



April to June 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.

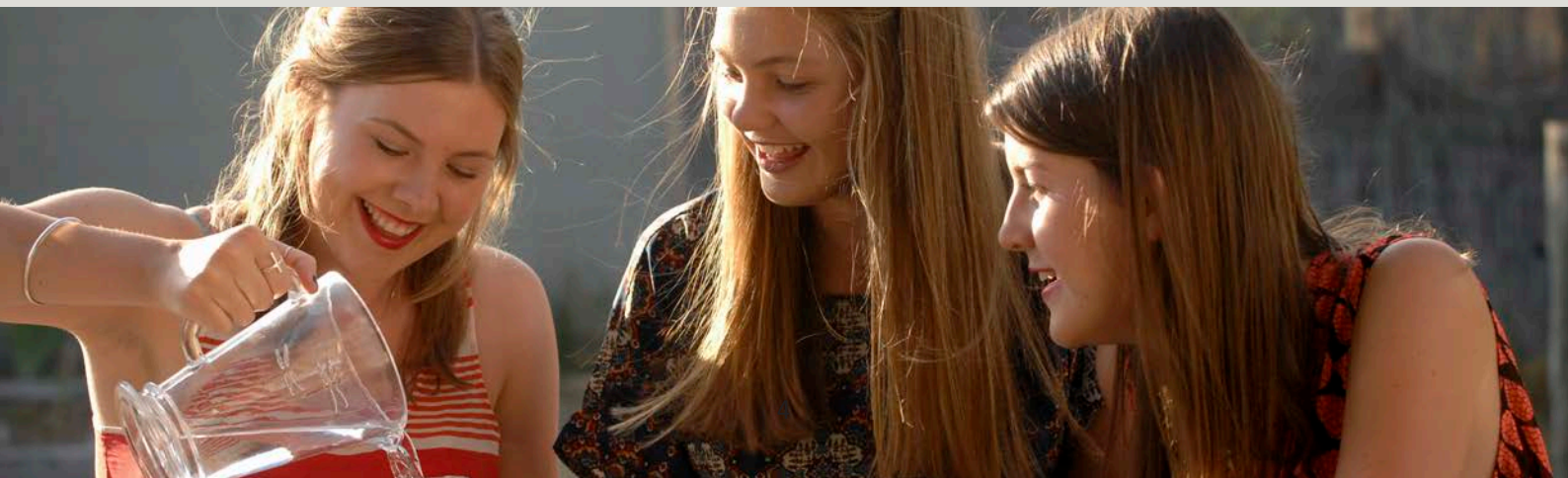
<h2 style="margin: 0;">Three Waters</h2> <h3 style="margin: 0;">Water / Wastewater / Stormwater</h3> <p style="margin: 0; font-size: small;">Drinking Water Supply, Legislative Monitoring and Reporting, New Connections, Maintenance, Replacement, Renewals, Resource Consent Monitoring and Renewals, Treatment and Management, Trade Waste Management, System Development, Connections, Open Channel Maintenance, Drain Clearance, Reticulation Management</p>		
<h3 style="margin: 0;">Transportation</h3> <p style="margin: 0; font-size: small;">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>	<h3 style="margin: 0;">Other Infrastructure</h3> <p style="margin: 0; font-size: small;">Waste Minimisation, Elderly Persons' Housing, District/ Commercial Property, Public Toilets, Airports</p>	<h3 style="margin: 0;">Community Services</h3> <p style="margin: 0; font-size: small;">Parks and Recreation, Cemeteries, Community Facilities, Libraries, Swimming Pools</p> <p style="margin: 0; font-size: small;">District Development: Economic Development, Tourism, Community Planning, Visitor Information Centres, Central Otago Regional Identity, Promotions and Grants</p>
<h3 style="margin: 0;">Planning and Environment</h3> <p style="margin: 0; font-size: small;">Resource Management, Building Control, Alcohol Licensing, Dog Control and Registration, Environmental Health, Emergency Management</p>	<h3 style="margin: 0;">Governance and Corporate Services</h3> <p style="margin: 0; font-size: small;">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 services 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.

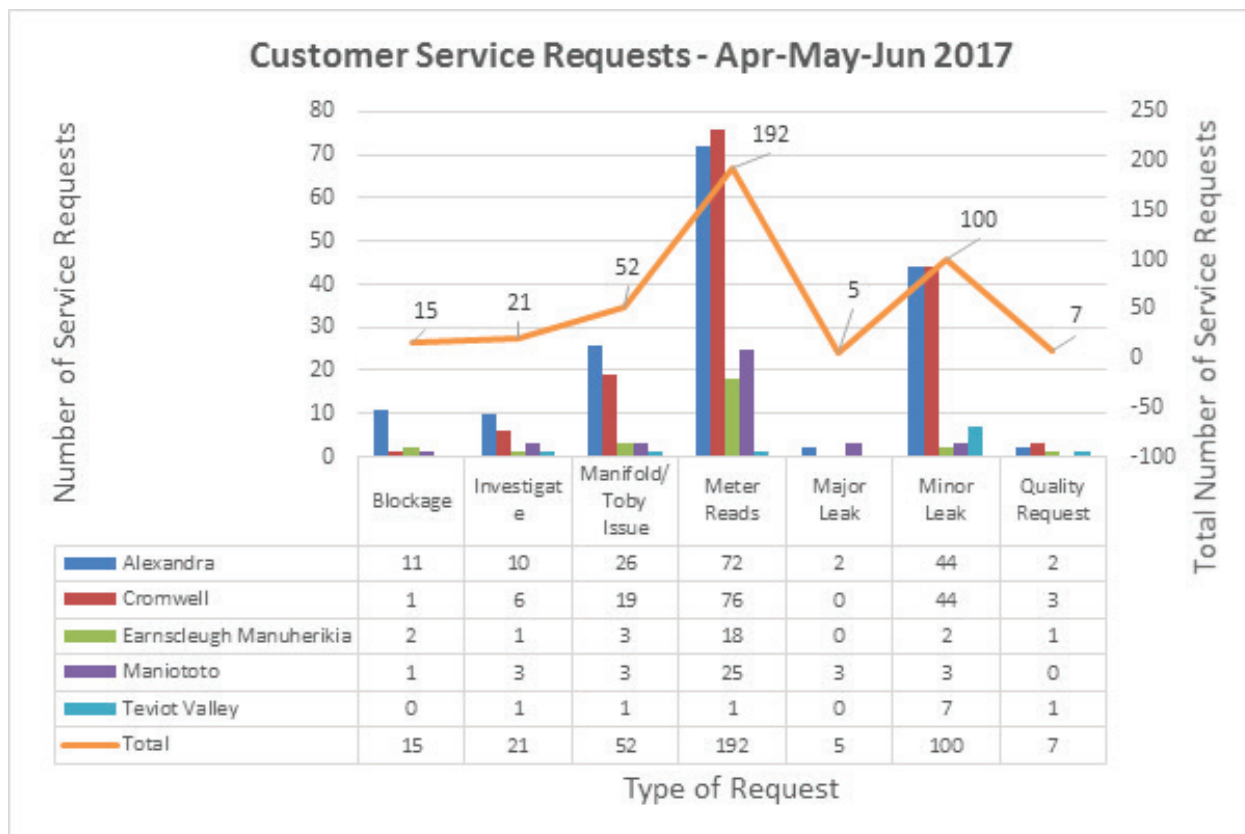
Our stormwater activity provides for the safe removal of excess rainfall that does not naturally permeate into the ground. We manage stormwater for 10 townships. Stormwater is conveyed directly to waterways using piped infrastructure, natural water courses and open channels. We have a responsibility 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.



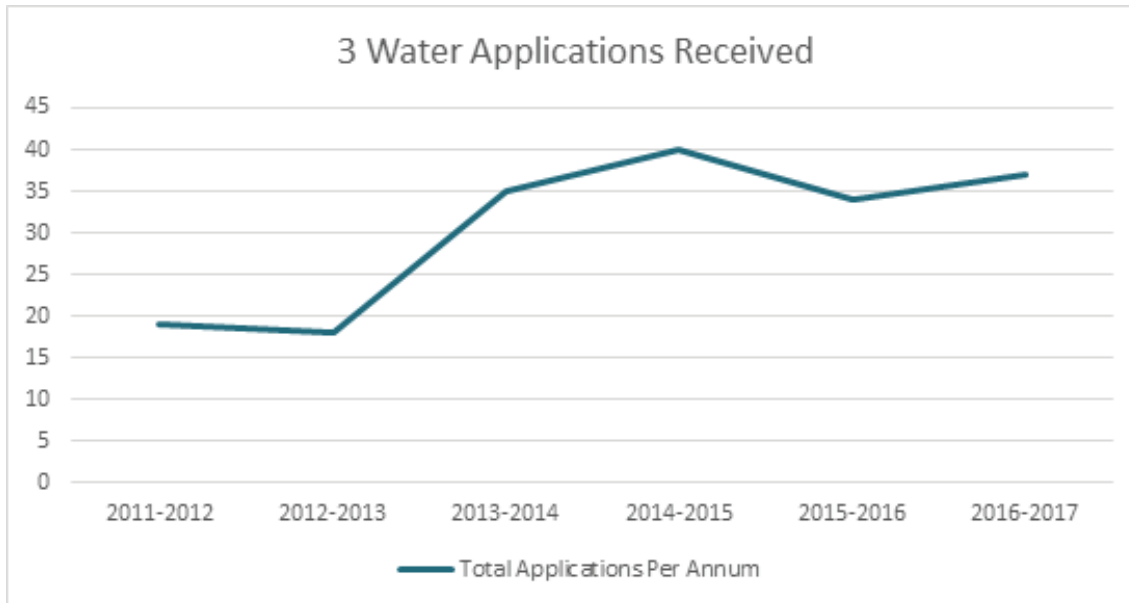
District	Blockage	Investigate	Manifold/Toby Issue	Meter Reads	Major Leak	Minor Leak	Quality Request
Alexandra	11	10	26	72	2	44	2
Cromwell	1	6	19	76	0	44	3
Earnsclough Manuherikia	2	1	3	18	0	2	1
Maniototo	1	3	3	25	3	3	0
Teviot Valley	0	1	1	1	0	7	1
Total	15	21	52	192	5	100	7

NB: Duplicate, incorrect and internal maintenance data has been removed. These service requests are the external customer requests relating to water services.

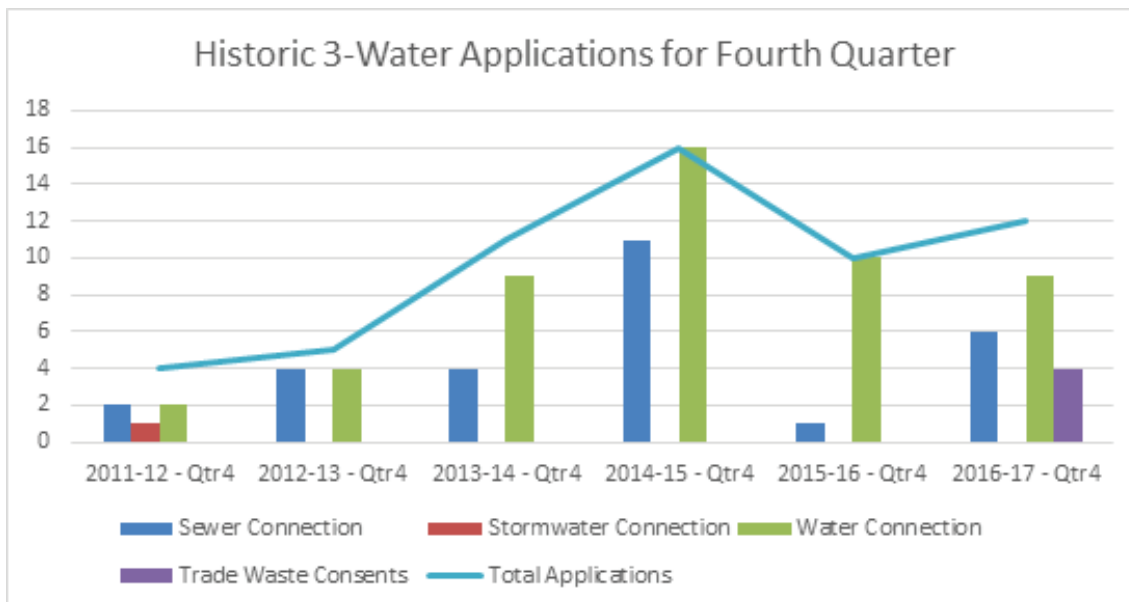
The high number of meter reads is a result of continued growth within the district where residents are requesting final meter reads prior to transfer of property ownership.

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 trade waste to the wastewater network.



The applications received for the year to the end of quarter four show a similar total to recent years.



Connection applications can include a number of water, sewer and stormwater connections on a single application. The total applications received in quarter four shows a slight increase on the 2015-2016 fourth quarter.

WORK UNDERTAKEN LAST QUARTER

Ranfurly Wastewater

Smoke testing and property survey of the Ranfurly wastewater network has been completed to help identify potential sources of water infiltration into the wastewater network. This is also a requirement of our resource consent conditions for the operation of the Ranfurly wastewater treatment plant. Smoke was pushed into the network and it escapes wherever it can. This shows us where stormwater has been incorrectly connected to the wastewater network.

The results from this survey identified a small number of direct stormwater connections and a large number of indirect potential infiltration points. These will be further investigated and some remedial work may be required.



Smoke generating machine.



Smoke escaping from manholes in the street.

Wastewater Renewal Works

Several lengths of wastewater pipes had been identified through renewal planning to be in poor physical condition, susceptible to blockages or infiltration or nearing the end of their useful lives. These were confirmed with existing video footage and programmed for the installation of pipe relining. This renewal method avoids the need to excavate and the whole process is completed from ground level.

This will significantly increase the life of these assets, improve the performance and almost eliminate stormwater infiltration.



Relining operator and equipment truck.

Roxburgh Water Treatment

The connection of the new bore has been completed and is producing a higher quality water than the old bore. The quality of this water will need to be monitored over the next several months for consistency.



Bore site during construction and pipe connections in progress.

Alexandra Water Supply



We have installed a new flow meter on the second pipeline to the Alexandra northern water reservoir. There are two pipes that connect the reservoir to the network. Only one of these pipes had a meter installed previously. This will now enable us to better monitor how water flows into and out of the reservoir and allow detailed understanding of water demand and/or water leakage in Alexandra from this reservoir.

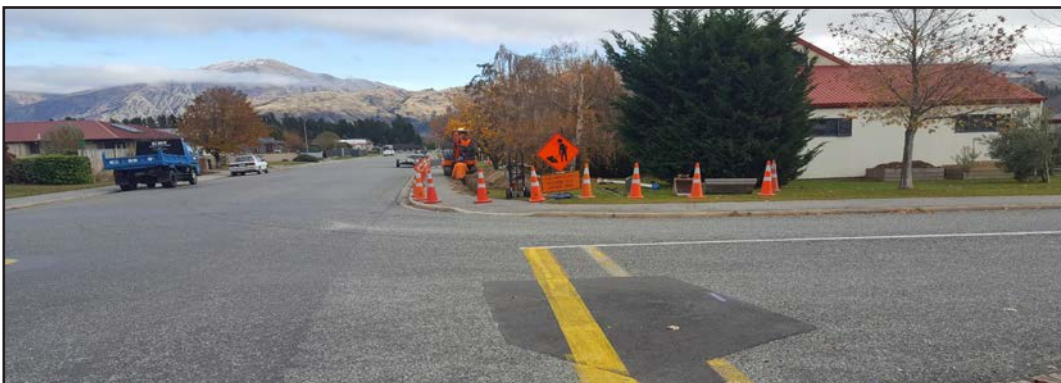
Installation of Flow Meter during construction.

Water Renewal Works

Several water mains had been identified for renewal and these have been progressed throughout the year. This quarter the top section of Inniscort Street in Cromwell was started. The Whistlestop in Clyde is near completion and Russell Street, Alexandra work was completed.



The Whistlestop water main renewal.



Inniscort Street water main renewal in progress.

WORK TO BE UNDERTAKEN IN THE NEXT QUARTER

Water and Wastewater Renewals

Various water and wastewater pipes have been planned for renewal across the district. The pipes have been identified by CCTV inspections, age, material and failure rates. We will also be completing samples and analysis of some water pipes to confirm material type, age and useful remaining life.

Previously identified water main renewals being planned for completion in the coming quarter include Keswick Street, Naseby and Tamblyn Drive, Roxburgh.

Ranfurlly Wastewater Treatment Plant

Following requirements of our resource consent conditions for the Ranfurlly Wastewater Treatment Plant, we have completed operation and capacity reviews of the plant. The ageing inlet screen needs to be replaced to allow a septage connection. This will also greatly improve the wastewater screening of the town's wastewater entering the plant.



Ranfurlly Inlet Screen.

Naseby Wastewater Treatment Plant

The Naseby Wastewater Treatment Plant's resource consent has a requirement to complete some upgrades. This involves the installation of a flow meter on the outlet of the ponds.

Roxburgh Water Reservoir

The Roxburgh Reservoir will have bypass tanks installed similar to the work being completed in Ranfurlly. This work will allow for maintenance of the main reservoir and inspections in the future.

Ranfurlly Stormwater

The renewal of a stormwater main in the stadium grounds is being evaluated. This is a large main and has several issues including root intrusion, which can cause blockages and ponding in the stadium. If renewal of this main is not immediately required, maintenance will be programmed to clean the line.

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%	107%	
Percentage of budgeted renewals completed annually	To complete more than 90% of budgeted renewals	157%	65%	31%	171%	Several large projects completed and invoicing received in the fourth quarter.
Time with water per customer per annum (planned and unplanned)	To maintain supply to customers for ≥ 99% of the time	99.9%	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	Nil	Nil	
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	24.65 36.58	
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	0.59	
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 Part 4 Bacterial Compliance however due to rain events the Omakau and Ranfurly water treatment plants did not comply during quarter four. No plants comply with Part 5 Protozoal Compliance. Currently registering as non-compliance in Roxburgh for Protozoal compliance due to a treatment and monitoring issue.

PERFORMANCE MEASURES: WATERWATER

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	0.13	
	Number of sewerage system faults and blockage complaints ≤ 11 per 1000 connections	3.23	1.88	2.96	2.29	
	Number of complaints regarding responses to sewer service requests ≤ 1 per 1000	0	0	0	0	
Percentage of budgeted capital works completed annually	To complete more than 90% of budgeted capital	50%	14%	18%	234%	Several large projects completed and invoicing received in the fourth quarter.
Percentage of budgeted renewals completed annually	To complete more than 90% of budgeted renewals	21%	7%	23%	526%	Several large projects completed and invoicing received in the fourth quarter.
Compliance with discharge consents	Number of abatement notices = 0 Number of infringement notices = 0 Number of enforcement orders = 0 Number of successful prosecutions = 0 Council target (all enforcement actions) = 0	Nil	Nil	Nil	Nil	
Fault response times Attendance: Resolution:	Target median time to get to site ≤ 2 hours	0.5	3.97	20.7	3.02	Addressing these response times with the contractor.
	Target median time to resolve the problem ≤ 8 hours	20.72	21.47	26.37	21.72	
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	0.27	

PERFORMANCE MEASURES: STORMWATER

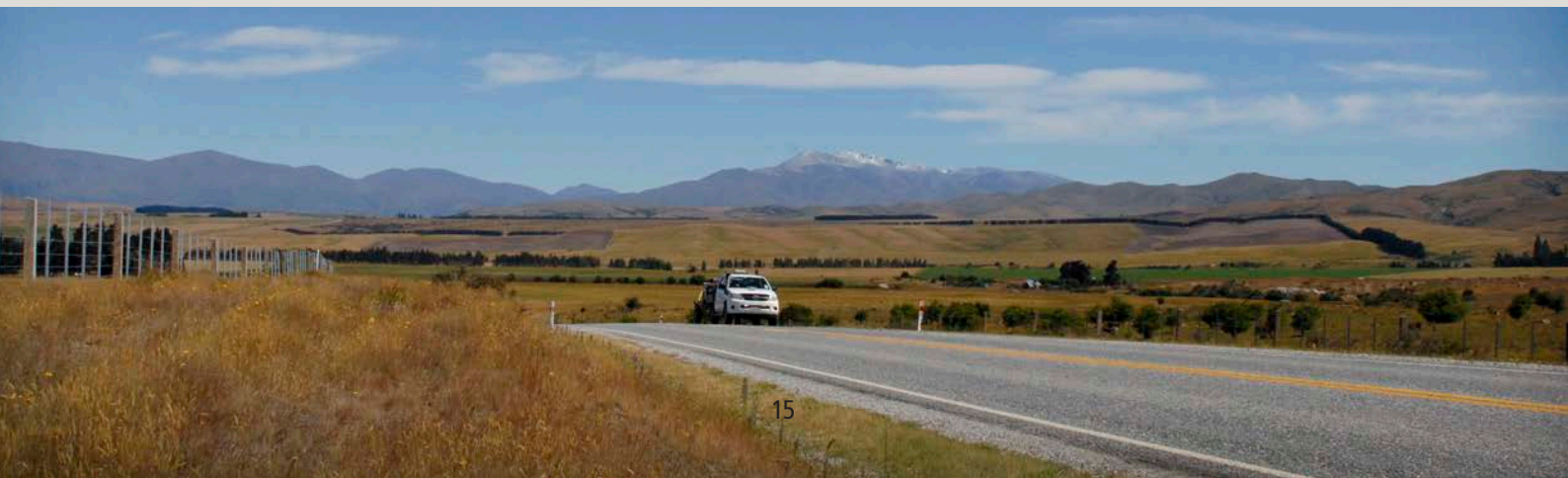
Measure	Target	Q1	Q2	Q3	Q4	Comments
Percentage of budgeted capital works completed annually	To complete more than 90% of budgeted capital works	79%	252%	16%	0%	Capital works projects completed early in the year.
Percentage of budgeted renewals completed annually	To complete more than 90% of budgeted renewals	6%	0%	28%	0%	Re-evaluating the identified stormwater renewal projects.
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	Nil	
Number of flooding events that occurred and habitable floors affected	Target number of habitable floors affected ≤ 1 per 1000 properties	Nil	Nil	Nil	Nil	
Response time to attend flood events	Target median time to get to site ≤ 2 hours	N/A	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	0.23	

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:

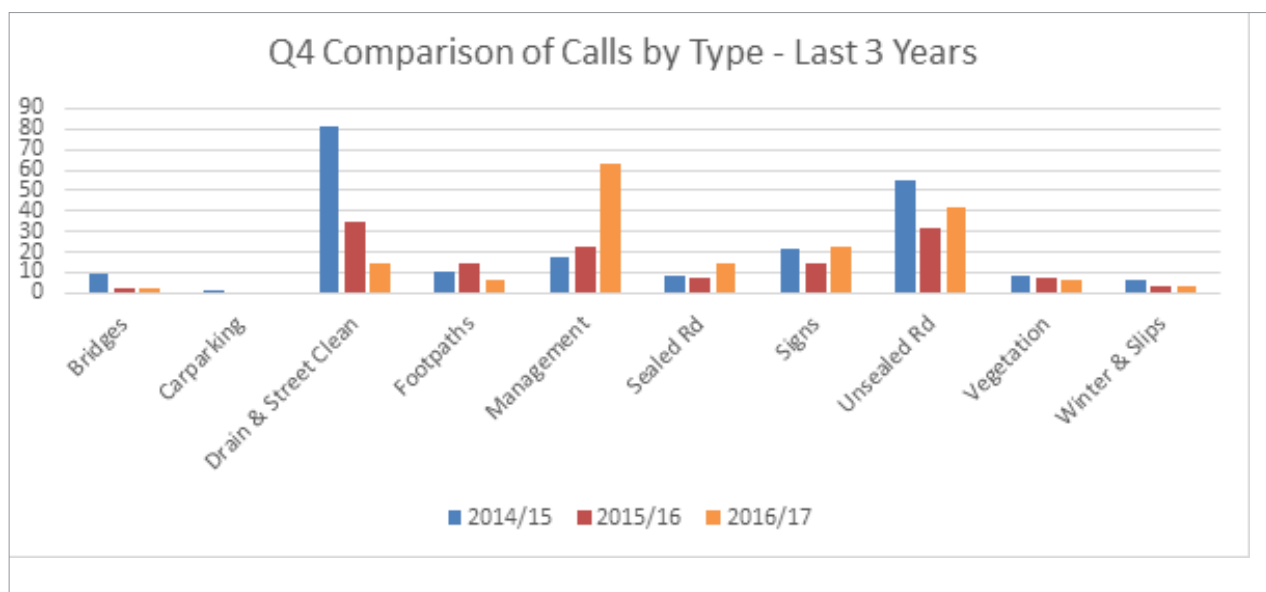


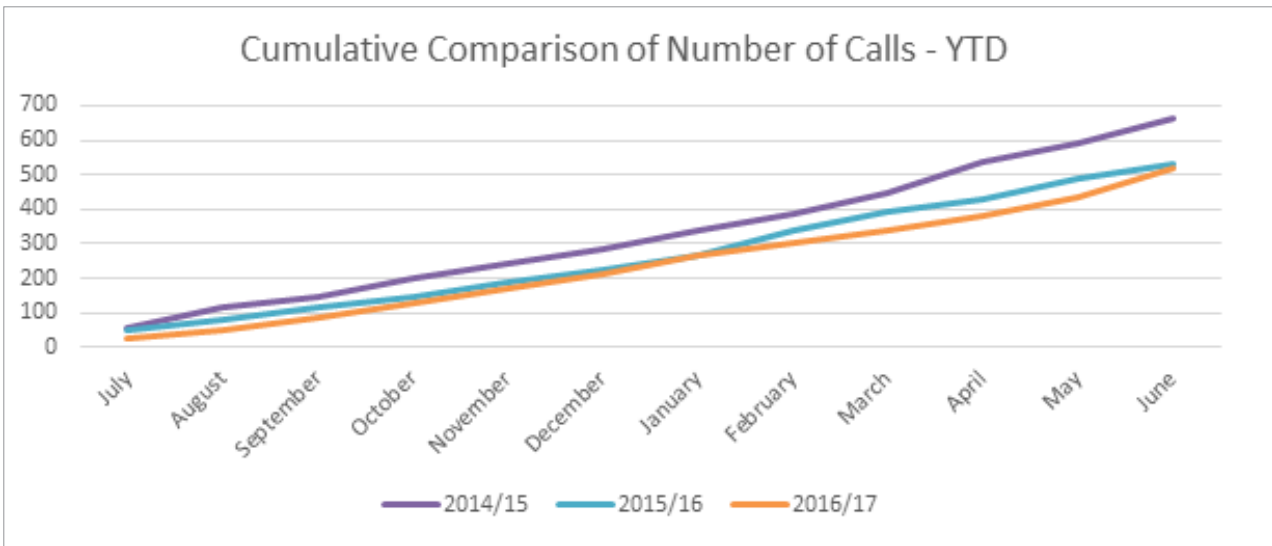
CUSTOMER SERVICES

Overall public call numbers continued to trend downwards.

The number of calls recorded during the fourth quarter increased significantly relative to the same quarter in 2015/16. This was due to:

- The introduction of parking enforcement. Calls included in 'Management'.
- Addition of some 'Management' issues not recorded in previous comparisons. Examples included recording of queries on applications for vehicle crossings.

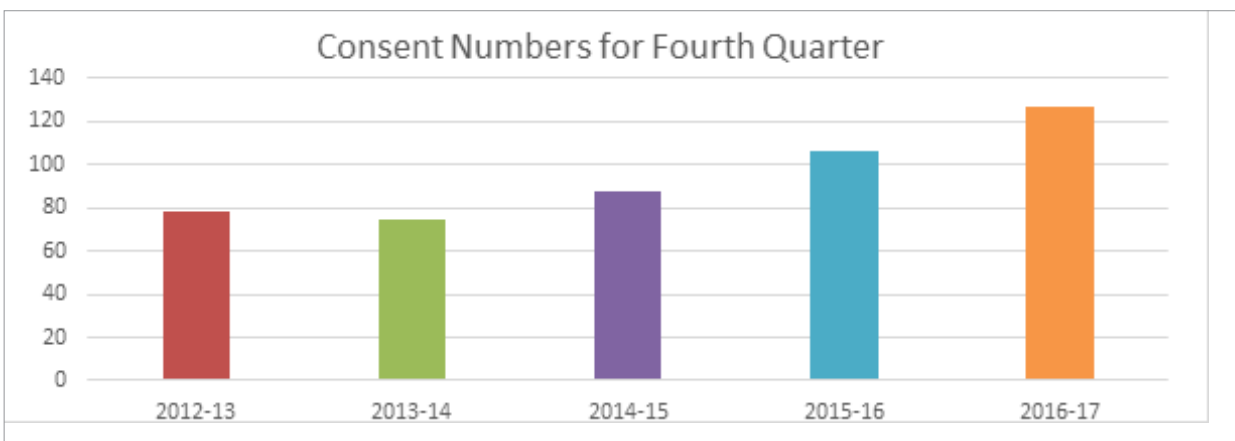




Consents for Activities in Road Reserve

During the fourth quarter 127 consents were processed.

Type of Consent	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Traffic management plans	17	17	17	26	20	34
Road opening notices	27	41	39	43	38	49
License to occupy	10	10	9	7	6	8
Yard encroachment	2	2	0	2	4	7
Vehicle crossings	7	8	7	6	32	25
Generic traffic management plans	4	0	3	3	3	3
Road closures	0	0	0	1	3	1
Total for Quarter	67	78	75	88	106	127



Road opening permits and traffic management plans accounted for two thirds of the consents processed during the quarter. These consents are required when carrying out work in the road corridor such as utility connections. The numbers of these consents processed therefore provide an indication of development occurring in the district.

The average time taken to process consents during the quarter was 2.8 days. Processing time increased during the period due to the significant increase in consent applications. The average processing time over the full year was 2.1 days. A total of 557 roading consents were processed in 2016/17. This was a 40% increase on the previous year.

Road Safety Outcomes

Three people were seriously injured in separate crashes on Central Otago District Council managed roads during the third quarter of 2016/17. Quarterly crash statistics are provided by the New Zealand Transport Agency. As with past reports, verified data only covers crashes occurring up to the end of the previous quarter.

Comparison of Third Quarter data (January to March) for five years

Year	2012/13	2013/14	2014/15	2015/16	2016/17
Number of Crashes on Local Roads					
Serious	2	1	2	2	3
Fatal	0	1	0	0	0
Number of People Injured on Local Roads					
Serious	3	1	2	3	3
Fatal	0	1	0	0	0

The three serious injury crashes occurred on roads in the Maniototo and Cromwell wards. All three crashes were single vehicle crashes in which the driver lost control and left the road. Driver inattention and vehicle condition were recorded as contributing factors in the crashes.

The low number of crashes and varied contributing factors did not enable a credible causative trend to be determined.

WORK UNDERTAKEN LAST QUARTER

Routine and cyclic work undertaken this quarter included the completion of works on programmed reseals and re-metalling sites.

Reseals and Sealed Road Surfacing

Resealing of several sections of road in the Alexandra / Earnsclough area successfully completed the 2016/17 reseal programme. A total length of 23.7km was resealed.

Unsealed Road Re-metalling

Programmed re-metalling in the Alexandra, Manuherikia, Springvale and St Bathans areas was finished during the quarter.

Re-metalling during the quarter took the total length completed during the year to 116km.



Re-metalling on St Bathans Loop Road.

Minor Improvement Programme and LED Streetlight Upgrades

The LED streetlight upgrade installation programme gained momentum during the quarter with the completion of several blocks in Cromwell. All lights in the Maniototo apart from some specialised lights have been upgraded. The NZ Transport Agency confirmed its enhanced 85% funding assistance for LED streetlight upgrading during the quarter. The enhanced funding will be retrospectively applied.

Other Minor Improvement Programme work completed was associated with resealing sites including minor seal widening and resealing access ways.

Footpath Renewals and Improvements

Further footpath renewal and upgrading work has been completed in the Cromwell, Maniototo and Alexandra wards this quarter.

Bridge Structural Investigations and Strengthening

Opus has completed the first stage of structural assessments of the Jedburgh Street Bridge at Roxburgh, Millers Flat Bridge and the Green Bridge at Waipiata. Draft reports on each bridge have been received by Council roading staff. Material testing is required at each bridge to enable the reports to be finalised. The testing is programmed for the first quarter of 2017/18.

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%	115% and 97%	Figures are cumulative. Completed works target achieved. Budget expenditure target not achieved.
Average length of time to issue a consent for access to a road	≤ 2 days	2.4	1.2	2.3	2.8	Figure is Q4 average. Cumulative average of 2.1 days per consent for 2016/17. Target not achieved.
Percentage of sealed local road network that is resurfaced	≥ 20km per annum	0	0	14.3	23.7	Figures are cumulative. Target achieved
Number of service requests	< 600	85	210	336	520	Figures are cumulative. Target achieved.
Number of service requests from customers responded to within 10 days	≥ 90%	98%	91%	91%	92%	Figure is Q4 total. Cumulative annual total is 93%. Target achieved.
Change from previous year in number of fatalities and serious injury crashes on local roading network	Stable or decreasing trend	1 Fatal crash	1 Fatal and 1 serious crash	3 Serious crashes	Data not available	Official records are 3 months behind <i>8 crashes April 2016-March 2017 compared with 10 crashes in same period of previous year - decreasing trend. Target achieved.</i>
Number of journeys impacted by unplanned events (Resilience)	< 16,423	802	1,367	1,915	2,735	Q4 closures on Danseys Pass Road and Waikaia Bush Road. Figures are cumulative and measure road closures as a result of resilience issues on the network.

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**

WORK UNDERTAKEN LAST QUARTER

Kerbside Collections and Transfer Stations

Cromwell

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. As a result of the review, a safety lockout mechanism to the waste compactor has been fitted. All other proposed improvements will be considered by Council later this year. A new track has been put down to allow easier access to the greenwaste disposal area.

Roxburgh

Maintenance improvements at the Roxburgh Transfer Station have been carried out. This includes developing off-road parking for the recycling facility and replacement of the single wire fence to reduce unauthorised access to the site. The new fence line will mean that vehicles can pull off the trafficable area and users can safely deposit recyclables. Work on the greenwaste disposal area is in progress.

Alexandra

A small volume of material in the cleanfill area was identified as asbestos containing material. Access to the area was restricted and an alternative area was established in the short term. Council's maintenance contractor cleaned up the asbestos and disposed the material to an approved landfill. There has been an increase in public requests for information on disposal of asbestos in the last few months. Work with the CODC Health and Safety Officer will be programmed to improve knowledge, systems and response to asbestos related public enquiries, awareness and management. Work has been carried out at the Alexandra Transfer Station to doze the greenwaste material over the existing landfill cap.

Scrap Metal

Otago Metals Industries (OMI) remove scrap metal from transfer station sites across the district. OMI are registered with Sitewise, but have not reached 75% assessment rating. An exemption from CODC's minimum assessment grading of 75% was granted for a fixed period to allow the company to improve its score. Unfortunately, the company has indicated they will not be seeking to improve their score. Alternative options for scrap metal removal will be considered.

Kerbside Collections

The 2017/18 kerbside collection calendar has been made available on CODC website. Hard copies of the calendar are available at the service centres. AllWaste has identified a number of streets in Cromwell where parking of vehicles obstructs the collection of kerbside bins. Options to resolve the situation are being considered by the roading department. The kerbside collection trucks now close the lids on the bins when replacing back on the kerbside. This means less wheelie bins are likely to blow over on a windy day.

Closed Landfills

The quarterly compliance monitoring round has been undertaken at Alexandra, Tarras and Patearoa closed landfills. Minor maintenance issues have been identified and will be programmed for 2017/18.

Recycling Drop-offs

Since the new service launch, colour separated glass at the Cromwell recycling facility has been recycled into new glass bottles.

WASTE MINIMISATION

Waste Minimisation and Management Plan (WMMP) Review

As a prerequisite to the review of the statutory WMMP review process, a Waste Assessment is being undertaken. Morrison Low has been contracted to prepare CODC's Waste Assessment.

Composting

Wastebusters will be actively promoting the Bokashi method of composting with an advertising campaign. Council offers a subsidy to local residents who purchase the Bokashi composting kit through Wastebusters.

WasteMinz TA Forum

The quarterly teleconference was held with the other TA members. Issues discussed included improving the guidelines for handling of asbestos in the transfer station environment, container deposit legislation, single-use plastic bags and recent challenge to all Mayors from Justin Lester (Wellington City Council Mayor) asking for support for a levy on single-use plastic bags.

Wastebusters

Wanaka Wastebusters' second year operating the Recycling Centre in Alexandra and collecting recycling from the rural drop-offs has gone very smoothly. Wastebusters has invested in upgrading equipment to make operations safer and more efficient including upgrading reversing cameras, purchasing a second box truck with tail lift for collections and replacing the sort line walkway. Operations staff have all been trained to safely operate the forklift. All recyclable material collected by Wastebusters goes on to be reprocessed and included as recycled content in new products: glass, cardboard, paper, plastics including polystyrene, e-waste, batteries and scrap metal. Where possible material is sent to onshore markets to maximise job creation. Local staff are doing a great job of running the site day-to-day with administration, human resources, communications and business development support from the Wanaka management team. Business collections and event recycling are growing steadily as more people become aware of the service and confidence grows in Wastebusters ability to deliver a reliable service.



COMMUNITY LEARNING FOR SUSTAINABILITY WITH MAD4CO

The Clyde Railhead Community Native Nursery has now become the Haehaeata Trust. The Trust is now seeking charitable status. In mid-April, Rotary Youth Leadership candidates visited the nursery and attended a planting session of native trees in the 'Pines' subdivision, Alexandra. At the end of April the nursery had a community planting day at Korimako Corner, Cromwell, which more than 70 people attended. The nursery team won this year's Central Otago Trustpower Heritage and Environment Award.



The newly formed Haehaeata Trust members.

MAD4CO facilitated a week of events to coincide with the United Nation's World Environment Day 2017, 'Connecting People to Nature'. The learning opportunities included native plant working bees at Centennial Park, Boundary Road Reserve, Lookout Estate, Miners Lane and the Millennium Track. Local schools, Keep Alex Clyde Beautiful and the Clyde Railhead Nursery all volunteered their time and efforts. Two sell-out movies were screened showcasing low carbon transport and the environment. Wastebusters took its travelling 'Bring back the bottle deposit' info trailer on walkabout and spread the word to sign the petition www.kiwibottledrive.nz. The library held displays of book titles on climate science and sustainability. The Alexandra youth group shared a movie on single use plastic and the issues it causes in the environment www.bagitmovie.com. A sustainable house building workshop was held discussing various aspects of sustainable design principles and building regulations. A fermented food workshop sold out, helping people use less plastic by preserving food for winter months. The Waste Minimisation Officer took the Love Food Hate Waste roadshow to the Alexandra Friday Food Market.



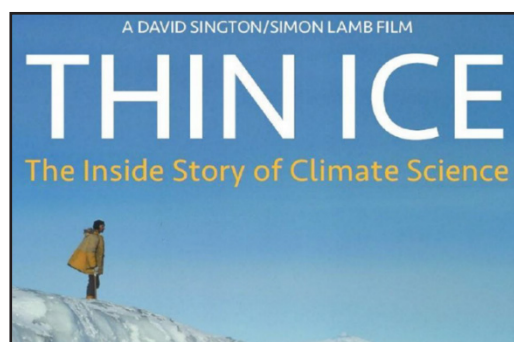
Wastebusters Bottle Drive



Love Food Hate Waste at the Alexandra Friday Food Market

MAD4CO presented to the local University of the Third Age group. The session covered various aspects of sustainability including; change process, sustainable building, biodiversity, community resilience and food waste.

The film documentary *Thin Ice* was screened in Alexandra. The film looked at the science behind climate change and showed different scientists working in the field of climate change. Executive producer Peter Barrett presented the film with support from the regional EnviroSchools facilitator. A panel session followed the with local climate scientists Greg Bodeker and Richard McKenzie. The aim of the film is to get schools engaging with the topic. Resources have been made freely available for schools that support learning from the film. The EnviroSchools facilitator will use the film as a basis for a teacher workshop.



Thin Ice documentary about the scientists behind climate science.

A Boomerang Bags group has been launched in Alexandra. The group has had several sessions making fabric bags from leftover or pre-used textiles. The bags are branded with the 'Boomerang Bag, Alexandra' logo. Boomerang Bags is a global movement where cloth bags are located at handy points around a town ready for people to use and then drop back. The bags were launched at an event in Alexandra on 3 July, international Plastic Bag Free Day.



World Environment Week, Boomerang Bag, 'Cut and Sew' party.



A Love Food Hate Waste workshop was held with a class of students on the Choices programme at Alexandra Community House.

Love Food Hate Waste workshop

Press coverage

Articles covering the various activities during World Environment Week appeared in The News, The Mirror, on The Central App and in the Central Otago REAP monthly newsletter. Discussion and interviews were broadcast on Local Radio Central.

Coming up

Southern Sustainable Buildings are planning a session in August with Elrond Burrell on passive house concepts for schools and commercial buildings. In July the group will promote and facilitate various events for Plastic Free July.



THE CENTRAL OTAGO ENVIROSCHOOLS PROGRAMME

A planting day was held with Clyde Primary School at the Project Gold site by the Clutha Mata-au River. Students, teachers and Clyde Primary Principal worked hard and reflected on the efforts undertaken on site since 2008.

The Mayor helped the Clyde Primary EnviroSchools Group plant the native planting.



Enviroschools Native Planting Team in Clyde

Alexandra Youth Base worked with the EnviroSchools facilitator to host World Environment Day events. Youth Base held a screening evening for the movie Bag It. Discussion was held regarding the NZ bottle recovery petition and setting up a fabric donation depot for Boomerang Bags.

The lizard monitoring project, funded by the Seed Fund from Otago Museum saw work with Goldfields, Clyde Primary and St Gerards Schools. Local herpetologist Grant Norbury spent time at each school explaining the science of monitoring and looking at different techniques the students will use in the project.



Grant Norbury with Clyde primary students.

World Environment Week had a number of activities involving students from our local schools. At Lookout Reserve St Gerard's students planted tussocks and spread mulch around plantings with Keep Alexandra Clyde Beautiful volunteers. MAD4CO volunteers, Alexandra Primary, Terrace Primary, KACB, and Clyde Railhead Community Eco Nursery team mulched, cleaned up rubbish and maintained predator fencing on site. The local schools have been working at the site since World Environment Day 2008.



St Gerard's students planting at Lookout Reserve, Alexandra.

There was a weekend mulching afternoon at the Clyde Project Gold plantings with Clyde students.

Outlook for Someday film workshops were held in Alexandra with students from across Central Otago. The event focussed on creating short films about sustainability.

The Central Otago Health Promotion Advisor hosted the event 'Clued up Kids' at the Maniototo Area School. Several organisations and disciplines were represented, with focus on developing good decision making and healthy choices for youth. The Enviroschools facilitator hosted a stall where students were encouraged to discuss ways to design their zero waste future.



Clued Up Kids designing a zero waste future.

Coming up

The lizard monitoring programme will be continued in schools. A teacher workshop on Climate Change featuring a screening of the Thin Ice film is planned. The programme for this year's Thyme festival will be developed.

PERFORMANCE MEASURES: WASTE MINIMISATION

Measure	Target	Q1	Q2	Q3	Q4	Comments
Total quantity to landfill in tonnes per year (Previous Year)	Incremental year on year reduction	1715 Tonnes (1460 Tonnes)	2115 Tonnes (1839 Tonnes)	2164 Tonnes (1930 Tonnes)	1914 Tonnes (1691 Tonnes)	There is a 13% increase in the tonnage of waste to landfill compared to same period previous year. In particular, there has been a 22% increase in the tonnage of material being disposed of at the Cromwell Transfer Station. A review of Council's waste activity will be completed as part of the Waste Minimisation and Management Plan review and will help form the picture of demand for services.
Total amount of rubbish and recycling generated per rateable property	Incremental year on year reduction (measured as rubbish + recycling)	2320 Tonnes/13525 Properties = 172kg (152kg) p/property	2775 Tonnes/13525 Properties = 205kg (183kg) p/property	2903 Tonnes/13525 Properties = 215kg (206kg) p/property	2472 Tonnes/13525 Properties = 183kg (171kg) p/property	The total tonnage of waste and recovered recyclables when distributed across all rateable properties in the district indicates a 7% increase on the same period previous year.
Total amount recycled in tonnes per year (Previous Year)	Incremental year on year increase	605 Tonnes (599 Tonnes)	660 Tonnes (643 Tonnes)	739 Tonnes (774 Tonnes)	558 Tonnes (626 Tonnes)	There has been a 12% decrease in recovered recyclables this quarter compared to the same period last year. (At time of report - Wastebusters data not yet received). A review of the recycling services will be completed as part of the Waste Minimisation and Management Plan review. The review will focus on options to achieve the community's statutory obligations in the Waste Minimisation Act and increase the level of material recycled.
Average weight of the kerbside collection rubbish bin	Incremental year on year reduction in wheelee bin weight (kg/# of bins collected)	20.4 kg (17.5 kg)	22.6 kg (19.2 kg)	21.4 kg (19.7 kg)	18.7 kg (19.6 kg)	There has been a 5% decrease in the weight of the kerbside collection rubbish bin compared to the same period last year.
Percentage of residents satisfied with CODC's waste minimisation education.	Customer satisfaction ≥ 90%	92% satisfaction	92% satisfaction	92% satisfaction	92% satisfaction	The CODC Residents Survey August 2016 reported 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	89% compliance	The last audit carried out by the Otago Regional Council (ORC) recorded a compliance score of 89%. As audits are carried out by ORC every three years, a self-auditing process is being developed. The groundwater monitoring does not indicate any concerns. Work has been carried out to meet compliance including; landfill cap maintenance, weed control and fencing.

OTHER INFRASTRUCTURE

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

THIS ACTIVITY CONTRIBUTES TO THE FOLLOWING COMMUNITY OUTCOME

**THRIVING
ECONOMY**

ALEXANDRA AIRPORT

The power upgrade and water reticulation were completed in early May and power and water are now available to all 25 sites in the private hangar precinct.

Fulton Hogan completed the forming of the subbase for the taxiways in the hangar precinct in May.



However, due to the cold temperatures and wet conditions the sealing of the taxiways has been put on hold until early spring so the best possible surface can be achieved. The hangar owners have confirmed their agreement with this decision. Some minor remedial work to the base may be needed in spring prior to sealing.

ELDERLY PERSONS' HOUSING

Occupancy Rates

Area	Units	Occupancy rate-end Jan –March 2017		Occupancy rate-end of April – June 2017 quarter	
		Tenanted	Occupancy rate	Tenanted	Occupancy rate
Alexandra	23	21	92%	22	96%
Clyde	3	2	67%	3	100%
Cromwell	31	30	97%	28	91%
Roxburgh	15	13	87%	13	87%
Ranfurly	26	20	77%	19	73%
	98	86	90%	85	87%

While the Cromwell units show three vacancies, two tenants have completed tenancy agreements that commence in July 2017. The third unit is being refurbished and will be offered to those on the waiting list.

Six units have been refurbished this financial year, four in Cromwell and two in Alexandra.

Where units had internal concrete block walls, insulation, battens and lining were installed. Other minor replacement work has been carried out at other units as required.

While it is the aim to undertake 10 internal refurbishments annually, the refurbishments can only be done when the unit is empty. If a unit is required to be refurbished the work must wait until the unit has been vacated, or arrangements are made for the tenant to shift out for the three week duration of the refurbishment. The reason the tenant cannot remain in the building is fine dust created from the internal skim coating process on the walls makes the environment unsafe.

The front portion of the fence at Goodger Court was to be replaced this financial year. The material for the work has been ordered and a deposit paid. Staff will be seeking approval for a carryover of funds for this project to be completed in 2018/19.

PUBLIC TOILETS

Due to increased demand on public toilets over the summer, the number of complaints increased so the level of cleaning services contracted was reviewed. Council staff and the contractor inspected all sites, agreed on the minimum standard and frequency required and the cleaning cycle and time allocated for cleaning was changed to achieve the standard.

The level of complaints has dropped and positive feedback has been received about the cleanliness of the toilets from a mix of visitors and locals. So overall, there has been a noticeable increase in the level of cleaning and hygiene at sites.

The building consent was lodged for a new public toilet at Tarras. Agreement was reached with the Ministry of Education and Tarras School to purchase land to locate the toilets, the large septic tanks system and the disposal field. An easement was also obtained from the farmer to connect to his bore on the adjoining land.

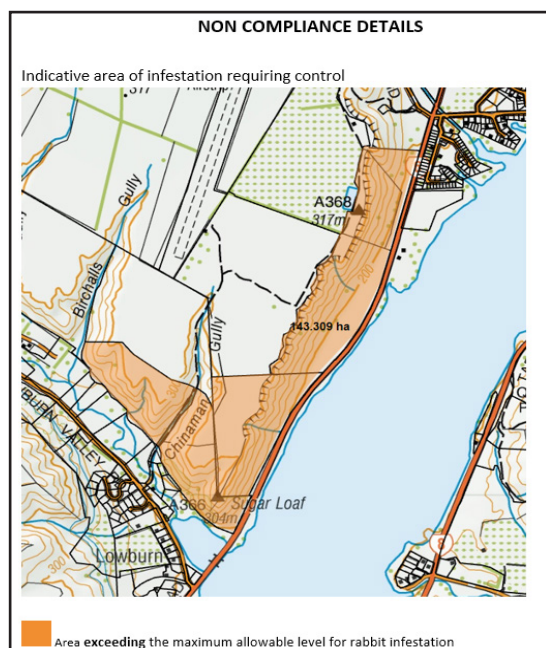
However, due to delays with delivery of materials for both the Exeloo toilet and the plant for the wastewater disposal system the anticipated completion date of 30 June was not achieved. All plumbing and power is in the ground and the Exeloo toilet is on site ready for installation.

An extension has been given by the Ministry of Business Innovation and Employment to uplift the Regional Tourism Infrastructure grant funding beyond the deadline of 30 June 2017.

The toilet and wastewater disposal system will now be installed in July and the toilet will be operational in early August.



OTHER COUNCIL PROPERTY



Sugar Loaf Faces, Cromwell - Rabbit Control

As part of the Otago Regional Council Pest Strategy, Council has been advised that rabbit numbers exceed the compliance level. ORC has had discussions with the adjoining landowners who have agreed to poison provided Council also carries out rabbit poisoning. The last time poisoning was carried out was in 2013. Given the control will be part of a larger programme, Council's agreement was required for the poisoning to proceed. The control work will occur in July/August. Contingency funding was budgeted for this type of work.

Centennial Milk Bar

The Maniototo Community Board approved an overspend of funds in December 2016 to replace the rotten window frames in the milk bar. This work has been completed with minor external remedial painting to be done as weather permits.

Alexandra Pines land - release of Crown Land

Council has completed actions to make approximately 15 hectares of residentially zoned land available to the market.

The process involved public notification of the intention to cancel the recreation reservation, to which no objections were received. Notice was subsequently given to the Department of Conservation to revoke the reservation. Land Information New Zealand had previously been notified to enable them to start the process of reverting the land to the Crown.

The legal process is now with Land Information New Zealand to progress for formal transfer.

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:

**THRIVING
ECONOMY**

**SUSTAINABLE
ENVIRONMENT**

**SAFE & HEALTHY
COMMUNITY**

CEMETERIES

There were a total of 17 burials and ashes burials in the quarter as follows:

April	Ashes	Interment
Alexandra	2	4
Clyde		
Cromwell		3
Totals	2	7

May	Ashes	Interment
Alexandra		2
Clyde	1	
Cromwell	1	
Totals	2	2

June	Ashes	Interment
Alexandra	2	2
Clyde		
Cromwell		
Totals	2	2

An unrecorded burial at the Cromwell Cemetery was accidentally disturbed during the removal of a standalone pine tree in the cemetery. The unrecorded burial is located in the northeast corner outside the main burial area of the cemetery. It is possible the pine tree was planted as a grave marker. The relevant authorities were informed and the remains will be re-interred in the same location as to where they were uncovered. After investigations it was determined the bones are likely to be over 100 years old. A process is now being followed to determine if there is any public knowledge of the burial and then will move onto eventually reintering the bones.

A report on the future of the Nevis Cemetery was presented to the Cromwell Community Board. The Board agreed to leave the cemetery open and allow new burials. This will involve marking out areas for possible burials in the upcoming spring.

CLUTHA MANAGEMENT

There was a very quiet winter quarter for Clutha Management.

Work has been occurring on the Lake Dunstan Navigation Bylaw review with the aim of getting this to Council by September.

LINZ advised that aerial and boat-based spraying of lagarosiphon at Lake Dunstan using the herbicide diquat was scheduled for April. This was carried out successfully.

PARKS AND RESERVES

Overall the Autumn and early winter was cooler than normal.

The changeover of seasons saw the marking out of sports fields for winter sports codes. Overall fields were in good shape heading into the winter. This reflected a good summer watering programme and summer not being really hot.

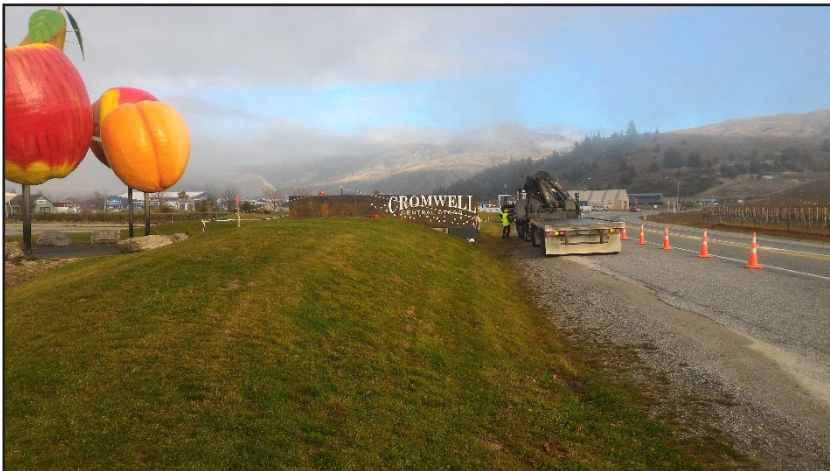
A turf assessment report was carried out for the sports parks and Big Fruit area, which identified the work programmes for the upcoming year.

Cromwell

The Anderson Park footpath renewal contract was completed around the fountain and down to the rose garden. See photos below.



The final planting and clean up for the Cromwell Bridge Landscaping project occurred in mid-May following roading work carried out on the slip lane.



The new Cromwell sign was installed as the final part of the Big Fruit Reserve development.

A survey was carried out of community wishes for the new Big Fruit Reserve playground. The survey attracted 115 responses and this will feed into the playground design for this area. The playground is to be installed in the 2017/18 year.



Work progressed on the development of the Bannockburn Track, at the Schoolhouse Road end.



Damage to the stone wall at the Junction was identified and work will be undertaken to fix this.

Vincent

Dunedin Monumental Masons have rectified the letter 'G' on the Clyde War Memorial for G Uren, as the initial looked like a 'C'. The tail of the G had faded.



Consultation commenced on the Clyde Reserve Management Plan with a number of community meetings being held in May.

A London plane tree on the verge outside the Alexandra District Club on Centennial Avenue was removed. It had been monitored for health and was removed after it was identified as diseased. The District Club was happy to see the tree removed and replaced with grass, and will look after the verge.



In June irrigation was installed and 34 cherry trees planted long Sunderland Street in Clyde.

Maniototo



Tree work identified in the Maniototo included removing an elm on the corner of Caulfield and Dungannon Streets to improve visibility at the junction and to traffic signs. Other tree work on Bute Street and Thomas Street was also identified.

Teviot

Stumps along Scotland Street were removed following the removal of older trees and planting of the new entranceway trees earlier in the year.

A new park bench has recently been installed at Lake Roxburgh Village in memory of Rosemary Irving. The seat was donated by Rosemary's family.



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**

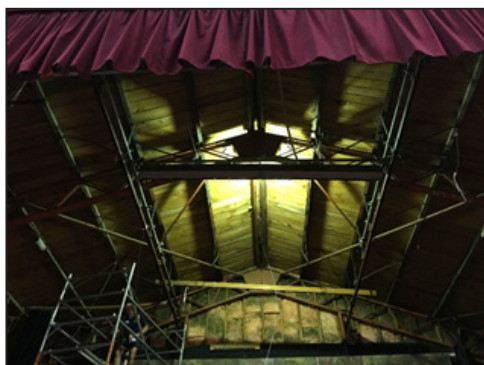
**SAFE & HEALTHY
COMMUNITY**

COMMUNITY FACILITIES



Gutter Cleaning

Thirteen Cromwell Council buildings have had the gutters cleaned using the new Skyvac machine. The machine can reach to four storeys high (no need for ladders) and sucks up all the leaves and rubbish. The operator attaches a camera to inspect at the beginning and at the end of each job. More information can be found at <http://skyvac.com/nz>. This method is very efficient as the cost and time of cleaning gutters has halved.



Cromwell Memorial Hall

The report commissioned by Theatre Systems and Design Limited identified a number of hazards. In April a number of steps were taken to mitigate the immediate risk to users.

Removal of:

- the black stage drapes;
- the canvas roll-up back drop;
- all suspended items above the stage, including all pipes, lighting and affected electrical equipment.

All these items were stored under the stage floor.



Alpha Street Pavilion Maintenance

The zip at the sports pavilion on Alpha Street was replaced with a new model. The old zip, which was positioned over the bench, was deteriorating. The new zip is now repositioned over the sink making it safer to use.



The stainless steel urinal has been acid cleaned to bring back to new condition. This is a very cost effective way to significantly improve the facility to almost new condition.

Tarras Hall

As part of the programmed work for 2016/2017, the Tarras Hall floor was repolished and is now in excellent condition. The toilets and kitchen facilities were given an additional clean while the work was being done.



Before

After

Maniototo Park Stadium and Rugby Clubrooms

The facilities have been utilised by a variety of users over this quarter as follows: Otago Regional Council, Farm IQ, Primary ITO, Ducks and Drakes (visiting social cricket team), Maniototo Maggots, Junior Netball, CO Small Bore Rifle Club, NZ Merino Company and the Southern District Health Board.

Ranfurlly Town Hall

The only activities in the hall for the quarter were the Lions Steptoe Auction and a public meeting regarding funding of the proposed new hospital.

Wallace Memorial Room

This small intimate facility continues to be used on a regular basis by the Ranfurlly Bridge Club, and has occasional use by Brief Intervention, Evergreens, Ministry for Vulnerable Children and Peter Dick Optometrist.

Naseby Town Hall

There have only been two local social events held at the Town Hall during this quarter.

SWIM CENTRES

Staffing has been steady over the quarter. Advertising for casuals occurred at both pools with a limited response. One part-time role at Molyneux Aquatic Centre was filled by an internal applicant.

Both Cromwell Swim Centre and Molyneux Aquatic Centre were approved as Pool Safe for the upcoming year.

Overall numbers using the Molyneux Aquatic Centre were up 3.5% for this quarter compared with the previous year. Central Otago Swim School numbers were up with the swim skills programme this quarter with slightly more students reflecting the current roll growth of schools in the Alexandra/Clyde area. There was also a higher number of members' visits.

Cromwell Swim Centre numbers were up 27% for the quarter. The number of adults, children and members using the facility all increased.

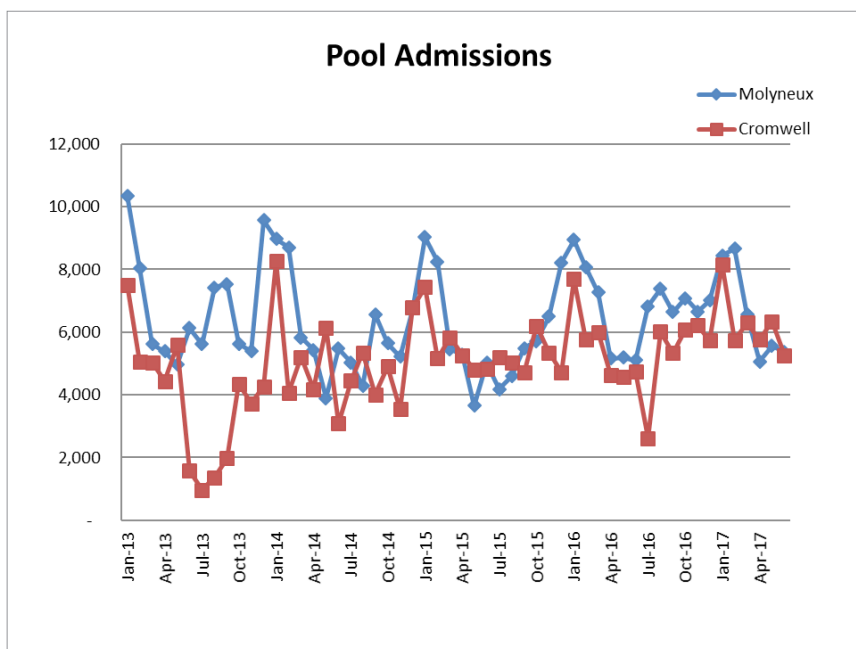
Members' visits were up by more than 4% at both pools, representing the move by people to using concession and other incentive-based cards associated with the pools.

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

Central Otago Swim School numbers enrolled in Term 2 were consistent with 214 students at Molyneux Aquatic Centre (149 in 2016) and Cromwell Swim Centre having 159 students (135 in 2016). This is the largest Term 2 intake for both pools in five years and is a reflection of improvements made in the swim school in building up a roster of good quality teachers.

The Swim Safe Programme for Term 2 was undertaken with the local community schools. This saw pupils from Alexandra, Clyde and Cromwell schools complete their swim skills lessons this term.

Results Summary



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

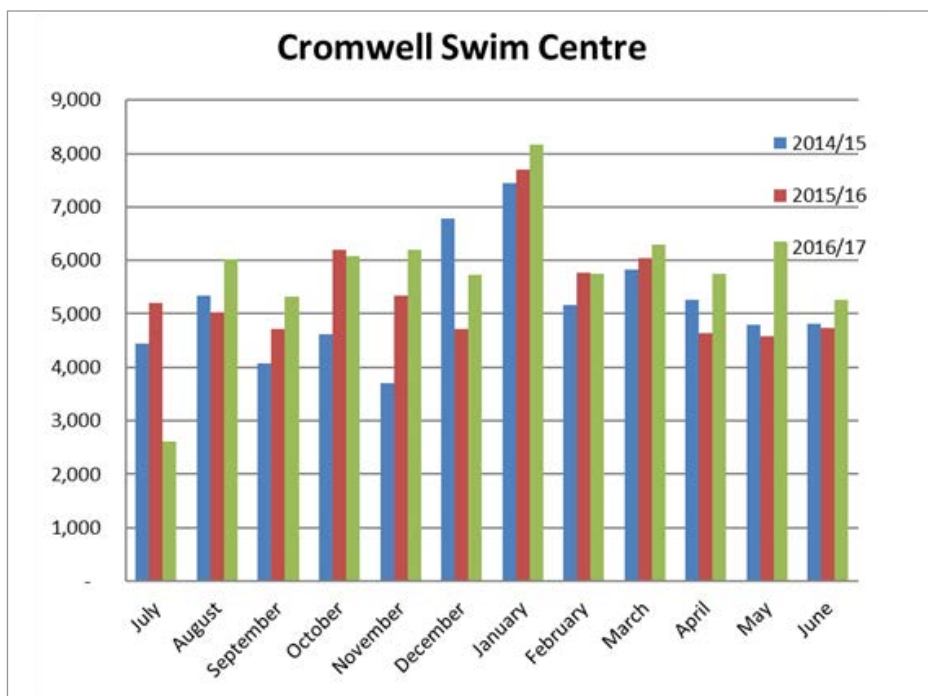
Cromwell Swim Centre

Cromwell Swim Centre numbers were up 27% for the quarter. The number of adults, children and members using the facility was up. Overall for the 2016/17 year use of the pool was up 7.6% (over 69,500 visits) due to steady growth across all areas of pool use.

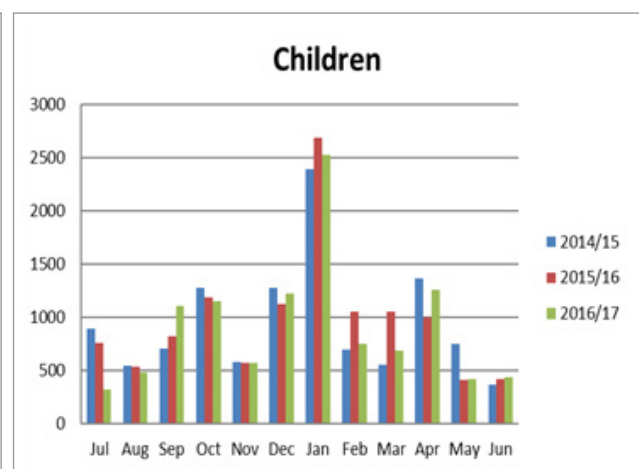
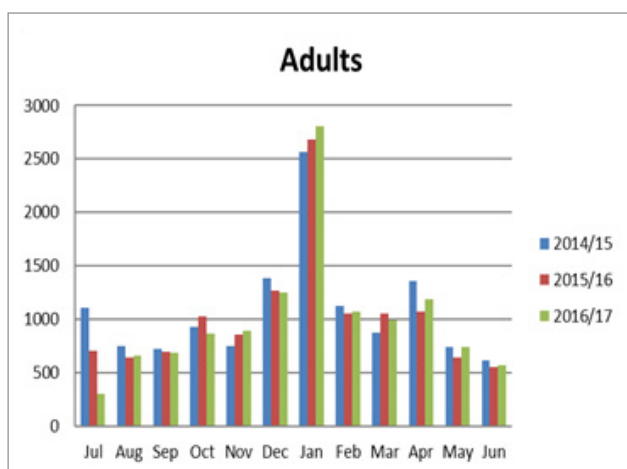
The quarter saw a winter swim meet held at the pool by the Cromwell Swim Club. This was a new swim meet for the facility.

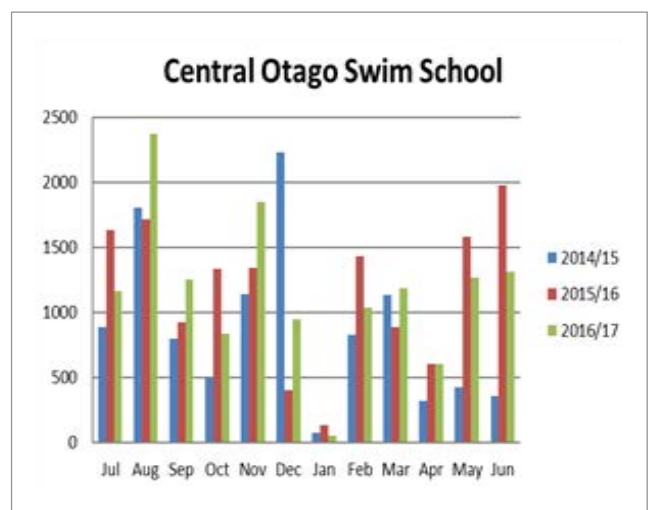
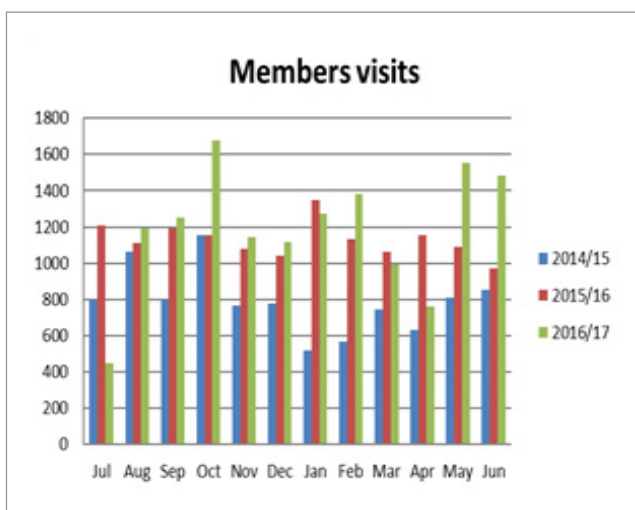
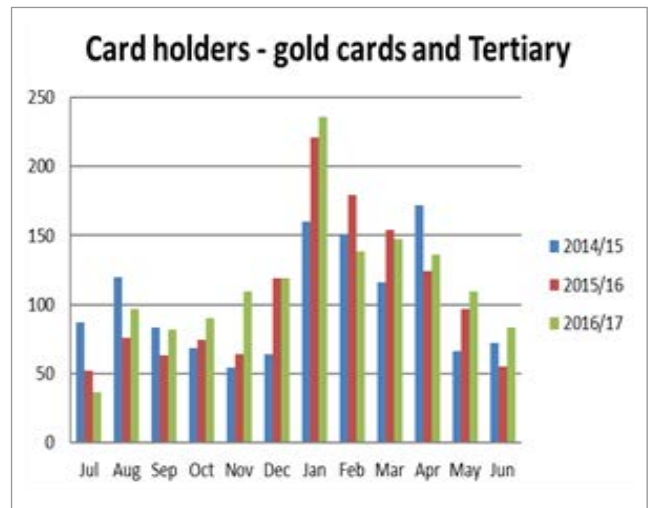
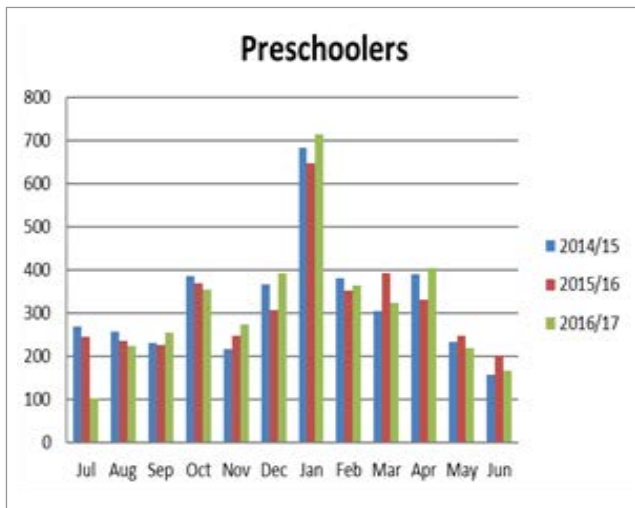
The tender for the Cromwell Swim Centre floor replacement is out for registrations of interest. The current pool flooring has worn and got slippery with several sections delaminating so the Board had provided funding for its replacement. The tender is out until late July.

The admissions to the facility per month:



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





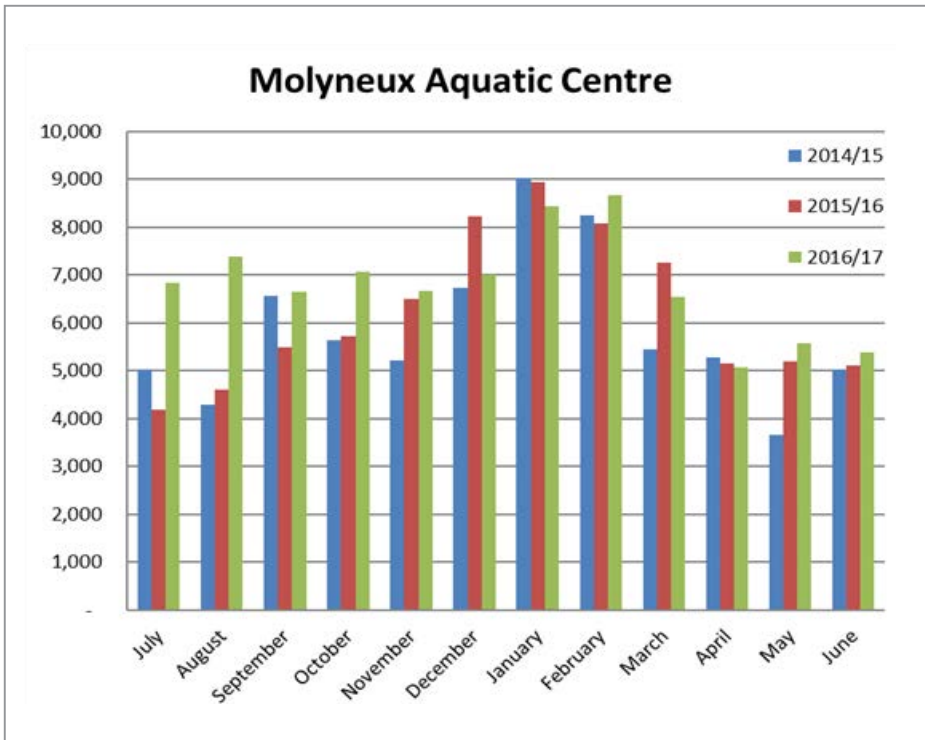
Molyneux Aquatic Centre

Overall numbers using the Molyneux Aquatic Centre were up 3.5% for this quarter compared with the previous year. Swim School numbers were up with the swim skills programme occurring this quarter and the member visits increased as well.

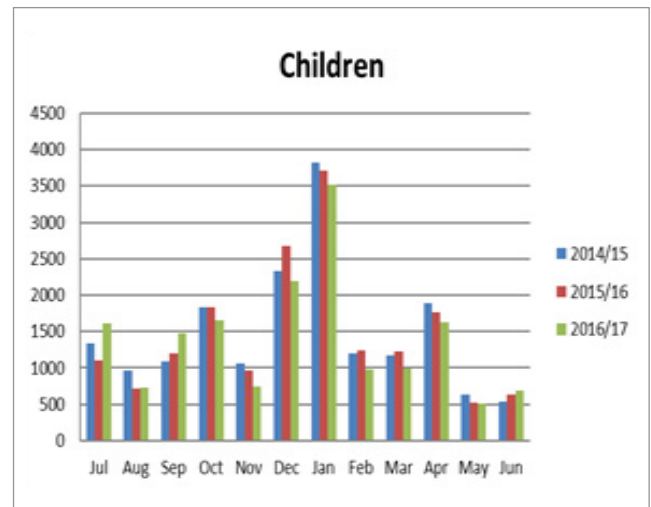
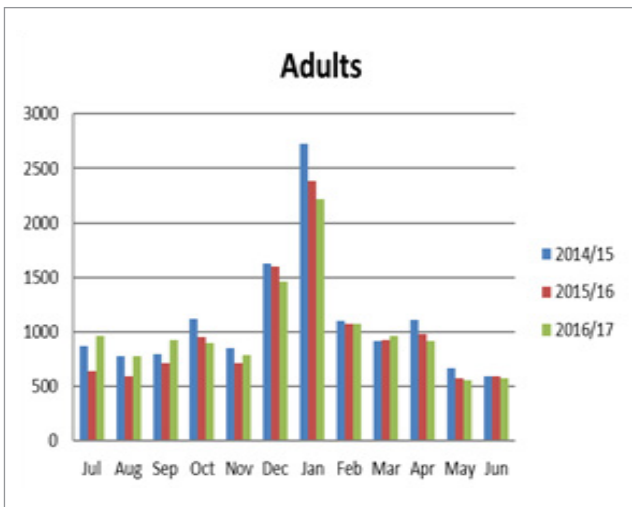
Overall for the 2016/17 year pool usage was up 9.1% (over 81,200 visits) at the pool on the back of increased use by members, other users such as schools and kayak club, and increased swim school usage.

Ice in Line has installed the pipeline from the ice rink to Molyneux Aquatic Centre. This will transfer excess heat to the pool and reduce the heating costs of the pool as per the agreement with the Vincent Community Board. Ice in Line is now awaiting delivery of the new plant.

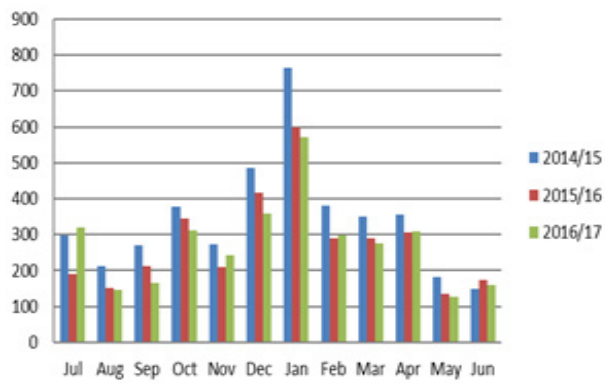
A new water wheelchair for Molyneux Aquatic Centre was donated from the Manuherikia Kilwinning Masonic Lodge.



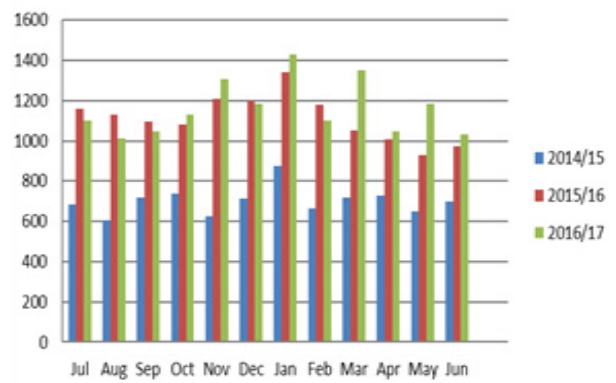
Some breakdowns of the above figures and admissions to the facility per month.



Preschoolers



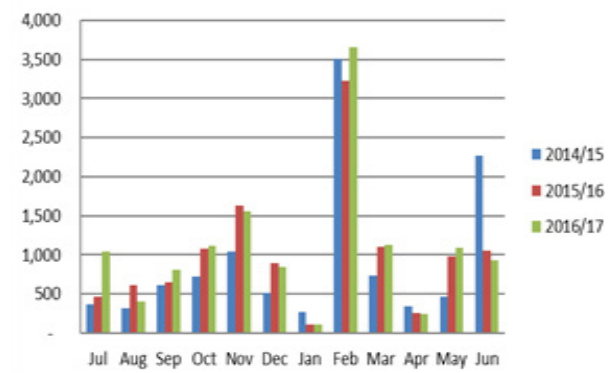
Members



Central Otago Swim school



Other users



CODC LIBRARIES

Library opening hours extended

Central Otago libraries extended their opening hours across the district from Monday 19 June, providing improved services to Central Otago Libraries' borrowers and visitors alike. We have done this without increasing costs, when staff are already at work, as this was the most cost-effective option.

In June library team leaders reported that numbers are building between 9.00am and 10.00am, mainly to read the papers. We have only had positive feedback about the change – and one request for a late night.

The new hours are:

Alexandra Library:	9am – 5pm weekdays, 9.30 – 1.30pm on Saturday
Cromwell Library:	9am – 5pm weekdays, 9.30 – 1.30pm on Saturday
Clyde Library:	Tuesday 9am – 1pm, Friday 1pm -5pm.
Maniototo Community Library:	11am – 4pm Monday-Friday
Millers Flat:	Wednesday 3pm – 5pm, Saturday 10.30am to 12.30pm

Roxburgh Library



On 1 May the carpet in Roxburgh Library was replaced with carpet tiles that match those in the rest of the centre. As we needed to move every single book in the library, we took the opportunity to reorganise the shelving to provide better display and spacing. The images above give you an idea of the work done.

Feedback from borrowers and visitors alike has been excellent. Customers think the library is more welcoming and spacious, professional looking and interesting. They like the cosy space we have created around the table and children can now reach the top shelves, which were too high for some of the children.

Alexandra Library

Due to a persistent lingering odour from a previous flood the Alexandra Library workroom was extensively cleaned, cleared of old and surplus items, and the carpet was replaced.

Alexandra Library staff are continuing to develop the Children's area of the library to better accommodate class visits. Class visits are increasing due to the increase in local primary school libraries being used as classroom space.

In May Lynne Jefferies, casual and Saturday member of staff, resigned. We recruited Cuinna MacBeth to replace Lynne. Cuinna is also able to work at Roxburgh Service Centre.

Maniototo Library

Kay Dunn recently resigned as Team Leader at Maniototo Library. Kay's shoes have been filled by Aimee Pieterse who had relieved for Kay over the last two years.

The Student Librarian put in place, and reported on, earlier this year is working well and will remain in place.

Cromwell Library

As a result of borrower and visitor feedback, small and continued improvements to service delivery are taking place at Cromwell Library. Books are no longer being stockpiled for sale but placed on the sale trolley for a week then being disposed of. This increases turnover and removes the need for a book sale at Christmas, which cramps the library and is off-putting for borrowers. Magazines are no longer crowded under the DVDs but are placed near the sofas.

Collections

The focus of work for the Collections Manager over the last three months is as follows:

- The DVD collection has been rationalised and a circulation plan created so that the collection is more available to borrowers, and is fully utilised across the district.

- The 2016/17 book budget was fully utilised, with orders in place up until the end of the financial year. Invoices were received for most items before 30 June. In June a report was run to identify those items ordered which were not expected to arrive until 2017/18, due to decisions made by the book's publisher.

Improvements in the turnover and presentation of the collection have been possible because the Collection Manager has been able to focus solely on the collection, unencumbered by other responsibilities.

Please refer to the following information in the Statistics section of this report:

- Number of items issued
- Number of items held
- Number Items added

Visitors

National Librarian Bill MacNaught and Corin Haynes, Manager Services to Public Libraries, visited Central Otago District Libraries on Friday 31 March. Mr MacNaught was complimentary about the collections in Alexandra and Cromwell Libraries. He was surprised that Cromwell Library is 30 years old. Discussion centred on a Public Libraries role in promoting literacy in the community and providing access to technology whether by the council, via the library, or via people bringing their own devices.

Otago Southland Regional Collaboration Meeting (SouthLib)

The Otago Southland Regional Collaboration meeting was held on 12 May 2017.

Ed Brown, from Wheeler, joined the meeting and provided an explanation of the options for adding content to Wheelers ePlatform. He also presented the innovations Wheelers is planning.

Bernie Hawke from Dunedin Libraries, asked if SouthLib member libraries could become a test site for supporting National Library goals of a nation of Readers.

These are:

- Literacy of country and a Knowledge Network
- Preserving our heritage.

Bernie has met with Elizabeth Jones, National Library, to discuss working with the National Library regarding building a nation of readers. If there is funding available this would be advantageous.

Bernie Hawke has also asked Jackie Howel, Collections Manager Dunedin Libraries, to review all providers (Overdrive, Bolinda, ePlatform) and report back to the next Southlib meeting regarding her findings.

Central Otago Queenstown (CQ) Lakes Meeting

The District Library Manager is currently working with the QLDC Corporate Services Manager to find an appropriate supplier for the website upgrade. We are in the final acts of confirming a preferred supplier, however this may need to go on hold due to a change in CODC Libraries' management.

Public Libraries New Zealand

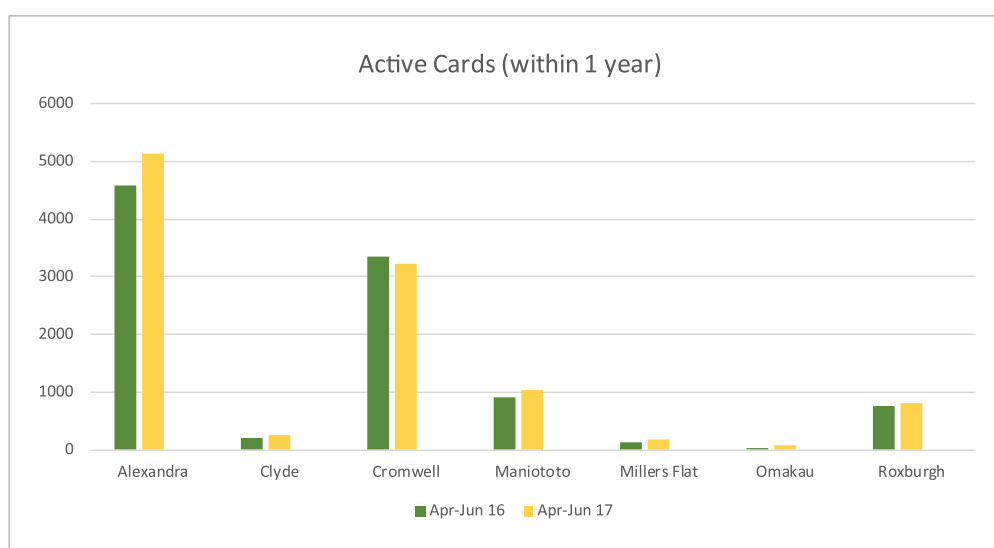
The yearly strategic meeting discusses a wide range of issues and innovative solutions for service delivery. This year the meeting discussed the changing needs and expectations of libraries, and the future skills and workforce development needed locally for our libraries.

Some of the key points from this discussion include:

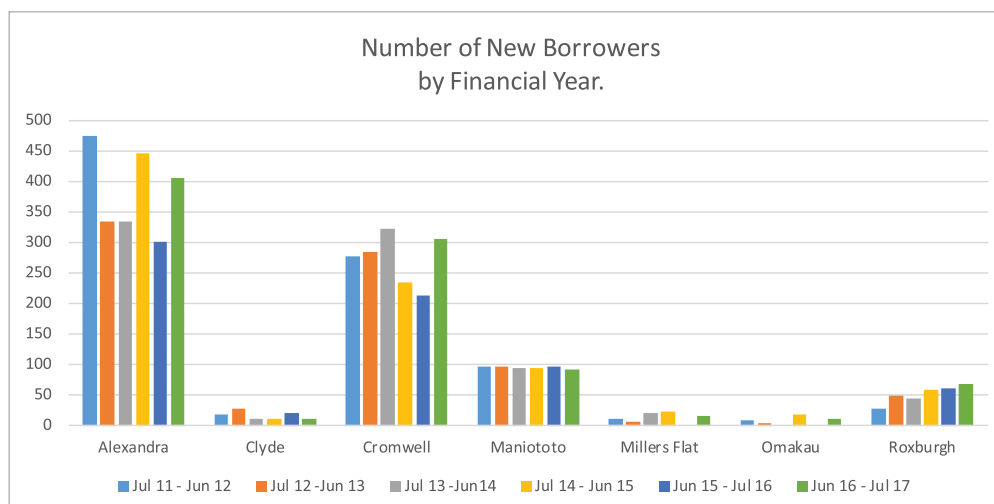
Future needs of libraries:

- Lead the way in supporting literacy
- Support social inclusion by being responsive to societal changes and supporting literacy, both in print and digital.
- Skills and workforce development needed locally.
- Customer service is the most important factor to look for when employing alongside knowledge on how to access information and technology

Statistics

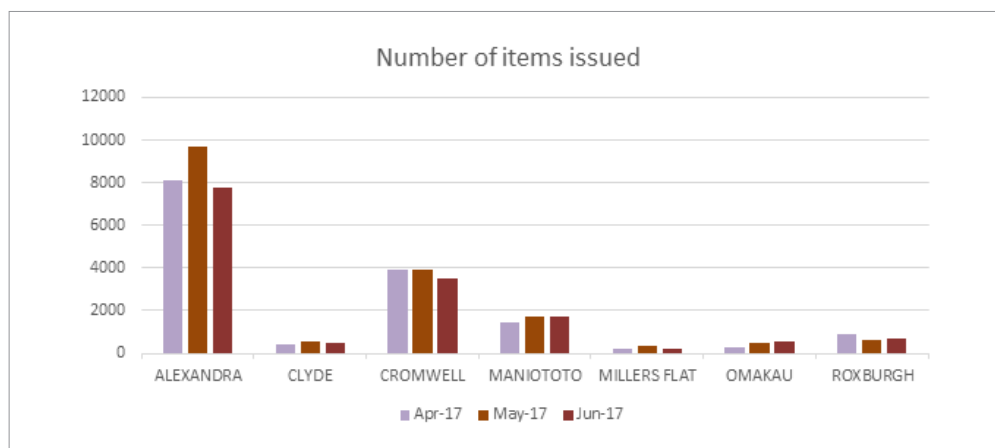


Overall active borrower numbers have started to increase in the period April to June 2017 with an overall increase of 7.7% in comparison to the same period the year before. Numbers at the following libraries have shown marked increase in active borrowers: Clyde 25.9%, Alexandra 12.3%.

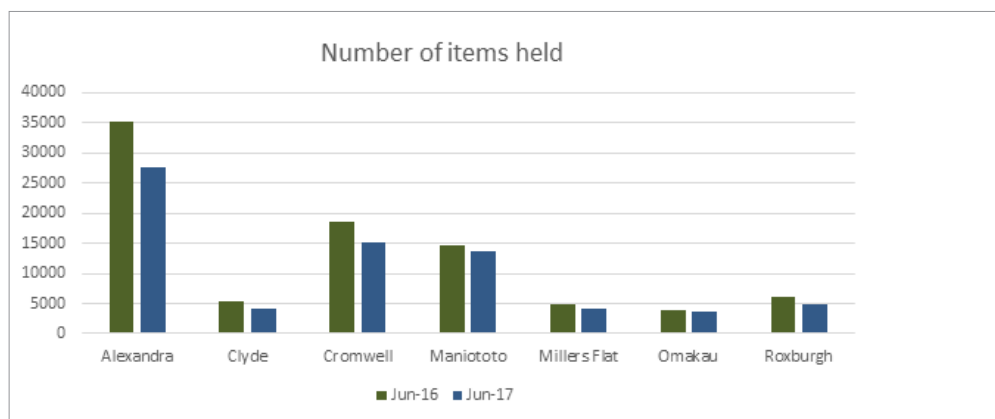


The overall number of new borrowers at our Central Otago Libraries has decreased by 32.3% in the period April to June 2017 in comparison to the same period in 2016. Clyde has shown a significant drop in new memberships, however numbers of books issued is increasing indicating membership is recorded at Alexandra or Cromwell Libraries. Maniototo Library has shown consistent levels of new membership consistent with enrolments at the

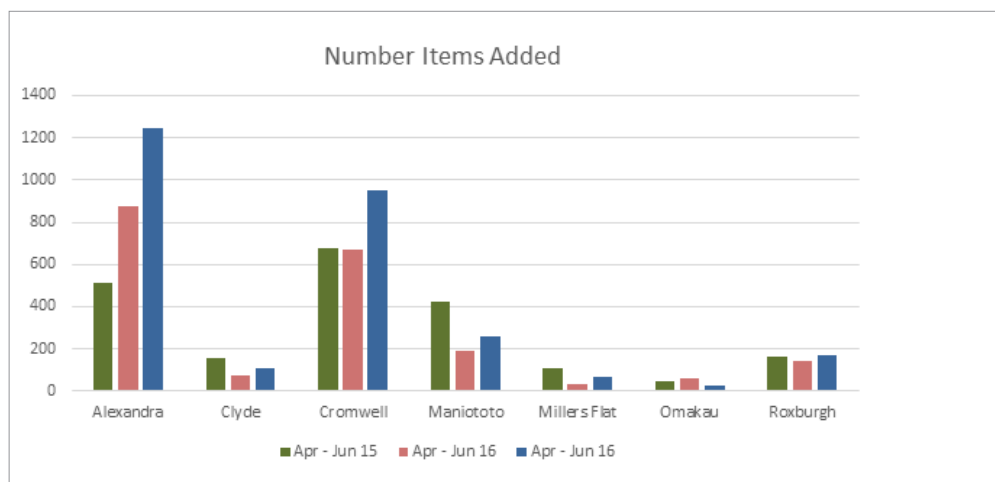
Maniototo Area School. Alexandra and Cromwell Libraries show increases in new memberships of 35% and 44% respectively.



Over the past five years the average number of items issued fluctuates between 13,000 and 20,000 per month. For the period April to June 2017 the average number of issues is 15,809. May saw the highest amount of issues in Alexandra, Maniototo and Cromwell.



The overall number of items held has decreased in June 2017 in comparison to the same month last year. This reflects work done on the collection to ensure the content is easily discoverable and up to date.



The number of items added to the Central Otago Library collection has increased in the period April to June 2017 in comparison to the same period in 2016. This reflects the undivided attention that the Collections Manager has been able to give to the collection in the last financial year.

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:



COMMUNITY DEVELOPMENT

Community Planning

The Pisa Community Plan Group has reformed. This is a motivated group of community representatives who are working together to mobilise projects such as picnic tables at the playground, footpaths through the village, school bus stops and tempering traffic speeds on the main access road the settlement. The group has established itself as an incorporated society, and is keen to update its community plan in line with current community views and values.

The Omakau Citizens and Ratepayers Association has agreed to merge with the community plan group, Manuherikia Future, to create one representative body for the community. The objective behind combining the two organisations is to aid communication with the wider community and to work together on progressive projects for Omakau and immediately surrounding districts.

St Bathans Area Community Association had its AGM in May. The group is focusing on community engagement opportunities and organised a very successful community potluck dinner on Queens Birthday weekend.

The Cromwell and District Community Trust is utilising the feedback from Peter Kenyon's community-led development presentation, held in March this year, to investigate project opportunities for the Cromwell community. The Trust is using Mr Kenyon's mantra of having "100 conversations over 1,000 cups of coffee" to find out key themes that the communities care about, would like to start, or would like to see changed. This feedback will help them identify community-led projects that the Trust can explore further.

Omakau's Community Facilities Feasibility Study

The Omakau community has recruited Global Leisure Group (GLG) to conduct a feasibility study for the development of community facilities in Omakau and the wider Manuherikia region. The feasibility study, which is generously funded by Central Lakes Trust, will review existing facilities, assess current and future community needs, and provide recommendations for what facility configuration is needed to meet community requirements in an affordable way.

Omakau has two facilities that service larger groups, both of which require redevelopment. 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 (including substantial earthquake strengthening). The Matakanui Combined Rugby clubrooms are regularly used by a range of groups but are also in need of redevelopment. GLG will be assessing these and other public use spaces and will be providing recommendations on how their public spaces can be developed in a way that is affordable and sustainable for ratepayers.

The project commenced in the beginning of June and is expected to take 16 weeks to complete. GLG will be liaising with a working group, comprising representatives from key community groups, and will engage with the community – through surveys, drop-in sessions, etc. – to glean community views and perspectives.

Teviot Valley Community Development Scheme

Support and Integration of Seasonal Workers into the Teviot Valley

The Teviot community has a long tradition of welcoming and supporting seasonal workers. The Valley also has developed a strong reliance on the seasonal labour force to deal with peak season work demands. The Teviot Valley Community Development Scheme wanted to understand whether seasonal employees felt supported and integrated during the stay in the region. It conducted a survey of both workers and orchard owners/managers to assess this. The surveys were conducted between February and April, and canvassed 87 seasonal workers and 12 horticulture sector employers.

Survey results cited 97% of seasonal workers interviewed indicated they would recommend the Teviot Valley to others as a place to work – citing friendly people, the work that was available, and the quiet and relaxed pace of life as the main reasons for this. The surveyed employees indicated that they would like to see more online information about job and accommodation availability, plus recreational activities and upcoming events. A lack of employee accommodation was a key concern for employers – 10 of the 12 employers interviewed considered there was a shortage of accommodation within the Valley.

Information gathered through these surveys has provided valuable information that will help the TVCDS governance group to develop action plans based around communication, integration and advocacy.

Building Capability around Cycle Trail Developments

Over the past year, Wanaka-based social media expert Jamie Roy has facilitated a suite of workshops for Teviot Valley businesses to upskill, increase business presence, and work collaboratively in the digital platform. The energy and enthusiasm generated through these workshops has morphed into an online network, whereby a group of businesses are using platforms such as Facebook to collaboratively market and celebrate Teviot Valley products and place. This project is progressing as a six-month trial, and the group will review its effectiveness at the end of this period.

TVCDS Community Development Officer Jennie Clarke has also been working with the Central Otago Clutha Trails Company to identify opportunities that will increase the profile of the Clutha Gold and Roxburgh Gorge Cycle Trails. A 12-month marketing calendar has been developed as a tool to help focus stakeholder and community effort.

Local Government Youth Partnership Fund

Central Otago's Youth Empowerment Project (YEP), established through a \$10,000 grant from the Ministry of Youth Development Local Government Youth Partnership Fund (LGYPF), is now in full swing. The programme was established this year as a pilot study, to support the increasing number of vulnerable young people who are experiencing anxiety, bullying, harassment, social isolation and other issues. YEP Central Otago proposes a new approach to develop leadership, mentoring skills, volunteering and community involvement in our local youths. The programme provides three tiers of mentoring: Junior students are mentored by senior students who, in turn, are supported by adult mentors. Younger students who are experiencing challenges or difficulties are paired with older students/peers with a similar interest or connection, and are supported to develop a mutually valuable ongoing relationship. The older students receive mentor training, and ongoing support by their adult "buddies", throughout the project.

The programme will run through this school year. The goal of the programme is to build resilience through connecting our youth with their community, building relationships, and helping our youth develop strategies to deal with difficult times.

ECONOMIC DEVELOPMENT

Centre for Space Science Technology



The Alexandra-based Centre for Space Science Technology is now open. Inaugural Chief Executive Steve Cotter, who is returning to New Zealand to fill the position after serving as Chief Executive of GÉANT, the pan-European Research and Education Network, is expected to take up the role early August. The Centre has been established with funding from the Government's Regional Research Institute initiative, which seeks to build research and development intensity and lift innovation in key regional industries. The Centre for Space Science Technology will become New Zealand's space data hub. It will enable access to new and existing satellite measurements, and will partner with businesses across the country to develop products and services tailored to the needs of New Zealand's regional industries.

Where data gaps are identified the CSST will also design, build and launch its own CubeSats (small low-cost satellites).

Ultra-fast Broadband

Residents and businesses in Alexandra, Clyde and the surrounding area will soon have a new ultra-fast broadband option. Council has agreed that Greenfields Internet can build towers at the Gilligans Gully and Clyde reservoir sites. Greenfields will provide a wireless ultra-fast broadband service to the lower Manuherikia valley. The company expects to have the new service operational by October. Greenfields Internet is an internet service provider that specialises in providing ultra-fast broadband primarily using wireless technology to homes and businesses in small town and rural New Zealand. Over the past year the company has put infrastructure in place to serve the Cromwell township and lower part of the Cromwell basin.

A similar service provided by Yrless Ltd is available to residents and businesses in Roxburgh, the Teviot Valley, Millers Flat, Etrick and surrounding areas. Working in cooperation with the Roxburgh Area and Millers Flat schools and with support from the Council and Teviot Community Board, Yrless has been able to access the fibre that provides UFB to the schools to build a wireless UFB network for the area.

Manuherikia River Minimum Flows

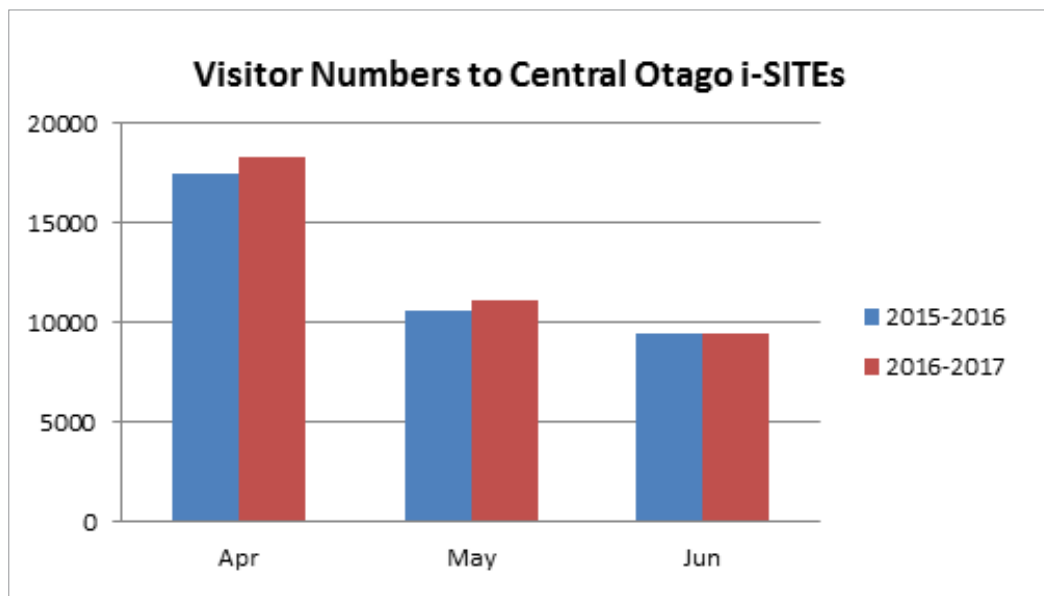
The Otago Regional Council is consulting on minimum flows for the Manuherikia River. The new summer and winter minimum flow levels being suggested are higher than those that have been set by the Environment Court. To help Central Otago community members understand the implications higher flows could have for the district economy Council has decided to commission an economic impact report. The scope of work will involve modelling the effect of different minimum flows on the amount of water available for irrigation. If restricted irrigation is likely, the report will seek to quantify the lost production that would result. It will then assess the direct and indirect impact on the district economy in terms of reduced output, economic activity and jobs.



VISITOR INFORMATION CENTRES

Key points

- Overall visitor numbers to centres were up by 4% compared with the 2016 April - May quarter.
- This quarter's revenue is up by 8.5% on the 2016 April - May quarter.
- Eight i-SITE staff attended a one-day sales training workshop in Alexandra organised by i-SITE NZ.
- Outlook for the next quarter is for modest growth in bookings.



Overview of Visitor Numbers

Alexandra

Visitor numbers increased by 11%. Overall bookings by origin were distributed between locals (66%), domestic (21%) and international visitors (13%).

Cromwell

Visitor numbers decreased 8% on the same period last year. Overall bookings by visitor origin were locals (48%), followed by domestic visitors (25%) and international visitors (27%).

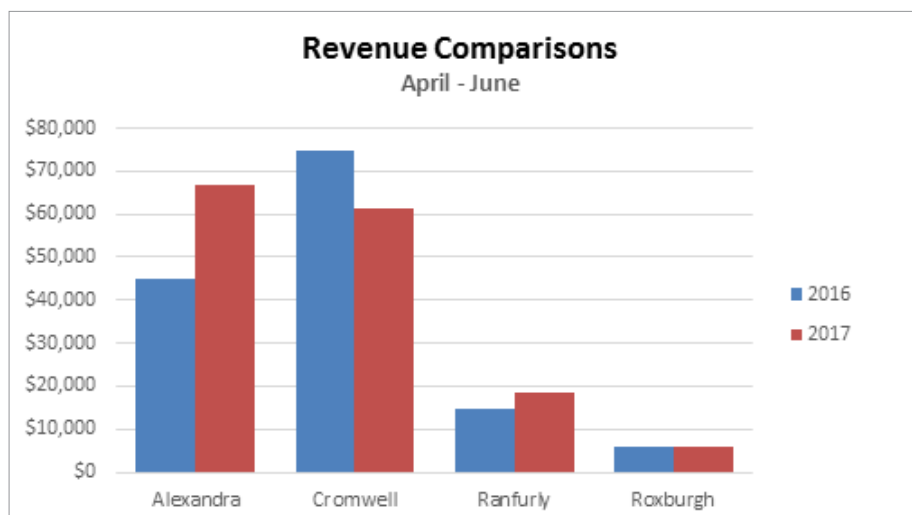
Ranfurly

Visitor numbers increased 14%. Locals (24%) were the largest proportion making bookings, followed by domestic (33%) and international visitors (43%).

Roxburgh

Roxburgh Centre (library, service centre and visitor centre) visitor numbers increased 6%. Bookings made at the Roxburgh Centre were split between locals (57%), domestic visitors (22%) and international visitors (22%).

Revenue



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

Overall revenue increased 8.5% (\$11,935) compared to the same quarter last year.

Accommodation and activity bookings as an income stream grew the least at 2% for the quarter. By comparison accommodation bookings by i-SITEs nationally through the national online booking system BookIt decreased 2% on the 2016 April – June quarter.

Event ticket sales were substantially up for the quarter as more local groups turn to the i-SITEs to sell tickets for their events. Retail sales experienced strong growth.

This quarter, locals accounted for a much greater proportion of bookings than the previous year. This is due to the i-SITEs selling a greater number of events, and because this quarter covers the shoulder season for domestic and international travel. The average booking sale by locals and domestic visitors increased while the average booking sale by international visitors decreased.

Average Booking Sale by Origin of Visitor			
April - June	2016	2017	% Increase
Local - Cental Otago	\$57.92	\$67.90	17%
Domestic	\$123.58	\$182.01	47%
International	\$178.27	\$161.91	-9%

Visitor Bookings Origin		
April - June	2016	2017
Local - Cental Otago	\$51.7%	57%
Domestic	25.3%	23%
International	23.0%	19%

Bookings

Total bookings for all centres increased by 2% (\$2,242). Bookings accounted for 70% of revenue.

Alexandra: Bookings increased 35% compared with the same period last year.

Cromwell: Bookings decreased 14% compared with the same period last year.

Ranfurly: Bookings increased 11% compared with the same period last year.

Roxburgh: Bookings decreased 18% compared with the same period last year.

Retail Sales

Total retail sales for all four centres increased by 13.2% (\$2,207) from the same period last year.

Alexandra: Retail sales increased 18% this quarter compared to last year.

Cromwell: Retail sales decreased 8% this quarter compared to last year.

Ranfurly: Retail sales increased 19% this quarter compared to last year.

Roxburgh: Retail sales increased 46% this quarter compared to last year.

Event Sales

Event ticket sales increased 39% (\$7,485) this quarter compared to the same period last year. The majority of the event tickets were sold through the Alexandra i-SITE.

Apr - Jun

Alexandra

Apr - Jun 2017	Visitors	12785
Apr - Jun 2016	Visitors	11513
Visitor numbers increased by		11.0%
	Gross Revenue	% of total sales
Bookings	\$ 42,112.10	63%
Retail	\$ 6,328.72	9%
Event Tickets	\$ 18,509.90	28%
Display Rental	\$ -	0%
REVENUE 2017	\$ 66,950.82	100%
REVENUE 2016	\$ 45,158.65	100%
Revenue increased by		48%
Cost of retail goods sold		60%
Commission earned		\$ 6,353.29

Ranfurly

Apr - Jun 2017	Visitors	7458
Apr - Jun 2016	Visitors	6553
Visitor numbers increased by		13.8%
	Gross Revenue	% of total sales
Bookings	\$ 8,444.90	46%
Retail	\$ 6,345.40	34%
Event Tickets	\$ 3,645.00	20%
Display Rental	\$ -	0%
REVENUE 2017	\$ 18,435.30	100%
REVENUE 2016	\$ 14,602.70	100%
Revenue increased by		26%
Cost of retail goods sold		55%
Commission earned		\$ 1,217.50

Cromwell

Apr - Jun 2017	Visitors	13315
Apr - Jun 2016	Visitors	14457
Visitor numbers decreased by		-7.9%
	Gross Revenue	% of total sales
Bookings	\$ 52,497.90	86%
Retail	\$ 4,220.30	7%
Event Tickets	\$ 4,155.00	7%
Display Rental	\$ 444.00	1%
REVENUE 2017	\$ 61,317.20	100%
REVENUE 2016	\$ 75,015.51	100%
Revenue decreased by		-18%
Cost of retail goods sold		54%
Commission earned		\$ 6,177.62

Roxburgh

Apr - Jun 2017	Visitors	5327
Apr - Jun 2016	Visitors	5011
Visitor numbers increased by		6.3%
	Gross Revenue	% of total sales
Bookings	\$ 3,559.99	59%
Retail	\$ 2,007.80	33%
Event Tickets	\$ 500.00	8%
Display Rental	\$ -	0%
REVENUE 2017	\$ 6,067.79	100%
REVENUE 2016	\$ 5,722.30	100%
Revenue increased by		6%
Cost of retail goods sold		84%
Commission earned		\$ 402.67

Note: commission earned is on bookings and events

Hours of Operation

Alexandra: open 9am – 5pm daily.

Cromwell: open 9am – 5pm daily.

Ranfurly: open 9am – 5pm daily (closed one hour daily for lunch/jobs).

Roxburgh: open 9am – 5pm Mon - Fri.

TOURISM CENTRAL OTAGO

Operators Workshop

Tourism Central Otago (TCO) held a tourism operators workshop on 30 May, with 48 people attending. Operators shared highlights, learnings, challenges and issues from the 2016/17 tourism season and contributed ideas toward regional tourism development.

Speakers throughout this hands-on workshop included:

- His Worship the Mayor, Tim Cadogan, Central Otago District Council. The Mayor urged operators to contribute ideas throughout the day and to consider value growth as opposed to visitor numbers growth ie. "Double the Spend"

- Kate Coughlan, Editor of Life & Leisure Magazine presented on the changing face of media, the need to be in tune with your customer to develop effective and targeted communications.

- Pam Wallace, Managing Director of Life Performance, provided an engaging personality-related session based on the DOTS programme demonstrating the range of communication styles.

- Cristine Angus, Managing Director of Angus & Associates led a session on the development of Central Otago's tourism industry, research undertaken, visitor personas and the values-based strategic framework in place. Operators favoured Value over Volume taking into account our communities and the environment thus ensuring little or no impact.



Tourism Workshop - Kate Coughlan presenting to operators – 30 May 2017

Consumer Events

Total Sport T42

Tourism Central Otago partner with the 'Total Sport' event company as part of our cycle campaign activity in the North Island. At their events, we profile Central Otago's trails, events, food and wine, and heritage to a targeted market of active outdoor enthusiasts. The T42 was the second event that TCO attended in 2017 and was a great opportunity to catch up with the couple (pictured) who won a trip to the region in 2016. The prize winners were fantastic ambassadors for Central Otago during the event.



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

The Otago Central Rail Trail was awarded NZ's Favourite Place to Ride in the Nga Haeranga category for the second consecutive year. TCO supported a successful social media driven campaign with the Otago Central Rail Trail Marketing group and local operators to engage with locals and Rail Trail enthusiasts to help drive the public vote.

Central Otago featured highly in several other categories with Naseby Forest (8th) and the Alexandra to Clyde River Track (15th) in the Off Road Adventure Ride category. In the Community Facility category were the Alexandra Bike Park (4th) and the Cromwell Bike Park (8th).

Travel Trade

Regional Tourism Organisation Workshop, Auckland – 4-6 April

Tourism Central Otago (TCO) attended the Regional Tourism Organisation (RTO) Workshop in Auckland (4-6 April). These days are held annually pre-TRENZ and provide an opportunity for TCO staff to meet with senior product buyers from key New Zealand Inbound Tour companies. TCO held 53 appointments and profiled the range of 'trade ready' accommodation and activities together with routes throughout Central Otago. Inbound representatives are looking to develop new routes for their Free Independent Tourists as part of their regional dispersal programmes from southern hotspots. They were also interested in the development of a Central Otago Touring Route and the link to Dunedin and Queenstown.

TRENZ 2017

TCO together with four Central Otago Tourism Operators attended TRENZ in Auckland from 9-12 May 2017. The four operators were in shared booths alongside TCO in a full booth. TCO collaborated with all operators and developed a cohesive booth design so the Central Otago story was easily conveyed to all buyers enabling them to connect location and experience seamlessly.



TCO held 53 meetings over 2.5 days with international travel wholesalers from major and emerging markets, key media and also international Tourism NZ personnel.

A number of wholesalers were on a fact-finding mission given Central Otago's proximity to Queenstown and Dunedin. Their objective was to understand distances, along with activities and accommodation options in support of future itinerary development. TCO's appointments were spread across the following markets:

- 46% United Kingdom, Europe, North America, Australia
- 41% Japan, SE Asia, India, China
- 13% Media & New Markets eg. South America

Hosted boutique accommodation and Central Otago's heritage properties appealed to a number of wholesalers, especially those representing discerning European, United Kingdom and North American visitors. There was also genuine interest in the range of activities available for visitors, ranging from cycle trails, river cruising, motorsport and food and wine experiences.



Trade Famil - The Green Spot

The Green Spot is an Inbound Tour company based in the North Island. They co-ordinate self-drive itineraries for Europeans visiting NZ on average for 29 days. The group of 5 people connected with 27 operators across a 2.5 day Famil itinerary hosted by TCO Trade Manager. The buyers have committed to developing a range of itineraries exploring Central Otago for 1-3 days. The group were impressed with the ease of travel, diversity of activities and spectacular scenery.

Trade Famil - South East Asia Incentive Buyers

Tourism NZ hosted a group of five South East Asian Incentive Managers on a Central Otago familiarisation with TCO's Trade Manager. Connecting with quality operators specialising in conference and incentive group business, the group met four operators in the Cromwell basin with suitable product and capacity.

Media & PR

Getaway Australia

Getaway is Australia's highest rating travel show on Channel Nine. The production team spent three days filming in Central Otago 2 – 4 April. The opportunity to have this high profile television production film in Central Otago came through Tourism New Zealand's International Media programme. The experiences chosen for inclusion were Highlands and the Clutha Gold Cycle Trail. The presenter and producer is Los Angeles based Jason Dundas best known for his role as host for X Factor Australia. During filming Jason was sharing his experiences on Instagram story – Jason has over 49,000 Instagram followers.

The Clutha Gold story went to air in Australia on Saturday 3 June. TCO has a copy of the show on file, however due to licensing limitations this show cannot be shown publicly in New Zealand. A date for the Highlands story to go to air has not been confirmed.

Liz Carlson, Young Adventuress

TCO hosted influential travel blogger Liz Carlson who writes under the name of 'Young Adventuress' 11 – 12 April. The itinerary was developed to include opportunities for Liz to highlight the region's spectacular autumn colours and to experience some of the lesser-known hidden gems in the region. Liz uses Instagram as a key platform and has approximately 190,000 followers. She was regularly sharing images during and after her time here with most images engaging her audience and receiving between 3 – 4,000 likes. She has also produced blogs and articles for publication. This blog on her site was shared on social platforms – including Facebook over 470 times.

<https://youngadventuress.com/2017/06/visit-central-otago.html>

Tourism NZ International Media Team Update

TCO's Media and Marketing Manager and Digital Marketing Manager met with and updated the Tourism NZ's (TNZ) International Media team on story ideas for Central Otago on 20 June. The timing of this visit worked extremely well as TNZ had just put out a call for content ideas for the 2017-18 year. TCO highlighted the imminent establishment of the Central Otago Touring Route, plus new content ideas around TNZ's three key media pillars of active nature, world-class events and film, wine and food. TNZ confirmed it will continue to focus on shoulder seasons of spring and autumn with no media likely during peak summer or winter periods. TNZ confirmed that Central Otago is one of only three regions to secure a TNZ Media Team famil visit for 2017–18. This means that TCO will host three of the

media team on a regional famil in August 2018. TCO will ensure that the famil content meets both TNZ and TCO needs for knowledge of the region and our product offerings.

Domestic Media

While in Auckland meetings were also secured with NZME Travel and Content Editors plus AA Tourism Editors.

NZME is one of the two largest media organisations in New Zealand. It combines three New Zealand media brands, APN NZ, The Radio Network (TRN) and GrabOne under one overarching banner. The result is a portfolio of radio, digital, e-commerce and print brands producing content, targeting New Zealand audiences. TCO held positive discussions with NZME regarding the development of a content partnership campaign for 2017–18. NZME will work up a proposal for TCO to review.

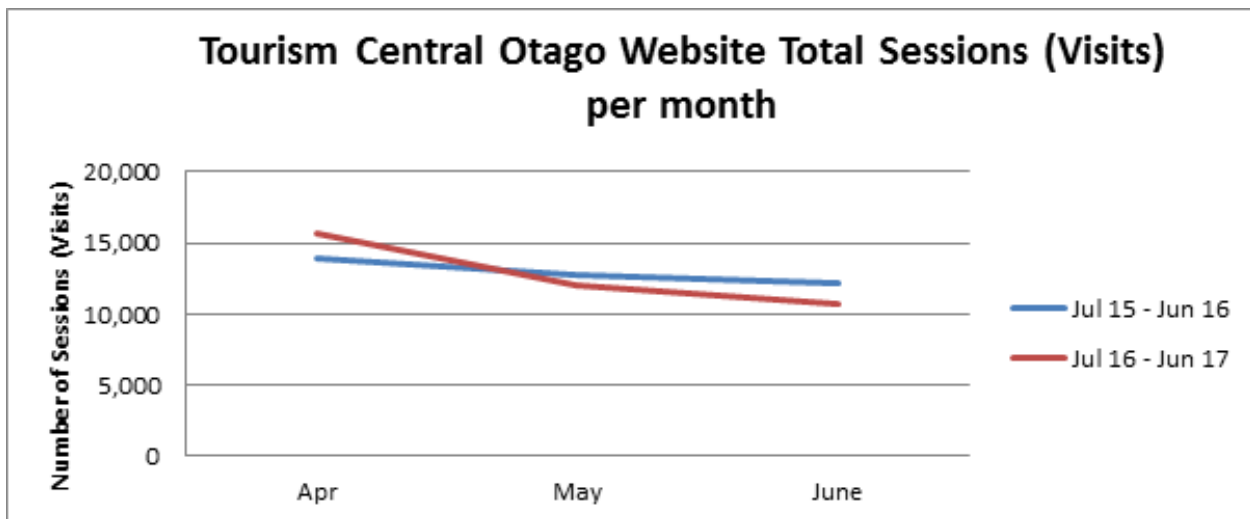
AA Tourism produces a mix of special interest publications – including a guide to the NZ Cycle Trails and it is in the process of developing a food and wine publication. TCO will have the opportunity for input into content for the proposed new 'Indulge – NZ Food, Wine & Craft Beer' guide.

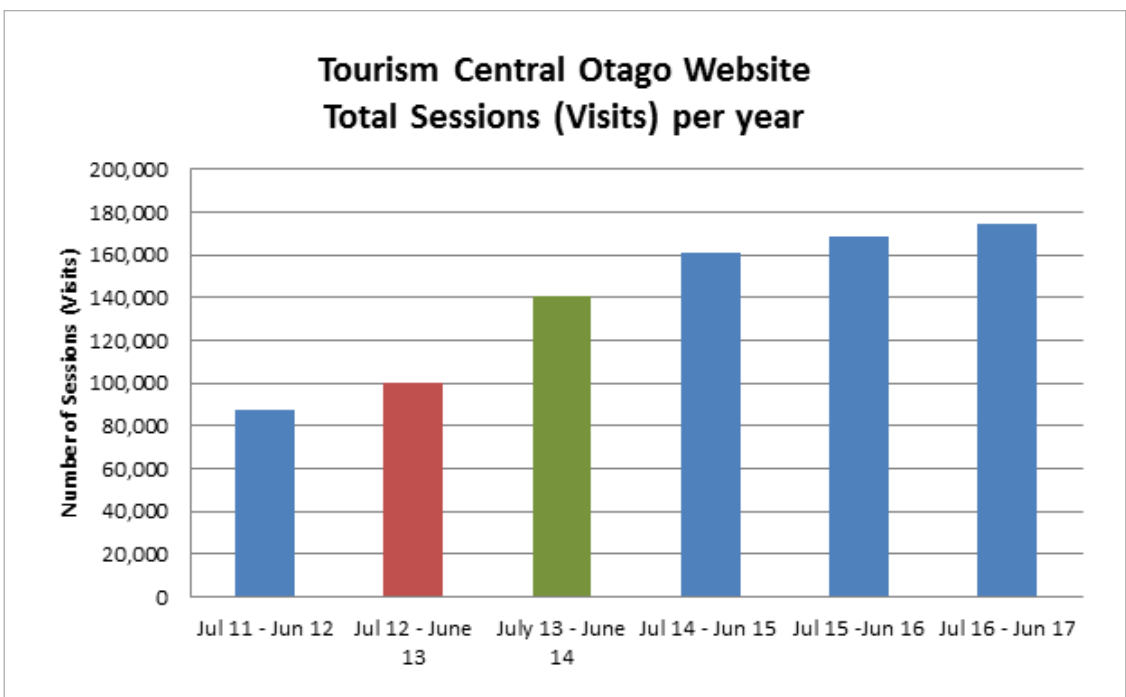
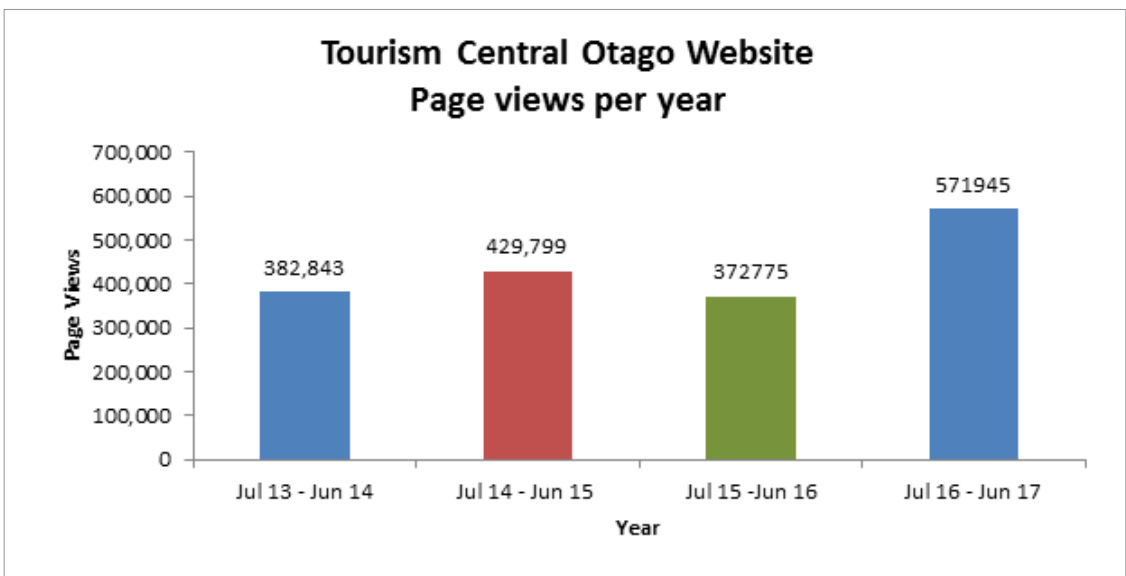
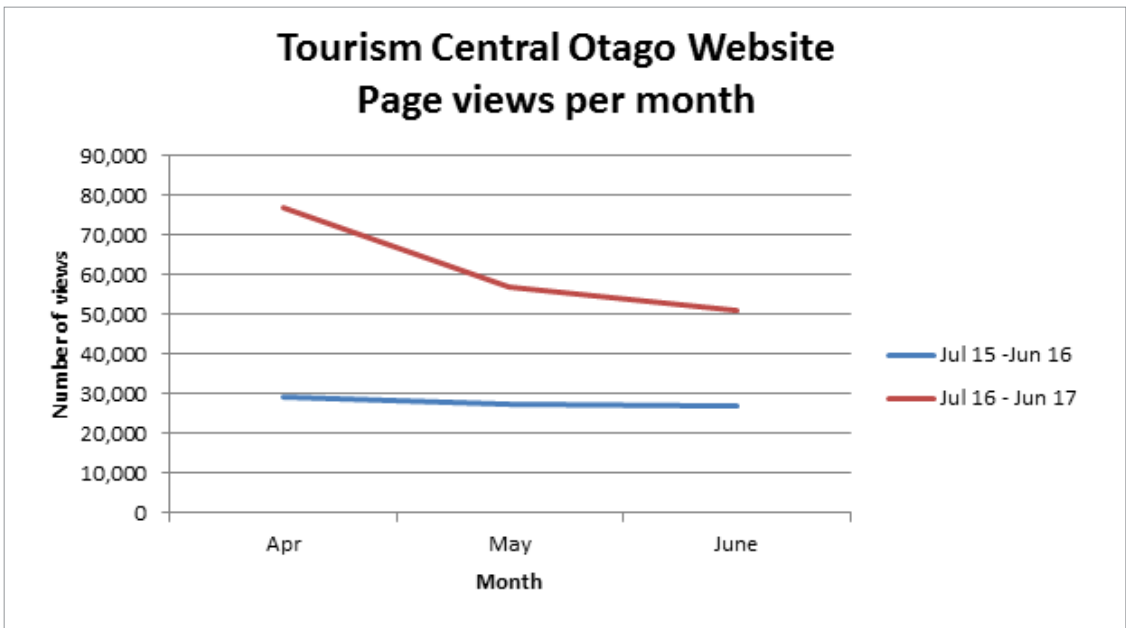
The meeting was also a good opportunity to highlight the importance of ensuring material and images used across the AA Tourism suite of publications is accurate. The Editorial Manager agreed to put a more rigorous proofing system in place that will include TCO having the opportunity to check content.

Central Otago NZ Website Statistics

The following statistics compare the number of visitors and sessions for www.centralotagonz.com for the April-June 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 a small decline of 1.4% alongside the total number of pages viewed by these visitors having increased by 87%.





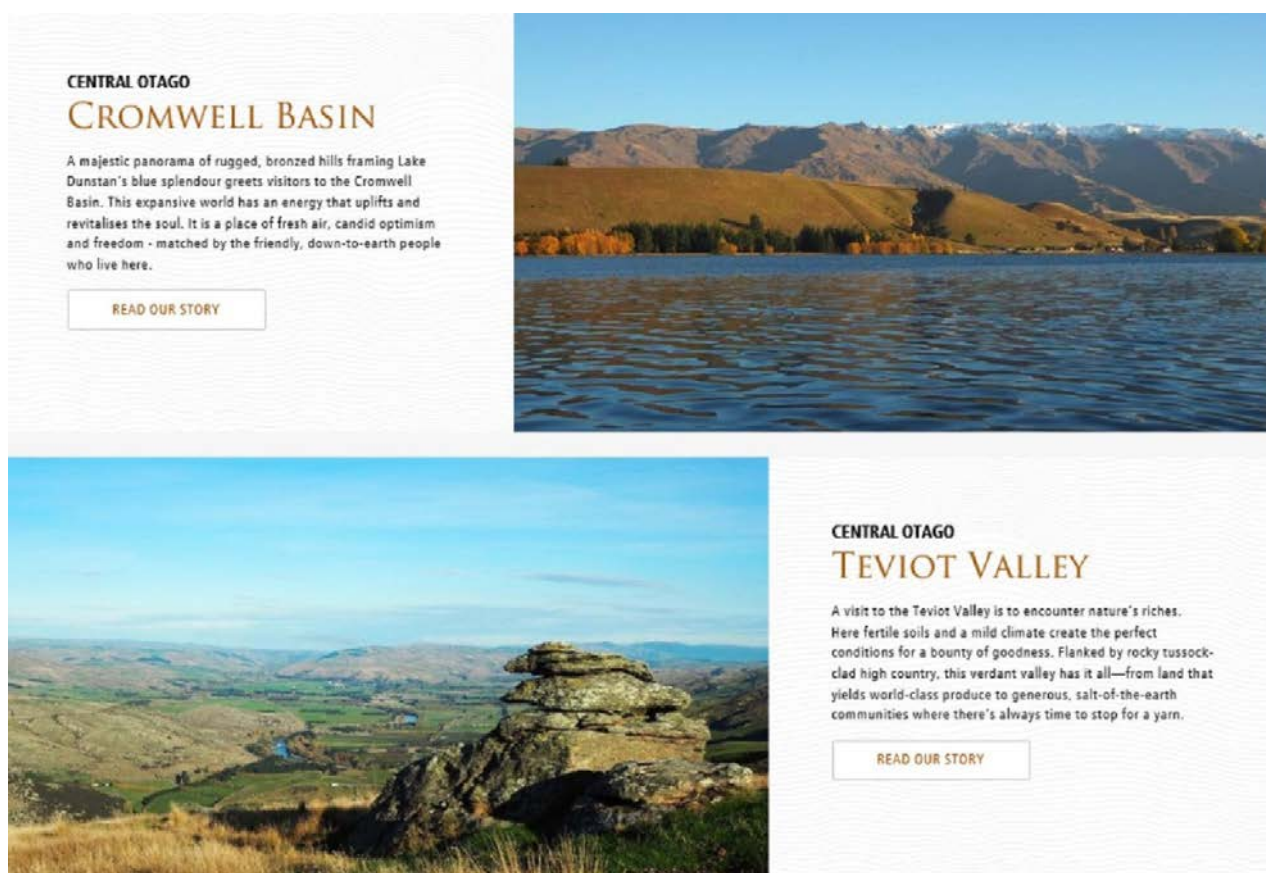
REGIONAL IDENTITY

Our Communities

Central Otago is made up of a series of unique communities, each with unique stories that are worthy to be recognised and celebrated. Together they reinforce the Central Otago regional identity proposition of – A World of Difference. Having the overarching story for each wider community featured on www.aworldofdifference.co.nz was a key piece of work for this quarter.

The overarching stories for Cromwell Basin and the Teviot Valley now feature on the website along with supporting imagery - <http://www.aworldofdifference.co.nz/our-place>.

Identifying the key attributes and stories for the remaining Central Otago communities will be a focus for this financial year.



As part of the Big Fruit Reserve development project to create designated signage spaces for advertising local events meant an opportunity to utilise that space when not in use. New placeholder signs now feature three of those unique qualities – home of the world's finest cherries, a recreational playground and heart of Central Otago's wine region.



New placeholder sign in the Big Fruit Reserve

Central Otago Awards

Entries for the 2017 Central Otago Awards closed on 18 May. There was a total of 20 entries, the same as for 2013, but down on 2015 with 24 entries. There were a good number of entries for the Community Service Award, and lighter for the remaining categories – Youth, Apprentice, Business Excellence and Young Professional Award.

The judging panels meet in mid-June. In early August we will announce the award finalists and community service award recipients and profile them on the Central Otago Awards website - www.centralotagoawards.co.nz There is a link to this on Council's website.

Preparation for the Awards Ceremony on Friday 8 September will be a focus for the next quarter.

Central Otago - A World of Difference
Published by Shirley Howden [?] · June 2 ·

Spend time with a Central Otago fruit grower and you'll discover they're a hard working breed. You'll see why - <http://www.aworldofdifference.co.nz/.../remarkable-orchards.h...>

Remarkable Orchards
Roxburgh East fruit grower Sid Birtles relishes the seasonal changes and busy life that producing fine fruit brings.

AWORLDOFDIFFERENCE.CO.NZ [Learn More](#)

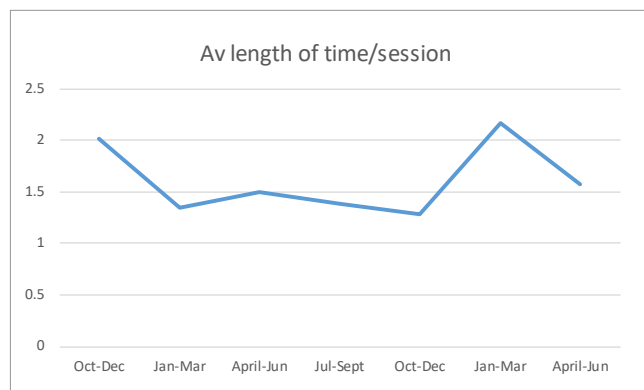
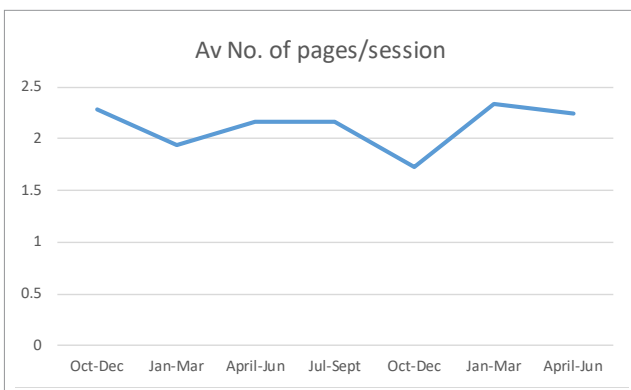
5,816 people reached [View Results](#)

Regional identity partner profiles

New profiles of people who are official regional identity partners and proud advocates of our regional identity proposition now feature on 'Our Partners' page of www.aworldofdifference.co.nz. They include Central Otago Clutha Trail Company, Remarkable Orchards and our Central Otago Town Crier. These profiles featured on Facebook and act as a way of giving a wider audience some understanding of how these businesses integrate the regional values into their business practices.

World of Difference Website

The Central Otago regional identity website – www.aworldofdifference.co.nz analysis for the April – June 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 1.27 minutes, this was followed by the Central Otago Awards (1.01 minutes), then Remarkable Orchards profile (2.03 minutes), Our Place (1.13 minutes), Our Stories (0.47 minutes) and then Our Partners (1.22 minutes).

Narrated Fashion Story

Developing a narrated video clip for the Central Otago Fashion Story is now finalised. This involved fine-tuning a script, sourcing suitable images, sound track and voice to complement the story. This 3.30-minute video will soon be available to view on www.aworldofdifference.co.nz under 'Our Stories'. The intention is to create a similar video clip for the Central Otago water story in the next financial year.

Eden Hore Project

Researching the storylines behind the Eden Hore Collection has been a focus of work in this last quarter. This has involved reviewing material on file, google searches and sourcing archival film footage, and identifying possible people to interview that would contribute to the Eden Hore Central Otago proposition. The story framework focuses on key aspects of Eden's life and in particular on:

- The high country - the land where Eden lived and farmed
- Eden the high country/high fashion impresario – Glenshee Park and Museum, the collection, the fashion parades, the large cattledrive and other collections of Eden's
- The high fashion high life – the 1960s - 1980s New Zealand high fashion world and its context.

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 ACTIVITY

Number of Building Consents Processed and Value of Building Work

In the period 1 April to 30 June 2017 a total of 283 building consents were issued at a value of \$53,362,670.

An analysis of trends in building consent numbers and their values indicates that the number of consents received in this quarter was down 4.7% and the value had an increase of 58% 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 25.9 customer days (not statutory processing days).

In terms of statutory processing timeframes the average processing time for the quarter was 11 working days, well within the statutory requirement of 20 working days. 97.8% of all consents issued were issued within statutory timeframes.

Capacity

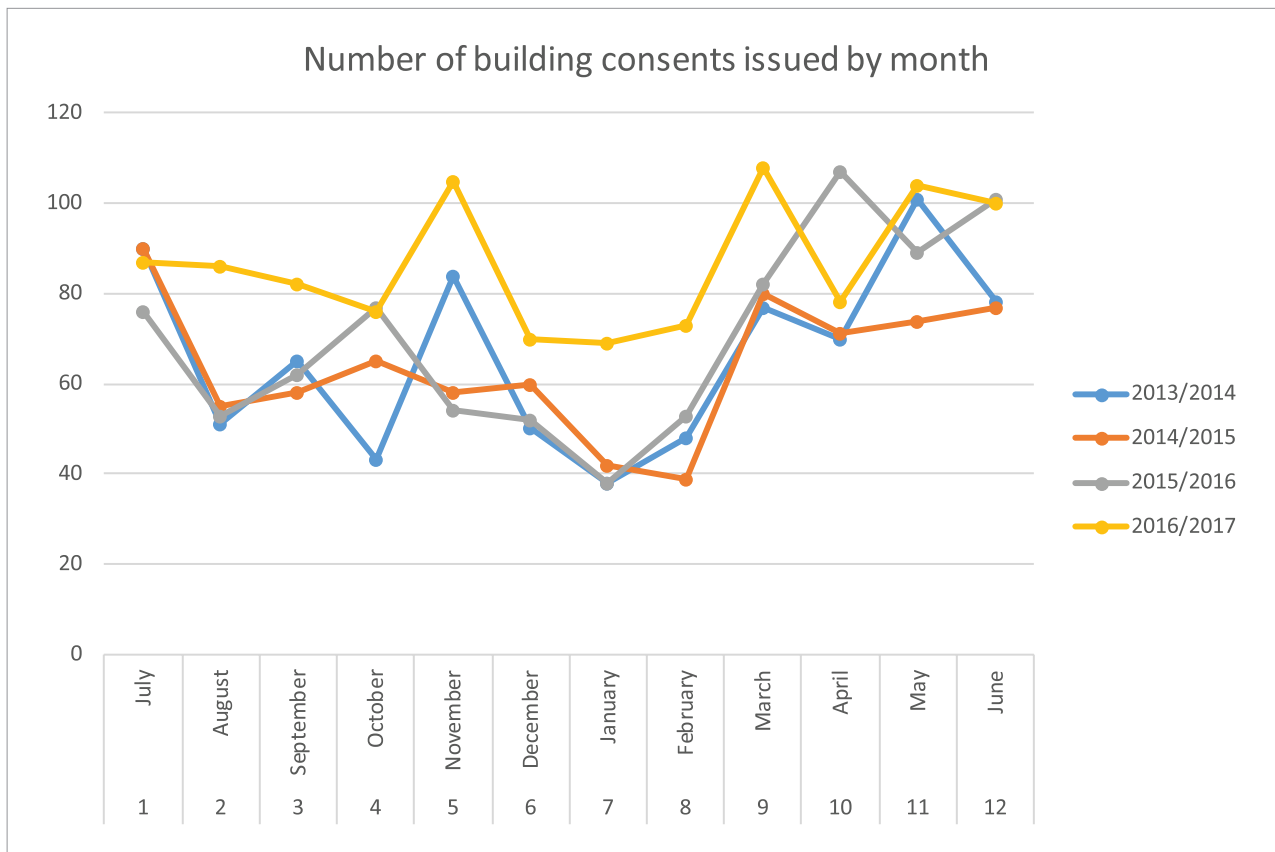
The processing times indicate that our capacity to process building consents is still at a reasonable level to meet customer demands in terms of the amount of building activity in the region.

Staff

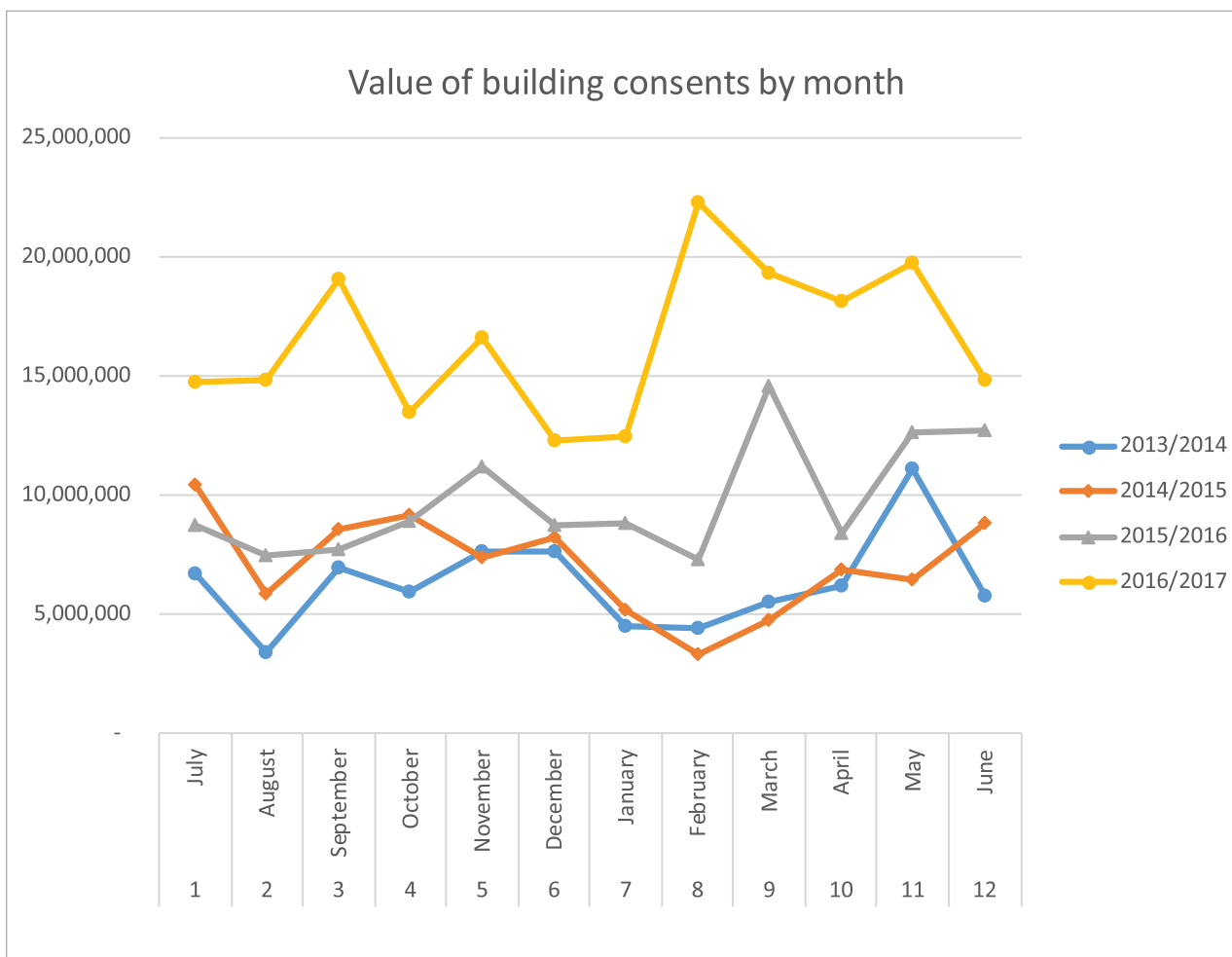
In this quarter we have employed a new Building Control Officer who will be based in Cromwell when training is completed.

Two more Building Control Officers have enrolled in the Assessment of Prior Learning process for experienced Building Control Officers to achieve the National Diplomas in small and large buildings.

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	62%
3	September	65	58	62	82	32%
4	October	43	65	77	76	-1%
5	November	84	58	54	105	94%
6	December	50	60	52	70	35%
7	January	38	42	38	69	82%
8	February	48	39	53	73	38%
9	March	77	80	82	108	32%
10	April	70	71	107	78	-27%
11	May	101	74	89	104	17%
12	June	78	77	101	100	-1%
Grand Total		795	769	844	1038	
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 Year
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	18,084,173	115%
11	May	11,102,742	6,452,630	12,630,872	19,721,186	56%
12	June	5,767,356	8,852,602	12,711,327	14,833,067	17%
Grand Total		75,733,502	84,989,282	117,208,184	197,586,994	
Change from Previous Year			12%	38%		



Analysis by Ward	Sum of Numbers	Sum of Value
Vincent		
Total for April to June 2017	112	17,480,607

Alexandra Ward		
Agricultural - New farm shed	2	160,000
Agricultural - Wind machine	2	9,000
Commercial - Education/childcare facilities - additions and	1	1,000
Commercial - Industrial additions and alterations	1	30,000
Commercial - New warehouse/showroom/offices	1	967,000
Commercial - Other	4	150,000
Residential - Dwelling additions and alterations	6	200,000
Residential - Dwelling alteration (internal only)	4	19,700
Residential - Heating appliance	22	400,800
Residential - New carport	1	7,000
Residential - New Dwelling	22	7,991,008
Residential - New garage	2	36,500
Residential - Residential	1	2,500
Residential - Retaining wall	1	15,000
Alexandra Ward Total	70	9,989,508

Earnsclough-Manuherikia Ward		
Agricultural - New farm shed	10	565,500
Commercial - New industrial	1	139,000
Commercial - New motel/hotel/accommodation building	1	250,000
Commercial - Other	1	65,000
Residential - Dwelling additions and alterations	1	180,000
Residential - Dwelling alteration (internal only)	1	3,000
Residential - Foundations only	1	150,000
Residential - Heating appliance	10	69,699
Residential - New Dwelling	14	6,009,400
Residential - New garage	2	59,500
Earnsclough-Manuherikia Ward Total	42	7,491,099

Cromwell Ward		
Agricultural - New farm shed	6	244,584
Agricultural - Wind machine	5	33,000
Commercial - Community building (eg. church/clubrooms/toilet	1	25,000
Commercial - Industrial additions and alterations	1	40,000
Commercial - Marquee	1	35,000
Commercial - New community building (eg. church/clubrooms/to	1	240,000
Commercial - New industrial	1	320,000
Commercial - New retail/cafe/restaurant/bar	2	3,799,632
Commercial - New warehouse/showroom/offices	2	410,000

Commercial - Other	6	1,824,000
Commercial - Warehouse/showroom/offices - additions and alte	1	419,000
Residential - Dwelling additions and alterations	10	980,000
Residential - Dwelling alteration (internal only)	4	108,500
Residential - Foundations only	1	18,000
Residential - Heating appliance	19	73,160
Residential - New carport	1	15,000
Residential - New Dwelling	59	25,269,503
Residential - New garage	5	271,102
Residential - New sleep-out	1	42,000
Residential - New units (multi-unit)	1	290,000
Residential - Plumbing and drainage only	2	11,500
Residential - Pool / spa pool	1	90,000
Residential - Relocate dwelling on to site (site-works)	1	35,000
Residential - Retaining wall	2	60,000
Cromwell Ward Total	134	34,653,981

Maniototo Ward		
Agricultural - New farm shed	1	8,000
Residential - Dwelling additions and alterations	1	40,000
Residential - Dwelling alteration (internal only)	2	6,937
Residential - Heating appliance	8	31,500
Residential - New Dwelling	1	150,000
Residential - Outbuilding alterations	1	25,000
Maniototo Ward Total	14	261,437

Teviot Valley Ward		
Agricultural - New farm shed	2	27,500
Agricultural - Wind machine	2	9,000
Commercial - Industrial additions and alterations	1	20,000
Commercial - Motel/hotel/accommodation building - additions	1	45,000
Commercial - New industrial	1	20,000
Commercial - Other	1	3,000
Residential - Dwelling alteration (internal only)	1	10,000
Residential - Heating appliance	10	56,156
Residential - Outbuilding alterations	1	16,000
Residential - Relocate dwelling on to site (site-works)	1	20,745
Residential - Residential	1	15,000
Teviot Valley Ward Total	22	242,401

Grand Total	282	52,638,426
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Total Analysis	Sum of Numbers	Sum of Value
Agricultural - New farm shed	21	1,005,584
Agricultural - Wind machine	9	51,000
Commercial - Community building (eg. church/clubrooms/toilet	1	25,000
Commercial - Education/childcare facilities - additions and	1	1,000
Commercial - Industrial additions and alterations	3	90,000
Commercial - Marquee	1	35,000
Commercial - Motel/hotel/accommodation building - additions	1	45,000
Commercial - New community building (eg. church/clubrooms/to	1	240,000
Commercial - New industrial	3	479,000
Commercial - New motel/hotel/accommodation building	1	250,000
Commercial - New retail/cafe/restaurant/bar	2	3,799,632
Commercial - New warehouse/showroom/offices	3	1,377,000
Commercial - Other	12	2,042,000
Commercial - Warehouse/showroom/offices - additions and alte	1	419,000
Residential - Dwelling additions and alterations	18	1,400,000
Residential - Dwelling alteration (internal only)	12	148,137
Residential - Foundations only	2	168,000
Residential - Heating appliance	69	631,315
Residential - New carport	2	22,000
Residential - New Dwelling	96	39,419,911
Residential - New garage	9	367,102
Residential - New sleep-out	1	42,000
Residential - New units (multi-unit)	1	290,000
Residential - Outbuilding alterations	2	41,000
Residential - Plumbing and drainage only	2	11,500
Residential - Pool / spa pool	1	90,000
Residential - Relocate dwelling on to site (site-works)	2	55,745
Residential - Residential	2	17,500
Residential - Retaining wall	3	75,000
Grand Total	282	52,638,426

RESOURCE CONSENT ACTIVITY

Resource consents received and public enquiries are up significantly when compared to the same period in 2016 (particularly for May and June). The number of consents being received exceeds our capacity to process and as a result processing of consents is taking longer. Similarly response times to enquiries are under pressure.

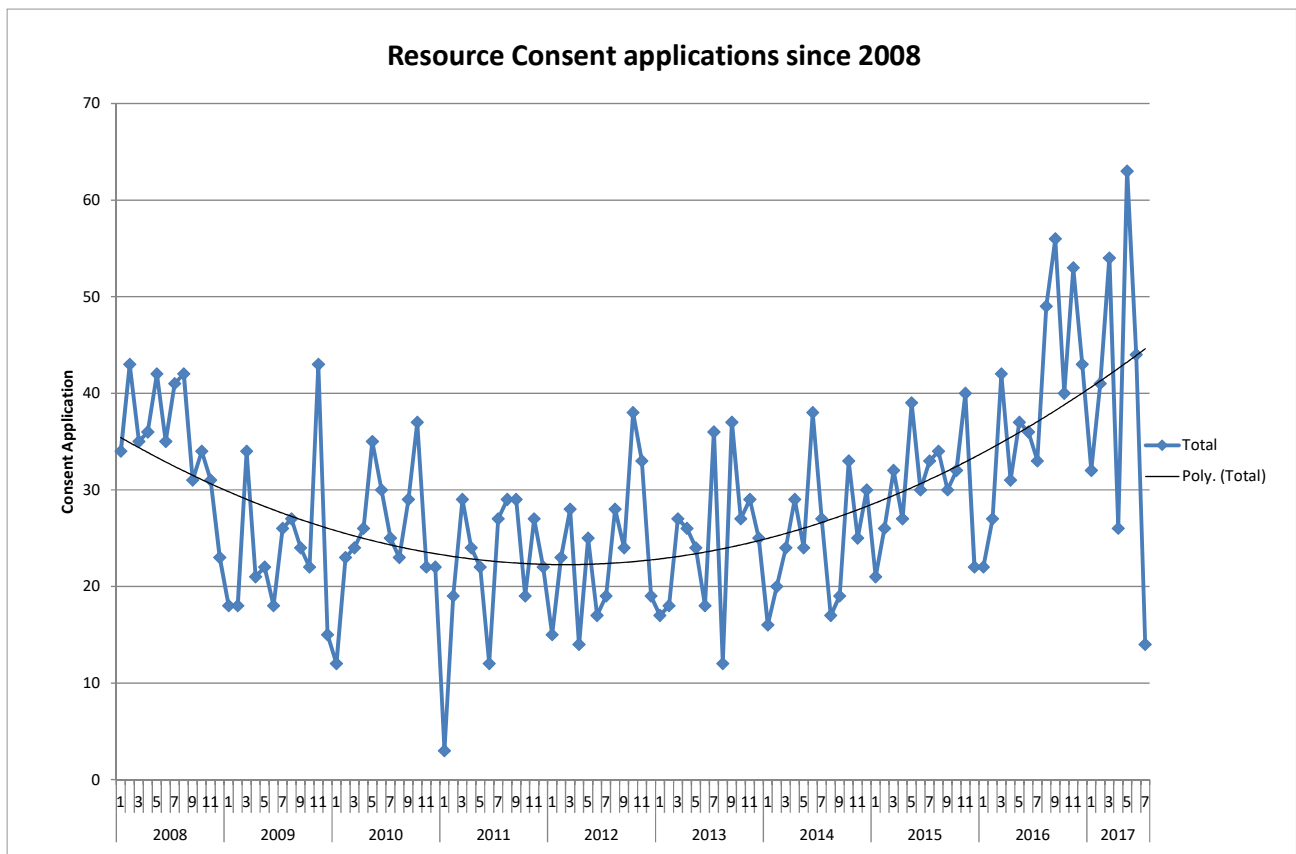
In addition to this we are also now resourcing a planner based in Cromwell three days a week to provide planning advice directly to customers in the Cromwell area. In particular this role aims to provide advice at building consent appointments to avoid, where possible, the need for building consents lodged in Cromwell having to come through to Alexandra for processing.

Resource Consents Received

A total of 140 resource consents were received during this quarter, which is 20% up on the first quarter in 2017 and 32% up on this quarter last year.

The number of resource consents received this quarter has increased from 29 consents in April, to 61 consents in May and 50 consents in June.

The trend has been increasing at a greater rate for the past twelve months (see chart below).



Number of Resource Consents Processed

In the period 1 April 2017-30 June 2017 a total of 125 resource consents were processed which is an increase of 21% on the same quarter in 2016.

The consents issued during this period were as follows:

- Non-notified delegated authority 116
- Non-notified to hearing 5
- Limited Notified (to hearing) 3
- Publicly Notified (to hearing) 1

Decision Processing Times

Of the 140 decisions notified, around 80% were processed within statutory timeframes. The reason for the decline in consents processed in the timeframes is because of the volume of consents and enquiries coming in. All of the applications that were considered by the Hearings Panel were processed within the statutory timeframes.

The increase in the number of consents particularly for May and June was sudden and unanticipated so additional resource is required to meet the demand. An advertisement has been placed for an additional planner based in the Cromwell office. The intention is to contract the services of a senior planner to assist with consent processing in the short term.

Public Enquiries Received

The Planning Team answered 1,560 public enquiries during this quarter which is up approximately 17% on the previous quarter where 1,338 enquiries were answered. On average the Planning Team responded to 30 enquiries per day over this quarter.

The number of enquiries follows the same pattern as the number of consents being received with April being lower at 377 enquires followed by a significant increase in May at 670 enquiries and back a little in June with 459 enquiries received.

ALCOHOL LICENSING

The alcohol licensing fees set in 2012 are due for review by 19 December 2017. The Ministry of Justice has commenced the process by seeking comment from local authorities as to how councils have managed under the five-year fixed fee regime.

Central Otago District Council has achieved 100% cost recovery with the fees still set at one level below the maximum allowable set in the legislation. Working within the lowered set fees has been achievable year-on-year since 2013 due to a transitional increase in fees and streamlining our processes.

Through the Ministry of Justice fees review consultation phase, Council will be recommending greater territorial authority discretion in the application of fees.

District Licensing Committee

In the last quarter the District Licensing Committee (DLC) did not have occasion to meet as there were no objections received to any licence applications.

A review of our DLC membership and structure will be undertaken before October 2017. This is necessary as the appointments to the committee expire in October.

Alcohol licensing quarterly statistics report for 1/04/17 to 30/06/17

(Corresponding 2016 period in brackets)

Risk Category					
Application Type	Very Low \$368.00	Low \$609.50	Medium \$816.50	High \$1,025.50	Very High \$1,207.50
On-licence new	1 (2)	2 (2)			
On-licence variations					
On-licence renewal	1 (1)	4 (2)			
Off-licence new	2 (5)	2 (2)			
Off-licence variation					
Off-licence renewal	4 (4)	3 (2)			
Club licence new					
Club licence variation					
Club licence renewal					
Total number	8 (12)	11 (8)			

Annual fees received

Risk Category					
Application Type	Very Low \$161.00	Low \$391.00	Medium \$632.50	High \$1,035.00	Very High \$1,437.50
On-licence	6 (4)	11 (8)	(1)		
Off-licence	18 (14)	9 (7)			
Club-licence	1 (2)	1			
Total number	25 (20)	20 (15)	(1)		

Manager's Certificate applications received

Manager's Certificates - new (\$316.25)	20 (16)
Manager's Certificates - renewal (\$316.25)	33 (40)
Total Number	53 (56)

Special licence applications received

	Class 1 - \$575.00	Class 2 - \$207.00	Class 3 - \$63.25
Special Licences	0 (2)	12 (9)	12 (6)

Temporary authority applications received

Temporary authority orders	\$296.70	1 (0)
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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. As this target has not been achieved, some inspections have been contracted out to an Environmental Health Officer based out of Christchurch.

Although exact requirements are unclear, the Ministry for Primary Industries (MPI) has reminded Councils that they may need to be accredited and have a Quality Management System (QMS) in place to continue operating as food premise verifiers after 28 February 2019. A QMS is required immediately to verify lower risk National Programme premises. While it is questionable to have more stringent requirements for low risk premises MPI has been unable to provide a plausible explanation.

This accreditation process will have an associated auditing cost of between \$8,000 and \$30,000 depending on the number of premises. It is proposed that full audits will be undertaken every three years, with desktop reviews at 18-month intervals. The costs are significant and to achieve cost recovery food operator's fees would need to increase considerably.

Council staff, in communication with MPI, will endeavour to develop a QMS within the next two months and apply to MPI for recognition. This will ensure continuation of a service delivery to lower risk National Programme customers.

A further review of our involvement in this area will be undertaken in 18 months once MPI have confirmed the requirements for the future in regulation.

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

Digital Media

Customer use of our Council website continued its upward trend with 135,623 page views in this quarter (up 11.6% on the same quarter in 2016).

The CODC Facebook page climbed to 2817 page likes and engagement levels have been steady, with particular spikes in activity around blasts of wintry weather illustrating that our winter road condition reports are valued.

Design

In May we welcomed Jocelyn Cook to our newly formed Communications team as our in-house graphic designer. Much of the design work that was previously outsourced can now be completed using this internal capacity. Having a professional designer on staff is allowing Council to lift the visual presentation of publications and promotional material, and enhance Council's communication through visual imagery.



MOLYNEUX Aquatic Centre Holiday Programme				
Opening Hours Mon-Fri: 6am - 7.30pm Sat: 9am - 6pm Sun: 10am - 6pm				
Mon 20th July Swimming Lessons 9.30am-1pm Inflatable Pool Toys between 2pm - 4pm	Tue 21st July Swimming Lessons 9.30am-1pm Underwater Obstacle Course With Cam 2pm - 4pm	Wed 22nd July Swimming Lessons 9.30am-1pm Goals up in the lane pool 12pm-2pm Tarzan Rope Between 2pm - 4pm	Thurs 23rd July Swimming Lessons 9.30am-1pm Drawings on the concrete floor all clear Treasure Hunt With Cam 2pm - 4pm	Fri 24th July Swimming Lessons 9.30am-1pm Goals up in the lane pool 12pm-2pm Inflatable Pool Toys between 2pm - 4pm
Mon 27th July Swimming Lessons 9.30am-1pm Goals up in the lane pool 12pm-2pm Blow up Pool Toys Between 2 pm - 4 pm	Tue 28th July Swimming Lessons 9.30am-1pm Water Races With Cam 2pm-4pm	Wed 29th July Swimming Lessons 9.30am-1pm Drawings on the concrete floor all day Shoreline Time With Cam 2pm - 4pm	Thurs 30th July Swimming Lessons 9.30am-1pm Goals up in the lane pool 12pm-2pm Inflatable Pool Toys between 2pm - 4pm	Fri 31st July Swimming Lessons 9.30am-1pm Tarzan Rope Between 2pm - 4pm

30% OFF on all swim equipment

On Friday 21st July (not on sales, drinks or concession tickets)

Have you booked in for holiday lessons yet?

1st-21 July. Please see staff at reception to enrol your child.

Why not have your BBQ party at the pool?

Rental per hour is \$5. See staff at the reception for more information.

Molyneux Aquatic Centre is a Certified Poolsafe Facility

Remember our children under 5 years old have to have an adult in the water with them at all times and children under 8 years old need to be actively supervised at all times.

Gym Stick programme is a group class of 10 people. Get fit with Class. Limited spaces available. \$40 per pool entry. Book your body & fit times faster than in air.

Parties Stizzle Daily Mon - Fri From 11.30am - 1.30pm \$12.50

*Our holiday programme activities and times may be subject to change, please check with Reception.
**Tarzan Rope could be cancelled due to inclement weather or pool side.

(03) 448 8653 molyneuxaquaticcentre@codc.govt.nz www.codc.govt.nz/pools
Boundary Road, Alexandra

Residents' Survey

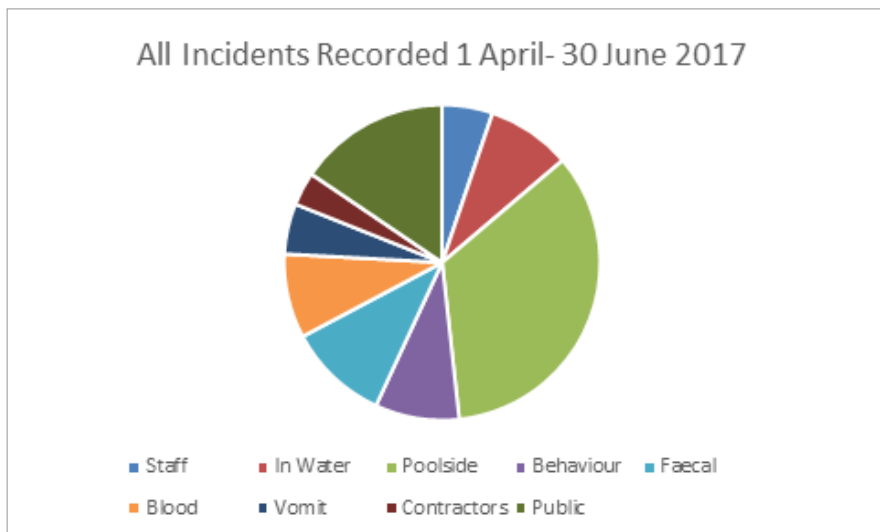
Over May-June we invited Central Otago residents to share their feedback about Council's services and amenities via our second online annual Residents' Survey. We went online with the survey for the first time in 2016 and had been pleased with the result but were keen to build on that and expand participation even further.

Promotion of the survey included newspaper, radio and online advertising. A postcard with a personal invite to participate signed by the Mayor was also delivered to all households in early June.

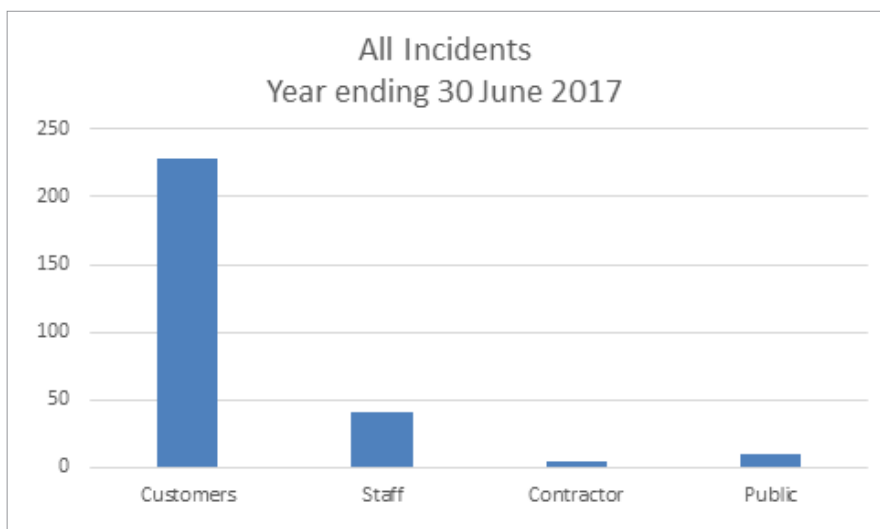
The survey closed at the end of June with 628 completed surveys (up from 474 surveys in 2016). The results will now be analysed and reported back to Council and the community in August.

HEALTH AND SAFETY

Statistics this quarter



The recorded incidents include;
 1 Serious Harm- Contractor
 1 Minor / vehicle incident
 56 minor injury events (no medical treatment required)



Total of 284 incidents;
 228 customer incidents primarily at the pools, minor or no injury incidents.
 41 Staff minor or no injury incidents.
 5 reported contractor incidents
 -1 serious harm
 10 public incidents

Contractor Management and Prequalification- SiteWise

As at 30 June, we had 270 registered contractors using SiteWise. This is up from 241 at the end of March. Council has been requiring SiteWise prequalification of contractors now for a full 12 months. It is pleasing to see that the number of companies on board continues to grow.

Training & Education

Various staff have undertaken training in:

- Chain fitting
- Traffic management
- First Aid
- Confined Spaces

As well as all the compliance training required for lifeguarding.

Health and Wellbeing

Following the success of Wellness Month in February, health and well-being continues to be a focus across the organisation.

Influenza vaccinations were offered to staff prior to the start of winter.



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