial - Community building (eg. church/clubrooms/toilet	1	15,000
Commercial - New community building (eg. church/clubrooms/to	1	8,400
Commercial - New industrial	1	50,000
Commercial - Other	2	26,000
Commercial - Warehouse/showroom/offices - additions and alterations	1	20,000
Residential - Dwelling additions and alterations	2	121,513
Residential - Dwelling alteration (internal only)	10	58,590
Residential - Heating appliance	25	110,650
Residential - New carport	1	10,000
Residential - New Dwelling	11	3,680,065
Residential - New garage	1	20,000
Residential - New units (multi-unit)	1	18,839
Residential - Outbuilding alterations	2	35,000
Residential - Plumbing and drainage only	1	3,700
Total for April to June 2016	63	4,265,117
Year to Date from 1 July	190	25,315,379
Earnsclough/Manuherikia Ward		
Agricultural - New farm shed	4	130,000
Agricultural - Wind machine	1	3,680
Commercial - Motel/hotel/accommodation building - additions	1	20,000
Commercial - New industrial	1	530,000
Commercial - New motel/hotel/accommodation building	1	362,000
Residential - Dwelling additions and alterations	2	250,000
Residential - Dwelling alteration (internal only)	1	30,000
Residential - Heating appliance	24	109,200
Residential - New carport	2	14,400
Residential - New Dwelling	6	1,788,221
Residential - New garage	2	27,000
Residential - Outbuilding alterations	1	3,000
Total for April to June 2016	46	3,267,501
Year to Date from 1 July	148	14,915,331

CROMWELL		\$
Agricultural - New farm shed	6	237,800
Agricultural - Wind machine	3	20,000
Commercial - Industrial additions and alterations	1	17,872
Commercial - New warehouse/showroom/offices	2	1,840,000
Commercial - Other	5	423,000
Residential - Dwelling additions and alterations	5	576,000
Residential - Dwelling alteration (internal only)	8	98,500
Residential - Heating appliance	39	162,700
Residential - New Dwelling	54	18,635,196
Residential - New garage	8	183,526
Residential - New garage/sleep-out	1	165,000
Residential - New sleep-out	1	60,000
Residential - New units (multi-unit)	4	1,695,000
Residential - Outbuilding alterations	2	69,300
Residential - Pool / spa pool	1	54,725
Residential - Relocate dwelling on to site (site-works)	3	116,000
Total for April to June 2016	143	24,354,619
Year to Date from 1 July	397	71,150,596

MANIOTOTO		\$
Agricultural - New farm shed	2	71,850
Agricultural - Relocate farm building to site	1	15,000
Commercial - Other	3	248,950
Residential - Dwelling additions and alterations	1	150,000
Residential - Dwelling alteration (internal only)	4	75,000
Residential - Heating appliance	10	45,000
Residential - New conservatory	1	18,000
Residential - New Dwelling	2	945,000
Residential - New garage	1	36,000
Residential - Relocate dwelling on to site (site-works)	1	25,000
Total for April to June 2016	26	1,629,800
Year to Date from 1 July	59	3,516,702

TEVIOT VALLEY		\$
Commercial - Industrial additions and alterations	1	5,000
Commercial - Other	1	4,900
Commercial - Warehouse/showroom/offices - additions and alterations	1	15,500
Residential - Dwelling additions and alterations	1	125,000
Residential - Dwelling alteration (internal only)	1	10,000
Residential - Heating appliance	11	49,376
Residential - Plumbing and drainage only	1	10,000
Total for April to June 2016	17	219,776
Year to Date from 1 July	46	2,056,926

SUMMARY OF BUILDING CONSENT STATISTICS		\$
Vincent	109	7,532,618
Cromwell	143	24,354,619
Maniototo	26	1,629,800
Teviot Valley	17	219,776
Total for April to June 2016	295	33,736,813
Year to Date from 1 July		

ANALYSIS FOR APRIL TO JUNE		\$
Agricultural - New farm shed	14	519,650
Agricultural - Relocate farm building to site	1	15,000
Agricultural - Wind machine	5	31,040
Commercial - Community building (eg. church/clubrooms/toilet	1	15,000
Commercial - Industrial additions and alterations	2	22,872
Commercial - Motel/hotel/accommodation building - additions	1	20,000
Commercial - New community building (eg. church/clubrooms/to	1	8,400
Commercial - New industrial	2	580,000
Commercial - New motel/hotel/accommodation building	1	362,000
Commercial - New warehouse/showroom/offices	2	1,840,000
Commercial - Other	11	702,850
Commercial - Warehouse/showroom/offices - additions and alterations	2	35,500
Residential - Dwelling additions and alterations	11	1,222,513
Residential - Dwelling alteration (internal only)	24	272,090
Residential - Heating appliance	109	476,926
Residential - New carport	3	24,400
Residential - New conservatory	1	18,000
Residential - New Dwelling	73	25,048,482
Residential - New garage	12	266,526
Residential - New garage/sleep-out	1	165,000
Residential - New sleep-out	1	60,000
Residential - New units (multi-unit)	5	1,713,839
Residential - Outbuilding alterations	5	107,300
Residential - Plumbing and drainage only	2	13,700
Residential - Pool / spa pool	1	54,725
Residential - Relocate dwelling on to site (site-works)	4	141,000
Total for April to June 2016	295	33,736,813

Resource Consent

Number of Consents Processed

In the period 1 April - 30 June 2016 a total of 103 resource consents were processed to a decision which is an increase of 20% on the same quarter in 2015 (86 resource consents), and up 63% from the previous quarter, (63 resource consents processed for 1 January to 31 March 2016 quarter). The consents issued during this period were as follows:

Non-notified delegated authority	96
Non-notified to hearing	3
Limited Notified (no hearing)	3
Limited Notified (to hearing)	1
Publicly Notified (to hearing)	0
Outline Plans	0

Decision Processing Times

Of the 96 non-notified delegated authority decisions notified, 99% were processed within statutory time frames (up from 98% in the previous quarter). All of the non-notified applications that went to hearing were processed with statutory timeframes. All of the limited notified applications were processed within statutory timeframes. Overall for this quarter one of 103 applications was not processed within statutory timeframes (the application was overtime by two days), resulting in overall 99% compliance with the timeframes.

Number of Applications Received, Processed and Public Enquiries

The number of applications received has been the highest for this quarter over the past five years (97 applications received) as outlined below:

1 April to 30 June quarter applications received:

2011	54
2012	50
2013	65
2014	89
2015	88
2016	97

The number of applications processed to a decision has been the highest for this quarter over the past five years (103 applications received) as outlined below:

1 April to 30 June quarter applications processed to a decision:

2011	62
2012	60
2013	75
2014	85
2015	86
2016	103

The planning team has answered over 820 public enquiries for this period (up from 450 in the previous quarter which is an 82% increase). This averages out to answering 14 enquires per day over the period.

Process Redesign

In the month of June the Planning Team underwent the Vanguard method to redesign the non-notified resource consent workflow. This resulted in the removal of many steps in the process, which has resulted in a more streamlined customer focused approach.

MFE National Monitoring System

The 2015/2016 report for the MFE National Monitoring System is due at the end of July. The national results for the 2014/2015 year have been released. The national average of all the councils in New Zealand for consent processing timeframes are outlined below:

96 per cent of all section 88 (new) resource consents were processed within the statutory time limits. Of these:

- 91% of publicly notified consents were processed within the statutory time limits
- 91% of limited notified consents were processed within the statutory time limits
- 96% of non-notified consents were processed within the statutory time limits.

96% of all section 127 (change/cancellation of conditions) resource consents were processed within the statutory time limits. Of these:

- 100% of publicly notified consents were processed within the statutory time limits
- 86% of limited notified consents were processed within the statutory time limits
- 96% of non-notified consents were processed within the statutory time limits.

Environmental Health

The inspection of registered premises required for the 2016 calendar year are due to be completed by 31 August. By completing the bulk of this work ahead of schedule, we will be able to focus on those premises required to be transitioned into the Food Act regime by 31 March 2017. We currently have 67 of the required 110 premises converted to Food Control Plans.

To date we have registered two National Programme operators who have been verified by independent verifiers. As we have not received any feedback regarding the cost and efficiency of this arrangement, the option of Council going through the accreditation process to compete that work is still very much an unknown. We will review our options once we have a better idea of accreditation costs, market demand and potential income.

Alcohol Licensing

As of 1 July we have introduced an online public notification option for alcohol licence applications. This provides a more efficient service for our customers and is significantly cheaper than the previous system of the applicant placing public notices in the newspaper themselves. That system introduced the potential for errors, which created additional work for staff and cost to the applicant should the notice need to be re-advertised.

District Licensing Committee

In the last quarter the District Licensing Committee sat to consider two applications:

- An off-licence application from Cromwell Liquor Limited received two objections from the general public. The decision is pending.
- A special licence application for the Omakau Trots was opposed by the NZ Police. The hearing is adjourned while the applicant seeks legal advice on the best way to progress the application. Recently publicised concerns regarding BYO alcohol at the event was not considered to be within the jurisdiction of the District Licensing Committee. That matter has been left for NZ Police to deal with in a manner they consider appropriate.

Local Alcohol Policy

Progress on Council's Local Alcohol Policy (LAP) has stalled and is still at the draft stage of awaiting the outcome of various appeals of other similar LAPs. Of the 72 local authorities in New Zealand 13 have developed LAPs. A further 15 who have advanced their LAPs to the provisional stage have had their policies appealed. At this stage there appears little if any advantage to either the Council or our customers in progressing to the provisional stage until the appeals have been heard.

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	2	2			
On-licence variation					
On-licence renewa	1	2			
Off-licence new	5	2			
Off-licence variation					
Off-licence renewa	4	2			
Club licence new					
Club licence variation					
Club licence renewa					
Total number	12	8			

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	4	8	1		
Off-licence	14	7			
Club licence	2				
Total number	20	15	1		

Managers' certificate applications received:

Manager's certificate new	(\$316.25)	16
Manager's certificate renewal	(\$316.25)	40
Total number		56

Special licence applications received:

	Class 1 (\$575.00)	Class 2 (\$207.00)	Class 3 (\$63.25)
Special licence	2	9	6

Temporary authority applications received:

Temporary authority orders	(\$296.70)	5
----------------------------	------------	---

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

During this quarter the Communications Coordinator and Community Road Safety Coordinator prepared an entry for the 2016 LGNZ Local Government Excellence Awards. The CODC-led Young Driver Programme was named a finalist in the Fulton Hogan EXCELLENCE Award for Community Engagement. Category winners will be announced on 25 July at a gala dinner during the LGNZ Conference in Dunedin.

Another key project within this quarter was getting our revamped online Residents' Survey live and marketing it. More than 600 residents took the new survey. Data analysis will take place in July for reporting back to Council on the results in August. The Communications Coordinator also began preparing for rolling out the first of a series of mini-surveys as part of our wider Customer Insights Programme.

Late June saw CODC take part in the national Candidate Week campaign. The campaign focused on encouraging people to stand for local government, and providing potential candidates with tools and resources. As part of our activities we made two short videos – shared via Council's website, YouTube and Facebook – featuring Councillors Clair Higginson and Stephen Battrick sharing their thoughts on the rewards and challenges of being an elected member.

Health and Safety

Public	1 minor, 1 injury
Customers	38 minor/non injury at Pools 1 serious harm
Staff	12- 3 near miss, 7 minor/no injury, 2 injury requiring follow-up
Contractors	Nothing reported

The serious harm incident is currently going through the Duty Holder Review Process with WorkSafe.

Dealing with the Unexpected

Training was delivered in house to 56 front line staff on how to "deal with the unexpected". Whether that be an incident, a challenging customer or personal issues.

Contractor Prequalification-SiteWise

As at 1 July we have 205 register contractors using SiteWise.

Work continues to promote this requirement and contractor engagement has been positive.

Automated External Defibrillator (AED)

An Automated External Defibrillator has been purchased for the William Fraser building. A training opportunity has been arranged for all interested staff in early August.

Hybrids are on their way

Further to direction from Council in 2015/16 staff investigated the viability of using hybrid electric vehicles in our fleet. We have now ordered two Mitsubishi Outlander PHEVs that will arrive in July 2016. Under standard tests these vehicles are capable of achieving fuel economy of 1.8 litres per 100km. We are also installing electrical outlets in the car park at the rear of the William Fraser Building where the vehicles can charge overnight.

On a full charge these vehicles can travel up to 52km. They also are capable of regenerative braking, that is they will top up the battery when the brakes are applied or when going downhill to minimise the need to use petrol.

Staff have also looked at rapid charge technology. Due to the prohibitive cost of these units however there is no intention of purchasing any ourselves. Staff have been in contact with a supplier of rapid charge technology and are investigating was to make it easy for them to set up in Central Otago.