



January to March 2017

QUARTERLY

ACTIVITIES
REPORT

Central Otago District Council

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OUR ACTIVITIES

This section provides a detailed overview of the activities we will undertake over the next year. The groups of activities incorporate the core services we deliver. We give consideration to how these services contribute to community well-being in our decision-making process.

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

Within each group of activities you will find a description of each activity, our key challenges, what we have planned, what you can expect from us, and a breakdown of the costs involved.

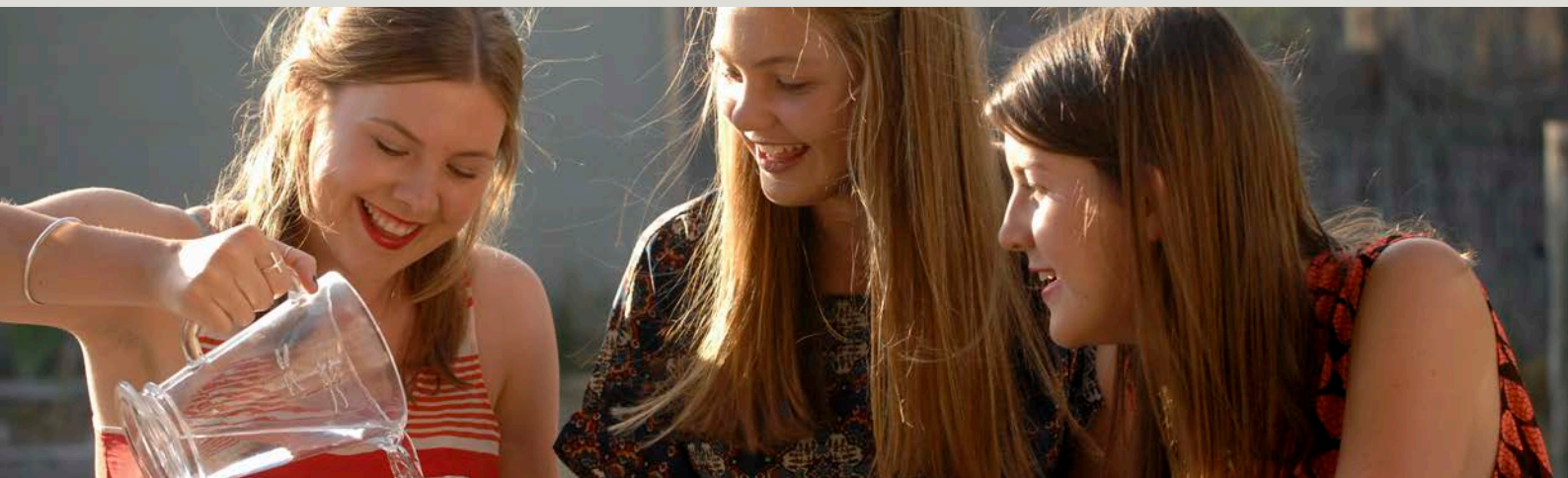
<p>Three Waters Water / Wastewater / Stormwater</p> <p>Drinking Water Supply, Legislative Monitoring and Reporting, New Connections, Maintenance, Replacement, Renewals, Resource Consent Monitoring and Renewals, Treatment and Management, Trade Waste Management, System Development, Connections, Open Channel Maintenance, Drain Clearance, Reticulation Management</p>		
<p>Transportation</p> <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>	<p>Other Infrastructure</p> <p>Waste Minimisation, Elderly Persons' Housing, District/ Commercial Property, Public Toilets, Airports</p>	<p>Community Services</p> <p>Parks and Recreation, Cemeteries, Community Facilities, Libraries, Swimming Pools</p> <p>District Development: Economic Development, Tourism, Community Planning, Visitor Information Centres, Central Otago Brand, Promotions and Grants</p>
<p>Planning and Environment</p> <p>Resource Management, Building Control, Alcohol Licensing, Dog Control and Registration, Environmental Health, Emergency Management</p>	<p>Governance and Corporate Services</p> <p>Elected Members' Support, Administration Buildings, Personnel, Communications, Customer Services and Administration, Financial Planning & Reports, Information Systems</p>	

DECISIONS MADE TODAY

Decisions made today will affect tomorrow

THREE waters

Water Wastewater
Stormwater



THREE WATERS

Water, Wastewater, Stormwater

The water services activity provides water, wastewater, and stormwater 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.

We manage nine public water supply schemes, servicing approximately 14,500 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.

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.

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.

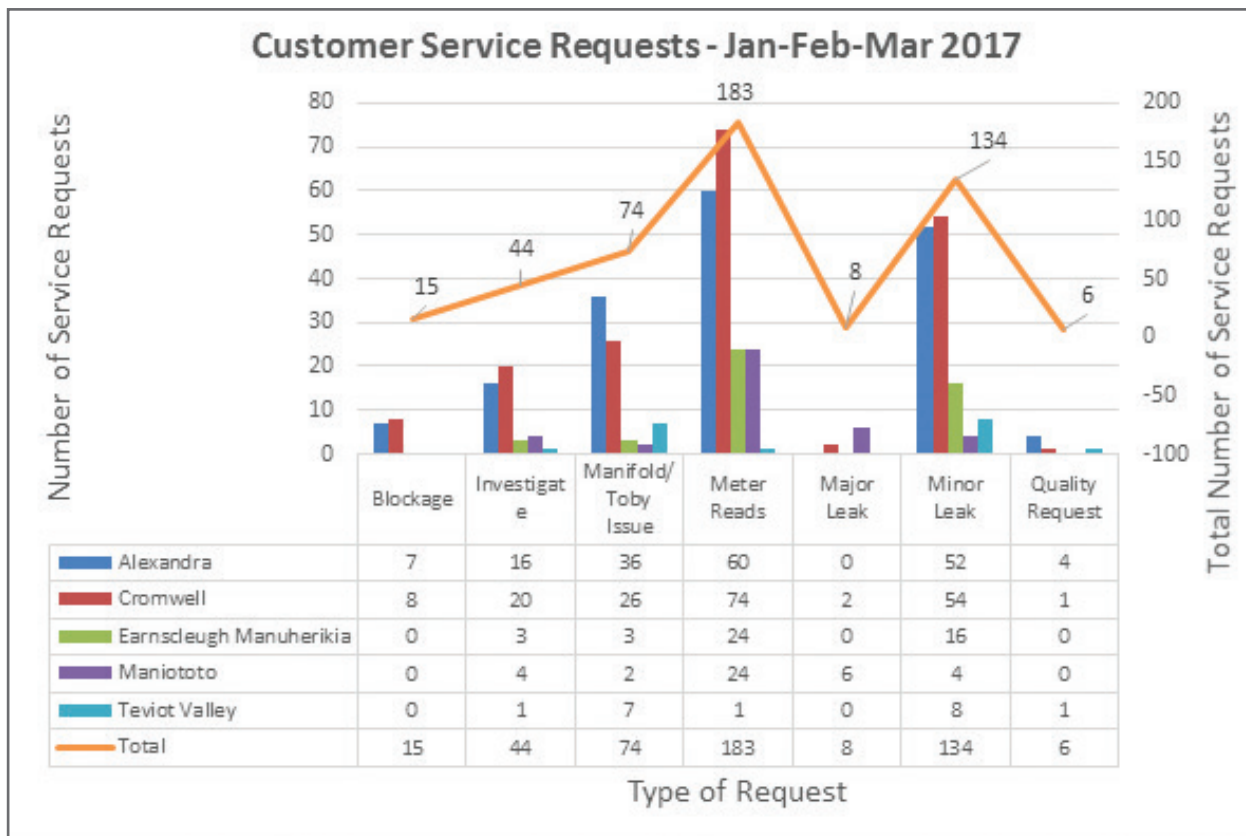
Stormwater is conveyed directly to waterways using piped infrastructure, natural water courses and open channels. We have a responsibility to ensure communities are not adversely impacted by localised flooding. This includes liaising closely with the roading activity on ponding issues. Flood risks from 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:



Customer Services

Analysis of customer service requests for water, wastewater and stormwater over this quarter shows the majority of service requests relate to water meters, typically requests for final reads for property settlements, with the majority of these being in Cromwell and Alexandra.

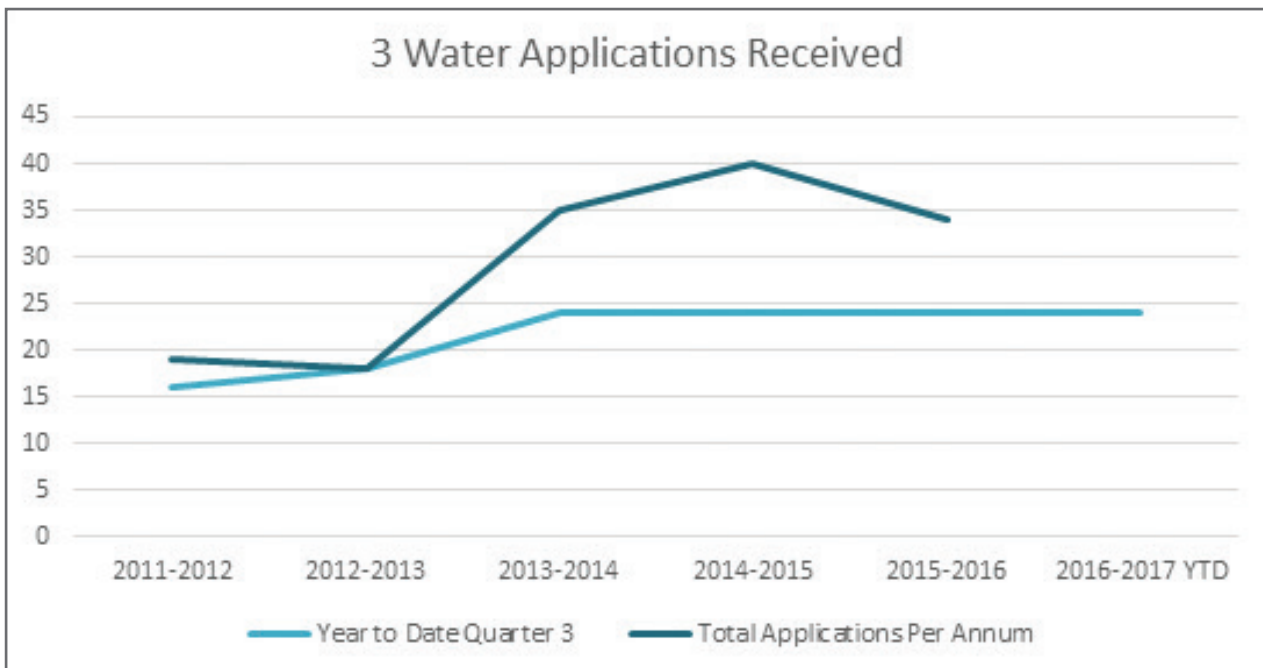


District	Blockage	Investigate	Manifold / Toby Issue	Meter Reads	Major Leak	Minor Leak	Quality Request
Alexandra	7	16	36	60	0	52	4
Cromwell	8	20	26	74	2	54	1
Earnsclough Manuherikia	0	3	3	24	0	16	0
Maniototo	0	4	2	24	6	4	0
Teviot Valley	0	1	7	1	0	8	1
Total	15	44	74	183	8	134	6

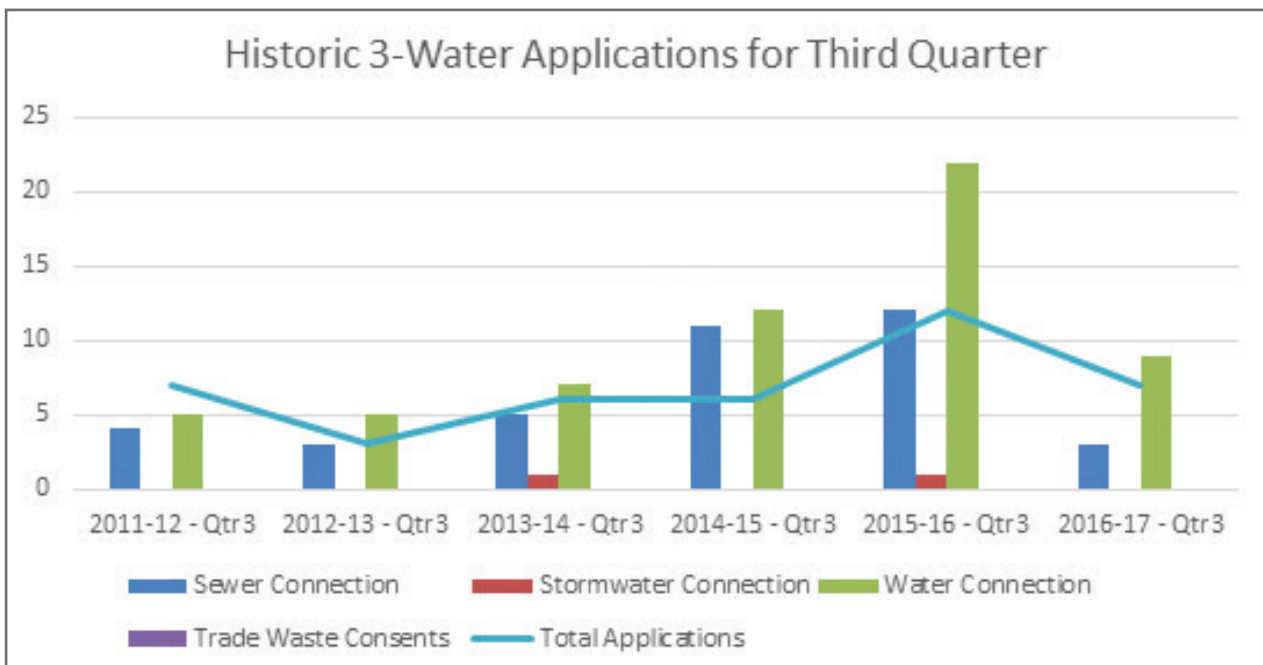
The high number of meter reads is a result of continued growth within the district where residents are requesting final meter reads prior to transfer of property ownership. Data from this quarter shows a slight decrease in meter reads for Alexandra and Cromwell compared to the previous quarter. We also see a slight increase in minor leaks being reported.

Consents/Activity Levels

Three waters receive and process applications for connection to the water, stormwater, and wastewater reticulated networks. We also manage applications for consent to discharge tradewaste to the wastewater network.



The applications received to the end of quarter three show a match to recent years with a trend towards a total similar to previous years.



Connection applications can include a number of water, sewer and stormwater connections on a single application. This is why the total applications received is less than the sum of the applications for the individual activities. The total applications received in quarter three shows a slight decrease on the 2015-2016 third quarter however the total is similar to previous years. Water and sewer connections are lower than recent years for quarter three. The year to date total is trending similar to previous years.

Performance Measures: WATER

Measure	Target	Q1	Q2	Q3	Q4	Comments
The percentage of real water loss from the network reticulation system (leaks, metering inaccuracies)	Target Current water loss <20%					Annual Measure, Visibility of this measure is not currently available per quarter.
Percentage of budgeted capital works completed annually	To complete more than 90% of budgeted capital works	141%	44%	24%		Some projects delayed and to be completed next quarter.
Percentage of budgeted renewals completed annually	To complete more than 90% of budgeted renewals	157%	65%	31%		Significant renewals planned for second half of year.
Time with water per customer per annum (planned and unplanned)	To maintain supply to customers for $\geq 99\%$ of the time	99.9%	99.9%	99.9%		
Fault response time to urgent call-outs Attendance: Resolution:	Target median time to get to site ≤ 2 hours Target median time to resolve ≤ 8 hours	2.13 4.23	1.1 9	N/A		
Fault response time to non-urgent call-outs Attendance: Resolution:	Target median time to get to site ≤ 24 hours Target median time to resolve ≤ 72 hours	20.25 23.78	20.52 24.58	27.25 45.72		
The average consumption of water per day per resident	To maintain water demand at <600 L/person/day					Annual Measure, Visibility of this measure is not currently available per quarter.
Total number of customer complaints for: • Water clarity • Water taste • Water odour • Water pressure and flow • Continuity of water supply • Responses to water service requests	≤ 13 per 1000 connections	0.12	1.05	1.17		
Compliance with the NZ Drinking Water Standards Pt4: Bacterial: Pt5: Protozoal:	Compliance with Part 4: Bacterial All = Yes Compliance with Part 5: Protozoal All = No apart from Roxburgh	Compliance with Part 4: Bacterial All = Yes Compliance with Part 5: Protozoal All = No	Compliance with Part 4: Bacterial All = No Compliance with Part 5: Protozoal All = No	Compliance with Part 4: Bacterial All = No Compliance with Part 5: Protozoal All = No	Compliance with Part 4: Bacterial All = No Compliance with Part 5: Protozoal All = No	All distribution zones comply with Bacterial Compliance however due to heavy rain events the Omakau and Ranfurly water supply plants did not comply during quarter three. No plants comply with Part 5 Protozoal. Currently registering as no compliance in Roxburgh for Protozoal compliance due to a treatment credit discrepancy. In discussions with Public Health South. The plant is operating within specifications for protozoal treatment.

Performance Measures: WASTEWATER

Measure	Target	Q1	Q2	Q3	Q4	Comments
Number of complaints received from customers per 1000 connections	Number of sewage odour complaints ≤ 1 per 1000 connections	0	0.13	0.13		
	Number of sewerage system faults and blockage complaints ≤ 11 per 1000 connections	3.23	1.88	2.96		
	Number of complaints regarding responses to sewer service requests ≤ 1 per 1000	0	0	0		
Percentage of budgeted capital works completed annually	To complete more than 90% of budgeted capital	50%	14%	18%		Significant projects planned for second half of year.
Percentage of budgeted renewals completed annually	To complete more than 90% of budgeted renewals	21%	7%	23%		Significant renewals planned for second half of year.
Compliance with discharge consents	Number of abatement notices = 0	Nil	Nil	Nil		
	Number of infringement notices = 0					
	Number of enforcement orders = 0					
	Number of successful prosecutions = 0 Council target (all enforcement actions) = 0					
Fault response times	Target median time to get to site ≤ 2 hours	0.5	3.97	20.7		Addressing these response times with the contractor. Possible error in how the times are recorded.
	Target median time to resolve the problem ≤ 8 hours	20.72	21.47	26.37		
Number of dry weather sewerage overflows from sewerage scheme	Number of dry weather sewerage overflows ≤ 1 per 1000 connections	0.27	0.67	0.27		

Performance Measures: STORMWATER

Measure	Target	Q1	Q2	Q3	Q4	Comments
Percentage of budgeted capital works completed annually	To complete more than 90% of budgeted capital works	79%	252%	16%		Improvements bought forward and completed early.
Percentage of budgeted renewals completed annually	To complete more than 90% of budgeted renewals	6%	0%	28%		Renewal work has been delayed to second half of year.
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	Nil	Nil	Nil		
Number of flooding events that occurred and habitable floors affected	Target number of habitable floors affected ≤ 1 per 1000 properties	Nil	Nil	Nil		
Response time to attend flood events	Target median time to get to site ≤ 2 hours	N/A	N/A	N/A		
Number of complaints received about stormwater performance	Total number of customer complaints ≤ 2 per 1000 properties	0.23	0.12	0.47		

Work undertaken last quarter

Ranfurly Intake Pipeline

The intake pipeline was exposed by the river following heavy rain in the Ranfurly catchment. This work was actioned immediately with the river diverted to its normal flowpath and the pipeline secured, stabilised and covered. Further work may be required to better protect the pipe in the future.



Changes to river flow path caused erosion of the bank



Pipe reinstated and river redirected

BRANZ Water Use Survey

BRANZ (Building Research Association New Zealand) is completing a national water use survey and Central Otago households have been included in this survey. 18 homes in the district have been randomly selected and sent a paper based survey for completion. Two homes will be selected for further monitoring of water usage throughout the year and a further two homes will have high resolution monitoring for one year.

BRANZ has confirmed that they have received 18 completed surveys and they have confirmed that four households have agreed to further monitoring. These monitoring devices should be installed in the next couple of months.

The results will be included in a national report on water usage.

Omakau Water Treatment Plant Intake Screen

Planned maintenance has been undertaken on the water intake screen in Manuherikia River. The screen was inspected for damage and cleaned before being covered again, and the river bed and river flows were returned to their original conditions.



Exposing and checking inlet screen

Patearoa Reservoir Renewal

The Patearoa water storage reservoir tanks have been upgraded and some pipework changes completed to improve the flow path of water and improve water quality while in storage. The majority of this work included the replacement of six old concrete tanks that were near the end of their life. The work has been completed, tested and the reservoir tanks returned to normal service.



New tanks installed and connected



Alexandra Russell Street Water Main Renewal

The renewal of an old water main at the northern end of Russell Street has now been completed. This included a new rider main to remove around 20 service laterals that crossed the road.

Image: Russell Street reinstatement of new main

Work To Be Undertaken In The Next Quarter

Wastewater Renewals

Several wastewater pipes have been planned for renewal by relining. The pipes have been identified by CCTV inspections, age, material and failure rates.

Ranfurlly Water Treatment Plant and Reservoir

Bypass tanks are being installed at the Ranfurlly Reservoir to allow maintenance and cleaning of the main reservoir. The work will also include some improvements to flow monitoring and valve arrangements.



Ranfurlly Water Reservoir

Roxburgh Bore #3 Headworks

The Roxburgh water intake bore #1 was found to be pumping an unsuitable quality of water and this was not able to be washed out. A new bore has been drilled and the pump installation and headworks are due for construction this quarter.



Roxburgh bores next to the Clutha River

Water Reticulation Renewals

Several water reticulation renewals are to be completed including the final stage of Inniscort Street, Cromwell and The Whistlestop, Clyde.

Cromwell Water Treatment Plant

A fence is to be installed around the Cromwell Water Treatment Plant to protect the treatment facilities and buildings, and restrict access to treated water.

Alexandra Northern Reservoir

A water meter is to be installed at the northern water storage reservoir. This is required to better monitor the use of water from the reservoir.



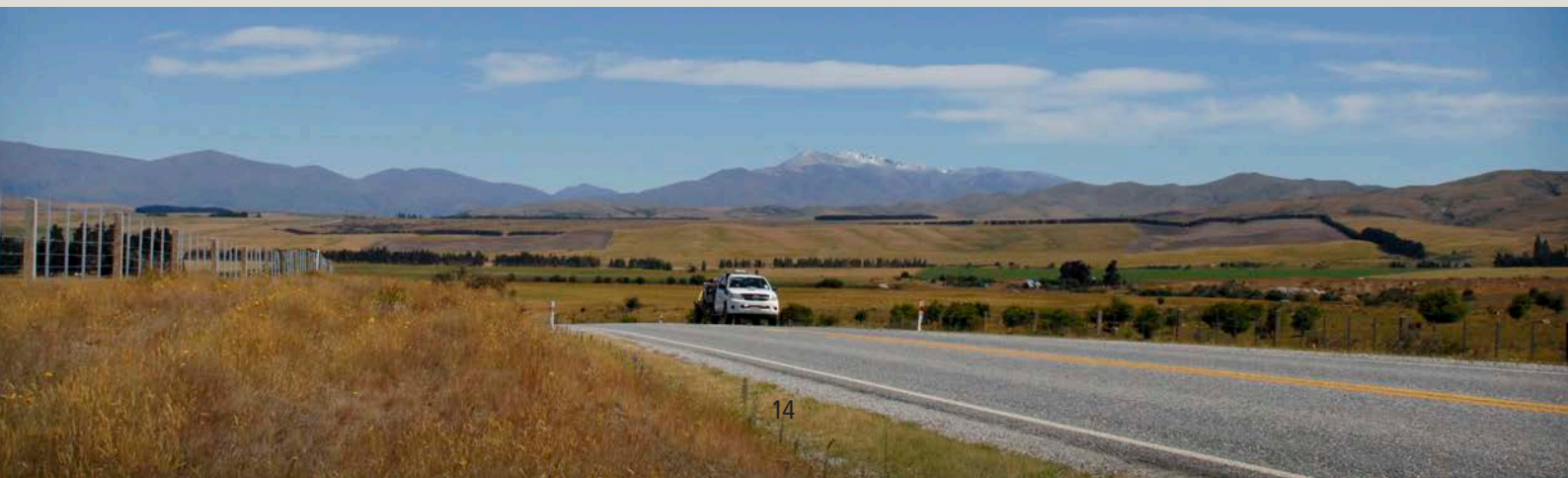
Alexandra Northern Water Reservoir

ADD VALUE

Add value. Ask yourself is there a better way?

TRANSPORTATION

cycleways footpaths **car parks**
road safety **bridges** street lighting



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.

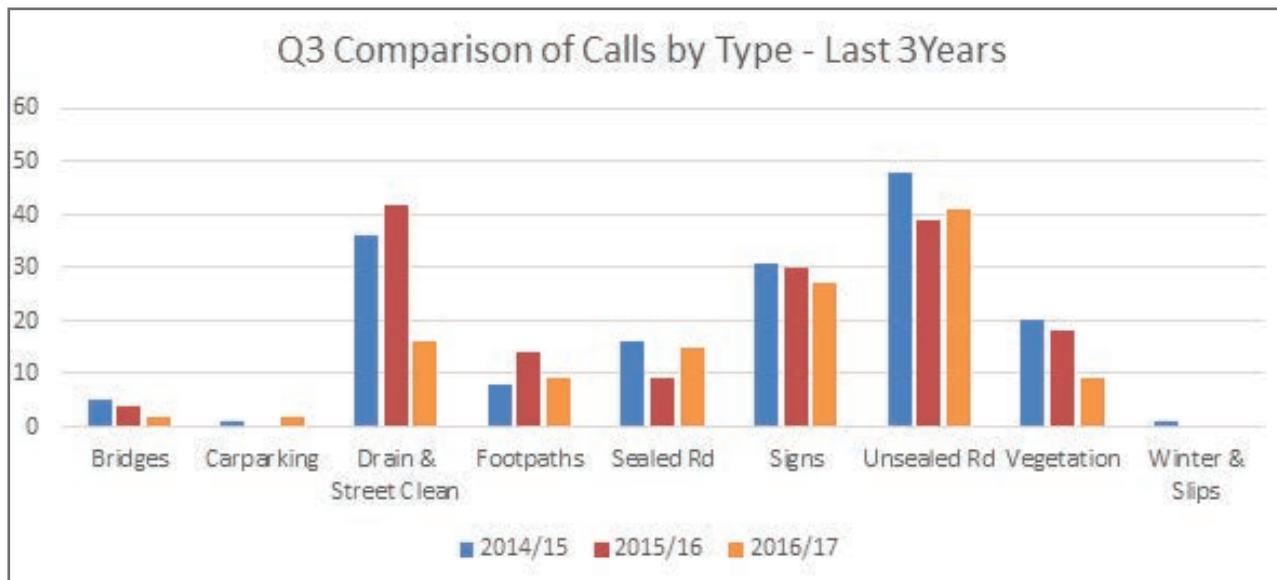
We have 175 bridges, just under 5000 culverts and close to 12,000 hectares of road reserves. Our focus for the next 10 years is to deliver an efficient, fully accessible, safe roading network.

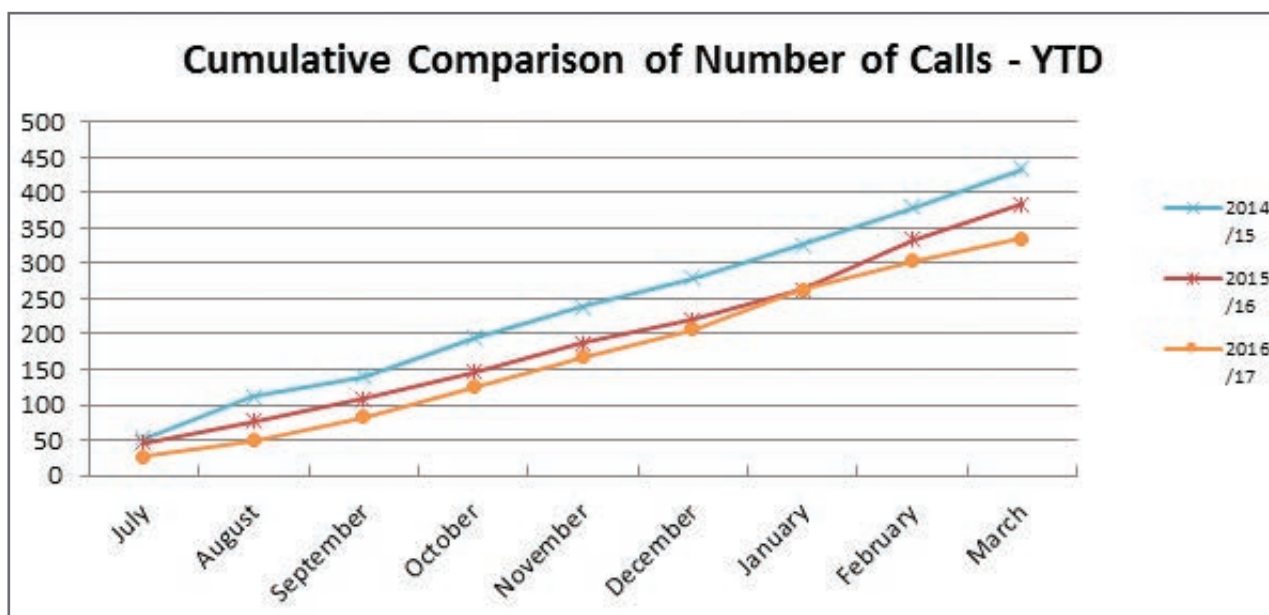
THIS ACTIVITY CONTRIBUTES TO THE FOLLOWING COMMUNITY OUTCOMES:



Customer Services

The number of calls received continued to trend downwards during the quarter. Calls regarding unsealed roads were the most frequent.





Consents for Activities in Road Reserve

Type of Consent	2011-12	2012-13	2013-14	2014-15	2015/16	2016/17
Traffic management plans	66	81	75	101	92	94
Carriageway Access Requests	81	87	103	127	110	183
License to occupy	4	5	17	16	27	15
Yard encroachment	2	5	2	4	7	15
Vehicle crossings	23	22	23	28	31	84
Generic traffic management plans	11	8	15	14	20	20
Road closures	5	10	8	5	5	5
Total Consents – Year to Date	192	218	243	295	292	416

There has been an increase of 42% on total consents processed this year compared to last year. During the third quarter 137 consents were processed.

Large increases were recorded in the number of carriageway access requests and vehicle crossing permits processed. Carriageway access requests provide an indication of the amount of development activity in the district. They are required to be approved for any work that is being undertaken by a third party on, under or over a road including the verges.

The average response time to process consents during the quarter was 2.3 days.

The increase in response times for this quarter was due to the significant increase in consent applications and some role changes within the roading team.

Performance Measures: TRANSPORTATION

Measure	Target	Q1	Q2	Q3	Q4	Comments
Percentage of budgeted capital works completed annually.	100% of the budgeted works completed and 100% of the budget spent	9% of budgeted works completed and 6% of budget spent	40% and 18%	82% and 63%		Figures are cumulative
Average length of time to issue a consent for access to a road	≤ 2 days	2.4	1.2	2.3		
Percentage of sealed local road network that is resurfaced	≥ 20km per annum	0	0	14.3		Resurfacing programmed for Q3. 2016/17 resurfacing approximately 70% complete.
Number of service requests	< 600	85	210	336		Figures are cumulative
Number of service requests from customers responded to within 10 days	≥ 90%	98%	91%	91%		
Change from previous year in number of fatalities and serious injury crashes on local roading network	Stable or decreasing trend	*2 Serious crashes	** 1 Fatal crash	*** 1 Fatal & 1 serious crash		* April to June 2016 ** July to September 2016 *** October to December 2016 Official records are 3 months behind
Number of journeys impacted by unplanned events (Resilience)	< 16,423	802	1367	1915		Q3 closures were due to flooding in the Maniototo. Figures are cumulative and measure road closures as a result of resilience issues on the network.

Overview of Work Undertaken Last Quarter

Routine and cyclic work undertaken this quarter included the completion of repairs ahead of programmed reseals and re-metalling sites. Weed spraying was also carried out. During January heavy rain forced the closure of a number of roads due to flooding. Some of these, including Lake Onslow Road, required significant repairs.

Approximately 70% of the 2016/17 reseal works programmed for 2016/17 were completed during the quarter. Significant progress was also achieved on the re-metalling programmed for the year.

Installation of LED streetlights was carried out in Ranfurly and Naseby.

Harliwich Contracting finally completed the reconstruction of the section of Coal Creek Road damaged several years ago by its mining activity.



January - Fulton Hogan clearing log jam from underside of Scotts Lane Bridge



Traffic counting on Stowell Drive, Cromwell

Work to be undertaken in the next quarter

The remainder of the renewals programme will be completed during the fourth quarter.

This includes:

Sealed road resealing

Roads in the Springvale and Alexandra areas.

Bridge assessments

Opus will complete structural assessment of the Jedburgh, Millers Flat and Green Bridges.

Re-metalling

Subject to suitable conditions re-metalling will continue until the programme is completed.

Street Light Upgrade

The programme to replace all street lights with the new LED technology will continue in various parts of the district during the fourth quarter.



Re-metalling underway on a Maniototo road

Issues of interest

The 2017 Young Driver Training Programme took place at the end of March. Once again Community Road Safety Advisor Jo Robinson ran this very successful programme. Unfortunately this was Jo's swansong in this role as she has taken the opportunity to move into a new role as administrative assistant in the Major Projects team.

CREATE GOOD INFRASTRUCTURE

Create good infrastructure in a non-invasive way

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**

Overview of Work Undertaken Last Quarter

Closed Landfills

The March round of groundwater and compliance monitoring at the closed landfills was completed. Aerial weed spraying has been completed at the Naseby and Patearoa closed landfills.

Kerbside Collections

An increased number of contamination notices have been issued due to general waste being placed in kerbside glass recycling bins. The problem is mainly occurring in the Cromwell area. A total of 70 sets of new kerbside collection bins have been issued by the contractor this quarter. The increase is predominantly to new builds in the Cromwell area.

Recycling Drop-offs

The recycling facilities were heavily used by residents and visitors this summer. Wastebusters staff successfully managed the busy holiday peaks with no reported overflows. The additional shipping containers allocated to the Ranfurly and Roxburgh town sites made it easier to cope with peak flows. People did a good job of colour separating their bottles in the glass bins at all the public drop-off sites.

The Alexandra Wastebusters reuse shop is receiving more shoppers and droppers. The flow of reusable goods through the site is increasing. Focus through summer has required all hands on deck to manage the increased recycling workload created by holidays, celebrations, visitors, seasonal fruit packaging and business growth. A wide range of volunteers, many of whom have been involved with Wastebusters for many years, continue to spend time onsite each week. Both staff and volunteers enjoy this experience.

Public meeting held in Oturehua to discuss the local recycling container use. Meeting attended by Wastebusters site manager and CODC staff.

Illegal dumping

Three incidents of illegal dumping have been reported in the last quarter. Household rubbish, visitor/camping rubbish and animal parts were removed and disposed in separate incidents.

Transfer Stations

The Cromwell Lions have concluded their firewood project on the Cromwell closed landfill and have left the site. A final walkover was completed and an agreement reached to dispose of the remaining waste on site.

A review of operations at the Cromwell transfer station is being undertaken to ensure the services meet current and future demand. The improvements will minimise risk of injury to members of the public and staff. The Cromwell Transfer Station staff have been supervising community workers on probation. The health and safety processes for this arrangement have been reviewed and approved by Council's Health and Safety Officer. The Patearoa refuse drop-off facility was inspected for unauthorised disposal of waste. The majority of users are purchasing prepaid CODC orange refuse bags for disposal of waste, but inspections and feedback indicated a level of free loading.



CODC prepaid rubbish bags and unauthorised rubbish disposal at Patearoa Drop-off

Collaboration

Meeting held with QLDC staff to discuss solid waste and waste minimisation activities and areas of collaboration including Waste Minimisation and Management Plan reviews, collection and landfill contracts, hazardous waste disposal and the Emissions Trading Scheme.

Community Learning for Sustainability with MAD4CO



Clyde Railhead Community Native Nursery

The nursery is in the process of becoming a Trust and has employed a part-time coordinator using grant funding. The nursery has been on successful seed collecting missions. The Mayor accompanied the group on a trip into the hills.

Southern Sustainable Building Network

Together with MAD4CO, the building network group organised a tour to a 'Passive House' and a Sustainable House Tour in Alexandra to celebrate Earth Hour 2017.



Sustainable House Tour for Earth Hour 2017

Thyme Festival

Planning is underway for this year's festival. The festival dates will be 28 October to 4 November 2017.

Waste Free Living

Waste Free Parenting and Love Food Hate Waste workshops were facilitated by staff and Kate Meads (aka The

Nappy Lady) in Cromwell, Alexandra, Roxburgh and Ranfurly. A professional development workshop for healthcare professionals was also held. Attendees included midwives, practice nurses, youth leaders and social workers. The workshop provided advice on women's hygiene products, incontinence products, cloth nappies and other waste free care products.

MAD4CO partnered with the Clyde Railhead Community Nursery and Love Food Hate Waste team at the Omakau A&P Show. Visitors were asked to share their home and farm sustainability tips on a public display board. The stand won Omakau show's 'Best Large Trade Display'. At the Roxburgh A&P Show, Wanaka WasteBusters and MAD4CO hosted the information stand. MAD4CO are working with the A&P Show organisers to create links between elements of sustainability and the show activities.



Love Food Hate Waste workshop at Teviot Educare and Waste Free Parenting in Cromwell



Omakau and Roxburgh A&P Show

Earth Hour

MAD4CO celebrated 'Earth Hour' with a working bee at Miners Lane native planting. MAD4CO, in conjunction with Bodeker Scientific, held the Thinking for the Future business lunch to celebrate Earth Hour. Professor David Griggs from Monash University discussed the development of the United Nation's Sustainable Development Goals and how their achievement requires action from business and community.



MAD4CO Planting Bee for Earth Hour at Miners Lane, Clyde



MAD4CO Thinking for the Future Business Lunch with Professor David Griggs and with high school students after the event.

EnviroSchools Programme

Central Otago and Upper Clutha districts EnviroSchools ran a teachers workshop in Alexandra. The Clyde Railhead Community Eco-Nursery helped facilitate the day and facilitated a biodiversity tour. Endemic, endangered and native species of flora and fauna were identified as well as a brief geographic history of the region to help explain the uniqueness of the regional flora and fauna.

Funding was granted from the Otago Museum Participatory Science Platform to run a pilot programme in Clyde, St Gerards and Goldfields Primary EnviroSchools.

The project will research the way that habitat, predators and climate affect local lizards. Grant Norbury of Landcare Research is engaging the students with the science component of the programme. The project is expected to run for a year.

St Gerards became a Bronze EnviroSchool. The award signifies they are establishing practices and programmes to enhance and educate themselves and their community about being sustainable, thoughtful and responsible citizens.

The Alexandra Primary EnviroSchool team was granted 'Tremendous Makeover' funds by the Mazda Foundation. The school hosted Ruud Kleinpaste (the Bug Man) for two days, and held a working bee to plant, build and create areas for creative play.

Poolburn EnviroSchool worked on aspects of environmental care including recycling, reducing waste and tours of Wastebusters recycling facilities, the Clyde Railhead Community Eco-Nursery, Sean Boyd's scrap metal art studio in Clyde and the lizard enclosure at DOC.

Clyde Primary and Goldfields EnviroSchools are working on increasing the birdlife around their schools and have 'The Men's Shed' helping them build nectar feeders.

Work to be undertaken in the next quarter

- Work to progress the establishment of the Poolburn Hall recycling facility.
- Continue developing proposal for improvements at the Cromwell Transfer Station.
- Review of the Waste Minimisation and Management Plan 2012 and completion of a waste assessment as a pre-requisite to the review.
- World Environment Day June 2017 and Plastic Free July planning.
- The Sustainable Building Network is planning a series of events including tour of the new Cromwell structural insulated panel factory and a home heating expo.



Central Otago EnviroSchool Teachers Biodiversity Field Trip



Central Otago EnviroSchool Teachers Biodiversity Field Trip

Performance Measures: WASTE MINIMISATION

Measure	Target	Q1	Q2	Q3	Q4	Comments
Total quantity to landfill in tonnes per year	Incremental year on year reduction	1715 Tonnes (1460 Tonnes)	2115 Tonnes (1839 Tonnes)	2164 Tonnes (1930 Tonnes)		There is a 12% increase in the tonnage of waste to landfill compared to same period previous year. In particular, there has been a 25% increase (YTD) in the tonnage of material being disposed of at the Cromwell transfer station. Further analysis of district's material flow is being completed as part of the 'Waste Minimisation and Management Plan' review.
Total amount of rubbish and recycling generated per rateable property	Incremental year on year reduction (measured as rubbish + recycling)	170kg (152kg) p/property	202kg (183kg) p/property	215kg (206kg) p/property		The total tonnage of materials (waste and recovered recyclables) distributed across all the rateable properties in the district indicates a 4% increase on the same period previous year.
Total amount recycled in tonnes per year	Incremental year on year increase	586 Tonnes (599 Tonnes)	626 Tonnes (643 Tonnes)	687 Tonnes (774 Tonnes)		There has been an 11% decrease in recyclables being recovered this quarter compared to the same period last year. A review of services will be completed as part of the Waste Minimisation and Management Plan review. Options will be considered to achieve the community's statutory obligations in the Waste Minimisation Act.
Average weight of the kerbside collection rubbish bin	Incremental year on year reduction in wheele bin weight (kg/# of bins collected)	20.44 kg (17.51 kg)	22.52 kg (19.16 kg)	21.35 kg (19.62 kg)		There has been a 9% increase in the weight of the kerbside collection rubbish bins compared to the same period last year.
Percentage of residents satisfied with CODC's waste minimisation education.	Customer satisfaction \geq 90%	92% satisfaction	92% satisfaction	92% satisfaction		The CODC Residents Survey August 2016 report indicated a 92% satisfaction with CODC's Waste Minimisation Education service.
Compliance with resource consents for transfer stations and closed landfills	Incremental percentage improvements	89% compliance	89% compliance	89% compliance		The last audit carried out by the Otago Regional Council recorded a compliance score of 89%. Audits are carried out by ORC every three years. A self-auditing process is being developed that provides a consistent, more regular result. The groundwater monitoring results have not indicated anything of concern. Work is ongoing with landfill cap maintenance and weed control at several sites.

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 hangars 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



**THRIVING
ECONOMY**

Property

Property Activity Management Plan update

The three-yearly Council buildings condition assessments, for review and completion of the 10-year maintenance and renewal work plan, were undertaken in March by Council property officers with external assistance for forecasting. The maintenance plan will be finalised over April and May for updating of the Activity Management Plan to then feed into the draft Long Term Plan.

Reserves Lease Policy

Council property officers have had two workshops to commence development of a policy, after researching some other Council policies around the country.

Roxburgh Service Centre

Council's contracted painter has been busy in Roxburgh completing various painting projects, one being the outside of the Service Centre.

Cromwell Service Centre

There are now two workstations set up at the Cromwell Service Centre on the front desk giving much needed support for the increasingly busy office. This is being driven by the level of building activity, plus staff involvement in water and wastewater capital works projects.

The remedial work on the concrete support framework at the Cromwell Service Centre is now completed. This was needed due to cracking at the fixing points. To replace this, a new stainless steel support frame made by Murdoch Weldrite was installed by Breen Construction on 22 February.



Cracks were identified at both ends of the concrete support frame where the bolts are inserted.



The new metal support frame work installed



Before



After

Cromwell Resource Centre

At the end of January Cromwell experienced strong winds, which saw the bottom of the aluminium window frames come loose due to wear and tear over a period of time. This caused two glass panels to break and fall into the alleyway on the southwest side of the building. Asplundh cordoned off the area, and the glaziers arrived soon after to remove the glass and secure the frame.

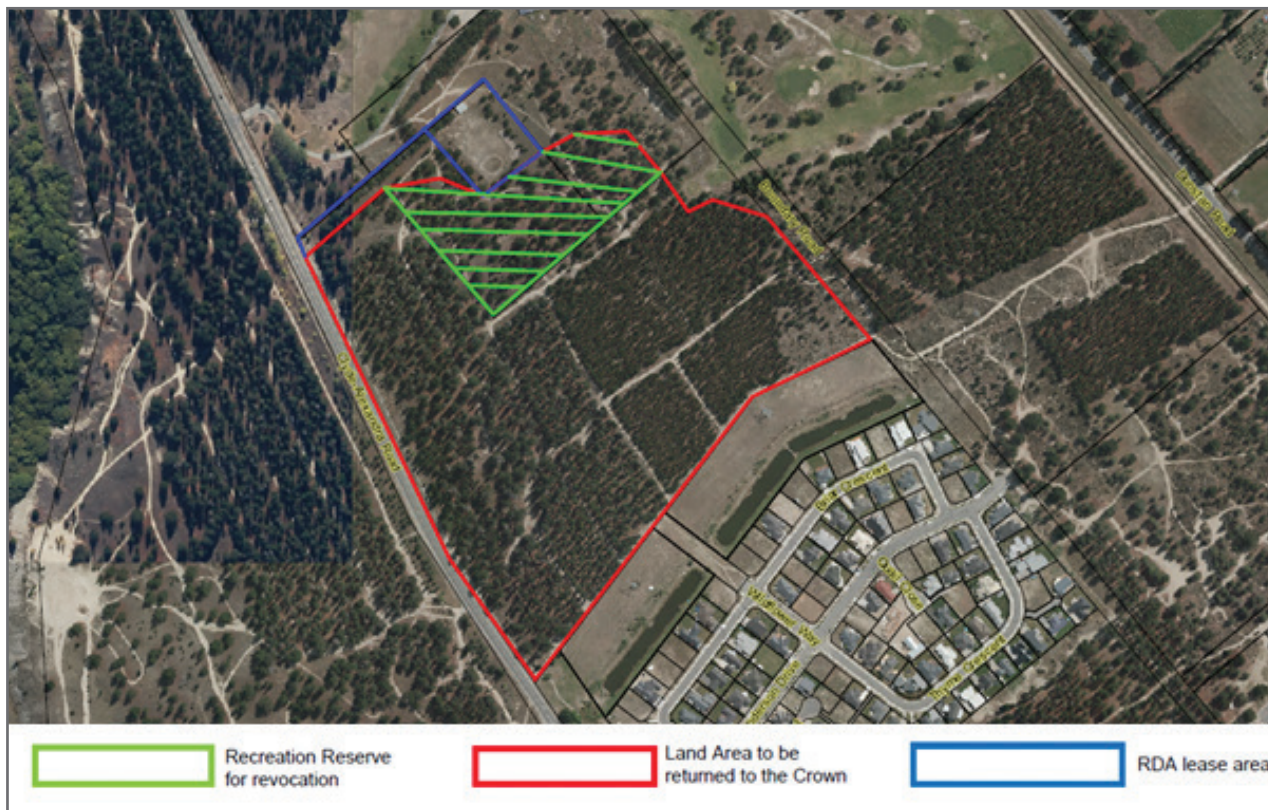
The glass from the same style of window frames on the southeast side of the building were also moving so these windows have been secured. All the window frames have been inspected and a quote is due to replace all the windows.



Alexandra Pines release of Crown Land

In March Council ratified the Vincent Community Board recommendation to release approximately 16 hectares of Crown derived land in the pines on the right side of the Alexandra-Clyde highway back to the Crown. The land is in the area of interest for the proposed Leaning Rock Retirement Village.

The boundaries approved are shown below. Public consultation is required for the revocation of the recreation reserve status, which will be advertised in April.



Alexandra Suspension Bridge 1882 Working Group

The working group has met with the chair of the Central Otago Queenstown Trails Trust to obtain an update on Central Government’s funding of a bridge in Alexandra. The chair confirmed construction of a pedestrian/cycle way bridge over the river in Alexandra has been budgeted for within the bike trail connection project. The aim is to use the piers within the bridge construction but they will not know this for certain until the first part of the feasibility study is complete. This stage involved a further engineering assessment of the piers. The group is going to work with the Central Otago Queenstown Trails Trust project manager to help facilitate the release of funds for this assessment.

Vallance Cottage

The annual picnic to raise awareness of this historical cottage was held in January. While the weather did not allow the picnic to go ahead, approximately 40 people viewed the cottage.

In February the Vincent Community Board agreed to funding to attend to a chimney repair and mud brick repairs. This is due to be completed by the end of April. Provision will also be made in the Long Term Plan for the ongoing maintenance of the mud bricks at the cottage.



The Board also agreed to a potential future use through a concept the working group had developed. This was the leasing some of the surrounding reserve land for a non-permanent commercial business that would be compatible to the Cottage. For example but not restricted to a mobile coffee/food vendor, retail shop or artist in a portacom.

The business will receive the benefit of the visitor attraction of Vallance Cottage, which is in very close proximity to the Otago Central Rail Trail, together with space for alfresco dining and parking, a separate power connection, and access to a new accessible toilet to be funded through the Reserve Contribution Fund. As the leased land is on Recreational Reserve with an underlying Rural Zone any lease would be subject to a public notification process. Expressions of interest have been invited and are due by 21 April 2017.

Clyde Museums

The Central Otago District Council owns 12 buildings over three sites in Clyde that make up the Clyde Museum. These are leased to the Clyde Historical Museum Incorporated. Their current occupation is a mixture of public museums and storage, and they create a source of income through leases.

The condition of the buildings came to a head earlier this year when a contractor carrying out regular maintenance on part of the Herb Factory at the Briar and Thyme Museum found that the end wall moved when touched. The contractor has temporarily secured the wall.

After discussions with Clyde Historical Museum Inc. a plan has been formulated. The first step is for the society to produce a collections policy and Council to commission a more detailed engineer's report looking at the earthquake prone buildings with support of a Lotteries Grant. The Grant application has been made and the society is progressing their policy. Once completed, funding will then be sort from Lotteries for a feasibility study that will involve substantial public consultation looking at the future of the Clyde Museum's buildings and collection.

Cromwell Museum

A new air conditioning unit has been installed at the Cromwell Museum. The unit has replaced the old failed ceiling heat pump unit in the south room of the museum.

This will keep consistent air temperatures for staff and the museum's collection held at the premises, maintaining appropriate levels with the summer and winter conditions.

IcelInLine and Molyneux Aquatic Centre energy project

IcelInLine is progressing final designs for new plant and in-ground pipe work and additional plant at Molyneux Aquatic Centre to transfer heat to the pool from the refrigeration plant. An onsite meeting will occur in April to discuss the pipe location and construction with affected Molyneux Park user groups. The joint power agreement between Council and IcelInLine is in its final draft review.

Cromwell Camping Ground

The owners tendered the property for sale through Bayleys Real Estate. The CEO lodged a conditional tender subject to the Cromwell Community Board and Council's ratification. However no tenders were accepted. The outcome of sale is not yet known.

Council Joint Venture for a Residential Subdivision Development

Expressions of interest were received and further information requested to be able to select a partner to develop 3.5 hectares of Council owned residential land at Gair Ave Cromwell. That will progress into the next quarter.

Toilets

Tarras Toilet

Final design was confirmed for the wastewater disposal system for the Tarras Public Toilet in February. The Ministry of Education has confirmed approval for Council to purchase land under the Public Works Act for the disposal system at front of the school and the dispersal field in the paddock behind the school.

An easement agreement with the owner of the Tarras Store is also being prepared by Council's solicitor for the use of the water bore for the toilet.

The new toilet will be located in the NZTA car park beside the entrance to the school. The toilet is supplied as a prefinished triple pan unit from Exeloo. Both the toilet and disposal system have been ordered and are scheduled to be installed by 30 June 2017.

The new toilet will look similar to picture below with images of Shrek on both ends:



Millers Flat and Roxburgh Playground toilet

The floor of the Millers Flat toilet and the interior of the Roxburgh playground toilets were painted. Further upgrade work is planned at Roxburgh, but the painting was the first piece of work to improve the standard.

Alexandra Airport

The upgrade of power to the airport and power and water reticulation to 25 sites in the private hangar precinct commenced in February and will be completed by mid-April.

All but one of the hangar sites are fully subscribed.

Council also approved funding in March for construction of sealed taxiways in the hangar precinct to proceed in April/May. This is being funded from the rental income stream.

Elderly Persons' Housing

Occupancy Rates:

Area	Units	Occupancy rate-end Oct –Dec 2016		Occupancy rate-end of Jan –March 2017 quarter	
		Tenanted	Occupancy rate	Tenanted	Occupancy rate
Alexandra	23	21	92%	21	92%
Clyde	3	3	100%	2	67%
Cromwell	31	30	97%	30	97%
Roxburgh	15	14	93%	13	87%
Ranfurly	26	18	70%	20	77%
	98	86	90%	86	90%

The occupancy rate percentage has remained static across the district. Ranfurly gained two tenants, but both Roxburgh and Clyde each lost a tenant.

Two units in Alexandra will be refurbished in April, and two units in Cromwell are scheduled for refurbishment in the last quarter. Given waiting lists, it is anticipated that both Cromwell units will be tenanted as soon as the refurbishments are finished.

Prior to Christmas Council was approached by a representative of the Cromwell Foodbank offering to approach the tenants to see whether they would like a parcel of food. The organisation was looking for more recipients due to excess donations in the Cromwell area. Council supplied them with the addresses to the Elderly Persons' Housing units and received the following report:

"Thank you for providing the information for the pensioners. We duly visited the addresses yesterday and were well received. All but two were happy to receive the parcels and a couple were away or not at home. The two that didn't want one seemed to think they didn't need our help as they were well provided for. Anyway, it helped relieve some of our stocks, which of late there has not been much demand for. It is also good for them to know we are out there if they need help in the future."

Cromwell Town Centre

Over recent months, the Mall Creek pump system has been operating spasmodically. After plumbers and electricians extensively checked all of the equipment and the sludge was removed everything was back working again but only for a short time.



McNeill Pumping and Drilling inspected the pump, increased the water levels and will carry out a five-yearly service in June.

The regular mall inspection of the veranda lights has been undertaken recently. The repairs and maintenance included changing many bulbs and cleaning the units. There are six lights that need total replacement due to water damage getting into the electrical units from leaking verandas. The owners of these verandas have been notified that until the verandas are fixed Council will not be replacing the light fittings affected by the water. Some owners have started works.

Members of the public have reported a few trip hazard areas within the Cromwell Mall. On inspection with Asplundh's supervisor, we identified several areas where pavers have lifted.

In February, the pavers were repaired by lifting, digging out tree roots/soil and relayed. A regular inspection is now scheduled.



YOU CAN HELP

You can help shape the future of Central Otago

COMMUNITY services

Tourism Libraries swimming pools
economic development cemeteries visitor information centres
Central Otago Regional Identity
community planning Parks and recreation
promotion and grants community facilities



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 13 sport grounds or domains, more than 200 hectares of reserve land, eight cycling and walking tracks, 15 playgrounds, three skateboard facilities, a bike park and 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:



Cemeteries

It was a busy quarter for the cemeteries in terms of burials and ashes burials with 17 burials or ashes.

January

	Ashes	Interment
Clyde	1	1
Ranfurly		1
Totals	1	2

February

	Ashes	Interment
Alexandra		1
Clyde		1
Cromwell	1	2
Omakau		1
Totals	1	5

March

	Ashes	Interment
Alexandra	2	3
Clyde	1	
Cromwell	1	1
Totals	4	4

Work has been occurring at the Cromwell cemetery with the removal of a tree line down the boundary of the cemetery to make way for new beams.

Clutha Management

It was a busier quarter for Clutha Management. However, the changeable weather has meant that use of the lake has not been as significant as previous years. There has been good use on the few good days but there have been many days where it has been too windy for many lake users.

A camping survey was carried out around Lake Dunstan and other camping areas. Results should be available late April/ early May.

Parks and Recreation

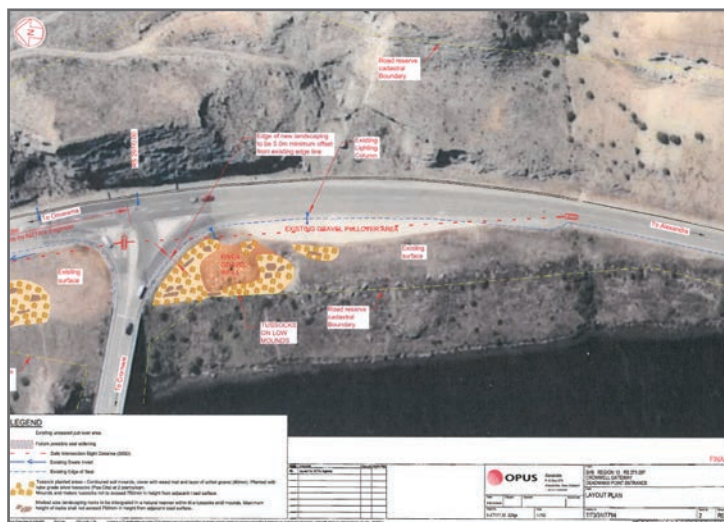
Overall the summer was very changeable with it being very unsettled. This resulted in it being windier and cooler than normal. It also meant grass and plant growth in the parks and gardens continued strongly through this quarter with regular rainfall keeping the growing season going longer than normal.

Parks carried out a district wide condition assessment of all playgrounds. This will include all community managed playgrounds that are located on Council reserve land. Information collected will feed into the Long Term Plan budget and asset management system. This was last completed in 2011.

Cromwell

A Request For Tender was issued for the renewal of footpaths around the fountain at Anderson Park. The intention is to replace with a combination of asphalt and cobblestones paving. This work began in March.

Fulton Hogan tied the Cromwell Bridge Landscaping site works into an NZTA slip lane project this year reducing the project costs considerably. Therefore full funding was secured and the project went ahead in late March early April.



Vincent

Undergrounding of powerlines into the Clyde campground was completed in this quarter.

The preferred design for the new Pioneer Park junior playground was completed after public consultation. This preferred design has now been costed and is awaiting final funding so that this project can begin.



Asplundh completed vegetation clearance along the length of the Alexandra to Clyde River Track with some sizeable windblown trees coming down.



Molyneux Park natural playground– 40 Phormiums have been planted in gaps

Teviot

The much loved merry-go-round and slide at King George Park in Roxburgh were repainted.

While on site contractors repainted the pergola and installed new 'KING GEORGE PARK' lettering on the front of the pergola.



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

Millers Flat Hall

Funding was secured for the replacement of the exterior cladding Millers Flat Hall. Breen Construction will start work in spring.

Chatto Creak

The derelict Chatto Creak has been demolished. This was as part of the programmed maintenance budgeted in the 2015/25 Long Term Plan. The site has been left clear and metal put down at the entrance. There has been discussion between the Chatto Creak Committee and the New Zealand Motor Home Association in regards to making make this a park over property for their members. The will be put forward to the Board for consideration in the near future.



Alexandra Theatre

The Alexandra Theatre underwent a safety review of the stage equipment by Theatre Systems and Design Ltd. The consultant raised serious concerns around the safety of the lighting bars and stage grid. As a safety precaution the hanging lighting bars have been removed and users have restricted use for the remaining stage rods. The next step is to have the structure around the stage equipment assessed. The Structural Engineer, Rob Peters from



Theatre Systems and Design Ltd, and Glen van den Yssel from the Alexandra Musical Society have had an onsite meeting. The report is due by the end of April.

Photo above is of the new stage flooring. This has been installed as part of the programmed maintenance for the building. The original tongue and groove flooring had reached a point where it had been sanded and repainted so many times it was thin and prone to breaking. A new overlay of 20mm strand floor was agreed upon in consultation with the Alexandra Musical Society.

Molyneux Stadium Accessible Toilet and Shower

Work was completed in March on the new accessible toilet and shower at Molyneux Stadium.

Roxburgh Entertainment Centre

Work commenced on the Earthquake Strengthening to the roof parapet above the Roxburgh Theatre in March and was completed in early April.

Clyde Community Hall

Funding has now been secured for the roof replacement, new heat pumps, and re-varnishing of the hall floor. Work is now in progress to work through with contractors and the Hall Committee as to when the work can be carried out.

Omakau Hall

The Omakau Hall is the Council's most earthquake prone building with an estimated strengthening cost of \$200,000. This is a hall with very little use and so the Council's Community Development Manager and Property Manager are working with the Community Plan Group to consider the future needs of the greater Omakau community for community facilities in general. Central Lakes Trust agreed to fund \$25,000 for a feasibility study of options for the future. This will involve community meetings.

Cromwell Memorial Hall

A report to the Cromwell Community Board relating to progressing the redevelopment project for the Cromwell Memorial Hall as per the approved design plan was tabled in February. From this meeting the Cromwell Community Board resolved to proceed in securing external funding for 50% of the construction costs of the approved design previously adopted. Upon the funding being confirmed the previous companies invited to tender prior will again be invited to re-tender.

The result of all funding applications is expected by mid-June.

The Cromwell Toy Library is now regularly using the northeast rooms at the memorial hall, which were previously used by the Senionet group.

The hall stage area has been closed off for the removal of stage rigging, due to it not being suitably supported at the roof. This work is planned for mid-April.

Maniototo Park Stadium

Primary ITO, an Invercargill training provider, has been using the Rugby Clubrooms as a regular venue for its training sessions.

Both the park and the facilities were a hive of activity for the Maniototo A & P Show in March.

Maniototo Cricket Club was able to host home games on the park and use the Rugby Clubrooms for their afternoon tea.

The Maniototo Rugby Club season started in March with a home game hosting Arrowtown. Unfortunately it was the visitors who took the White Horse Cup back to Arrowtown to be challenged for during the season.

The Stadium was used as a venue to farewell Tom Elder, a very well know local identity who passed away. Tom had been very active in local body government prior to his health deteriorating.

Ranfurly Town Hall

Maniototo Area School senior students held their formal in the Hall and judging by the photos on Facebook had a fantastic night. The Hall was decorated beautifully and the guests looked stunning.

Centennial Milk Bar

The Maniototo Community Board approved an overspend of funds in December 2016 to replace the rotten window frames. While this work will be carried out in May 2017 the contractors have been into the building to make templates of the curved window sill and frame that is to be replaced.

Ranfurly Art Centre

The insurance claim for the fire damage has finally been approved and a contractor has been engaged on a time and material basis. The repair work is expected to be undertaken in April. A completion date has not been advised. User groups are now using the Art Centre, with the exception of the fire damaged kiln room, which has been locked off to prohibit entry.

Naseby Town Hall

This venue was used to say goodbye and pay tribute to two very well known and loved Naseby characters.

Wallace Memorial Meeting Room

This small meeting room is still being well utilised by the Maniototo Bridge Club, Evergreens and Grief Intervention sessions.

Libraries

Impact of the drop in rental fees

On 9 January 2017, we ceased charging a rental fee for new books. Our borrowers responded by borrowing a wider range of books and more books. Staff responded with new ideas for displaying books of all ages.

The displays have provided a platform for highlighting both old and new books of any genre, fiction or non-fiction. Some customers have commented how the colour of a book cover can either attract or deter them from picking it up.

The flow on effects of removing rental fees are increased engagement with the book stock by both borrowers and staff.

Impact of the removal of fines on children's items issued to children's cards

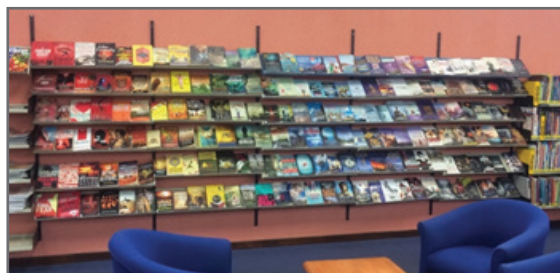
Parents have welcomed the introduction of no fines on children's items on children's cards and are now signing their children up to have their own cards, while others are starting to use cards their children had before but had stopped using.

Staff have welcomed the change as the removal of fines removes a barrier to reading and literacy. In recent times, children whose cards were blocked because of unpaid fines were not able to participate fully in class visits, and parents stopped bringing children to the library.

This move is particularly beneficial for our libraries that are located in or near schools and has had a markedly positive effect on both the council / school relationship, and borrowing by school children.

WiFi

The removal of the charge for WiFi access on personal devices continues to be well received by visitors and staff alike, as it brings us in line with best practice across New Zealand. Having free WiFi and seamless access is saving



staff about an hour per day overall. The Information Services team and Library staff are working together constantly to improve this service.

We received feedback that some of our older locals are not coming in to the library during the summer months as they felt intimidated by visitors sitting everywhere. Library staff are actively managing visitors and we have put power boards (with circuit breakers) in place where we want people using their own device to sit, thereby resolving the issue.

Membership Form

Concurrent with the removal of fines on children's cards, rental fees on new books and free WiFi, CODC Libraries also introduced an Online Membership Form. This new method of joining the library is working well and we have had more children registered now.

The new form meant a refresh of the process we use to join members to the library. Membership information is added directly into the Library Management System, where previously staff would manually input data from the membership form. A "Welcome to your Library" email then confirms we have the correct email address; other membership information is cross-checked when the member comes into the library to pick up their membership card.

An added bonus is that we can now offer a purely online membership to our community.

Maniototo Library

After several years of strained relations, the Chief Financial Officer and District Librarian initiated a series of meetings with Maniototo Area School (MAS) staff. After listening to the school's concerns we made several small changes to library policy, made the book stock more accessible to small children and suggested that the school would benefit from appointing Student Librarians. The changes have opened the way to further communication and relationship building.

Early in 2017 the District Library Manager, Library Team Leader and Maniototo Area School staff worked together to put in place a Student Librarian, in order to support the school's reading programme. This position, which is filled from the student leaders, enables the library to be open to the school during interval making Maniototo Library a hybrid school and community library.

Magazines

Initiated in November 2016, a review of our magazines, titles, use and acquisition process, concluded in March this year. CODC library team leaders provided valuable insight into the requirements of their community and the Collection Manager worked with both statistics and our potential supplier. Consolidation will make delivery of our magazine offering more efficient and cost-effective. Savings were made in the Cromwell newspaper cost, which has been used to extend the number of magazine subscriptions available to our borrowers.

Staff, Cadets, and Volunteers

In January one of the new CODC Cadets, Kendra Buist, started working at Alexandra Library in the afternoons for six weeks through to the beginning of March. Kendra predominantly shadowed our library assistants while on circulation duties, however we did show Kendra the different activities and services we offer in the library space, to give her an idea of what happens behind the scenes as well.

Ceridwen Naylor started another three-month period of voluntary work experience at Alexandra Library on Tuesday 14 February. Ceridwen is helping to shelve the children's picture books. Ceridwen is enjoying her time here in the library on Tuesdays, 9.30-11.30am.

Otago Southland Regional Collaboration Meeting (SouthLib)

The Otago Southland Regional Collaboration meeting was held on 13 February 2017.

The managers of public libraries in Otago Southland have been holding regional meetings for over 10 years. Communications extend beyond the meetings themselves as relationships forged during the meetings and awareness of some of what each of the libraries are experiencing facilitates communications.

At its meeting in February, the focus of discussion was a joint venture for SouthLib Libraries in the purchase of eBooks and eAudio via Bolinda. Discussions are still underway, however when discussions are complete, we hope to have achieved the following:

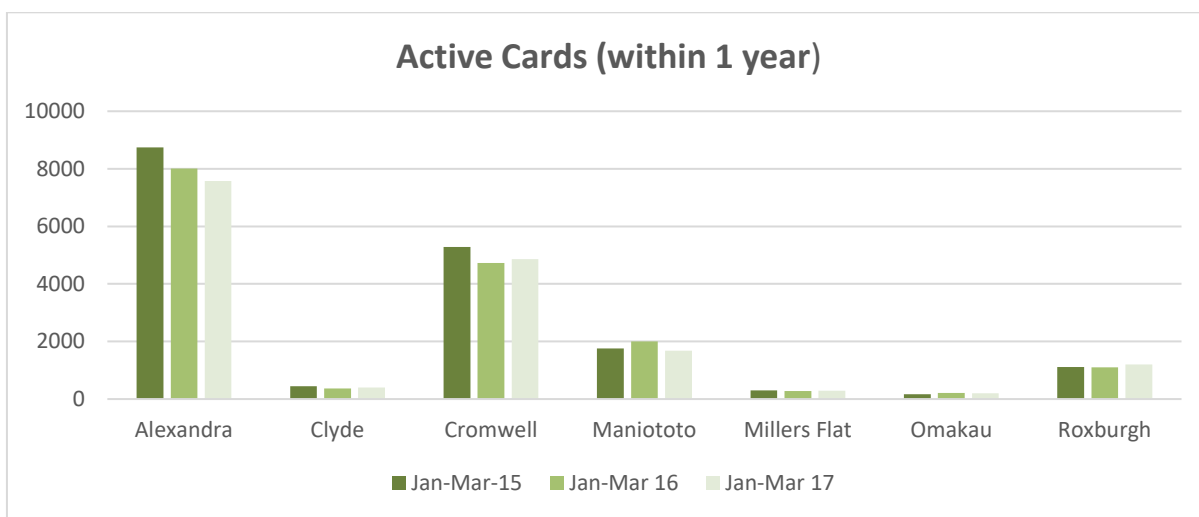
- Ability for our members of our libraries to borrow Bolinda eBooks and eAudio books from any SouthLib Library including Dunedin, thereby increasing titles available seven fold.
- Ability to purchase complementary collections that suit our community requirements within the joint purchase arrangements.

Charlotte Adams, from Bolinda, joined the meeting and provided an explanation of the options for adding content to Bolinda going forward. Charlotte also presented to the meeting innovations Bolinda are planning, which will make the process of purchasing online more transparent.

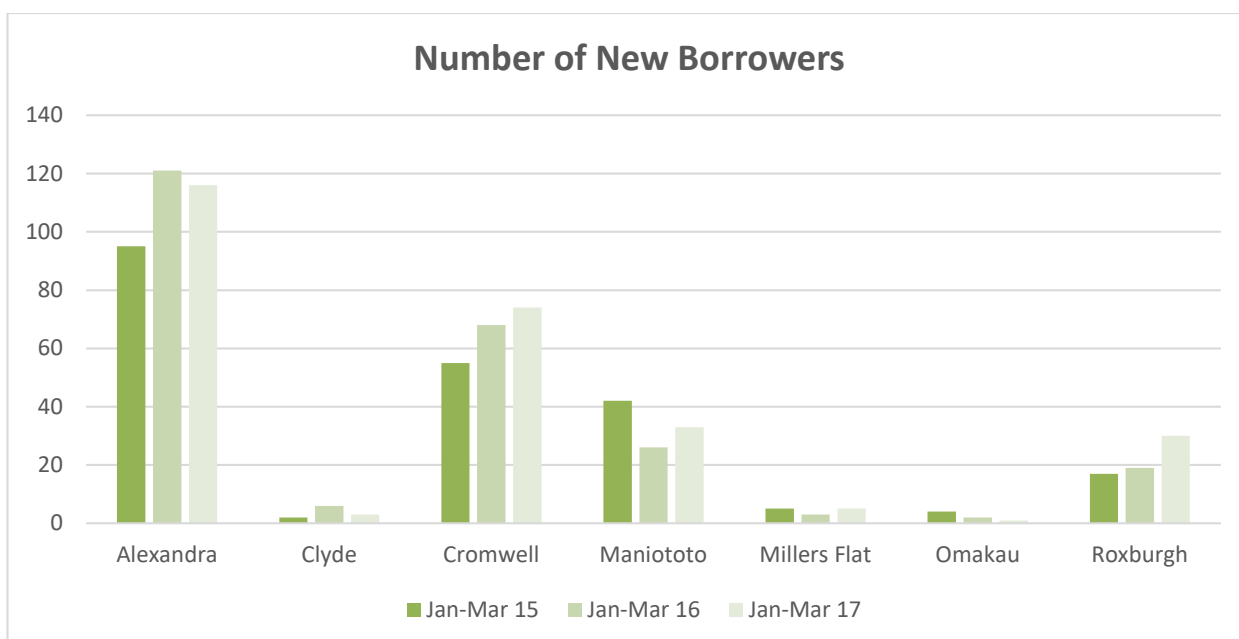
Central Otago Queenstown (CQ) Lakes Meeting

The last three CQ Meetings have centred on discussions about upgrading the CQ Website in 17/18. The District Library Manager is currently working with the QLDC Corporate Services Manager to find an appropriate supplier for the upgrade.

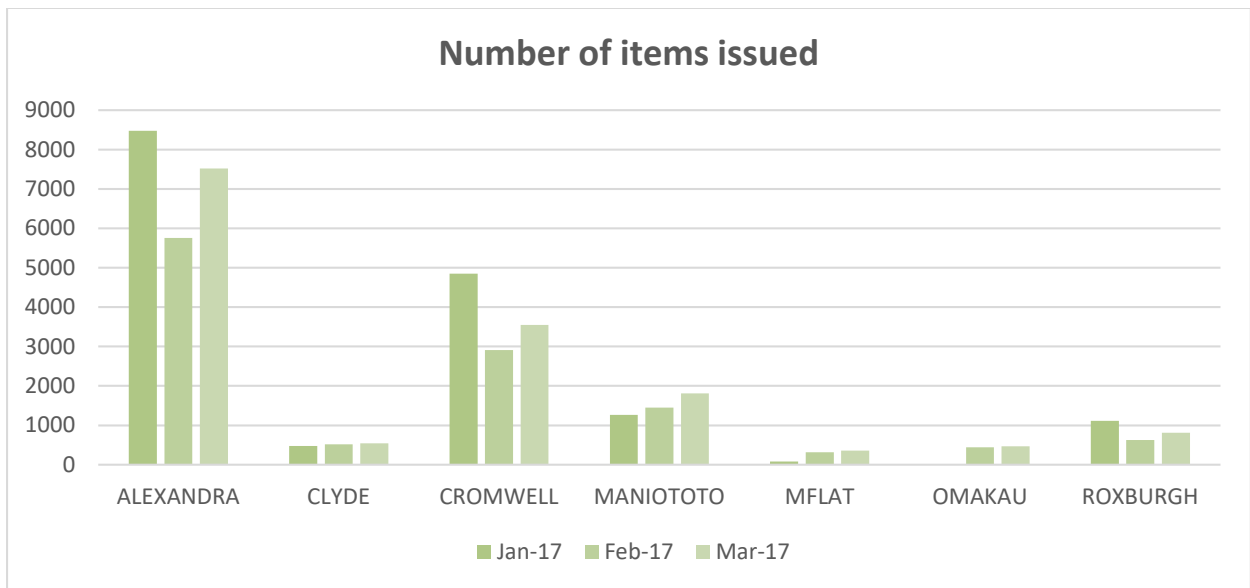
Statistics – January – March 2017



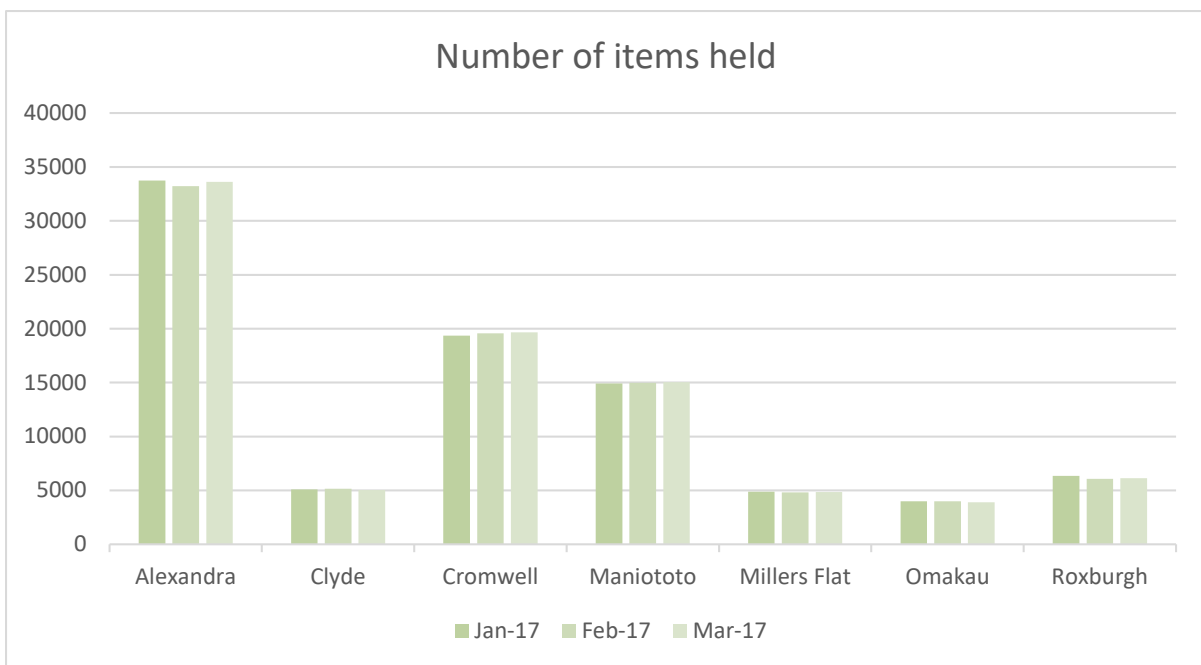
Over all active borrower numbers have leveled off in the period January 2017 to March 2017 with a drop of 1% in comparison to the same period the year before. Numbers at the following libraries have shown marked increase in active borrowers; Clyde 10.1%, Roxburgh 9.2%.



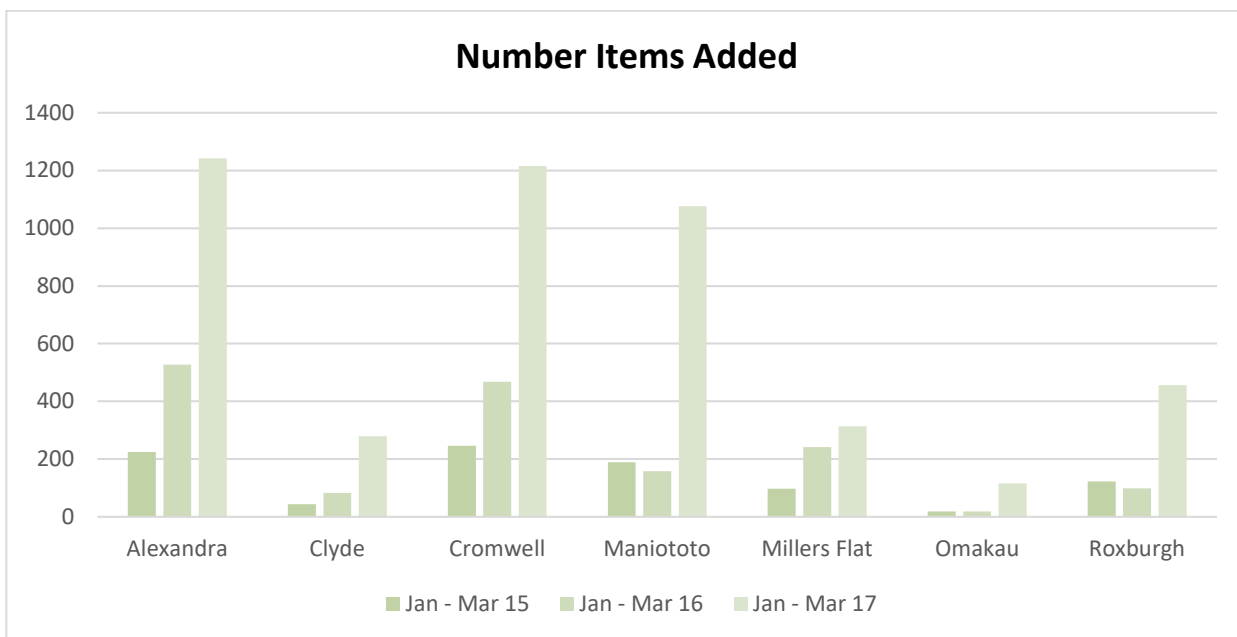
The overall number of new borrowers at our Central Otago Libraries has increased by 6.9% in the period January 2017 to September 2017 in comparison to the same period in 2016. Cromwell, Maniototo, Millers Flat and Roxburgh libraries show increases in new memberships. Alexandra, Clyde and Omakau have had decreases in new memberships; however, as library memberships are used across the district, numbers of new members per library do not reflect use of the library service as a whole.



The number of items issued has increased at Maniototo, Clyde and Millers Flat from January 2017 to March 2017. There was a 7.3% decrease overall which may be explained by the timing of Easter this year. January saw the highest amount of issues, which could be due to the school holidays.



The overall number of items held has been maintained over third quarter. There is an average 10% drop in the number of items held comparison with last year, which reflects work done during the collection check and weeding project that staff have now completed. Items weeded have been sold and the funds channelled back to the Council as income.



The number of items added to the Central Otago Library collection has increased in the period January to March 2017 in comparison to the same period in 2015-16 and 2016-17. This reflects a change to ordering items prior to publication, ensuring that CODC Libraries stock is current and responsive to community demand.

Swim Centres

Staffing has been steady over the quarter. The new Cromwell Swim Centre team leader started in January 2017. Two part-time positions were filled at Cromwell Swim Centre and advertising of a full-time position occurred in March with one of the young staff heading on their overseas experience. Advertising for casuals occurred at both pools.

Overall numbers using the Molyneux Aquatic Centre are down 2% for this quarter compared with the previous year. Central Otago Swim School numbers were slightly behind in February due to different timing of swim skills lessons and there were lower numbers through the pool with the indifferent weather. This unsettled weather resulted in reduced use of the outdoor pools and it closed in early April.

Cromwell Swim Centre numbers are up 3.5% for the quarter. The number of adults and members using the facility was up. This year's Central Otago Schools Swim Sports were held at the pool.

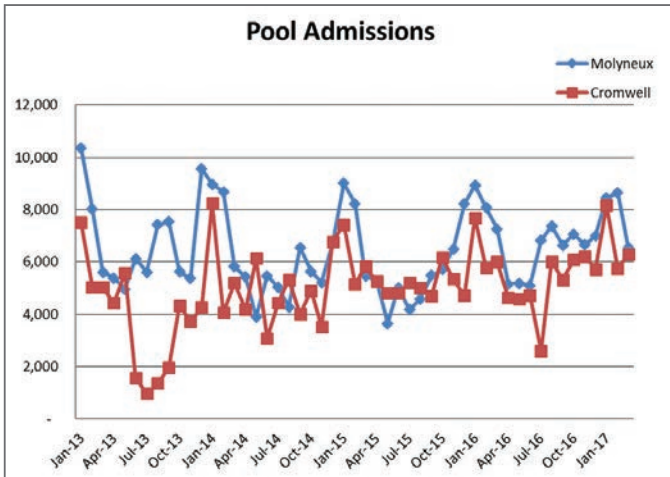
Advertising for the pools and swim school was carried out in local papers, radio, at the i-SITES on the Onelan screens, Central Otago visitor guide, tear-off note pads available in Central Otago, aquatic centre rack cards at the visitor information centres, information on the CODC website and Facebook page.

Central Otago Swim School numbers enrolled in Term 1 were significant with the 422 students at Molyneux Aquatic Centre (189 in 2016) and Cromwell Swim Centre having 237 students (161 in 2016). This is the largest Term 1 intake for both pools in five years and is a reflection of the hard work the swim school has done in building up a roster of good quality teachers.

Community lessons have also been provided at Ranfurly (83 students) Roxburgh (16 students) and Heriot (42 students), which have been met through the swim teachers working out of Molyneux Aquatic Centre.

The Swim Safe Programme for Term 1 was undertaken with the local community schools. This has seen students from Millers Flat, Roxburgh Area School, St Johns and Maniototo Area, Omakau and Poolburn schools receive their swim skills lessons. This saw over 3000 lessons delivered for this programme.

Results Summary



Note Cromwell Swim Centre July 2016 figures were down due to the gas boiler breakdown which closed the swimming complex.

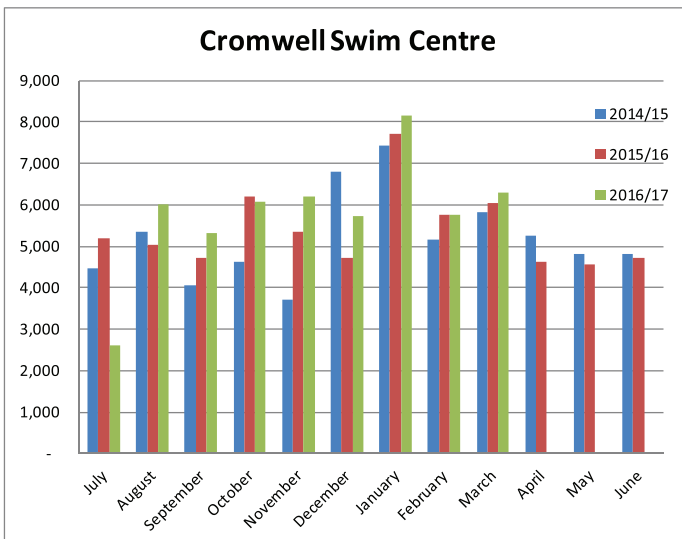
Cromwell Swim Centre

Cromwell Swim Centre numbers are up 3.5% for the quarter. The number of children and members using the facility was up along with people using the pool for showers again with this charging option now available. Overall for the past three quarters pool use at Cromwell is now 3% above the corresponding period last year.

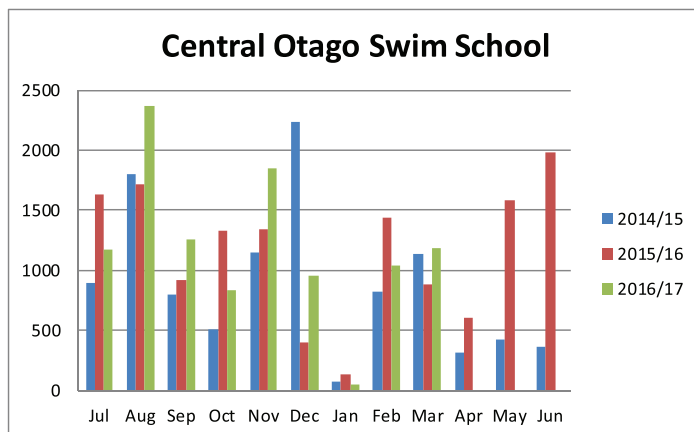
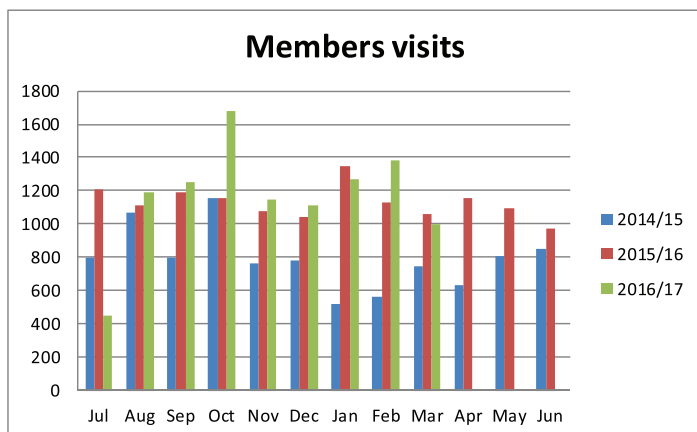
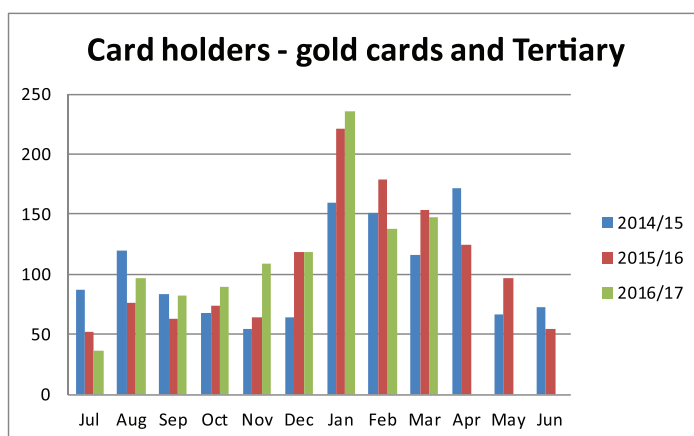
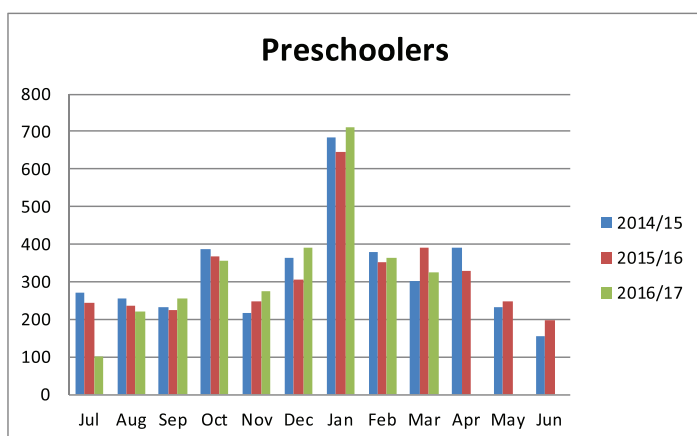
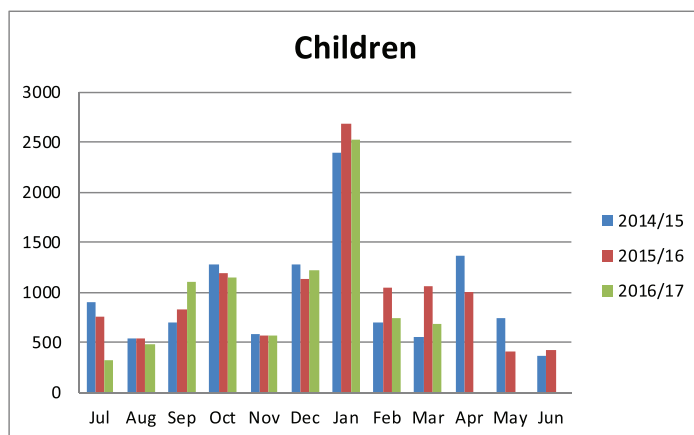
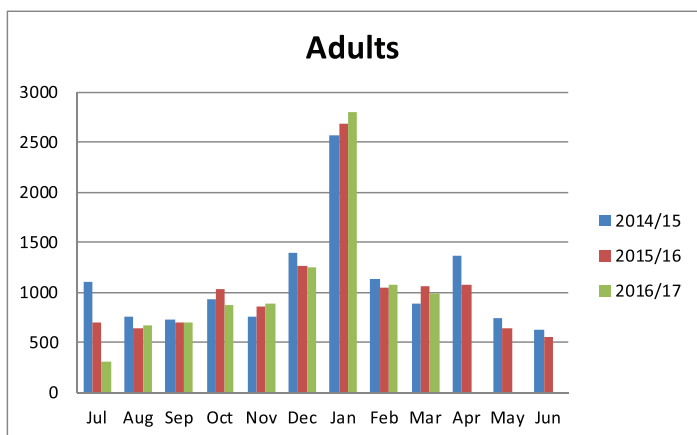
A new team leader for the pool started in January 2017. Jenny Howe came from Auckland with a wealth of experience in managing swimming pools.

March saw the hosting of the Central Otago swim sports with over 400 children at the facility taking part.

The admissions to the facility per month.



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

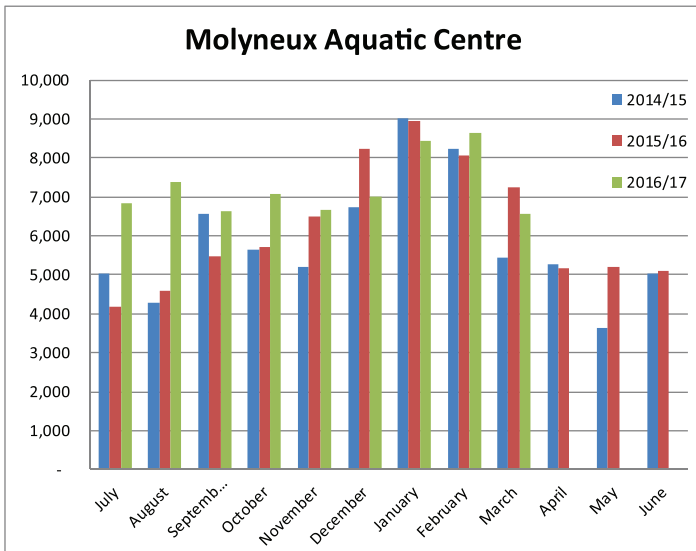


Molyneux Aquatic Centre

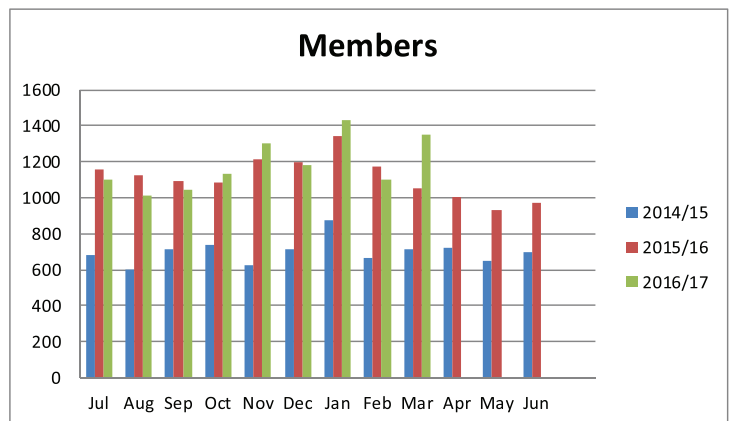
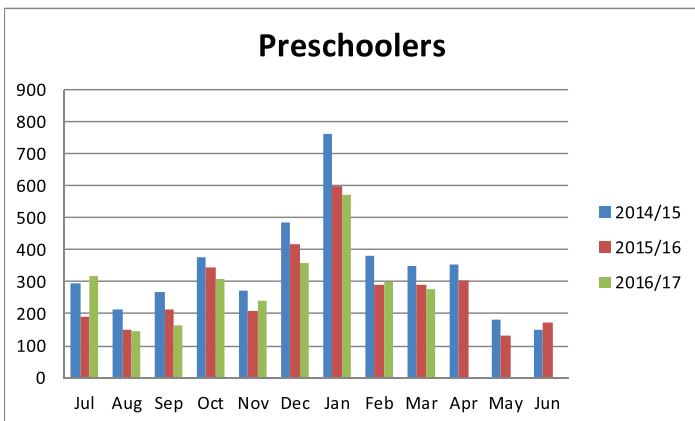
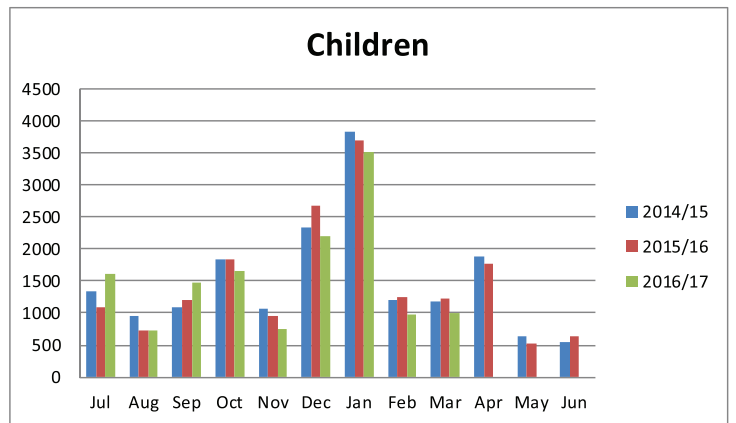
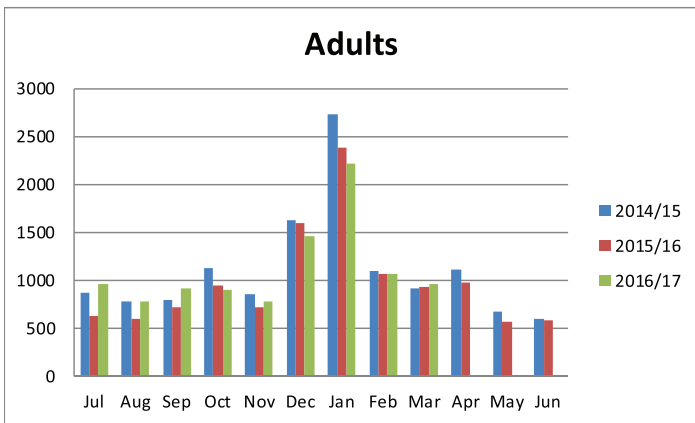
Overall numbers using the Molyneux Aquatic Centre are down 2% for this quarter compared with the previous year. Overall for the three quarters of the year to date attendance numbers are up 10.5% at the pool on the back of increased members and increased swim school usage. Numbers in February were down due to a timing difference in swim skills lessons being delivered at the pool. This year these lessons are scheduled for April/May.

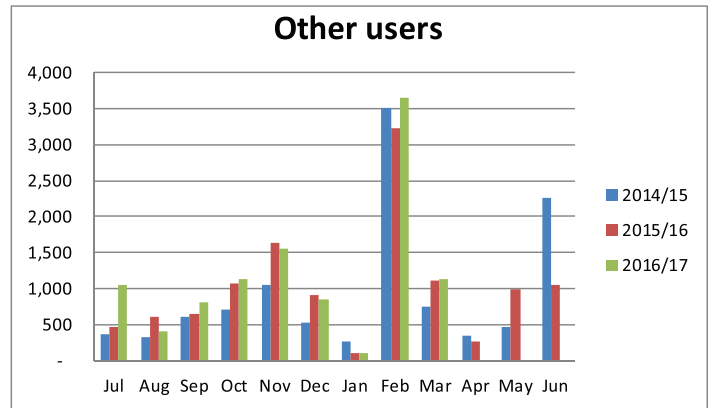
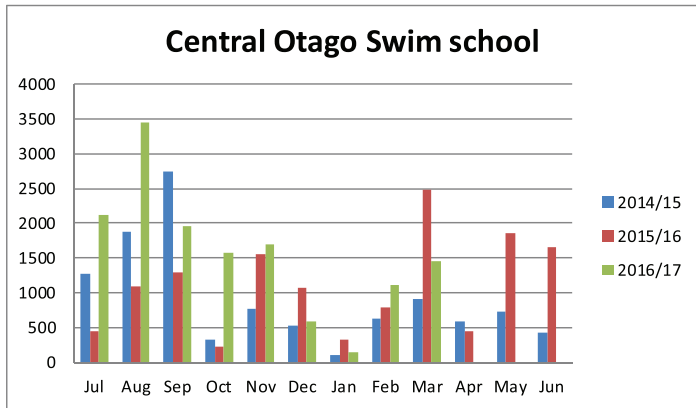
There was a noticeable decrease in adults and children in January with the unsettled weather limiting use of the outdoor pool and not making this an attraction.

There was a significant leak in a drinking fountain in the outdoor area that required the concrete surround to be uplifted to find the leak and then be relaid.



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





Ranfurly Pool

Date	Season Pass	Pre School (Free)	Adults Admission	Children Admission	Total
Dec 16	142	56	92	50	340
Jan 17	281	116	193	611	1201
Feb 17	319	96	107	402	924
Mar 17	157	20	35	155	367
Apr 17	9	0	2	42	53
Total	908	288	429	1260	2885

Pool opened 12 December 2016

Pool closed 2 April 2017

Overall use of the pool was steady. The summer was on average 1 degree lower for outdoor temperatures than last year and this resulted in pool water temperatures also being just over 1 degree lower on average.

There were 572 swim lessons carried out in Term 1 for the local community.

There were over a 1000 swim skills lessons delivered to St Johns and Maniototo Area School.

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:

**THRIVING
ECONOMY**

**SUSTAINABLE
ENVIRONMENT**

**SAFE & HEALTHY
COMMUNITY**

Community Development

Peter Kenyon Community Development Workshops

Peter Kenyon enthralled participants at asset-based community development workshops, held in March at Alexandra and Cromwell. Peter shared inspirational stories about community initiatives that have been developed and driven by small groups and/or individuals and have resulted in some phenomenal outcomes. Peter's message to our communities was clear: *"There is no point waiting for the cavalry: You are it! If you want something to change, it is up to you to make this happen."* Communities simply need to realise their strengths, or assets, and build on these.

Participants also reflected on their own communities – the things they loved and the things they would like to see change. This feedback is currently being collated and will be emailed to attendees.

Around 80 participants attended the Alexandra workshop (comprising community representatives from the Maniototo, Lauder, Ophir, Omakau, Alexandra, Clyde, Cromwell, Roxburgh and Millers Flat); and 60 participants from the Cromwell basin attended the Cromwell workshop.

Teviot Valley Community Development Scheme

Nine months in, and the Teviot Valley Community Development scheme is ramping up. Two key areas of focus for the first year of this Department of Internal Affairs-funded initiative are enhancing the cycle trail experience—for trail users and for local businesses—and exploring ways to support greater integration of seasonal workers into the community.

Valley-based training opportunities have been developed to assist our businesses make the most of the opportunities the Clutha Gold and Roxburgh Gorge trails are bringing to the area. The scheme recently hosted NZ Cycle Trails' marketing guru Craig Wilson for a marketing and product development workshop, and Wanaka-based social media whiz Jamie Roy has facilitated several workshops on how social media can add value to businesses. Accommodation providers also spent a day visiting other local operators and learning from their experiences.



Surveys are well underway with our horticultural employers and employees, gathering information about the needs, interests and experiences of the many seasonal workers that come into the valley each year. One of the scheme's community development goals is for the Teviot Valley to be held in high regard by seasonal workers, with a reputation as being a great place to come live and work.

The Teviot Valley community was successful in obtaining funding through the Department of Internal Affairs' Community Development Scheme for a three-year programme that supports community driven initiatives. The assists projects that enhance self-reliance and community sustainability. Council is supporting the community's governance group for this fund by providing work spaces, financial and employment structures, plus and administrative support.

Omakau Community Facilities

Central Lakes Trust has granted the Omakau community \$25,000 towards the cost of undertaking a feasibility study that will assess options for developing their community facilities.

Omakau has two community facilities that service larger groups, both of which require re-development. The Omakau Memorial Hall is in original condition in terms of amenity and décor. Current use is low and any re-development will require significant expenditure. The Matakanui Combined Rugby clubrooms are regularly used by a range of groups but are also in dire need of re-development. The likely cost of developing and maintaining one, let alone multiple, public facilities will have a significant impact on local ratepayers.

The feasibility study will assess options for the development of community space(s) that will serve the current and future needs of the Omakau and Manuherikia communities. The facility/facilities will need to be able to accommodate both small and larger group sizes and be used by more than one group at a time, if required. The development and ongoing maintenance of this community space must also be affordable, and sustainable, for the Omakau and Manuherikia communities.

Tussock Plantings in Omakau

Stage One of Omakau's Tussock Project was undertaken in March. Omakau community plan group 'Manuherikia Future' has coordinated the roadside plantings as part of their town beautification project. To date plantings have been completed in Harvey Street, Cobham Crescent, Wilton Street and Alton Street. Negotiations are now underway to extend the plantings along the main street and town entrances. Replacement of the 'Welcome to Omakau' signs is also on the 'to do' list.

The entire tussock planting project was funded and carried out by community donations and volunteer hours.

Eden Hore Central Otago

Two award winning garments from the Eden Hore Collection went on show in March at the Dunedin Public Art Gallery. The exhibition titled When Dreams Turn to Gold: The Benson and Hedges and Smokefree Fashion Design Awards 1964 -1998 features 19 designs over the four decades of the awards. Both garments are profiled in a tastefully presented pamphlet and Central Otago District Council was specifically thanked at the launch for lending these garments to the Dunedin Public Art Gallery. The Exhibition coincides with iD Fashion Week and runs until 25 June.



The two garments on the right are part of the Eden Hore Collection

Economic Development

Ultra-Fast Broadband

Alexandra, Clyde, Cromwell and Roxburgh have been included in the list of towns where Ultra Fast Broadband (UFB) will be rolled out as part of Phase 2 of the Government-funded programme to provide the community with access to fibre. Crown Fibre Holdings has provided indicative completion dates for the four towns:

- Cromwell: Second half of 2018
- Alexandra: Second half of 2020
- Clyde: Second half of 2023
- Roxburgh: Second half of 2024

Working with local contactors Chorus will be managing the Phase 2 rollout in Central Otago. Residential customers will receive free installations into the house while businesses will pay a modest connection fee as per the Phase 1 rollout programme.

Residential uptake of UFB in New Zealand is now experiencing one of the fastest growth rates in the OECD thanks in large part to the popularity of online television. Social services including health care are starting to be delivered over the internet, which is helping the elderly to remain in their own homes. For businesses, access to UFB is increasingly essential for example in order to be able to access online cloud based services.

Central Otago Economic and Community Profiles

Quick access to an in-depth description of the Central Otago district's economic structure and performance, and a profile of the Central Otago community based on census data is now available on the CODC website via the Economic Development section. The Council has subscribed to profiles developed by the economic analysis firm Infometrics. The economic profile site offers the ability to drill down into and compare performance across various towns and areas within our district. It is also possible to compare Central Otago district's data against the whole of the country and other regions.

Manuherikia Minimum Flow Consultation

The Otago Regional Council consultation on minimum flows for the Manuherikia River is creating uncertainty for the Manuherikia Catchment Water Strategy Group's attempt to build a consensus on rural water use in the Manuherikia and Ida valleys. If minimum flows are set too high future irrigation options built round raising Falls Dam will likely not get off the ground. Not only would the reliability of existing irrigation be impacted, but also current dry land in the valleys will likely not be able to be irrigated and the environmental and recreational benefits that a new higher Falls Dam could offer will not be achieved. There are also negative implications for businesses and employment in Alexandra and other urban centres in the district if the viability of pastoral farming, horticulture and viticulture is threatened by reduced access to irrigation.

Irrigation New Zealand 2018

A bid developed by the Council for Central Otago to host the biennial Irrigation New Zealand conference in 2018 has been successful. The three-day conference is expected to attract up to 450 delegates from across New Zealand and overseas. It will be staged in Alexandra in the second half of April 2018. This will be the first time the conference has been held in Central Otago. The programme will involve workshops, exhibitions, industry presentations and field trips throughout the district.

Tourism Central Otago

CONSUMER EVENTS:

Motorhome, Caravan and Outdoor Supershow, Auckland

The Covi Motorhome, Caravan and Outdoor Supershow in Auckland (16 – 19 March) saw Tourism Central Otago (TCO) successfully showcase the region to a larger audience than last year. This event attracted in almost 19,000 visitors through the gate – with people lined up waiting to enter before opening time. TCO's competition – a trip for two to Central Otago – drew an increased number of entries, resulting in a database of 430 people.

A highlight at the event was that the Clutha Gold and Roxburgh Gorge trails received a greater level of interest than previously and there were a number of people commenting how spectacular these two trails are.

Cycling remains the most highly recognised reason to visit, with ongoing interest in events, heritage, arts, wine and food all rounded out with a love of our distinctive scenery.

At this event staff are frequently talking to people who are actively planning their next visit – giving opportunities to introduce more things to do and experience when in the region. From the survey responses captured 90% indicate they intend to visit Central Otago within 2 years and 50% indicated they had visited Central Otago within the last 2 years.

Cycling Event: The Dual, Motutapu Island, Auckland

As part of Tourism Central Otago's North Island cycling campaign activity, TCO attended The Dual run by Total Sport Event Company. The Dual was held on Motutapu Island in Auckland on 25 March and attracted approximately 1900 competitors, supporters and spectators. As part of the partnership arrangement, TCO had a marquee at the event and attended the registration evening.

Central Otago cycling experiences were promoted along with produce. This event provided TCO with an opportunity to connect with a key visitor market for Central Otago with the majority of competitors in the 40+ age bracket.

The TCO marquee experienced strong foot traffic and consumer engagement with excellent visibility and strong branding across the event including on the finish line. The giveaway enticements of fresh produce (new season apples), Benjer juices and spot prizes were well received and post-event an additional five spot prizes have been drawn. The survey-based competition to win a four-day cycle holiday in Central Otago will be drawn in mid May.

Tourism New Zealand – Central Otago Boardroom

Tourism Central Otago staff visited the new offices for Tourism New Zealand for meetings with the digital and special interest teams. The new offices have a selection of meeting spaces / boardrooms with largest of these called the Otago Central Rail Trail Boardroom. An image from the joint venture photoshoot on the rail trail is at the entrance to the Boardroom.



TRAVEL TRADE:

Regional Tourism Organisation (RTO) Workshop, Sydney

Tourism Central Otago's Trade and Consumer Marketing Manager and PR & Media Advisor attended Tourism NZ's RTO Workshop in Sydney from 1-3 March. TCO met with 25 Australian Wholesalers many of whom are keen to develop varied routes for their Free Independent Tourist (FIT) market and were particularly interested in the development of a formal Touring Route linking Dunedin, Central Otago and Queenstown.

Key Attractions

OTAGO CENTRAL RAIL TRAIL:
Looking for an adventure off the beaten track? Roll through big-sky country with distinctive landscapes and a series of colourful towns.



Sample Itinerary

FOUR-DAY TRIP THROUGH THE SOUTHERN LAKES



Spend the afternoon cycling a section of the Otago Central Rail Trail. Stop in Clyde for lunch to sample the famous Central Otago pinot noir.

TNZ's Australian management provided a detailed in-market update and distributed a copy of the new release 'New Zealand Travel Trade Guide'. The Otago Central Rail Trail was included under Key Attractions in one section of the Travel Guide and Clyde included in a sample four-day Itinerary.



Tourism NZ (TNZ) Air China North China Product Managers Famil* – 19-20 March

As part of TNZ's regional dispersal programme, TCO welcomed a group of eight Chinese Travel Trade Product Managers and their TNZ Host in March.

TCO's Trade and Consumer Marketing Manager showed the group through the region and arranged experiences at a number of activities ranging from motorsport, cycling and visiting a working farm. The group also had the opportunity to visit a NZ Heritage site and stayed in Boutique B&Bs.

*Famil = familiarisation trip to gain local product knowledge

MEDIA:

Food and Travel UK – Gourmet Traveller

TCO hosted Michael Harden, journalist and Ewen Bell, photographer for six days in the region from 5 to 11 March. This media team were contracted to write a multi-page article destined for the Gourmet Traveller section of Food and Travel UK. Michael is a recognised food and wine critic who lives and works out of Melbourne Australia. Both were instagramming images during their visit in the region. Ewen has a high following audience of more than 41,000 on instagram and receives a good level of engagement for his posts. The article will cover Dunedin as well as Central Otago artisan producers, restaurants, cafes, cellar doors and country pubs. It is anticipated it will be published around December 2017 with the possibility that it is then syndicated to Germany. UK Circulation of the print publication is 31,000 with a readership of 93,000. Articles are also published online.



Australian Mountain Bike Magazine

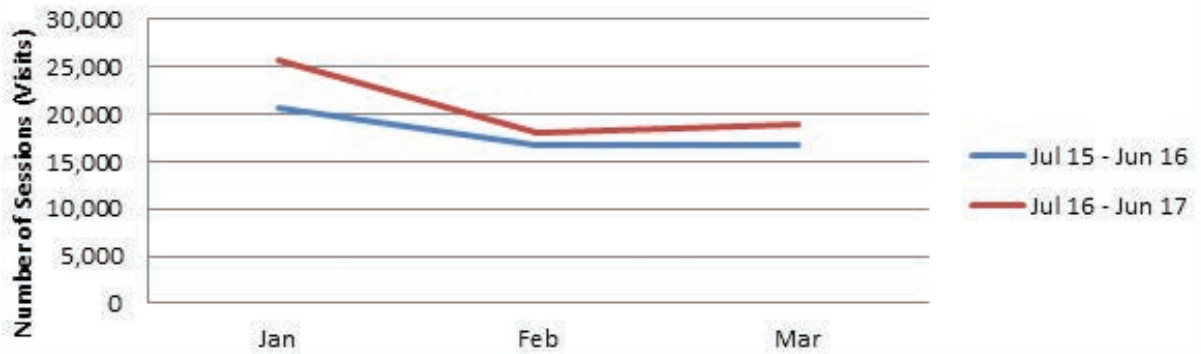
The first of the four planned articles for Central Otago in Australian Mountain Bike magazine went on sale in the March edition of the magazine. An image of Flat Top Hill near Alexandra was used as the cover image for the magazine.



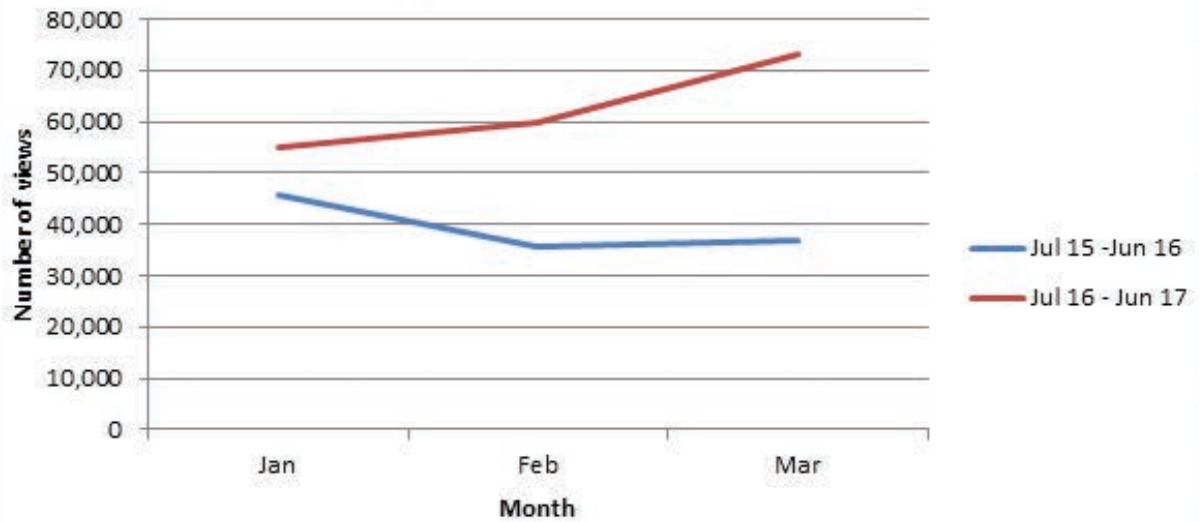
Central Otago NZ Website Statistics

The following statistics compare the number of visitors, sessions and time on page for www.centralotagonz.com for the January – March quarter in the last two years. Comparison of the Central Otago NZ website statistics over the quarter compared to the same period in 2016 shows that overall visitor numbers are up just 1% but the total number of pages viewed by visitors has increased 33%.

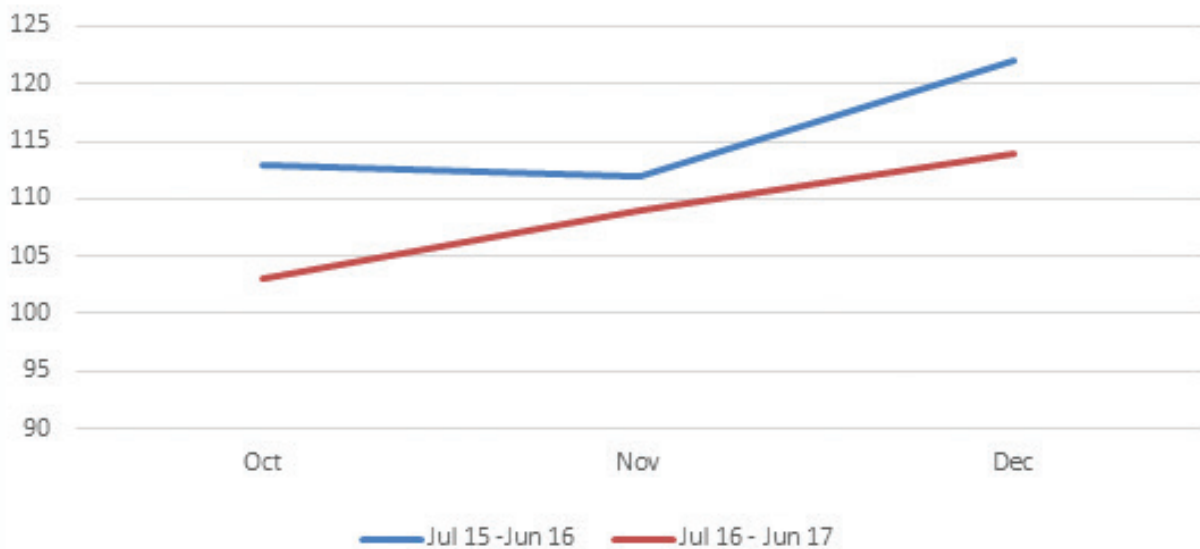
Tourism Central Otago Website Total Sessions (Visits) per month



Tourism Central Otago Website Page views per month



Tourism Central Otago Website - Average time on page



Visitor Information Centres

Overall visitor numbers to centres were down by 5% compared with the same period last year.

This quarter's revenue is down 19% on the 2016 January - March quarter. The 2016 January – March quarter was our highest quarter on record up 29% on 2015. Unfortunately, the 2016 level of revenue was not maintained. Unsettled weather, higher accommodation prices in Queenstown, and new limitations placed on the amount of cash Chinese visitors can take out of their country all contributed to visitors spending less in our centres.

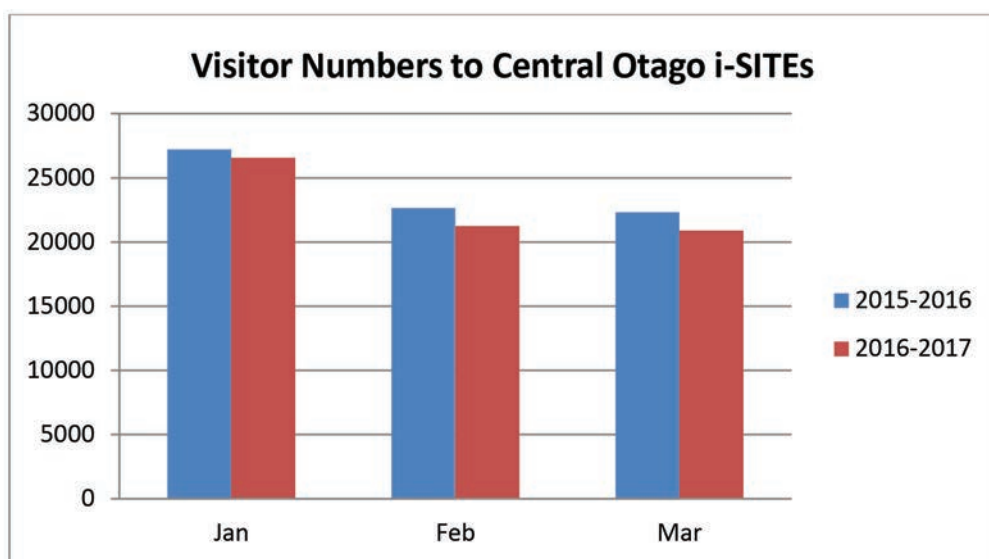
i-SITEs across Otago and Southland have reported similar results and accommodation bookings by i-SITEs nationally through the online booking system Bookit decreased 18.5% on the 2016 January – March quarter.

The Central Otago i-SITEs supported a successful bid by CODC for the Irrigation NZ conference to be held in Central Otago in April 2018, and will play a pivotal role going forward to insure the 450 delegates are accommodated in Central Otago.

Event ticket sales were dramatically up for the quarter as more local groups turn to the i-SITEs to sell tickets for their events.

YTD visitor numbers are down by 2% and total revenue has decreased by 9.5% compared with the previous year.

Outlook for the next quarter is likely to continue to be flat.



Alexandra

Visitor numbers increased by 2%. Overall bookings by origin were distributed between locals (41%), domestic (27%) and international visitors (31%).

Cromwell

Visitor numbers decreased 10% on the same period last year. Overall bookings by visitor origin were locals (21%), followed by domestic visitors (22%) and international visitors (56%).

Ranfurly

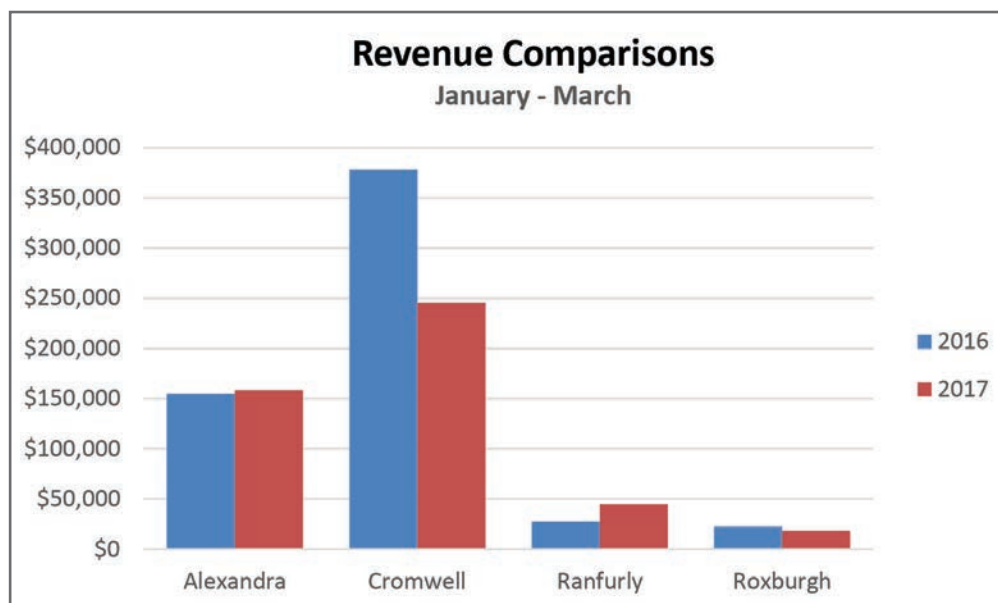
Visitor numbers decreased 6%. International visitors (43%) were the largest proportion making bookings, followed by domestic (30%) and locals (28%).

Roxburgh

Roxburgh Centre (library, service centre and visitor centre) visitor numbers increased 5%. Bookings made at the Roxburgh Centre were evenly split between locals (32%), domestic visitors (35%) and international visitors (34%).

REVENUE:

Overall revenue decreased 19% (\$115,865) compared to the same quarter last year. The decrease in the total number of visitor to the centres was reflected in the 12% decrease in overall number of bookings for the quarter.



Excluding CODC funding and advertising/display sales, i-SITE revenue is a mix of travel bookings, event ticket sales and retail (souvenirs).

The breakdown of visitors making bookings shows a decrease in the value of the average booking sale by locals this is due to a large increase in event ticket sales to locals. This year locals accounted for a much greater proportion of bookings than the previous year. The average booking sale by domestic visitors increased while the average booking sale by international visitors remained steady.

Average Booking Sale by Origin of Visitor			
January - March	2016	2017	% Increase
Local - Central Otago	\$82.72	\$70.21	-15%
Domestic	\$154.87	\$164.52	6%
International	\$189.20	\$190.67	0%

Visitor Bookings Origin		
January - March	2016	2017
Local - Central Otago	17.1%	31%
Domestic	30.8%	25%
International	51.7%	44%

Bookings

Total bookings for all centres decreased by 25.25% (\$130,340). Bookings accounted for 84% of revenue. Ranfurly i-SITE bookings increased significantly due to a large film production crew booking.

Alexandra: Bookings decreased 9.2% compared with the same period last year.

Cromwell: Bookings decreased 37.9% compared with the same period last year.

Ranfurly: Bookings increased 147% compared with the same period last year.

Roxburgh: Bookings decreased 15.7% compared with the same period last year.

Retail Sales

Total retail sales for all four centres decreased by 13.1% (\$5,802) from the same period last year.

Alexandra: Retail sales decreased 14.2% this quarter compared to last year.

Cromwell: Retail sales decreased 11.8% this quarter compared to last year.

Ranfurly: Retail sales decreased 18% this quarter compared to last year.

Roxburgh: Retail sales increased 10.4% this quarter compared to last year.

Event Sales

Event ticket sales increased 206% (\$23,278) this quarter compared to the same period last year. The majority of the event tickets were sold through the Alexandra i-SITE.

Jan - Mar

Alexandra

Jan - Mar 2017	Visitors	18224
Jan - Mar 2016	Visitors	17908
Visitor numbers increased by		1.8%
	Gross Revenue	% of total sales
Bookings	\$ 122,408.58	77%
Retail	\$ 12,730.30	8%
Event Tickets	\$ 23,354.00	15%
Display Rental	\$ -	0%
REVENUE 2017	\$ 158,492.88	100%
REVENUE 2016	\$ 154,859.35	100%
Revenue increased by		2%
Cost of retail goods sold		62%
Commission earned		\$ 15,524.25

Ranfurly

Jan - Mar 2017	Visitors	12378
Jan - Mar 2016	Visitors	13109
Visitor numbers decreased by		-5.6%
	Gross Revenue	% of total sales
Bookings	\$ 32,057.38	71%
Retail	\$ 11,031.00	24%
Event Tickets	\$ 1,992.00	4%
Display Rental	\$ -	0%
REVENUE 2017	\$ 45,080.38	100%
REVENUE 2016	\$ 27,546.85	100%
Revenue increased by		64%
Cost of retail goods sold		54%
Commission earned		\$ 4,943.63

Cromwell

Jan - Mar 2017	Visitors	30442
Jan - Mar 2016	Visitors	33909
Visitor numbers decreased by		-10.2%
	Gross Revenue	% of total sales
Bookings	\$ 225,490.25	92%
Retail	\$ 11,687.70	5%
Event Tickets	\$ 8,345.00	3%
Display Rental	\$ -	0%
REVENUE 2017	\$ 245,522.95	100%
REVENUE 2016	\$ 378,101.61	100%
Revenue decreased by		-35%
Cost of retail goods sold		62%
Commission earned		\$ 25,088.73

Roxburgh

Jan - Mar 2017	Visitors	7646
Jan - Mar 2016	Visitors	7258
Visitor numbers increased by		5.3%
	Gross Revenue	% of total sales
Bookings	\$ 14,696.70	79%
Retail	\$ 3,098.60	17%
Event Tickets	\$ 870.00	5%
Display Rental	\$ -	0%
REVENUE 2017	\$ 18,665.30	100%
REVENUE 2016	\$ 22,697.53	100%
Revenue decreased by		-18%
Cost of retail goods sold		84%
Commission earned		\$ 1,565.08

Note: commission earned is on bookings and events

Hours of Operation

Alexandra – open 9am – 6pm daily.

Cromwell – open 9am – 7pm daily.

Ranfurly – open 9am – 5.30pm daily (closed one hour daily for lunch/jobs).

Roxburgh – open 9am – 5pm daily.

Regional Identity

Our Communities

As part of the ongoing work of developing the unique stories associated with each community, the key stories for the Teviot Valley have been researched and drafted and cover:

- The legendary Jimmy's Pies
- A splendid array of nature's bounty
- New Zealand's oldest operating cinema
- Clutha Mata-au River in its natural form
- Largest apple growing region in Central Otago
- Home of the first apricot plantings in Central Otago
- The first power poles in Central Otago
- Home to two dramatically different world-class cycling and walking trails
- Teviot Woolshed – Largest woolshed ever built in NZ
- Only visible gold dredge remains in Central
- Lonely Graves – somebody's darling lies buried here.

Sourcing a set of suitable images to complement each story will be a focus of work in the next quarter, together with uploading the overarching story for the Teviot Valley onto the www.aworldofdifference.co.nz website. Having these stories will help to reinforce and celebrate the unique qualities associated with this community.

Central Otago Awards

Preparation for the 2017 Central Otago Awards has been a strong focus for this quarter. One of the key pieces of work was the redevelopment of the awards website www.centralotagoawards.co.nz so that it sits on the Central Otago regional identity website as a new tab on the menu bar. A new layout with new content was developed and new images sourced that reflect some of the unique qualities associated with Central Otago.

To date the judging panels, venue and guest speaker are confirmed, and entries and nomination forms have been updated to enable online entries. Of particular note is the new award category for Young Professionals, which recognises people excelling in their chosen career and the contribution they make to their employer, region and local economy. In addition, we have secured an editorial page in the October edition of the NZBusiness magazine to feature the Business Excellence Award winner along with an advertorial page featuring the winners of the Business Excellence and Young Professionals Award categories.

The Awards ceremony will be at the Roxburgh Theatre on Friday 8 September when all finalists and winners will be recognised and honoured. We are delighted to have secured Sam Johnson as this year's awards motivational speaker. Well-known for founding the Student Volunteer Army after the Christchurch earthquakes, Sam has gone on to co-found WeVisit and become an Adjunct Fellow in the School of Education and Leadership at the University of Canterbury. The closing date for entries and nominations was Thursday 18 May.

The screenshot shows the website's navigation menu with links: Our Journey, Our Values, Our Stories, Our People, Our Place, Our Visual Identity, Our Partners, and Our Awards. Below the menu is a large image of rolling hills with the text 'CENTRAL OTAGO AWARDS' overlaid. Two content boxes are visible: 'DATES TO REMEMBER' with a table of key dates and 'OUR AWARDS' with introductory text and a list of award categories.

DATES TO REMEMBER	
Entries and nominations open	15 March
Closing dates for all entries and nominations	18 May
Finalists and Community Service Award recipients announced	7 August
Awards Ceremony	8 September

OUR AWARDS

The Central Otago Awards are presented biennially to businesses and individuals that are achieving great things and that exemplify the spirit of the region.

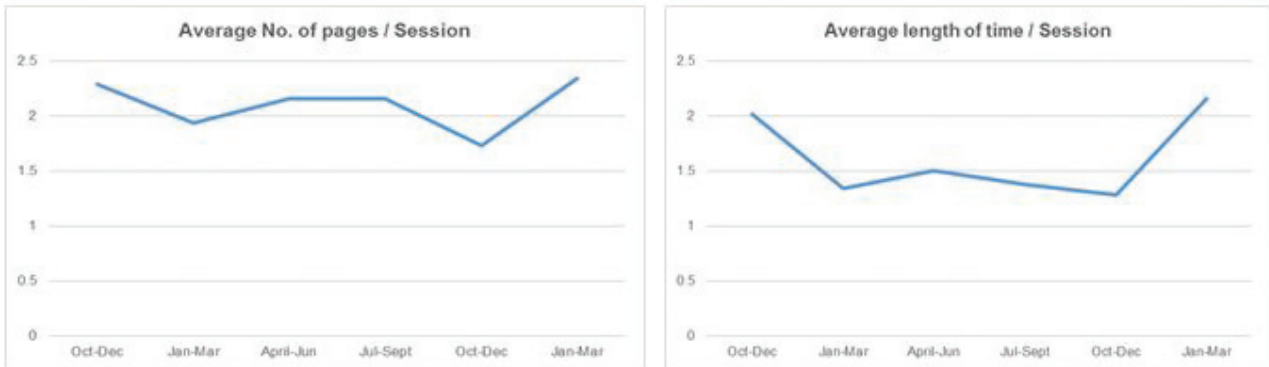
The Awards programme has been running now since 2007 and has been an opportunity to celebrate excellence, innovation, big hearts and the amazing contribution many make to our region.

There are a range of Award categories including:

- Business Excellence

World of Difference Website

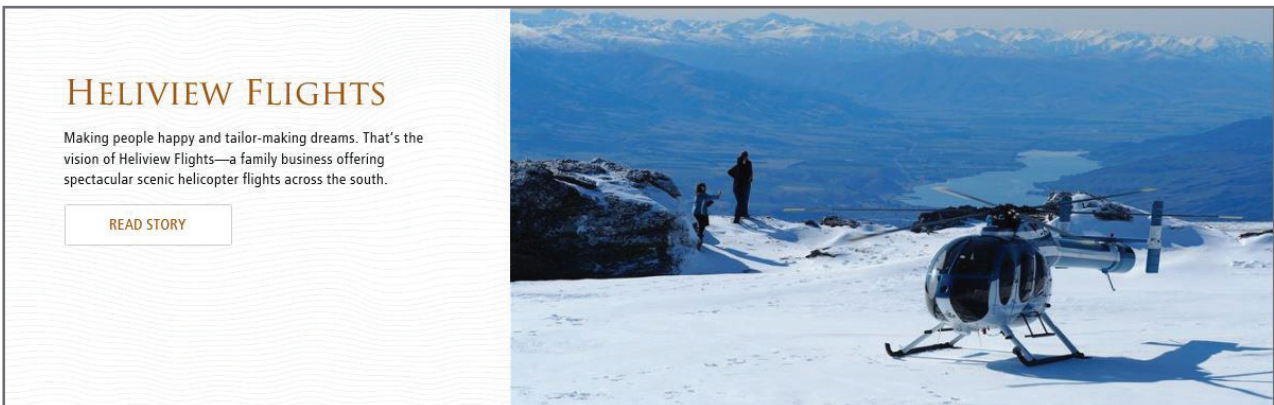
The Central Otago regional identity website – www.aworldofdifference.co.nz analysis for the Jan – March quarter cover the average number of pages that were visited each session, the average length of time spent on this website and the website content or pages viewed.



In terms of the content, the key pages viewed included 'Our Journey' with the average length of time spent on this page being 1.41 minutes, this was followed by Jimmy's Pies profile (2.51 minutes), the Central Otago Awards (2.02 minutes), then Harmony Skin Beauty profile (2.27 minutes), 'Our Stories' (0.39 minutes), 'Our Place' (2.23 minutes), the Award Categories (3.02 minutes).

Regional Identity partner profiles

Each month a profile is added to 'Our Partners' page of www.aworldofdifference.co.nz. The profiles feature people who are official regional identity partners and proud advocates of the Central Otago regional identity proposition. The profiles uploaded for this quarter include Harmony Skin & Beauty, Closeburn Station and Heliview Flights.



MAKE WISE CHOICES

Make wise choices that last beyond your lifetime

PLANNING and environment

planning emergency management
building control **alcohol 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 provide a 24/7 noise complaint service in response to antisocial behavior regarding noise.

THIS ACTIVITY CONTRIBUTES TO THE FOLLOWING COMMUNITY OUTCOMES:



Building Control

Building Control Activity

Number of Building Consents Processed and Value of Building Work

In the period 1 January to 31 March 2017 a total of 249 building consents were issued at a value of \$ 53,438,515.

An analysis of trends in building consent numbers and their values indicates that the number of consents received in this quarter was up 43.9% and the value had an increase of 73.8% 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 38 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 11 working days, still within the statutory requirement of 20 working days.

99.6 % of all consents were issued within statutory timeframes.

Capacity

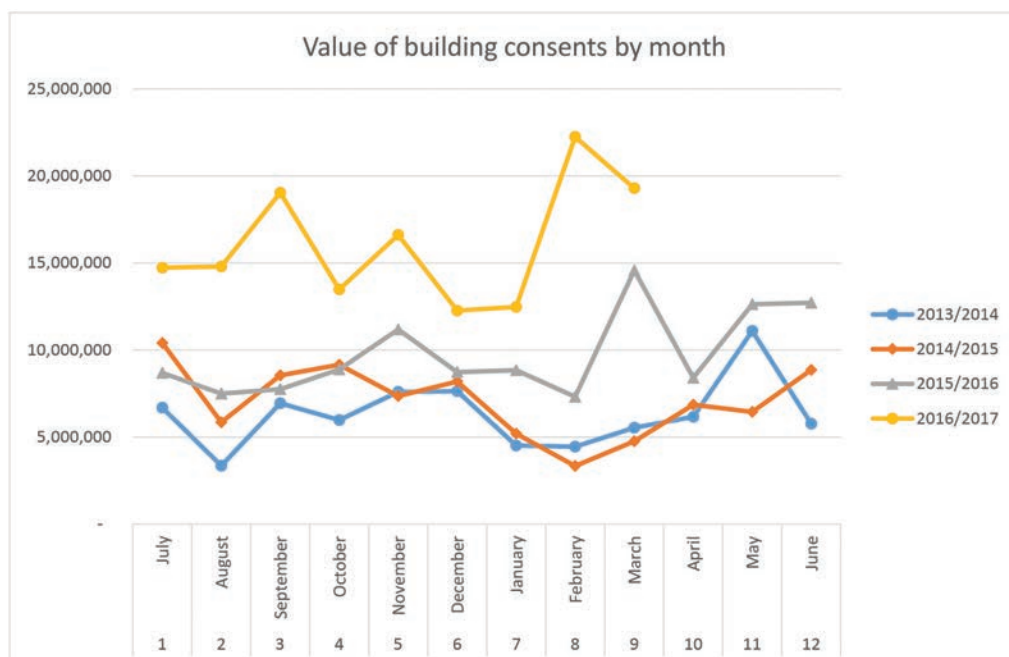
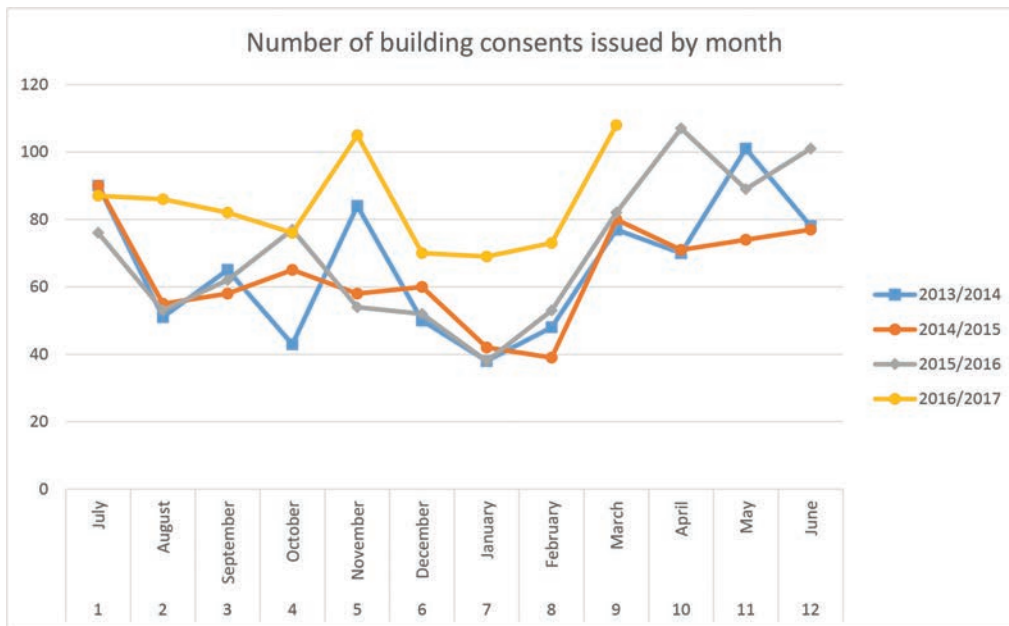
Although there is a significant increase in the number of building consent applications there has been a small decrease in the average processing times. This in part can be attributed to the employment of two additional staff members and a vehicle.

LIMS

In the same period in 2016 there were 244 LIM reports completed compared to 222 LIM reports for the 2017 quarter. This is a decrease of 9.9%.

Staff

BCA administration staff continue to manage greater workloads in respect of customer enquiries.



Values and Numbers of Issues

Number Issued by month		Financial Year				
Month	Month Name	2013/2014	2014/2015	2015/2016	2016/2017	Change from Previous Month
1	July	90	90	76	87	14%
2	August	51	55	53	86	
3	September	65	58	62	82	
4	October	43	65	77	76	
5	November	84	58	54	105	
6	December	50	60	52	70	
7	January	38	42	38	69	
8	February	48	39	53	73	
9	March	77	80	82	108	
10	April	70	71	107		
11	May	101	74	89		
12	June	78	77	101		
Grand Total		795	769	844	756	
Change from Previous Year			-3%	10%		

Total value by month		Financial Year				
Month	Month Name	2013/2014	2014/2015	2015/2016	2016/2017	Change from Previous Month
1	July	6,689,217	10,410,031	8,691,463	14,736,389	70%
2	August	3,355,376	5,846,350	7,490,249	14,798,895	98%
3	September	6,944,115	8,551,268	7,746,178	19,035,423	146%
4	October	5,974,252	9,160,165	8,880,789	13,481,879	52%
5	November	7,594,899	7,361,192	11,185,486	16,609,418	48%
6	December	7,642,416	8,198,023	8,730,997	12,268,049	41%
7	January	4,521,211	5,192,937	8,843,449	12,479,465	41%
8	February	4,448,432	3,339,327	7,316,512	22,245,787	204%
9	March	5,533,098	4,762,850	14,576,248	19,293,263	32%
10	April	6,160,388	6,861,907	8,404,614		
11	May	11,102,742	6,452,630	12,630,872		
12	June	5,767,356	8,852,602	12,711,327		
Grand Total		75,733,502	84,989,282	117,208,184	144,948,568	
Change from Previous Year			12%	38%		

Number Issued by quarter	Financial Year			
	2013/2014	2014/2015	2015/2016	2016/2017
1	206	203	191	255
2	177	183	183	251
3	163	161	173	250
4	249	222	297	
Grand Total	795	769	844	756

Total value by quarter	Financial Year			
	2013/2014	2014/2015	2015/2016	2016/2017
1	16,988,708	24,807,649	23,927,890	48,570,707
2	21,211,567	24,719,380	28,797,272	42,359,346
3	14,502,741	13,295,114	30,736,209	54,018,515
4	23,030,486	22,167,139	33,746,813	
Grand Total	75,733,502	84,989,282	117,208,184	144,948,568

Analysis by Ward	Sum of Numbers	Sum of Value
Alexandra Ward		
Agricultural - New farm shed	2	105,000
Commercial - Marquee	1	1,000
Commercial - Other	3	350,000
Residential - Dwelling additions and alterations	3	188,000
Residential - Dwelling alteration (internal only)	11	245,250
Residential - Heating appliance	12	54,500
Residential - New Dwelling	22	8,214,438
Residential - New garage	3	83,000
Residential - Outbuilding alterations	1	41,455
Residential - Relocate dwelling on to site (site-works)	2	51,000
Alexandra Ward Total	60	9,333,643
Earnsclough-Manuherikia Ward		
Agricultural - New farm shed	3	163,000
Commercial - Marquee	3	9,300
Commercial - New industrial	1	50,000
Residential - Dwelling additions and alterations	2	140,000
Residential - Dwelling alteration (internal only)	6	78,000
Residential - Heating appliance	5	20,000
Residential - New Dwelling	15	6,600,419
Residential - New garage	2	63,000
Residential - New garage/sleep-out	2	112,000
Residential - Plumbing and drainage only	1	10,000
Residential - Relocate dwelling on to site (site-works)	1	50,000
Earnsclough-Manuherikia Ward Total	41	7,295,719
Cromwell Ward		
Agricultural - New farm shed	12	444,864
Commercial - Marquee	2	11,000
Commercial - New community building (eg. church/clubrooms/to	1	2,500,000
Commercial - New warehouse/showroom/offices	2	1,950,000
Commercial - Other	6	545,520
Commercial - Warehouse/showroom/offices - additions and alte	2	1,558,000
Residential - Dwelling additions and alterations	5	375,000
Residential - Dwelling alteration (internal only)	3	28,000
Residential - Heating appliance	9	32,500
Residential - New Dwelling	60	26,469,050
Residential - New garage	8	241,485
Residential - New sleep-out	2	102,000
Residential - New units (multi-unit)	4	1,321,976
Residential - Outbuilding alterations	1	9,900
Residential - Outbuilding relocated on to site	1	10,000
Residential - Relocate dwelling on to site (site-works)	1	30,000
Cromwell Ward Total	119	35,629,295
Maniototo Ward		
Commercial - Other	1	2,500
Residential - Dwelling alteration (internal only)	1	48,000
Residential - Heating appliance	9	45,628

Residential - New Dwelling	1	210,000
Residential - New garage	1	35,000
Residential - New garage/sleep-out	1	46,000
Residential - Outbuilding alterations	1	20,000
Maniototo Ward Total	15	407,128
Teviot Valley Ward		
Agricultural - New farm shed	1	16,000
Commercial - Other	2	50,730
Commercial - Retail/cafe/restaurant/bar - additions and alte	1	270,000
Residential - Dwelling additions and alterations	1	180,000
Residential - Dwelling alteration (internal only)	4	135,000
Residential - Heating appliance	2	9,000
Residential - New Dwelling	1	345,000
Residential - New sleep-out	1	7,000
Residential - Relocate dwelling on to site (site-works)	2	340,000
Teviot Valley Ward Total	15	1,352,730
Grand Total	250	54,018,515

Total Analysis	Sum of Numbers	Sum of Value
Agricultural - New farm shed	18	728,864
Commercial - Marquee	6	21,300
Commercial - New community building (eg. church/clubrooms/to	1	2,500,000
Commercial - New industrial	1	50,000
Commercial - New warehouse/showroom/offices	2	1,950,000
Commercial - Other	12	948,750
Commercial - Retail/cafe/restaurant/bar - additions and alte	1	270,000
Commercial - Warehouse/showroom/offices - additions and alte	2	1,558,000
Residential - Dwelling additions and alterations	11	883,000
Residential - Dwelling alteration (internal only)	25	534,250
Residential - Heating appliance	37	161,628
Residential - New Dwelling	99	41,838,907
Residential - New garage	14	422,485
Residential - New garage/sleep-out	3	158,000
Residential - New sleep-out	3	109,000
Residential - New units (multi-unit)	4	1,321,976
Residential - Outbuilding alterations	3	71,355
Residential - Outbuilding relocated on to site	1	10,000
Residential - Plumbing and drainage only	1	10,000
Residential - Relocate dwelling on to site (site-works)	6	471,000
Grand Total	250	54,018,515

Resource Consent Activity

Overall the demand in Planning, in terms of resource consents received and public enquiries, is up when compared to the same period in 2016. The processing time are longer as a result of the number of further information requests required to receive a complete application (approximately half of all consents received). We are currently working on ways to increase the quality of the applications received which will in turn speed up processing for applicants.

Number of Resource Consents Processed

In the period 1 January– 31 March 2017 a total of 114 resource consents were processed which is an increase of 32.7% on the same quarter in 2016 and down from the previous quarter (136 resource consents processed for October - December quarter). The consents issued during this period were as follows:

• Non-notified delegated authority	105
• Non-notified to hearing	4
• Limited Notified (to hearing)	2
• Publicly Notified (to hearing)	3

Decision Processing Times

Of the 114 non-notified delegated authority decisions notified, 98.10% were processed within statutory timeframes. This decline was due in part to the resignation of the Planning Team Leader and a time gap between them leaving and a new Planning Team Leader being appointed. All of the non-notified applications that went to hearing were processed within the statutory timeframes. All of the limited and notified applications were processed within the statutory timeframes. Overall for this quarter two of the 114 resource consents were not processed within the statutory timeframes (these applications were overtime by three to five days).

Resource Consents Received

A total of 131 resource consent and one plan change were received during this quarter, which is down on the previous quarter (138 consents received) but up by 14.39% on the same quarter last year where 91 consents were received.

Public Enquiries Received

The Planning Team answered 1338 public enquiries during this quarter which is up 10.84% on the previous quarter where 1234 enquiries were answered. On average enquiries received we received 25.7 enquiries per day over this quarter.

Alcohol Licensing

Queenstown Lakes District Council (QLDC) recently reviewed the list of members they have appointed to their District Licensing Committee (DLC). The purpose of having a list of suitably qualified members is ensure a committee quorum can be achieved at times when regular members of the committee are unavailable. Rather than seeking interest from the general public and going through the training process, there was an obvious advantage in being able to appoint people who already had the appropriate knowledge and experience.

Following expressions of interest from the members of our DLC in being appointed to the QLDC list, they were invited to make applications. All our committee members have since been appointed to that list. As membership of our DLC Committee comes up for review in October 2017, a reciprocal arrangement with QLDC will be considered as an option.

District Licensing Committee

In the last quarter the District Licensing Committee did not have occasion to meet as there were no objections to licence applications. We do however currently have an opposition from the Medical Officer of Health to an application for the renewal of a supermarket off-licence. The matters raised in the opposition are being reviewed by the parties concerned and may not warrant the need for a District Licensing Committee Hearing.

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

Applications Received	Risk Category				
	Very Low \$368.00	Low \$609.50	Medium \$816.50	High \$1,025.50	Very High \$1,207.50
On-licence new	2	3			
On-licence variation					
On-licence renewal		5			
Off-licence new		1			
Off-licence variation					
Off-licence renewal	4	3			
Club licence new					
Club licence variation					
Club licence renewal	2				
Total number	8	12			

Annual fees received:

Applications Received	Risk Category				
	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	11	11	1		
Club licence	2	1			
Total number	17	20	2		

Manager's Certificate applications received:

Manager's certificates - new (\$316.25)	20
Manager's certificates - renewal (\$316.25)	17
Total number	37

Special licence applications received:

	Class 1 (\$575.00)	Class 2 (\$207.00)	Class 3 (\$63.25)
Special licences	3	6	43

Temporary authority applications received:

Temporary authority orders (\$296.70)	0
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At this stage we are trending towards a 10% increase in revenue for the year ,which as there has been no increase in fees, we have attributed to a significant increase in the number of premises changing hands. Whether this will be a continuing trend is beyond our control, making budgeting a best guess scenario. An increase in fees by rescinding the fee reduction motion moved by Council in 2013 does not appear necessary for the 2017/2018 year.

Environmental Health

The Food Act 2014 requires that all food service operators who also sell alcohol be transitioned from the Food Hygiene Regulations to the Food Act regime by 31 March 2017. Although we have achieved this target, regular inspections of those premises still under the Food hygiene Regulations has fallen behind. To get us back on track, we are negotiating with an outside contractor to undertake some of this work.

Shop Trading Hours Amendment Act 2016

In January Council adopted a Local Easter Sunday Shop Trading Policy enabling all shops within the Central Otago District to trade on Easter Sundays. As the policy was adopted more than eight weeks prior to 16 April 2017 (Easter Sunday), the legislation allows the policy to be given effect to this year.

MAKE THIS A BETTER WORLD

Make this a better world for those that succeed us

GOVERNANCE and corporate services

Communications administration buildings
accounting Financial planning and reporting
elected members' support **Customer Service and administration**
rates Information systems **personnel**



GOVERNANCE AND CORPORATE SERVICES

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

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

THIS ACTIVITY CONTRIBUTES TO THE FOLLOWING COMMUNITY OUTCOMES:



Communications

Customer use of our Council website continued its upward trend with 136,858 page views in this quarter (up 20% on the same quarter in 2016). The CODC Facebook page climbed to 2546 page likes and engagement levels have been steady.

The Central App, launched late 2016, continues to grow in popularity with more than 47000 downloads at last count. The app is not a Council initiative but we are supporting it and liaising closely with the team behind it to provide information to add value to the app. Its "push notification" functionality is particularly useful when we have water outages, boil water notices or road condition alerts to get out quickly.

Our Council cadets started in January and one of the cadets has a daily spot working in the communications space. This has enabled us to ramp up our internal communications within the organisation with a weekly staff newsletter.

The Communications Coordinator was busy over this quarter working on compiling Award entries. We put our Visitor Centre Manager Nick Lanham up for a SOLGM emerging leader award and he was named a finalist. We also entered our first ever Workplace Wellness Month initiative into the Safeguard New Zealand Workplace Health & Safety Awards 2017. Finalists will be announced late April.

The Communications Coordinator, Information Services Manager and NCS Coordinator attended a user group meeting in Queenstown in March with southern councils who use Datacom as their website, intranet or online services provider. It was a chance to hear what is on the road map for development, see demonstrations of exciting new products and features, plus a chance to network and share ideas about ways we can enhance our customers' online experience.

Preparation of the Annual Plan 17/18 consultation document and the Autumn edition of the Council newsletter The FlipSide were also projects on the go at the end of the quarter.

Health and Safety

Statistics this quarter

Customers 71 *minor/non injury at pools
Staff 1 near miss, 5 minor/non injury,
Contractors 1 minor injury

* 36 minor injury, 7 rescues, 14 faecal, 6 near miss, 2 false alarm panic button activations, 1 anti-social behaviour. There has been a noticeable increase in reported incidents. This is due to some direct staff training on the importance of reporting all incidents.

INITIATIVES:

Contractor Prequalification- SiteWise

As at 31 March, we have 241 register contractors using SiteWise.

The assessment questionnaire has been revised and while still slanted toward physical works it has a far broader application.

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

The uptake of SiteWise by Level 1 users (Principal companies) has expanded beyond construction and now includes businesses such as Southern District Health Board, the Warehouse, Otago Regional Council, Smiths City, Opus, Department of Conservation and a number of other councils.

Training & Education

Officers training has been completed with all elected members on the Health and Safety at Work Act 2015 and their duty of due diligence.

Forty six staff attend the "Creating Wellness in the Workplace" workshop.

Chain Fitting training is scheduled for May.

Health and Wellbeing

February was "Wellness Month". The Wellness Month initiative came from conversations within CODC's Workplace Health and Safety Committee.

One of the six objectives for the 2016/17 year for the Health and Safety Committee was set as:

'Research and develop a health improvement programme for staff, coordinate extracurricular physical activities that promote wellbeing.'

And when defining 'wellness' for our wellness month programme we took the holistic view that 'wellness is not merely the absence of ill health but the presence of good physical, mental, social, emotional and spiritual health'. There was in excess of 60 separate events to promote Wellness organised for staff to be involved in throughout the course of the month.

Some of the comments from staff following the month were:

'I enjoyed the conversation, cross function interaction and the general camaraderie associated with the activities.'

'I loved how much encouragement and support there was in the workplace promoting wellness in multiple areas of life'

'Extra motivation, justification and "permission" to focus on me and my health and wellbeing.'

Due to the success of this initiative, planning is underway for continued promotion of Wellness in the Workplace.



1 Dunorling Street, PO Box 122, Alexandra
03 440 0056 | info@codc.govt.nz | www.codc.govt.nz