



July to September 2017

QUARTERLY

ACTIVITIES
REPORT

Central Otago District Council

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OUR ACTIVITIES

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

The groups of activities incorporate the core services 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.

Three Waters Water / Wastewater / Stormwater

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

Transportation

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

Other Infrastructure

Waste Minimisation, Elderly Persons' Housing, District/Commercial Property, Public Toilets, Airports

Community Services

Parks and Recreation, Cemeteries, Community Facilities, Libraries, Swimming Pools

District Development: Economic Development, Tourism, Community Planning, Visitor Information Centres, Central Otago Regional Identity, Promotions and Grants

Planning and Environment

Resource Management, Building Control, Alcohol Licensing, Dog Control and Registration, Environmental Health, Emergency Management

Governance and Corporate Services

Elected Members' Support, Administration Buildings, Personnel, Communications, Customer Services and Administration, Financial Planning & Reports, Information Systems

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.

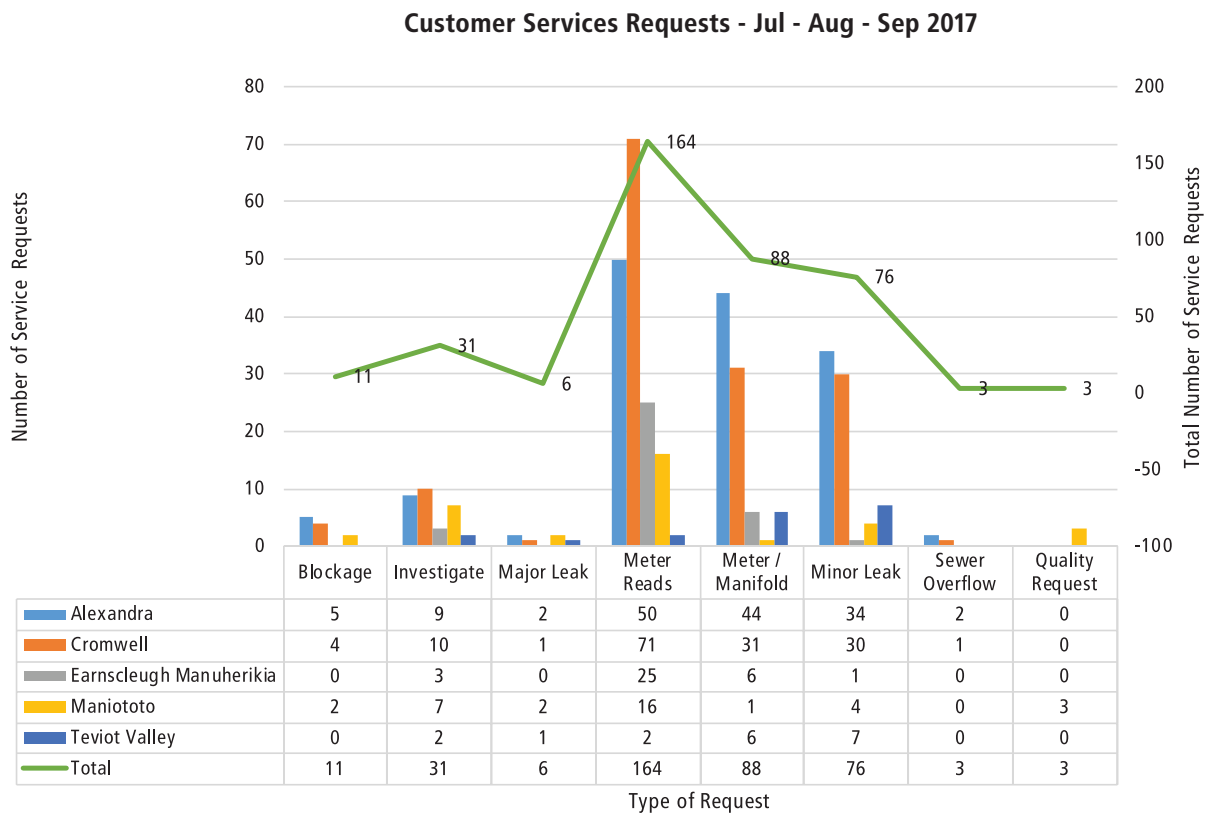
Our stormwater activity provides for the safe removal of excess rainfall that does not naturally permeate into the ground. We manage stormwater for 10 townships. Stormwater is conveyed directly to waterways using piped infrastructure, natural water courses and open channels. We have a responsibility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

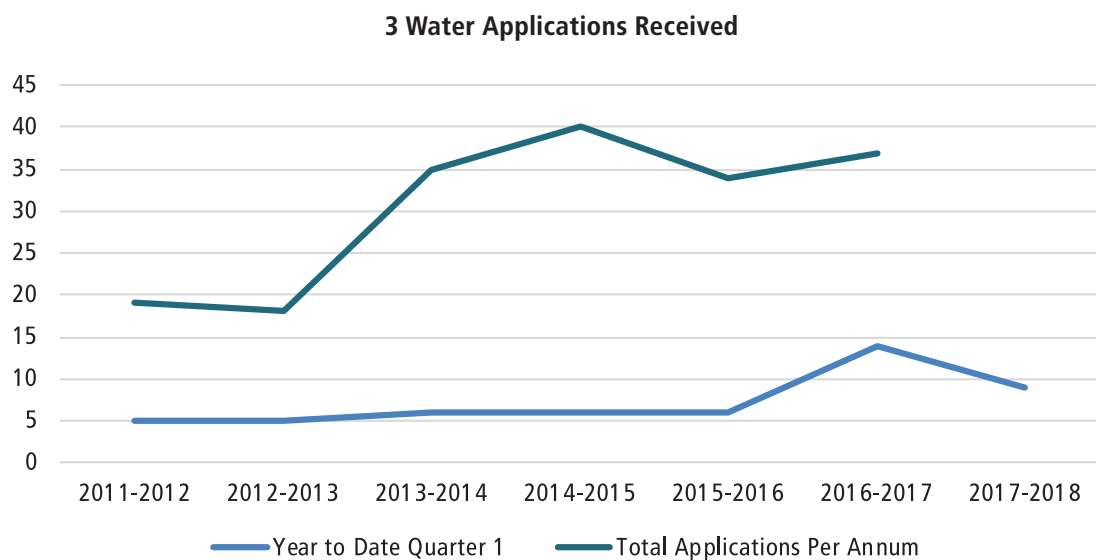


NB: Duplicate, incorrect and internal maintenance data has been removed. These service requests are the external customer requests relating to water services.

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.

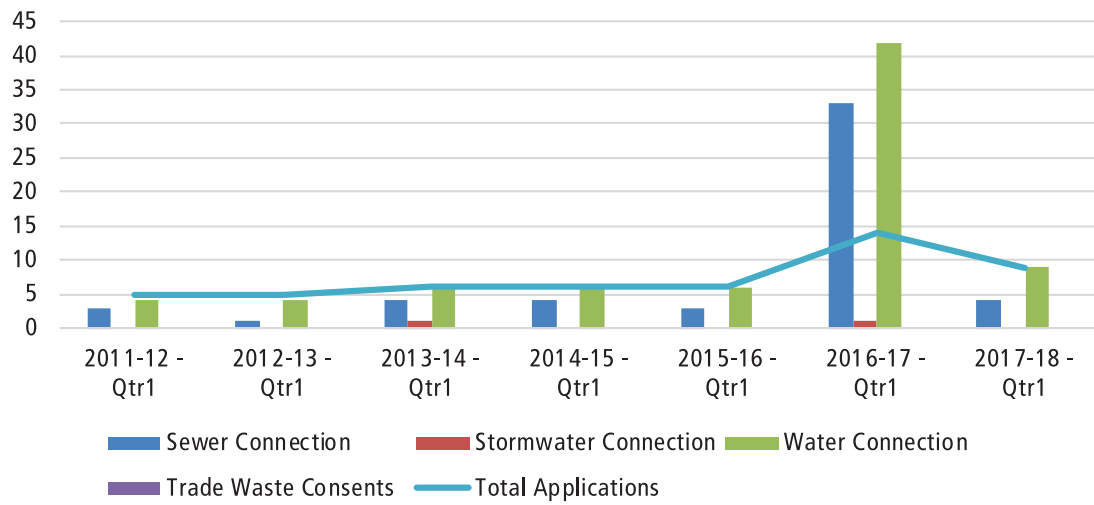
Consents/Activity Levels

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 first quarter show a small reduction compared to the first quarter of 2016/17, however there is an increase on previous years.

Historic 3-Water Applications for First Quarter



Connection applications can include a number of water, sewer and stormwater connections on a single application. The total applications received in this quarter shows a slight increase on the first quarter from previous years with the exception of 2016/17.

Work undertaken last quarter

Alexandra Wastewater Treatment Plant

The entrance and internal road to the plant has been graded and re-formed. Sealing will be completed when weather conditions are right. The entrance road was previously not formed and had degraded to the point of becoming a safety hazard.



Formed entrance road in a much better condition

Ranfurlly Water Supply

The Ranfurlly reservoir bypass system is being completed. There were a number of pipe connections to complete throughout this project that required planned shutdowns to the water supply. The plumbing for the system is completed and final commissioning is currently taking place. The system will allow for future isolation of the main reservoir to inspections, cleaning and general maintenance.



New bypass tanks in place

July 2017 Flood

Following the heavy rain event in July, inspections around the affected areas revealed damage at several sites. Most of the three water infrastructure was not badly damaged and there were no network or system outages. Omakau and Patearoa required boil water notices due to the high turbidity of the rivers. The effect of this flood event kept the Manuherikia River dirty for longer than usual and the Omakau water supply remained on a boil water notice for

40 days. The most affected sites were the Omakau Wastewater Treatment Plant, the Naseby Wastewater Treatment Plant, the Ranfurly water intake weir and raw water pipeline, and the stormwater network in Ranfurly.

The Ranfurly water supply intake weir had a heavy build-up of river gravels, which was limiting the weir storage and starting to impact on the flow to the intake pipeline. This was quickly attended to and the gravel removed to maintain water supply to Ranfurly.



Damage at Omakau Wastewater Plant



Ranfurly intake weir full of river gravel during extraction



Nicely cleaned out intake weir for Ranfurly water supply



Naseby Wastewater

Improvements to the Naseby Wastewater Treatment Plant were completed to better meet the requirements of our resource consent. This included the installation of a power supply and flow monitoring equipment. The power connection will allow future aeration of the ponds and additional control improvements.

New Transformer for Power Supply

Lake Roxburgh Village Water Supply

A water main renewal was completed in Tamblyn Drive, Lake Roxburgh Village.

This is a difficult terrain to work in and work was a little difficult in the first stage of the work due to large rocks encountered during excavation. This section of renewal also has power and telecom cables along the length of the road verge. Luckily the rest of the renewal did not see a lot of large rocks and the other services were not a big problem so the work progressed very well.



Tamblyn Drive during the water main renewal works

Roxburgh Water Supply

After commissioning the bore 1 replacement bore (bore 3), the re-development of bore 2 has been completed as the turbidity was increasing prior to bringing bore 3 online.

Video inspection of the bore casing was completed, which found no obvious signs of casing failure. The bore was redeveloped to improve the water quality and extend the life of the bore. The bore pump is currently being inspected for reconditioning or replacement. The motor is in good condition and the bore is expected to be returned to service in the next month.



Drilling crew on-site to redevelop bore 2

Cromwell Water Supply

The Cromwell Water Treatment Plant chemical room has received some minor replacements of the chlorine tank and entrance door. This work not only makes the storage and delivery of chlorine much safer, it also makes the plant much more attractive than the previous condition of the door and walls.



New door and chlorine tank

Work to be undertaken in the next quarter

Water and Wastewater Renewals

Tender documents are being prepared for major pipe renewals work and will be released in November. A minor water main renewal is planned for Kewsick Street, Naseby.

Roxburgh Reservoir

Planning for a reservoir bypass has been completed and a bypass system similar to Ranfurly will be installed at the Roxburgh Reservoir site to enable inspections and leakage testing.

Omakau Wastewater

Repairs are expected to be completed to the concrete wavebands in the Omakau Wastewater Treatment Plant ponds following the damage caused by the recent floods.

Major Projects



Bannockburn Wastewater Transfer Project

All construction work on this project is complete.

The contractors submitted the Operations and Maintenance manual in late September and the project will be completed when this is approved.



Cromwell Wastewater Treatment Plant Upgrade

The Cromwell wastewater treatment plant requires an upgrade to meet its resource consent conditions.

The work was tendered in late 2016 and the upgrade contract was awarded to Downer in March 2017.

As this is an 'operate-design-build-operate' contract, Downer has been on site since April 2017 operating the plant while the design work was done.



The design work is now 95% complete and Downer has established site offices and staff amenities on site.

In September, construction work began on some of the concrete anchor pads and equipment bases.



The construction of the membrane building will begin in October.

During the upgrade works, a replacement septage disposal facility will be constructed on Richards Beach Road. This is an area where septic tankers unload their waste.

This work is additional to the original upgrade plans but is being done as there are efficiencies with having construction crews and equipment on site.

The new site will be fenced and gated with access limited to approved contractors. The site will mainly consist of an underground tank and some wash down facilities. It will be near the existing campervan waste disposal site.

Lake Dunstan Water Supply

This project is in the design stage and in the next month it will go out to tender for the detailed design. During September, an archaeological assessment was carried out on the preferred route by a qualified archaeologist. The archaeologist's report shows that there are no known archaeological sites along the route.

In early October ground investigations will begin with test pits being dug at 12 sites along the route. The test pits will provide geotechnical data to the designers. A concession has been granted by the Department of Conservation for the three test pits to be dug on Department of Conservation land.



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	15%				Budget entry issue with change of financial systems. Annual budget incorrectly allocated to July.
Percentage of budgeted renewals completed annually	To complete more than 90% of budgeted renewals	21%				Budget entry issue with change of financial systems. Annual budget incorrectly allocated to July.
Time with water per customer per annum (planned and unplanned)	To maintain supply to customers for ≥ 99% of the time	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	N/A				No urgent call-outs identified during the quarter.
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	20.83 24.42				
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	0.47				
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				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 issues.

Performance Measures: Wastewater

Measure	Target	Q1	Q2	Q3	Q4	Comments
Number of complaints received from customers per 1000 connections	Number of sewage odour complaints \leq 1 per 1000 connections	0				
	Number of sewerage system faults and blockage complaints \leq 11 per 1000 connections	1.92				
	Number of complaints regarding responses to sewer service requests \leq 1 per 1000	0				
Percentage of budgeted capital works completed annually	To complete more than 90% of budgeted capital	18%				Budget entry issue with change of financial systems. Annual budget incorrectly allocated to July.
Percentage of budgeted renewals completed annually	To complete more than 90% of budgeted renewals	5%				Budget entry issue with change of financial systems. Annual budget incorrectly allocated to July.
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				
Fault response times Attendance: Resolution:	Target median time to get to site \leq 2 hours	0.23				Addressing these response times with the contractor.
	Target median time to resolve the problem \leq 8 hours	10.42				
Number of dry weather sewerage overflows from sewerage scheme	Number of dry weather sewerage overflows \leq 1 per 1000 connections	0.38				

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	0%				Budget entry issue with change of financial systems. Annual budget incorrectly allocated to July.
Percentage of budgeted renewals completed annually	To complete more than 90% of budgeted renewals	0%				Budget entry issue with change of financial systems. Annual budget incorrectly allocated to July.
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				
Number of flooding events that occurred and habitable floors affected	Target number of habitable floors affected ≤ 1 per 1000 properties	Nil				
Response time to attend flood events	Target median time to get to site ≤ 2 hours	N/A				
Number of complaints received about storm-water performance	Total number of customer complaints ≤ 2 per 1000 properties	0.82				

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:



Timely Intervention

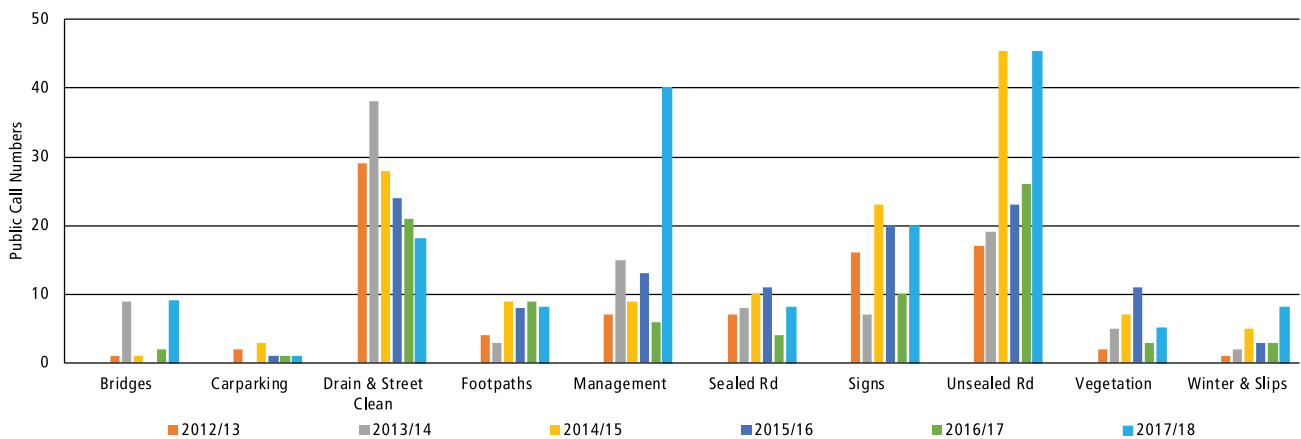
Two significant weather events during the quarter impacted the number of customer service calls received. Major flooding followed by heavy snow affected most of the Maniototo and Manuherikia areas in late July. Flooding and slips also closed roads in southern parts of the Teviot Valley. Very damaging winds were experienced in the Clyde area during a storm in early September.

The flooding event caused issues across the district. This resulted in increased calls in many categories. The 'Calls by Type' chart shows the impact on categories such as bridges, sealed and unsealed roads, winter and slips.

The windstorm in Clyde impacted on 'Vegetation' calls.

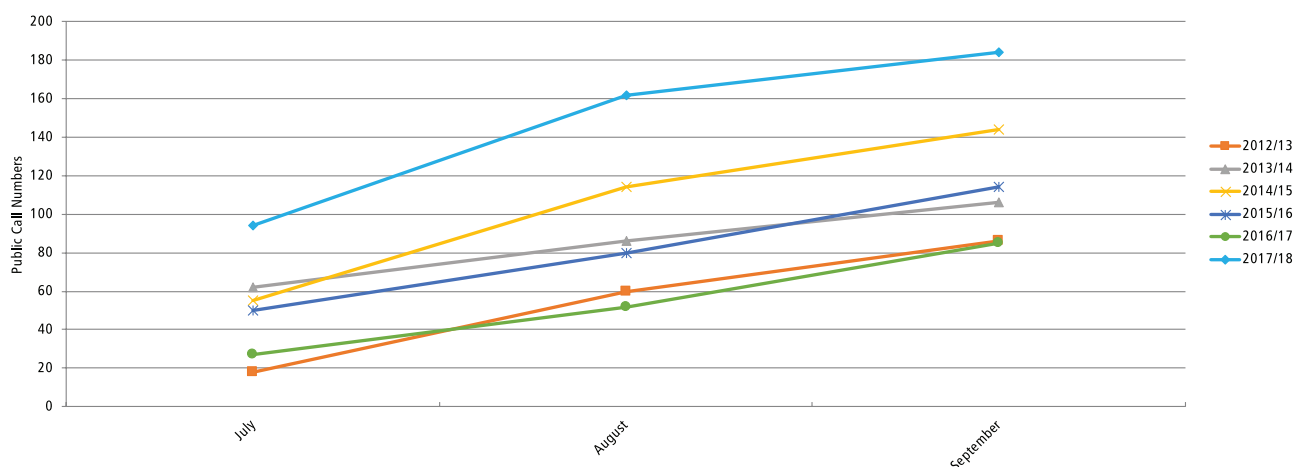
Along with the weather events, a change in the way 'Management' calls are recorded contributed to the increase in this category. A review of how calls were recorded in RAMM has resulted in more being assigned as 'Management' issues. These are issues that Council roading staff deal with in-house such as policy and bylaw issues.

Calls by Type - 1st Quarter



Year	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Number of calls for first quarter	86	106	144	104	85	184

Cumulative Comparison of First Quarter Number of Calls by Month

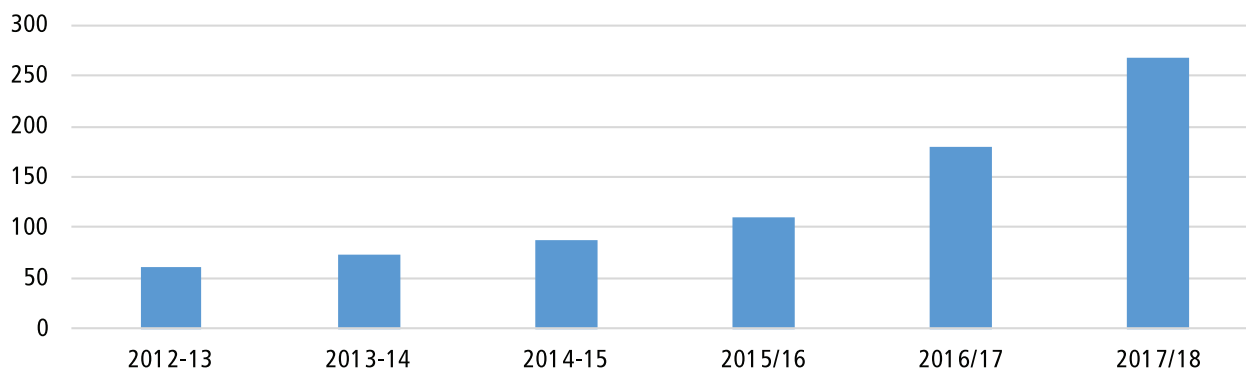


Quick Response

The upward trend in the number of consent applications received has continued to increase. There was a 49% increase in the number of consents received in the first quarter of this year compared to the same period in 2016/17.

The average length of time taken to issue a consent during the quarter was 1.4 days. This compares with an average of 2.4 days to issue consents during the 2016/17 year. The processing rate in the first quarter of 2016/17 was affected by the introduction of the SiteWise health and safety accreditation requirements. Customers and staff processing consents have become increasingly accustomed to the requirements and this has resulted in reduced processing time. The response time meets the performance target of two days.

Consent Numbers for First Quarter



Type of Consent	Number of Applications Received					
	2012-13	2013-14	2014-15	2015/16	2016/17	2017/18
Traffic management plans	19	19	32	28	33	55
Corridor access requests (CARs)*	24	36	34	48	89	88
Licence to occupy	1	3	9	9	2	47
Yard encroachment	2	1	1	4	7	15
Vehicle crossings	11	8	8	11	41	49
Generic traffic management plans	1	5	4	10	6	10
Road closures	4	1		0	2	4
Total for Quarter	62	73	88	110	180	268

* Corridor access requests (CARs)* were previously called Road opening notices.

Growth across the district accounts for the increased activity in many of the consent areas.

The increase in 'Licence to occupy' is related to growth in irrigation, particularly for dairy where irrigation lines may cross paper roads.

Safety Outcomes

Four people were seriously injured in crashes on Central Otago District Council managed roads during the fourth quarter of the 2016/17 financial year. Crash information is provided by the New Zealand Transport Agency and, as with past reports, covers crashes occurring up to the end of the previous quarter.

Two of the four crashes involved motorcyclists on the Old Dunstan Road during the Brass Monkey motorcycle rally weekend. The police report suggests that rider behaviour, including inexperience on back country roads, may have played a part in the crashes. One crash occurred at a vehicle access way, involving a vehicle and the rider of a mobility scooter.

The total of 10 fatal and serious injury crashes on Central Otago District Council managed roads for the full 2016/17 year compares with 11 crashes in the previous year. Crashes involving motorcycles are continuing to trend at an above-average level, but a review of the detailed nature of these crashes does not enable any credible trend in the causes to be identified.

Comparison of Crash Statistics on Local Roads from 1 April to 30 June each year	2012/13	2013/14	2014/15	2015/16	2016/17
Number of serious crashes on local roads	3	2	1	2	4
Number of fatal crashes on local roads	0	0	0	0	0
Number of people seriously injured on local roads	3	2	1	2	4
Number of fatalities on local roads	0	0	0	0	0

2017/18 Renewals Programme

Reseal Programme

The strategy to maximise the life of the sealed surfacing on our roads has continued. Regular monitoring of the seal condition confirms that the risk of resealing too late has not increased beyond what is acceptable.

Reseal construction is programmed during the warmer second and third quarters of the year. Repairs to pavements in preparation for their reseal is underway. Testing on each reseal site is being carried out to determine the best type of reseal to be applied at each site.

Residents adjoining sections of road to be resealed will be advised in writing well before the reseal. A further reminder will be provided to neighbours of reseal sites two days before sealing. This will ensure residents are aware of what is planned. It will minimise inconvenience to them and the contractor during construction. The list of road sections to be resealed will be available on our website.

Resealing Programme 2017/18

Road	Area	Length (m)	Notes
DERWENT STREET	MANIOTOTO	287	Earne Street to Oughter Street
EARNE STREET	MANIOTOTO	114	
ENNEL STREET	MANIOTOTO	131	
GRANVILLE PLACE	MANIOTOTO	261	
HANRAHAN LANE	MANIOTOTO	90	
IDA VALLEY OMAKAU ROAD	MANIOTOTO	9177	Poolburn Hill and sections north of Anderson Lane
MITCHELL STREET	MANIOTOTO	582	
SERVICE LANE (OFF NORTHLAND STREET)	MANIOTOTO	109	
SWIMMING DAM ROAD	MANIOTOTO	582	
TAY STREET	MANIOTOTO	200	
BOOTH ROAD	MANUHERIKIA	50	
FLANNERY ROAD	MANUHERIKIA	50	
MCINTOSH ROAD (POOLBURN)	MANUHERIKIA	45	
OPHIR BRIDGE ROAD	MANUHERIKIA	552	
STAFFORD ROAD	MANUHERIKIA	431	
SWINDON STREET	MANUHERIKIA	737	
ROXBURGH EAST ROAD	ROXBURGH	2342	Section north of Roxburgh bridge
SCHOOL ROAD (MILLERS FLAT)	ROXBURGH	73	
TAMBLYN DRIVE 2	ROXBURGH	510	
TAMBLYN ROAD	ROXBURGH	333	
TEVIOT ROAD	ROXBURGH	6219	Sections south of Roxburgh bridge and north of Millers Flat township
Total		22875	

Road	Area	Length (m)	Notes
Unsubsidised Sites			
POPLAR GROVE	ALEXANDRA	134	Car park access road/area

Metalling Programme

The metalling programme will be focussed in the Maniototo and Manuherikia areas this year. Drainage improvements were commenced in preparation for re-metalling at some of the sites. Gravel production will commence at pits identified as the sources for this year's programme in the upcoming quarter.

Re-metalling List 2017/18

Road Name	Pit	Start RP	End RP	Length (m)
EARNSCLEUGH				
FERRIS ROAD	Kellihers	0	698	698

MANIOTOTO				
AGNEW RD	McKnights	50	5754	5704
HILLS CREEK RD	McKnights	0	7217	7217
REEF ROAD	McKnights	50	2635	2457
LOCHART ROAD	McKnights	0	770	2623
MCKNIGHT RD	McKnights	0	2400	2400
WOOLSHED RD	McKnights	0	3178	3178
IDA VALLEY STATION RD	McKnights	50	1384	1334
IDA VALLEY OTUREHUA ROAD	McKnights	0	3686	3686
KYEBURN RIVER ROAD	Danseys	7666	11857	4191
SWINBURN BACK RD	Naseby	0	3226	3226
SCOTT LANE	Naseby	0	3086	3086
GEDDES RD	Naseby	0	400	400
DANSEYS PASS RD	Naseby	459	9045	8586
MUNDELL RD	Waipiata	0	5609	5609
CLUNIE RD	Waipiata	0	2003	2003
RING FENCE RD	Naseby	0	3570	3570
RIDGE RD	Naseby	0	6121	6121
HORE RD	Naseby	0	3062	3062

MANUHERIKIA				
DUNSTAN CREEK RD	McKnights	0	900	900
NOONES RD	McKnights	0	1915	1915
CRAWFORD HILLS RD	Rutherfords	10966	15666	4500
AURIPO RD	Rutherfords	0	9381	9381
BOOTH RD	Rutherfords	50	2507	2457
SHEPHERDS FLAT ROAD	McKnights	0	2530	2530
UNNAMED STREET OFF SWINDON ST	Rutherfords	54	229	175
VINEGAR HILL RD	McKnights	0	862	862
FLANNERY RD	Rutherfords	0	2250	2250
TOTAL				94121

MANUHERIKIA (Provisional)				
MOUTERE DISPUTED SPUR ROAD	Jopps	0	7940	7940
KINNEY ROAD	Glassfords	0	900	900
KINNEY ROAD	Chatto Creek	900	2010	1110

Eco Seal Programme

Eco seal is a low cost seal used primarily for dust suppression. These seals replace the need to use waste oil. In addition to dust suppression these seals keep the road surface in good condition. The Council eco seals sections of gravel road that are within 100m of a residence. Generally, a 100m long section of eco seal is constructed. In some circumstances a greater length may be sealed. Eco sealing is normally carried out during the summer following re-metalling of the road. The intervening year ensures the eco seal is applied to an excellent surface.

Eco Seal List 2017-18

Road Name	Sections	Length (m)
CLYDE CEMETERY ACCESS ROAD	1	130
GRAVEYARD GULLY ROAD	1	50
KELLIHER LANE	2	250
LEWIS ROAD	3	250
WAIKERIKERI VALLEY ROAD	3	330
AITKEN ROAD	3	350
JOHNSTON ROAD	1	70
MCATAMNEY ROAD	1	85
MCSKIMMING ROAD	5	255
TOTAL		1770

Bridges

The most significant bridge work carried out during the quarter was noise reduction measures undertaken on the Clyde Bridge. This work was an interim measure to reduce noise being generated in the deck joints as traffic travelled over the bridge. The noise had increased following deck repairs and resurfacing undertaken earlier in the year. Work to provide a long-term solution to the noise issue is programmed for the upcoming quarter.

Two bridges suffered structural damage during the July flood. Both bridges are located on the Ida Burn catchment. The abutments of the Hills Creek Road Bridge at Oturehua were damaged by floodwaters. A length of the western approach to the bridge was also washed away. The approach has been roughly restored to allow light traffic to resume usage.

The second flood-affected bridge is located on St Bathans Loop Road. It also suffered significant abutment damage. Traffic continues to use the bridge with a 30 km/h speed restriction and reduction to a single lane.

Material tests were completed on the Jedburgh Street Bridge at Roxburgh, the Millers Flat Bridge, and the "Green Bridge" at Waipiata during September. Reports on the condition of these bridges are expected to be received by mid-October.

Street Lighting

Considerable progress was made during the quarter on the installation of LED luminaires that are replacing the existing older technology luminaires. At the end of the quarter a total of 743 LED lights had been installed. This leaves approximately 1200 LED lights to be installed. Completion of the replacement lights is programmed for the current financial year. This is an accelerated completion date to take advantage of the enhanced financial assistance rate from the New Zealand Transport Agency.

An order has been placed for the balance of the LED luminaires required to complete the full programme.

Low Cost Low Risk Roads (previously called Minor Improvement Programme)

The process for low cost low risk roads has changed. A report on the implications of these changes is to go to Council on 25 October for consideration. Information will become available after this meeting.

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

Closed Landfills

Quarterly compliance monitoring was undertaken at all 15 closed landfills in September. Maintenance issues identified will be programmed. Ground water sampling results for the previous 12 months will be reviewed and included in the annual report to Otago Regional Council.

Hazardous Waste

Planning for local collection of DDT and other obsolete pesticides has been carried out in conjunction with the national collection campaign. Otago and Southland local authorities are working together to advertise the campaign.

RIDDING NZ OF PERSISTENT ORGANIC POLLUTANTS (POPS)

A nationwide collection is on to clear New Zealand of DDT and other obsolete pesticides.

AND IT'S FREE!

www.thegreatDDTmuster.co.nz | 0508 374 768

POPs included in the Muster: Aldrin | Chlordecone | Chlordane | DDT | Dieldrin | Endrin | HCB | Heptachlor | Lindane | Mirex | Toxaphene

* Bookings close 31 October 2017. Funding and collection limits may apply.

Transfer Stations

A workshop and site visit was held with elected members to discuss improvements to the Cromwell Transfer Station. Options will be presented to Council for inclusion in the Long Term Plan consultation process.

Illegal Dumping


Fulton Hogan has agreed to respond to reports of illegal dumping received by the Council. Removal and disposal of illegally dumped material on all Council properties will be carried out under the agreement.


Kerbside Collection Services


The information flyer detailing the use of the kerbside bin system has been translated into Bislama, the language spoken by the ni-Vanuatu community. The information will be used by Seasonal Solutions pastoral care team during


the induction of seasonal workers. The translation is available on the CODC website and the Central App. Hard copies of the flyer are being distributed to local accommodation providers and seasonal worker employers.


March 2018							April 2018							May 2018							June 2018											
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S					
			1	2	3	4				1	2	3	4	1	2	3	4	5	6										1	2	3	4
5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13	4	5	6	7	8	9	10					
12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20	11	12	13	14	15	16	17					
19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27	18	19	20	21	22	23	24					
26	27	28	29	30	31	23	24	25	26	27	28	29	28	29	30	31	25	26	27	28	29	30										

 Putum bin blong yu klosap long saed blong rod, livim 50 cm i go long ol narafala bin, fenis, bokis blong ol leta.


 Yu no mas putum tumas doti long bin blong yu. Yu mas save klosem lid blong bin. Sipos yu putum sam nara samting long graon klosap long bin blong yu o antap long hem, bae trak i no save pikimap.


 Transfer Station we i klosap long yu i stap long Alexandra (Boundary Rd). Sipos i gat tumas doti blong putum long ol bin, yu mas karem i go long Transfer Station (Barry Ave). Samlaem maet yu mas pem sam mane.


 75kg Ol bin blong yu i mas stap afaed long rod bifo long 7 long moning. Hevi blong hem i no mas bilim 75 kg.


 Yu save pem sam moa bin blong Council sipos yu askem. Ol bisnes i save ringim Council blong faenemoat sipos se i gat sam wei blong pikimap ol bin.

LONG SAED BLONG OL KALA BIN

RECYCLING – OL SAMTING
Recycling i mas gat man blong seraolem ol defren samting, pls wasemgud ol doti bifo yu putum long yellow bin. 

RECYCLING – OL GLAS
Plis wasem mo putum ol glas long blu bin – ol botel, ol jar. Plis no putum sam lid i go long blu bin. 

OL DOTI BLONG HAOS
Tingbaot recycling. Plis yu no putum wan glas o plastik long red bin. No putum wan samting long hem blong mekem wan denja (eg ol sap metal) 

 **Pablik holidaye** (No gat pikap blong ol doti)

Bislama kerbside services information

Kerbside Collection Contamination

Contamination in the kerbside collection bins increased during the period.

Non-recyclable material found in the yellow recycling bins included possums and disposable nappies. Materials other than glass deposited in the blue glass bins included bags of rubbish, cardboard boxes and a child’s car seat.

Colour mixed glass is transported to the Parkburn Quarry where it is stockpiled and crushed. Approximately 1,000 tonnes of the material is mixed into roading aggregate each year. Contaminating materials are separated from the glass and sent to the landfill, which adds to the cost.

Colour separated glass from the recycling drop-off facilities throughout the district is re-processed to produce new glass bottles. Wastebusters ship approximately 200 tonnes per year to Auckland for re-processing. Widespread media coverage has been given to the campaign to minimise contamination in glass and mixed bins. The campaign will need to be ongoing to maintain awareness of the problem.



Yellow bin mixed recycling – possum contamination



Paper contaminated glass collected from blue bins

Recycling Facilities

Improvements at the Roxburgh recycling facility have been completed. Public and contractor feedback indicates the new pull off area is easier and safer to use. Illegal dumping along the fence line has reduced.



Roxburgh Transfer Station Recycling Facility

Waste Minimisation

The annual waste minimisation levy return for 2016/17 has been filed with the Ministry for the Environment.

Six percent of CODC's costs to minimise waste from landfill by recycling came from the levies charged at point of waste disposal and collected by central government.

The WasteMINZ Territorial Authority Forum is creating a funding pool to advance national projects of relevance. The areas currently identified by the Forum that would benefit from collaborative efforts include: rural and farm waste, container deposits, product stewardship, bylaws and construction and demolition waste. The fund would be used to apply for high dollar value levy funds.

The Forum and community groups that have actively lobbied for reduction in single-use plastic bags are pleased that Progressive Enterprises and Foodstuffs NZ have announced they will phase out single-use plastic bags by the end of 2018. This includes Countdown, SuperValue, FreshChoice and New World supermarket chains.



Record numbers of locals participated in the annual Keep New Zealand Beautiful Clean up Week (September 11-17). Participation in the event was promoted by CODC staff, Keep Alexandra Clyde Beautiful, community groups, individuals, businesses and schools. Alexandra school pupils featured on this year's poster for the national campaign. A total of 27 free disposal vouchers for clean-up events were issued to various groups and individuals.



Community Learning for Sustainability with MAD4CO

Plastic Free July events focussed on individuals commitments to reducing their use of single use plastics as well as growing awareness of the Boomerang Bag campaign. Events included the Boomerang Bag launch at Cooney's in Alexandra, Youth Base, Sharp Pencils (women's networking group) and at Alexandra's Friday Food Market. Food preservation and methods to avoid plastic packaging were demonstrated at a workshop. The events attracted 130 participants in total. A workshop was also held to create reusable produce bags.



*MAD4CO film competition winners
Connor Stumbles & Ben Miller*



Sharp Pencils making Boomerang Bags

MAD4CO members spoke to 250 people at an event organised by Sustainable Queenstown in Queenstown. Their topics were community resilience and the Love Food Hate Waste NZ campaign.

Adult Learners' Week focussed on Bokashi composting, worm farming and using these techniques for growing food in containers at home. A luncheon for the 120 participants was followed by tree planting and presentation of certificates.

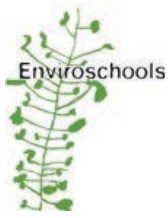


Adult Learners' Week lunch 2017



St Gerard's School ready to put out their monitoring tunnels

The Central Otago EnviroSchools Programme



Nutrient testing of the Manuherikia River, St Gerards School

St Gerards School received funding from the Curious Minds fund for scientific monitoring of the Manuherikia River. This is a long-term study, gathering data on the quality of the major tributaries feeding into the Manuherikia.

Goldfields focussed on bees for Conservation Week, and spent an afternoon making seed 'bombs' with flower seeds which they will 'bomb' school gardens with to provide food for bees.

St Gerards, Clyde and Goldfields are all involved with the lizard monitoring programme. This term St Gerards and Clyde set out their monitoring equipment and learnt more about why monitoring lizards is helpful in gaining an understanding of the health of local eco-systems.

A teachers' workshop was held for Central Otago teachers. Based on 'Thin Ice', a climate change documentary, there was discussion on how climate change is addressed in schools and what teachers and facilitators can do.

Work to be undertaken next quarter

Lizard monitoring programme continues in schools.

Thyme Festival EnviroSchools Hub 30 October-1 November. An opportunity for schools to come together and share activities, stories and space in a day focussed on learning for sustainability. Drop-ins welcome.

Student and Teacher hui in late November. A combination of Central Otago and Queenstown Lakes schools.

Performance Measures: Waste Minimisation

Measure	Target	Q1	Q2	Q3	Q4	Comments
Total quantity to landfill in tonnes per year	Incremental year on year reduction	1867 Tonnes (Previous Q last year 1715 Tonnes)	- (Previous Q last year 2164 Tonnes)	- (Previous Q last year 1914 Tonnes)	- (Previous Q last year 1914 Tonnes)	Waste sent to landfill increased by 9% compared to the same period of the previous year. The overall increase includes the 19% increase in the quantity of waste sent from the Alexandra and Cromwell transfer stations
Total amount of rubbish and recycling generated per rateable property	Incremental year on year reduction (measured as rubbish + recycling)	2343 Tonnes/13,525 Properties = 173kg p/property (Previous Q last year 205kg p/property)	- (Previous Q last year 215kg p/property)	- (Previous Q last year 183kg p/property)	- (Previous Q last year 183kg p/property)	The average quantity of waste and recyclables generated per rateable property increased by 1kg in comparison with the corresponding period of the previous year.
Total amount recycled in tonnes per year	Incremental year on year increase	476 Tonnes (Previous Q last year 610 Tonnes)	- (Previous Q last year 739 Tonnes)	- (Previous Q last year 558 Tonnes)	- (Previous Q last year 558 Tonnes)	The quantity of recycling recorded during the period was 28% less than the same period in the previous year. This was due to glass being temporarily stockpiled on site since July. This will be recorded in the next quarter. Kerbside collection bin weights (yellow and blue bins) have remained the same.
Average weight of the kerbside collection rubbish bin	Incremental year on year reduction in wheelie bin weight (kg/# of bins collected)	19.95kg (Previous Q last year 20.4 kg)	- (Previous Q last year 21.4 kg)	- (Previous Q last year 18.7 kg)	- (Previous Q last year 18.7 kg)	The average weight of the kerbside rubbish collection bins has reduced by 2% during this quarter compared to last year.
Percentage of residents satisfied with CODC's waste minimisation education	Customer satisfaction ≥ 90%	89% Satisfaction (Previous Q last year 92% satisfaction)	- (Previous Q last year 92% satisfaction)	- (Previous Q last year 92% satisfaction)	- (Previous Q last year 92% satisfaction)	The Central Otago District Council Residents' Survey August 2017 reported a 89% satisfaction with Council's Waste Minimisation Education service.
Compliance with resource consents for transfer stations and closed landfills	Incremental percentage improvements	89% Compliance (Previous Q last year 89% compliance)	- (Previous Q last year 89% compliance)	- (Previous Q last year 89% compliance)	- (Previous Q last year 89% compliance)	The last audit carried out by the Otago Regional Council (ORC) recorded a compliance score of 89%. ORC audits are carried out every three years. CODC carries out self-audits during the intervening period. The latest self audit indicated 89% compliance. Groundwater monitoring results are compliant.. Significant weed control has been carried out at all sites.

OTHER INFRASTRUCTURE

We provide community housing, predominantly for the elderly. Council owns 98 flats located in Alexandra, Clyde, Cromwell, Ranfurly and Roxburgh. We provide public toilets in towns across the district and at recreation facilities and parks. We own and lease a variety of commercial and farm properties, and develop land for sale. The income from commercial property is used to fund other Council costs. We manage the assets at the airports at Alexandra, Cromwell and Roxburgh. The users are generally recreational private pilots and some commercial users. There is also an increasing interest in private 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 sealing of the hangar precinct taxiways was completed in early September in time for the Wings and Wheels event held as part of Blossom Festival.

Construction has also begun for two more hangars/accommodation leaving five leased sites still to be built on.



The Wings and Wheels over Blossom Festival weekend was a big success with an estimated 5000 people attending.

More interest has been received for hangar/accommodation sites since the event and options for access are being investigated as a first step in the development of a proposed second hangar precinct on the other side of the runway.

Elderly Persons' Housing

Occupancy Rates

Area	Units	Occupancy rate-end April – June 2017		Occupancy rate-end of July – September 2017quarter	
		Tenanted	Occupancy rate	Tenanted	Occupancy rate
Alexandra	23	22	96%	22	96%
Clyde	3	3	100%	3	100%
Cromwell	31	28	91%	31	100%
Roxburgh	15	13	87%	13	87%
Ranfurly	26	19	73%	20	77%
	98	85	87%	89	91%

Rent increases have affected 47 tenants across the district ranging from \$3.00 to \$25.00 per week and are effective September 2017.

Public Toilets

Tarras Toilet

The Tarras Exeloo toilet arrived on site on 4 July and the wastewater system and other services were installed over the following three weeks. The installation of the septic tank system proved more challenging than anticipated due to excessive ground water and wet weather conditions.

The local community is happy to see the toilet operational for visitors. Door counters, which were installed at the end of September, show an average of 200+ users per day.



A landscaping plan is currently being prepared for the area around the toilet. The Tarras School will be involved with completing the physical work over the next couple of weeks. New fencing is also planned.

An official opening will be scheduled with the school when the landscaping is complete.

Molyneux Park – Playground and Scoreboard Toilets

In a move to improve presentation of both of these toilet blocks, a change of cleaning contractor has been made from a parks contractor to a specialist public toilet cleaning contractor. The contractor has carried out an initial good "spring" clean of the toilets.

Tarbert Street Women's Toilets

The women's public toilets in Tarbert Street underwent some programmed maintenance during the quarter. This included new toilet seats and flooring.

Cromwell Town Centre new public toilet

A new four pan Exeloo unit is scheduled for construction before Christmas 2017 in the Cromwell Town Centre at the western end of the Mall. The toilet is needed to meet increased demand from visitors and the project is partly funded by the government mid-sized tourism facilities grant.

The toilet has been ordered from Exeloo and pricing is currently being obtained for the installation and associated services.

Other Property

Cromwell, Gair Block development

A joint venture agreement was signed between Council and Hey and Proctor for development of 78 residential lots. Construction commenced with a large stand of pine trees being felled. The site is fully deer fenced for security and safety.

Ree Crescent Industrial land

Council has three contracts for sale in Ree Crescent as a result of two sites being subdivided into three. New water and wastewater services were installed with additional power still to proceed. Upon completion of services, new titles will be requested to enable settlement to proceed.



Cromwell Museum

At the meeting of the Cromwell Museum Trust held on 26 June 2017, the Trustees 'gifted' the new air-conditioning unit to Council. This new unit is situated on the mezzanine floor at the rear of the building. This will control the temperature for the safe archival storage of the framed photograph collection. The Council will be responsible for its maintenance and servicing.

Clyde Museums

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

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

After discussions with Clyde Historical Museum Incorporated a plan looking at the future has been formulated. Council called for request for proposals for the preparation of a feasibility study in July. Origin Consultants was selected as the preferred contractor. External funding for the feasibility study is now being sought.

Vallance Cottage

The Vallance Cottage working group continue to look at ways to utilise the 19th century cottage in the future to make it more sustainable. The working group is still calling for any interest in the cottage with regards to its concept of leasing the surrounding reserve land for a non-permanent commercial business that would be compatible with the cottage. For example, but not restricted to, a mobile coffee/food vendor, retail shop or artist in a portacom.

The working group is working on a concept plan to take to the community board, which involves naming the reserve surrounding Vallance Cottage Reserve, and developing the reserve into a community orchard. This was another recommendation within the Conservation Plan for the cottage.

The Alexandra Lions are going to be installing a picnic table near the cottage in celebration of the group's 100th Anniversary.



Clyde Railway Station

The Rail Heritage Trust Board awarded the Clyde Railway Station the 2017 Restoration Award. The award was presented at the 2017 FRONZ Conference in Dunedin. Clair Higginson collected the award and plaque on behalf of CODC and the Clyde Railway Station Working Group.

The Clyde Historical Museums Inc is holding an event to unveil the Rail Heritage Trust restoration award. This is to be held on 21 October at 2pm.

Youth Art Project

A joint youth art project between Council, Central Otago Arts Society, and Creative Communities NZ is currently underway. This youth art project involves facilitator and local artist Maxine Williams working with selected school students to produce four pieces of street art that will then be installed to beautify the exterior of Council toilet blocks.

Four concept designs have been approved and are being marked up on large ply boards for the school children to paint at Thyme Festival. The completed work will be photographed and reproduced onto exterior grade panels with an anti-graffiti laminate then installed on the buildings before Christmas. The original artwork will remain with the schools.

Alexandra Suspension Bridge 1882 Working Group

The Alexandra Suspension Bridge 1882 Working Group and the Central Otago Queenstown Trails Trust have been working on a way to progress the project to construct a bridge (ideally through the bridge piers) to connect the bike trails either side.

A letter of intent between the groups has been signed. This will allow funding to the first stage of the BECA feasibility study to be released. This first stage of the feasibility study will look at assessing the piers structure and analysis of how they will perform in a flood event. BECA estimates that they will have this work completed in approximately one months' time.

Once the report is completed, both parties will assess the report independently and then meet together. Once the review has been completed, a summary report to the community board will be made.

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:



Parks and Reserves

Overall the late winter and early spring have been pretty mild. The changeover of seasons saw the end of winter codes such as rugby and football and preparation of areas for summer sport such as cricket, touch and athletics.

Cromwell

Cromwell Mall frontage – turf renovation and fertilising was carried out to encourage good spring growth.

Further work was carried out on the Bannockburn walkway with culverts being completed and the track surface being put down.



Vincent

Vincent Community Board has been successful in securing a Central Lakes Trust grant of \$40,644 for the Pioneer Park junior playground upgrade. Parks staff worked through the process of awarding contracts now that full funding has been secured. Construction of the new playground and removal of the old began just after Blossom Festival 2017.

JUNIOR PLAYGROUND UPGRADE

This playground is being upgraded very soon.

Start date: Monday 25 September

Contract period: 6 - 7 weeks

Contractor: Fulton Hogan Ltd

Project contact person:
Nicola Rae
Council Parks Projects Officer
027 4064 480

www.codc.govt.nz
PO Box 122 Alexandra 9340
03 440 0056 | info@codc.govt.nz

Several kilometres of track was re-gravelled on the Alexandra to Clyde track. There was also clearance of track vegetation and removal of hanging trees.



Bridge approaches at Fraser River

The groundsman at Molyneux Park finished in mid-July and a new groundsman was appointed. In late September an additional person was employed to help with cricket preparations for four months before going to do general garden contract work.

Renovation work was carried out on the No 1 wicket at Molyneux Park in mid-September.

Work was carried out on No 2 wicket at Molyneux Park to ready it for the Otago Volts training camp the first week of October and then a training game against the Canterbury Kings the second week of October.

Another successful Alexandra Blossom Festival was held in September with the Day in the Park held at Pioneer Park and the Friday night Mardi Gras activity centred around Centennial Park.

An extreme wind event was experienced in Clyde in September that caused widespread tree damage across Council reserves in the town. This resulted in significant work needed to clear fell damaged trees.



Another successful Trees for Babies project was completed at Molyneux Park in late September. Seven families took up the opportunity to plant a tree, which were funded by the Alexandra Rotary Club.



Maniototo

A new Asplundh employee started at Ranfurly in August following a resignation.

Teviot

Track clearance work was undertaken along the river track and also along the edge of Victoria Park.

Clutha Management

It was a very quiet winter quarter for Clutha Management.

Council adopted the Draft Lake Dunstan Navigation Safety Bylaws and it was advertised for submission. 30 submissions were received and were heard by Council at its meeting in October. The Lake Dunstan Navigational Safety Bylaw was adopted and will come into effect in March 2019.

Big belly bins have been ordered and will be placed at camping areas around the lake and other busy tourist areas. This was funded from the Mid-Sized Tourism Fund and plans are to have them installed in November.

Cemeteries

A steady quarter for the cemeteries, with 17 interments and ashes burials.

July	Ashes	Interment
Alexandra	1	4
Clyde		1
Cromwell	1	1
Ranfurly		1
Totals	2	7

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

September	Ashes	Interment
Alexandra	2	1
Clyde		
Cromwell		
Totals	2	1

The removal of an old tree at Cromwell Cemetery uncovered human bones. This area of the cemetery did not have any identified burials. After discovery the area was cordoned off and were Police advised. An archaeologist was engaged and after investigations it was determined the bones are likely to be over 100 years old. An Archaeological Authority and consent from Minister of Health has been obtained to check for other bones and to reinter what was found on the current site. This occurred in late October.

The decision has been made for Nevis Cemetery to remain open. Work is planned for marking out future areas for burials and ash burials.

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**

Central Otago Libraries

Staff

District Library Manager Jo McElroy concluded her fixed term contract in early August. We thank Mrs McElroy for her extensive knowledge and hard work during her 13 months with us.

The District Library Manager and the Customer Services Manager roles were amalgamated and we welcomed Louise Fleck as our joint Customer Services and Libraries Manager in September.

Sophie Rogers' short-term contract at Alexandra Public Library concluded in September.

Christine Gourley has joined the Alexandra Public Library team, moving across from Customer Services and Tourism Central Otago.

General Election

Cromwell Public Library served as an advanced voting station in the September General Election. An average of 110 people per day visited the library to cast their votes and a number of people commented that this exercise promoted awareness of the library's location.

Maniototo Public Library served as a Polling Station on Election Day with more than 800 people visiting the library space on 23 September.

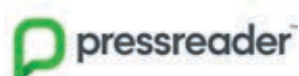
Collections and services

To improve customer service 'items on order' now display on our shared online catalogue, with these items available to reserve. There has been enthusiastic response to this service with many items going out to fill reserves as soon as they are received in house.

To keep a steady flow of titles available for our users who prefer browsing the shelves, Central Otago Libraries has introduced a series of themed mini collections to circulate around our branches. Each collection consists of 10 recently arrived titles and will stay in each branch for four months. Mini collections introduced in September include Biographies, Romances and Large Print. Westerns, Thrillers and DVD collections are in preparation for starting their cycle in October with more themed collections planned for the coming months.

A strategic review of magazines was undertaken in the year to June. To streamline cataloguing and invoicing, one specialist supplier was selected to provide magazines for all branches, rather than using a range of providers. Subscriptions for the least popular titles were suspended, allowing new titles for all ages to be introduced in all branches while maintaining existing budgets.

Central Otago Libraries, in collaboration with their Queenstown Lakes partners, have been working towards the introduction of two new digital services. PressReader, a provider of online newspapers and magazines and Beamafilm, a service streaming documentaries and independent films, will launch in October. Both services are complimentary to library members.



Winter Holiday Programmes

Gold-themed holiday programmes ran in Alexandra, Roxburgh, Maniototo and Cromwell Public Libraries during the winter school break. Children loved getting creative with paint and cardboard tubes making marble drop mineshafts. Also very popular, children made End of the Rainbow twirlers and played Gold Rush Bingo and the Otago Gold Fever! Game. They were able to take home smaller versions and feedback suggests this has become a new family favourite in some houses.



Reading Challenge

Educational experts recommend children keep up reading over the holidays to maintain literacy levels. This winter, our children joined the ECN'Read Winter Warmers programme for the first time. A reading log, incentives and promotional material supported the theme "Paws to Read". With the forthcoming move to promoting a nationwide children's holiday reading programme, the team found this professional approach both appealing to our young borrowers and timesaving for the team.

CQ Collection Managers

Collection Development Manager Nikki Williams and her Queenstown Lakes counterpart Deirdre Wither met to discuss collaborative purchasing for our digital services, introduction of PressReader, policy around placing holds, missing, damaged and lost items, and potential improvements to make our online catalogue more user-friendly.



SouthLib

The quarterly collaborative meeting of the SouthLib Consortium was held in Balclutha in August. The meeting provides a forum for library managers from eight libraries from Otago and Southland to exchange ideas, information and collaborate on projects where possible.

Central Otago Libraries' Collection Development Manager will co-ordinate purchasing on behalf of Waitaki, Southland, Clutha, Gore, Invercargill and Central Otago/Queenstown Lakes Libraries for Bolinda BorrowBox, our shared eAudio and eBook platform. Collaborative purchasing gives borrowers across the region access to more titles than local budgets would allow. Dunedin City Libraries maintains its own purchasing programme and each partner shares its content across the whole platform on a regular basis.

LIANZA conference

The Team Leaders from Cromwell and Alexandra Public Libraries attended the biennial Library and Information Association of New Zealand Aotearoa (LIANZA) conference held in Christchurch in September. Carolyn Willems and Gaye Anderson attended a range of keynote speakers, which had them thinking outside the box.

Ms Anderson comments: "I found the keynote speakers at the LIANZA 2017 conference were each inspiring in their choice of topic. It was wonderful to hear what's happening in other libraries around New Zealand especially those dealing with a diverse range of customers including the homeless, immigrants as well as those with disabilities and special needs."

Mrs Willems highlights included the visit to the new Kaiapoi Library, rebuilt after the Canterbury earthquakes. "It has now become a community hub with the museum included and several meeting rooms which can be used by the community. It is very light and spacious with a very welcoming feel."

Child and Youth Librarians' Training Day

Maniototo Public Library Team Leader Aimee Pieterse and Cromwell Public Library Assistant Joan Entwisle attended a Children and Young Adult Librarians' training day, held in Dunedin in August. Workshops included improving story time sessions by bringing the story off the page with homemade props and interaction with the children, "Makerspaces" promoting STEM (Science, Technology, Engineering and Maths) in the community, and Readers Advisory for teen boys.

Social Media

Gaye Anderson and Carolyn Willems attended a series of social media training webinars run by UK marketing and communications expert Ned Potter. Following the workshops, the team is developing ideas for an online libraries newsletter with Central Otago District Council's communications team.

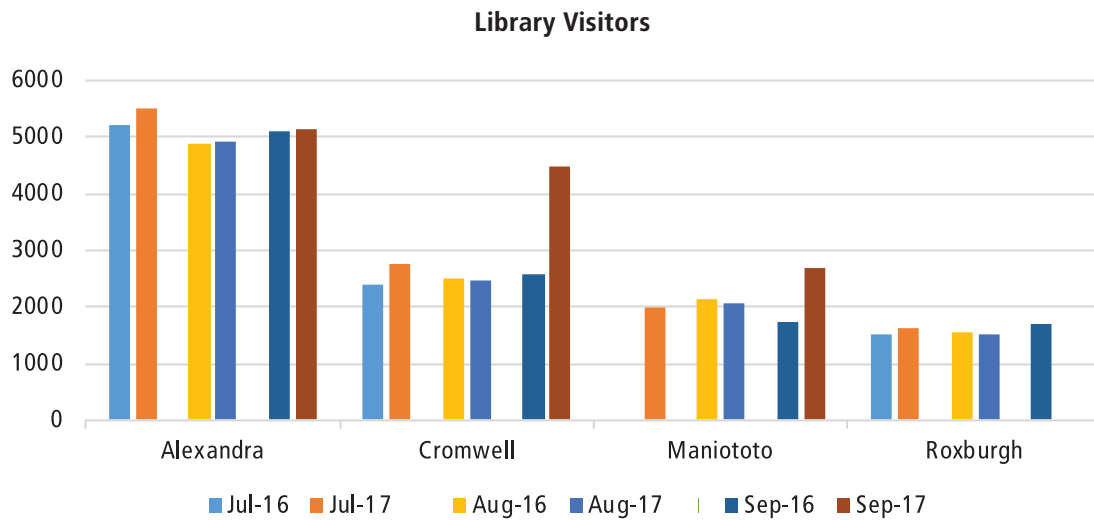
Fire Warden

Wardens from each branch attended Central Otago District Council's Fire Warden Training day in early July. There are now trained team members in each branch who will be able to help in case of emergency.

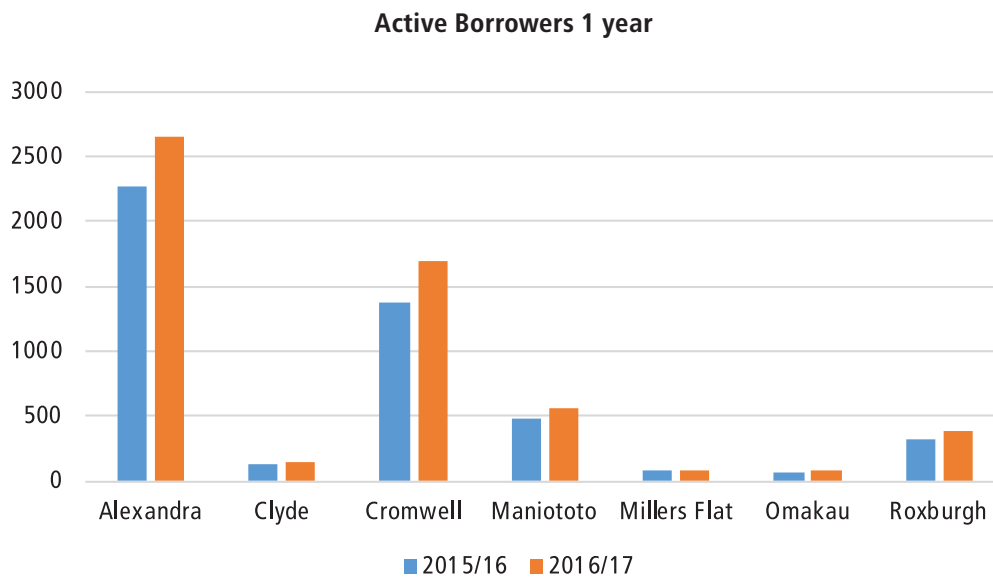
Human Library

Alexandra Public Library Assistant, Helen Rendall, attended training for a forthcoming Thyme Festival programme. This exciting innovation will be a first for our part of the world!

Statistics

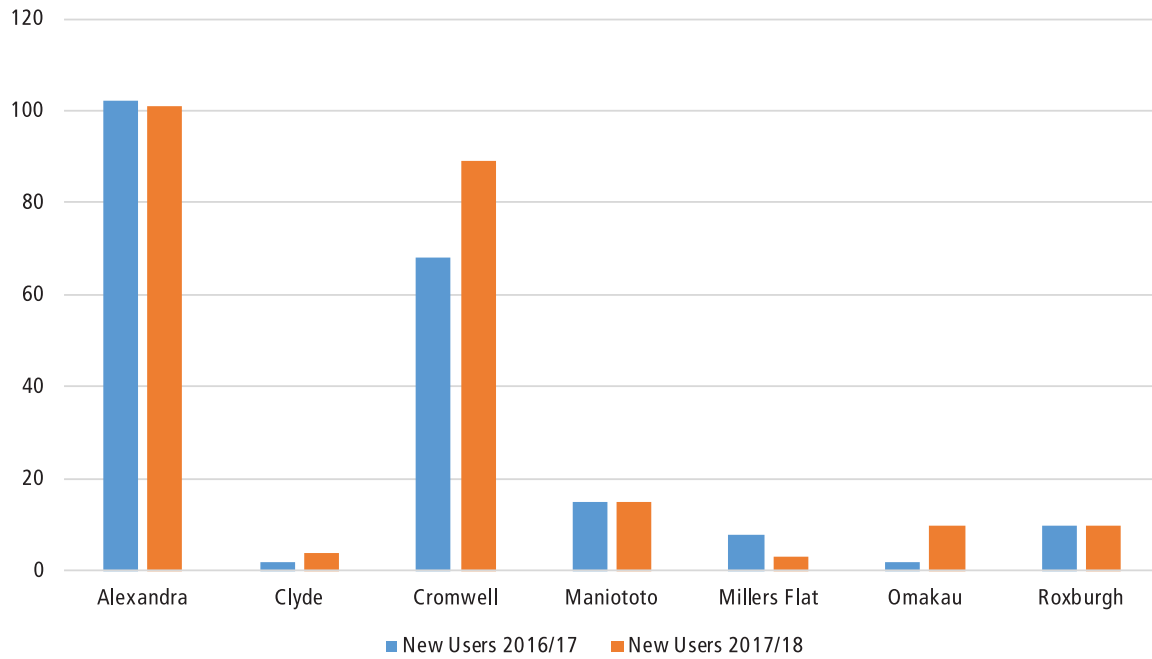


Library visitors have increased 13.6% on the same period last year. Spikes in the September figures for both Cromwell and Maniototo Libraries reflect their use as polling stations during the General Election.



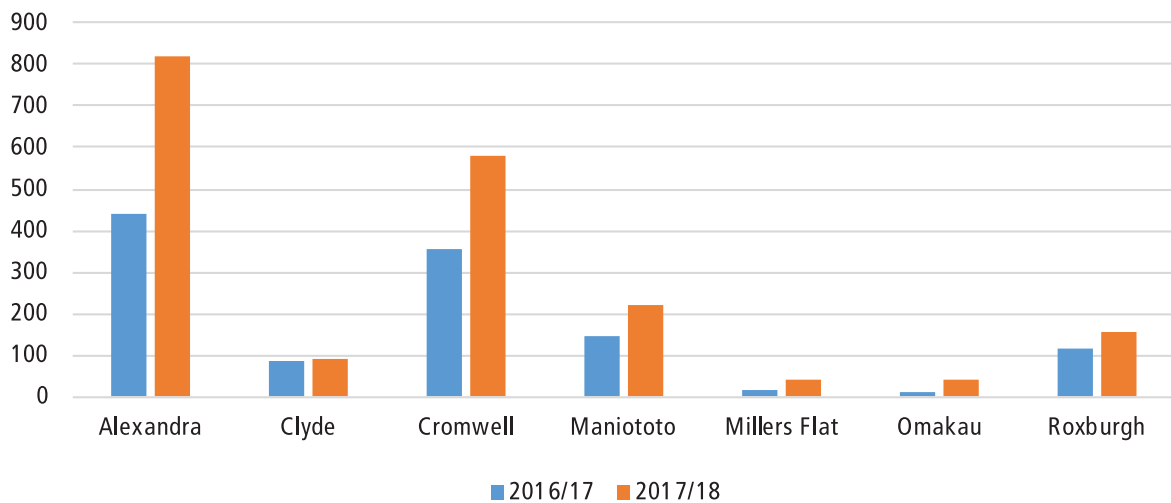
5615 active borrowers have used Central Otago libraries in the year to 30 September, an increase of 19.6% on the previous year.

New Users



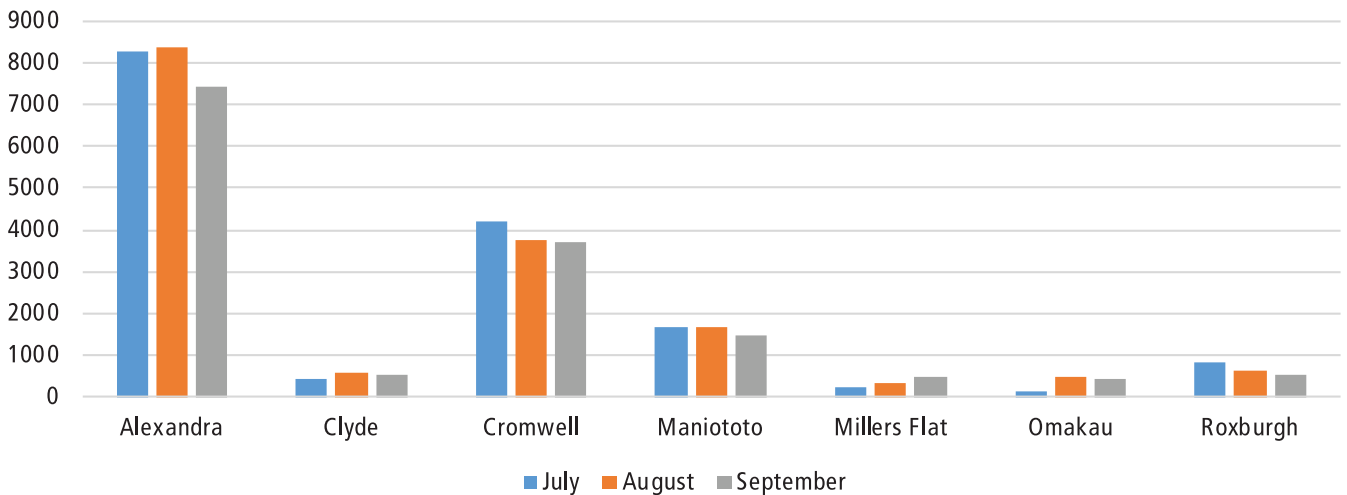
A total of 232 new users have joined the library this quarter, compared with 207 during the same period last year, an increase of 12%. Those joining include 117 adult borrowers, 76 junior borrows and 20 online registrations. The balance of registrations comprises teachers, reciprocal and temporary members.

New Items Added Quarter One



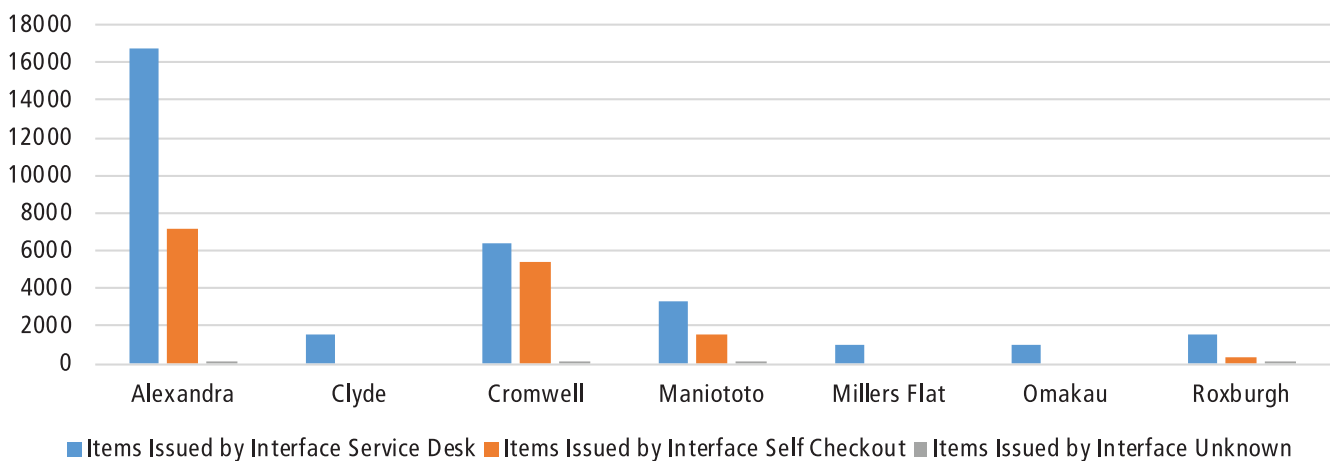
1943 new items were added to the libraries' collections this quarter, compared with 1172 in the first quarter last year, reflecting streamlining of processes by the suppliers and the Collection Development Manager. New items include books, DVDs, magazines and talking books. Shipments are received weekly allowing the teams to better plan workflows.

Monthly Checkouts



46,213 physical items were issued this quarter, an increase of 0.3% on the same period last year. Alexandra, Cromwell, Maniototo, Millers Flat and Omakau Libraries showed increase with Clyde and Roxburgh Libraries showing decreases.

Checkouts by interface

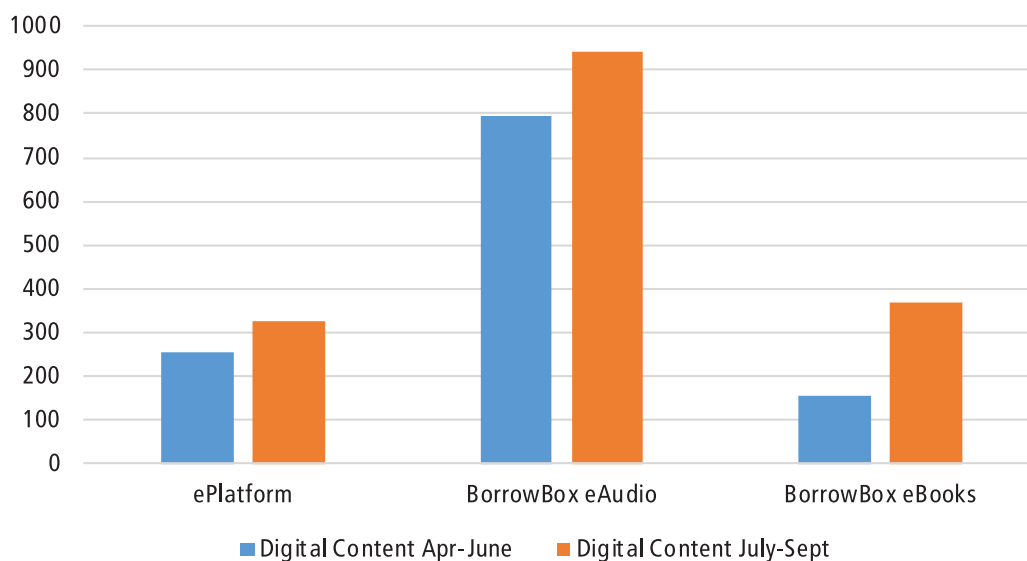


Four of our branches have self-checkout facilities. In Cromwell Library 45.9% of checkouts are via the self-checkout, Maniototo 31.7%, Alexandra 29.8% and Roxburgh 18.9%.



Statistics for our digital platforms, shared with Queenstown Lakes Libraries reflect usage from both districts. All collections are being built and consolidated, and are showing growth in use.

Digital Content Checkouts



Our two shared Central Otago – Queenstown Lakes’ platforms, ePlatform and Bolinda BorrowBox show checkouts increasing by 36.4% on the previous quarter.

Shared across the South Island Downloadable Zone consortium, our third platform Overdrive shows a 32.7% increase on the previous quarter.

Branches

Cromwell

Cromwell Public Library’s lighting fixtures were replaced with LED fittings. The library closed for the day to allow the work to be carried out safely. Library users are commenting on the lighter, brighter space, making reading easier, especially in the newspaper zone.



Alexandra

Alexandra Public Library is taking part in the “Boomerang Bags” initiative, launched as part of Plastic Free July.

Regular visits from the Alexandra Primary and St Gerard’s Schools provide a happy buzz in the children’s area during term time.



The annual Blossom Festival book sale of donated and deleted library stock was held over the last two weeks of September.

Amongst the many displays featured this quarter, Alexandra Public Library joined the Blossom Festival window competition with this steampunk themed display.

Clyde

Visitors to Clyde Public Library are pleased the tin on the hall roof has been replaced, especially in light of the recent windy weather. Librarian Anne Mills has built great rapport with the Clyde Library users, going the extra mile in selecting books she knows a particular borrower will enjoy.



Maniototo

Children are appreciating the ability to use the library at morning teatime, with the supervision of Maniototo Area School library monitors.

Recently appointed team Leader Aimee Pieterse has introduced regular themed displays including this Under the Sea feature for children.

Millers Flat

Millers Flat volunteers continue to provide a Saturday morning service to locals, supplementing the regular Wednesday afternoon hours.

Updated display shelving has created focal point for new books and freed up floor space by removing an unstable model.

Omakau

The children of the Omakau district continue to make great use of their library. They are particularly active readers and Library Assistant Angela Goodwin is kept busy requesting books from other branches for the children.



Roxburgh

The introduction of mini collections has proven an immediate success with books being checked out the day they arrive.

Mid-September saw Roxburgh Public Library celebrate Teviot Tartan Time with the community.

The team also set up a blue September display to mark Prostate Awareness month.

Community Facilities

Molyneux Stadium change rooms

Work commenced in early September to extend the front change rooms meet NZ Cricket's standard to host provincial cricket matches. Unfortunately asbestos sheeting was discovered on the ceilings. A certified asbestos removal firm has been contracted to remove and dispose of the material.

Alexandra Theatre

Late last year the Alexandra Theatre underwent a safety review of the stage equipment by Theatre Systems and Design Ltd. The consultant raised serious concerns around the safety of the lighting bars and stage grid. As a safety precaution, the hanging lighting bars were removed and use of the remaining stage rods restricted.

An engineer was engaged to assess the stage equipment and supporting building structure. A report outlining the recommended repairs and funding was returned to the Vincent Community Board for approval.

IceInLine heat transfer to Molyneux Pool project

Installation of the plant at both the Iceinline and Molyneux Aquatic Centre is completed. Commissioning of the system is due at the beginning of the next ice season in early May. After the system has been run for a season the heat output will be reviewed and Then the potential to heat other neighbouring facilities explored.

Central Stories Building

Property staff have been working with the Central Cultural Centre Trust to transfer the ownership of the Central Stories building to Council.

At the August meeting, Councillors resolved to support a scoping study. The purpose of the scoping study is to inform Council regarding options for the current and future use options for the Central Stories building. The aim is to have this report completed within the financial year ready for Council's review and public consultation.

Clyde Community Hall

The Clyde Community Hall received a new roof, new heat pumps, and re-varnishing of hall floors. This has been a joint funding project between Council, Central Lakes Trust, and the Otago Community Trust.

Omakau Hall

The caretaker/cleaner of Omakau Hall (who is a CODC employee) has given notice with her final day being 22 September. The Omakau Hall's future is currently being reviewed as part of a feasibility study. Therefore bookings of this hall will come in house until the future of the hall is determined. Please direct people wanting to book the hall to the Council's main phone number, 03 440 0056.

Maniototo Park Stadium and Rugby Clubrooms

Kitset stage modules have been ordered for the Stadium and will be onsite mid-December. These modules are very light, durable but strong and can be set up in different configurations to suit different events. Utilisation of the stage kits at events at the stadium will save volunteers many hours of work. Many thanks to Ewan Mason for his help and guidance in selecting the appropriate stage system.

Domestic ovens have been replaced in the stadium as part of planned maintenance.

The local radio station Burn 729 held a very successful market day at the stadium with proceeds going to the Maniototo Hospital rebuild.

All of the Maniototo Park facility was utilised for the Maniototo Hospital dine and dance fundraiser. This event was very successful with proceeds going to the hospital rebuild.

The Rugby Clubrooms were used for the tail end of the after match rugby functions. Primary ITO held more training courses in the Clubrooms during this quarter. Otago Regional Council had a meeting in the rooms and sadly a local identity's funeral was also held.

Ranfurly Town Hall

It has been a busy time at the Ranfurly Town Hall, the Ranfurly Drama Club produced and performed their version of

Sleeping Beauty much to the delight and enjoyment of the community.

The Hall was to be the venue for a wedding, but given Maniototo turned on a beautiful winter's day, the ceremony was held in the War Memorial Garden.

The Hall was a perfect venue for the Maniototo Schools speech competition.

Wallace Memorial Room

This small intimate meeting room has been well utilised for counselling sessions, weekly bridge club games, an alternative space for one-on-one teaching and for Evergreens.

Naseby Town Hall

Fencing enthusiasts hold an annual duelling tournament at the hall. These colourful characters are really entertaining to watch as they are dressed in period costume and if weather permits hold an exhibition on the Naseby Recreation Reserve.

The results of the Great Naseby Water Race and presentations were held at the hall.

Swim Centres

Staffing has been steady over the quarter. Vacancies for casuals for both pools were advertised with a limited response. One part-time role at Molyneux Aquatic Centre was filled by an internal applicant and one full-time role filled by an internal applicant.

Overall numbers using the Molyneux Aquatic Centre were down 18% for this quarter compared with the previous year. Swim School numbers were down this quarter with the swim skills programme more spread out this year. Children visits were down and there were a higher number of members' visits.

Cromwell Swim Centre numbers were up 8.1% for the quarter. The number of adults, children and members using the facility all increased, however this is reflective of last year's lower numbers due to the gas heating problem at the pool in July.

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

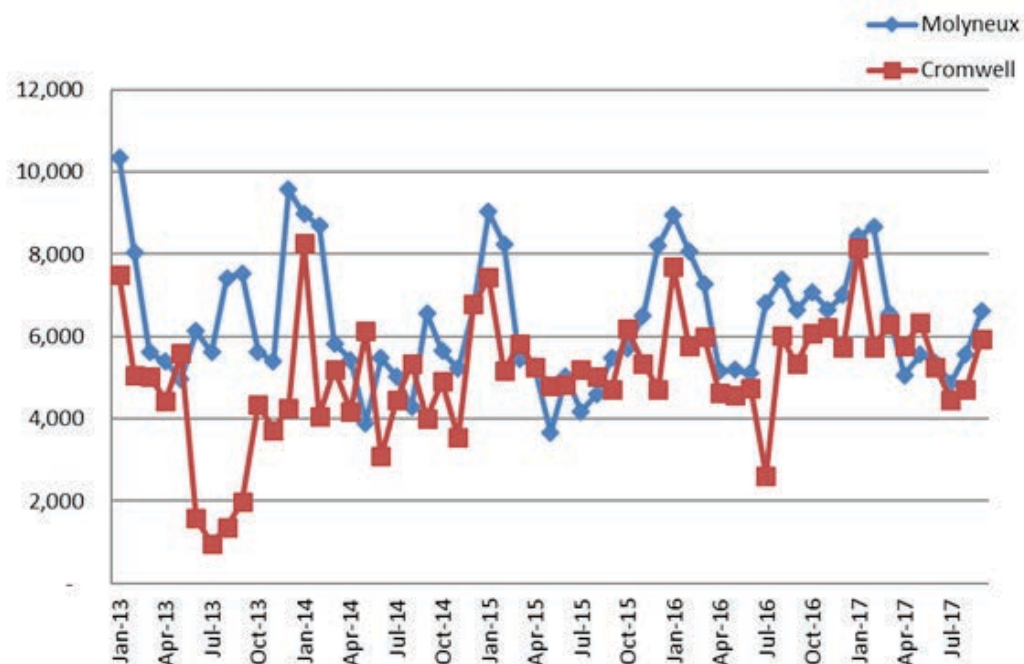
Advertising for the pools and swim school programmes were carried out in local papers, radio, at i-SITEs on the Onelan screens, Central Otago visitor guide, tear off note pads available throughout Central Otago, rack cards at the visitor information centres, on the CODC website and Facebook page.

Central Otago Swim School numbers enrolled in Term 3 were consistent, with 227 students at Molyneux Aquatic Centre (205 in 2016) and 154 students at Cromwell Swim Centre (139 in 2016). This is the largest Term 3 intake for both pools in five years and is a reflection of the work the swim school has done in building up a roster of good quality teachers.

The Swim Safe Programme for Term 3 was undertaken with the local community schools. This saw pupils from Alexandra/Clyde (1600 visits) and Cromwell schools (2053 visits) complete their swim skills lessons this term.

Results Summary

Pool Admissions



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

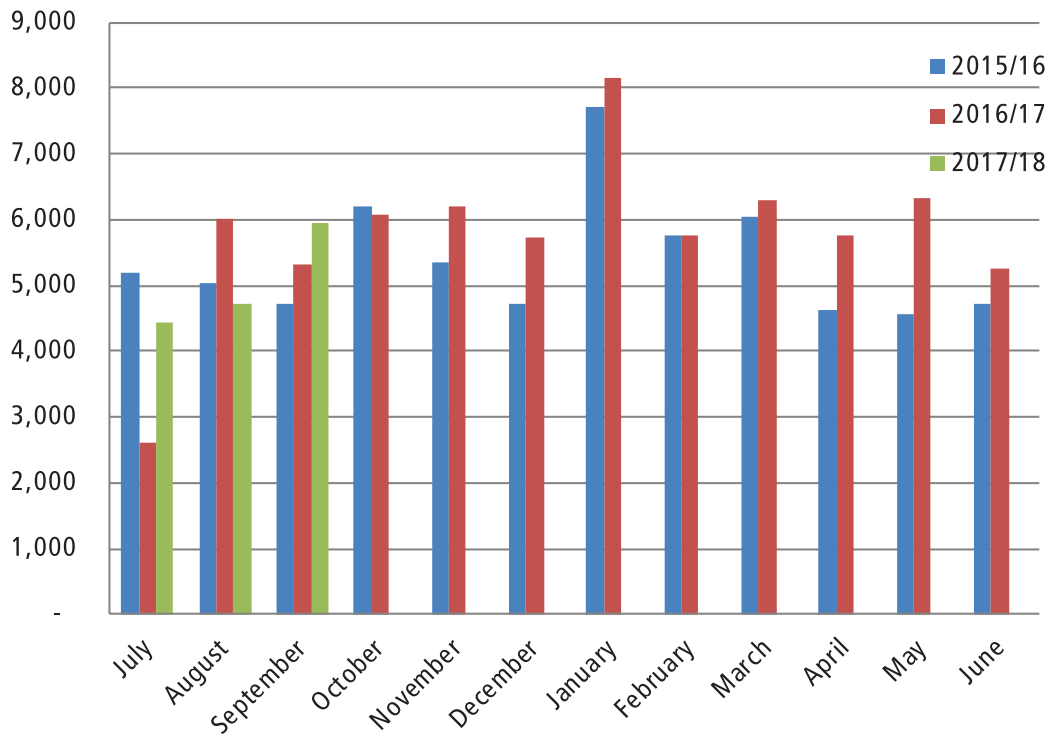
Cromwell Swim Centre

Cromwell Swim Centre numbers are up 8% for the quarter. The number of adults, children and members using the facility was up.

Cromwell Community Board had three contractors express interest in the Cromwell Swim Centre floor renewal tender. Innovations from Invercargill was picked after assessing all tenders. This work was programmed for mid-October to tie in with the replacement of the switchboard in the plant room and the repair to the Myrtha liner in the therapeutic pool.

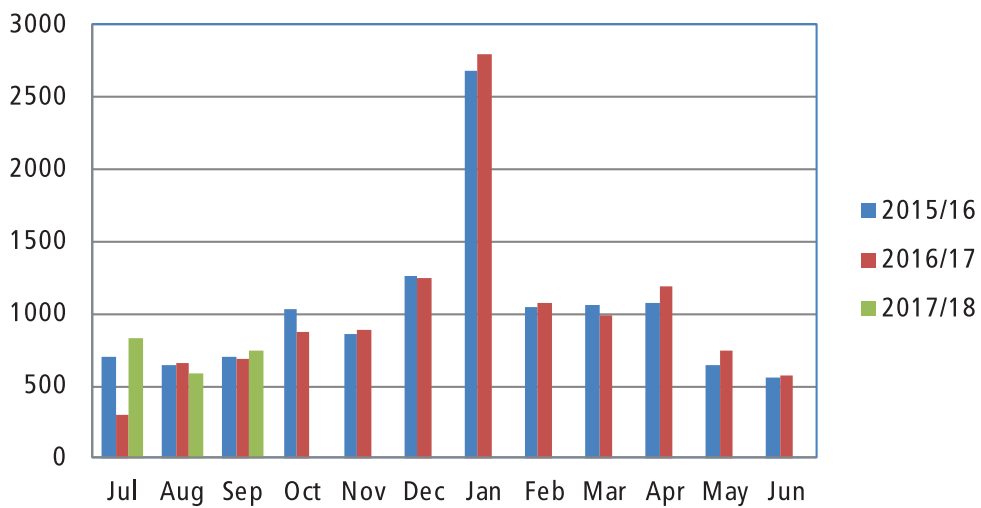
Admissions

Cromwell Swim Centre

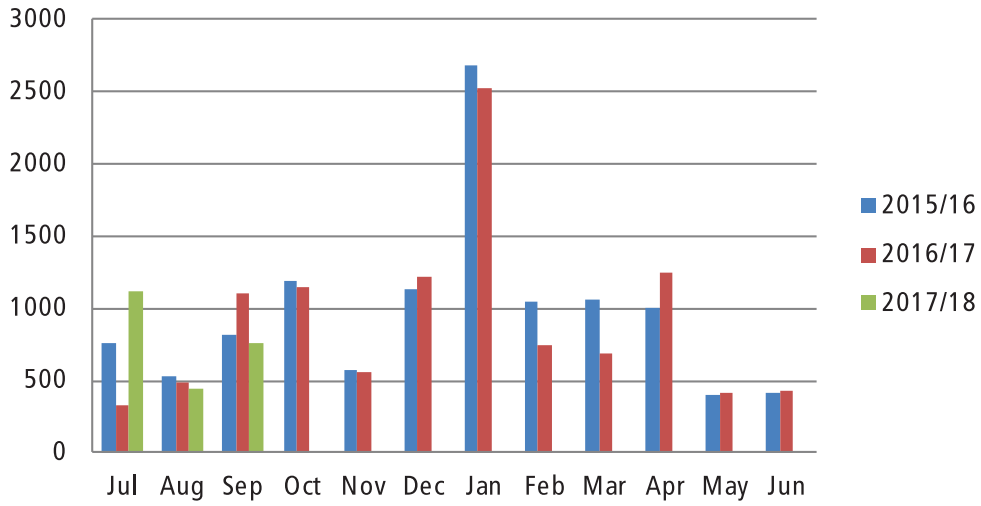


Some breakdowns of the above figures for people using the facility for the last year include:

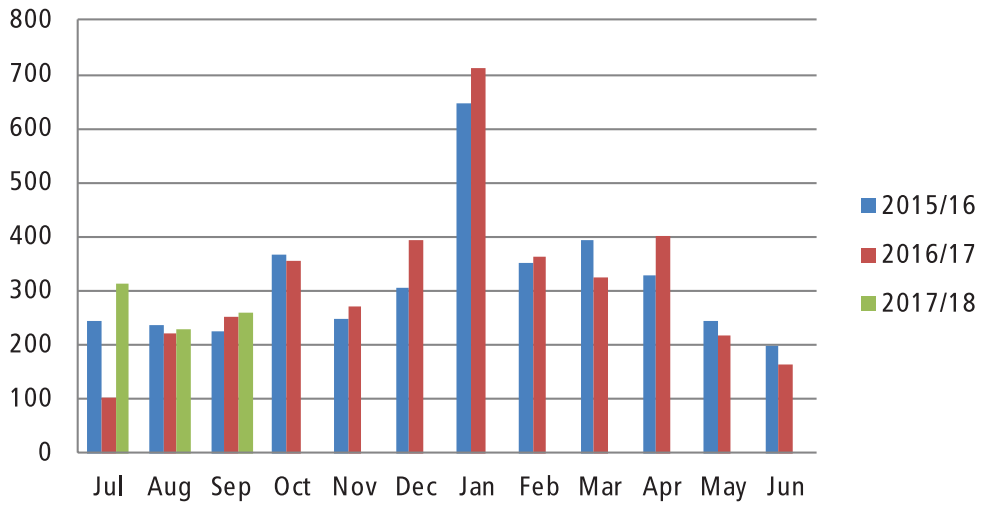
Adults



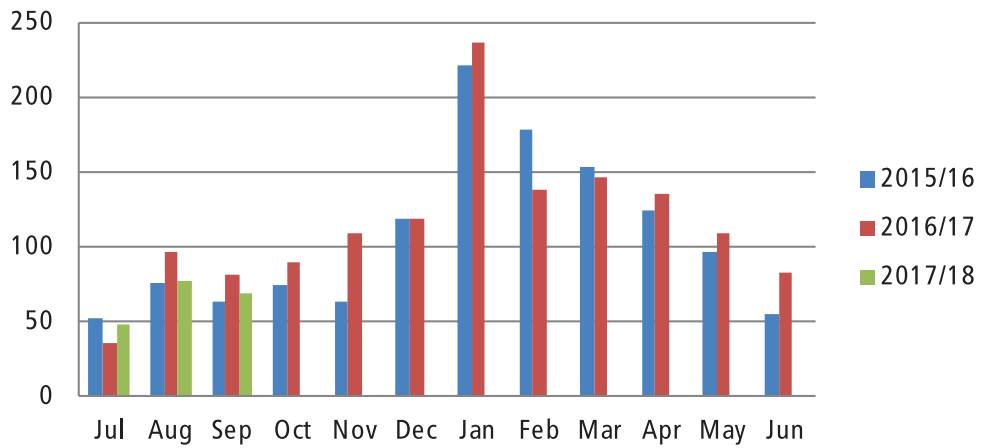
Children



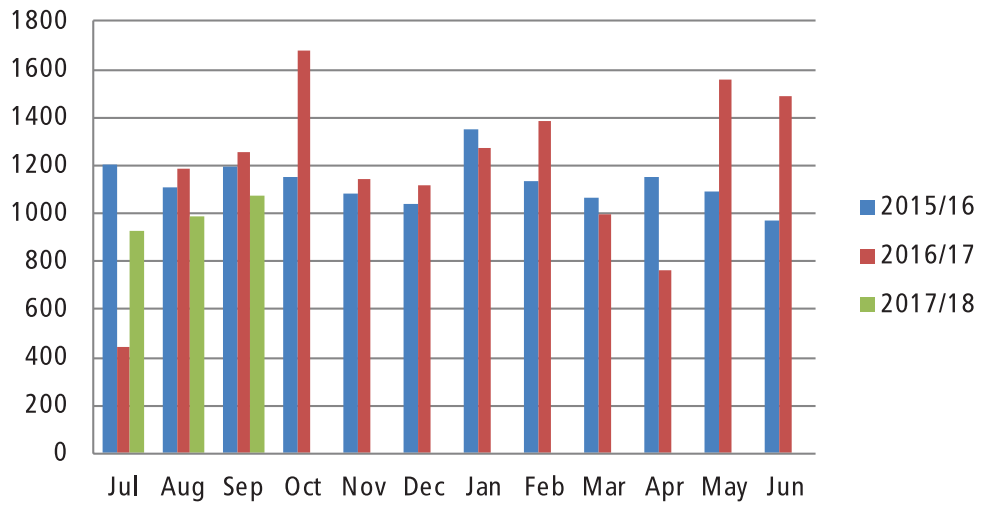
Preschoolers



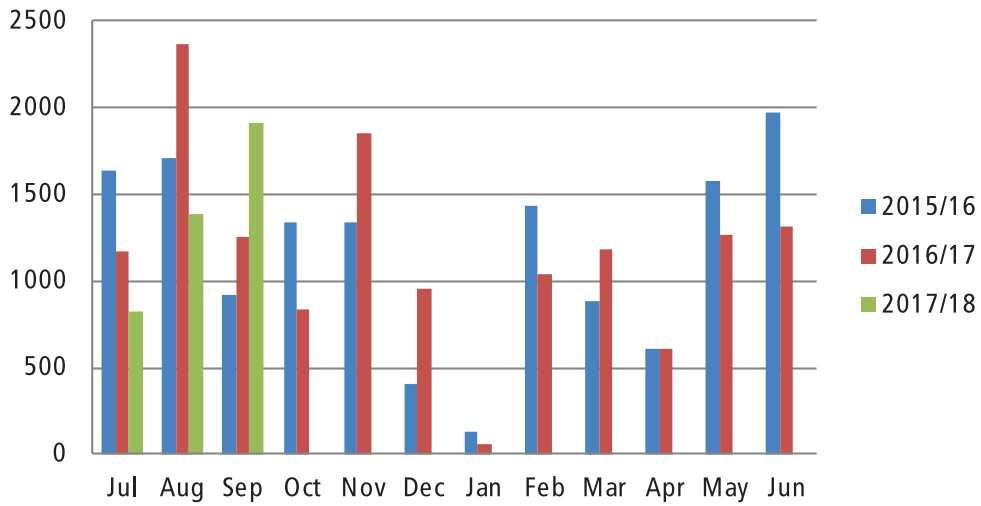
Cardholders - Gold cards and Tertiary



Members visits



Central Otago Swim School



Molyneux Aquatic Centre

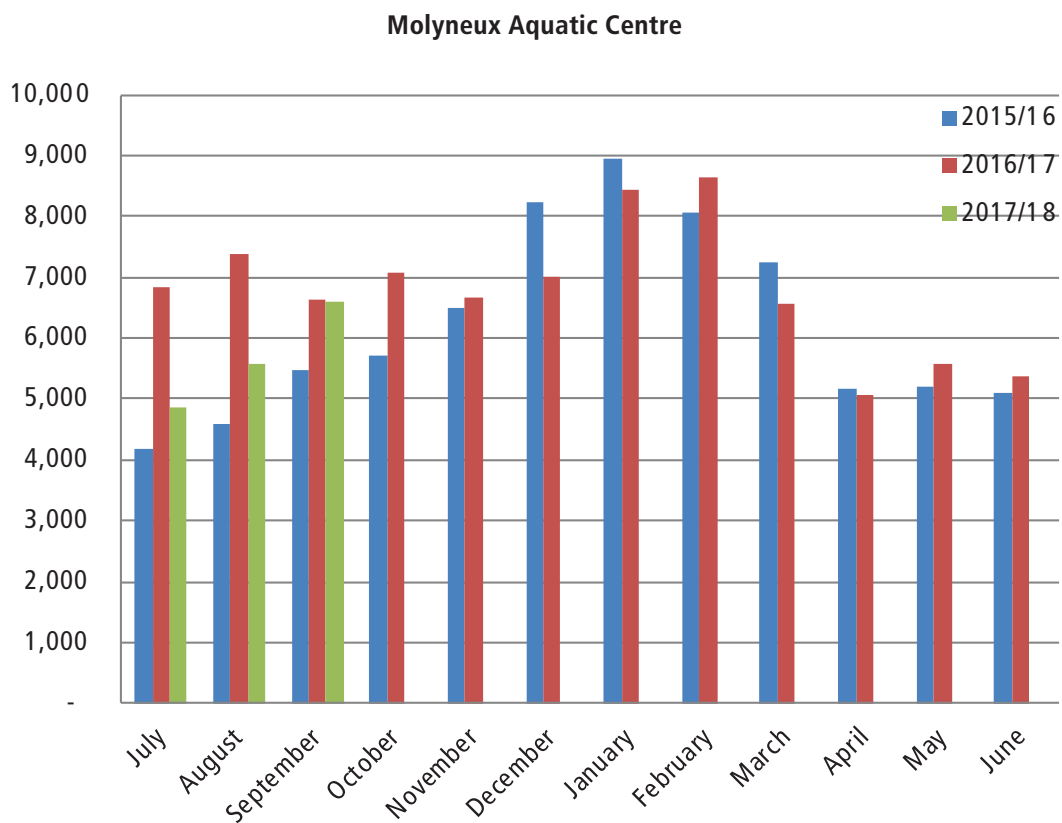
Overall numbers using the Molyneux Aquatic Centre are down 18% for this quarter compared with the previous year. Swim School numbers were down this quarter as the swim skills programme has been spread out throughout the year. Member visits were up.

The Team Leader for Molyneux Aquatic Centre resigned late in the quarter so recruitment for this role is underway.

Ice-in-Line has installed the pipeline from the ice rink to Molyneux Aquatic Centre along with the installation of a new heat pump. This is to carry 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 has now installed its new plant.

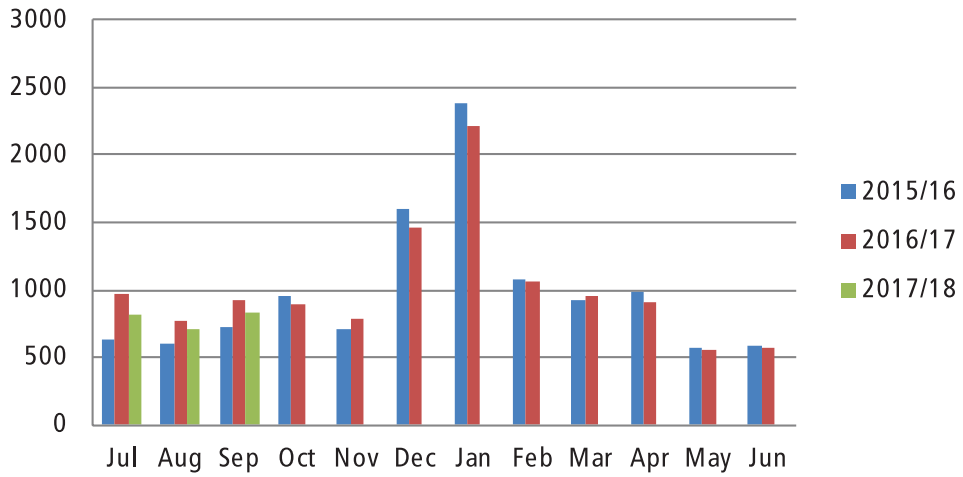
SPCA Soggy doggy splash

A pool party for dogs occurred in the outdoor pool at Molyneux Aquatic Centre on 29 October as part of the Alexandra Thyme Festival. Many of those attending also completed the Four Paws for SPCA family fun dog walk earlier in the day, so dogs were kept on a dip to cool off. A picnic was held in the outdoor space. This was an additional use for the outdoor pool and did not impact other users because the outdoor pool is not yet open to the public for the summer.

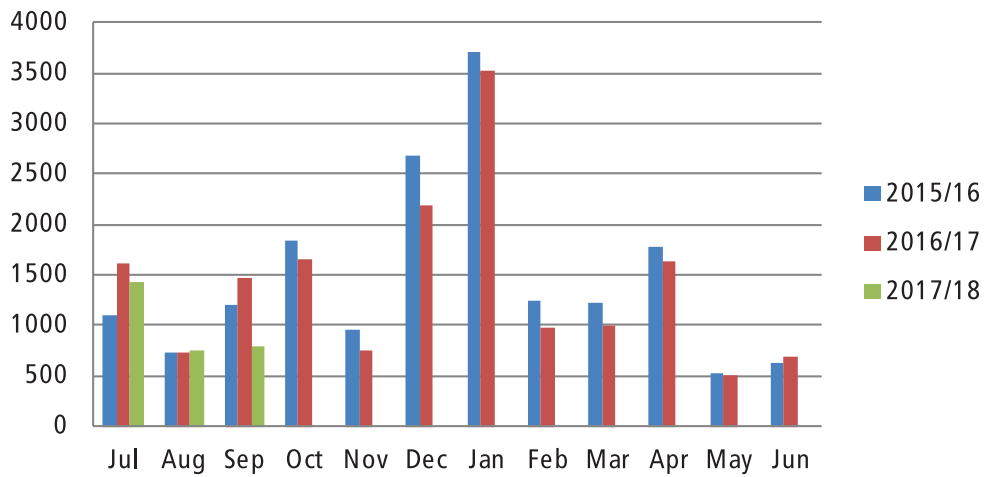


Some breakdowns of the above figures and admissions to the facility per month.

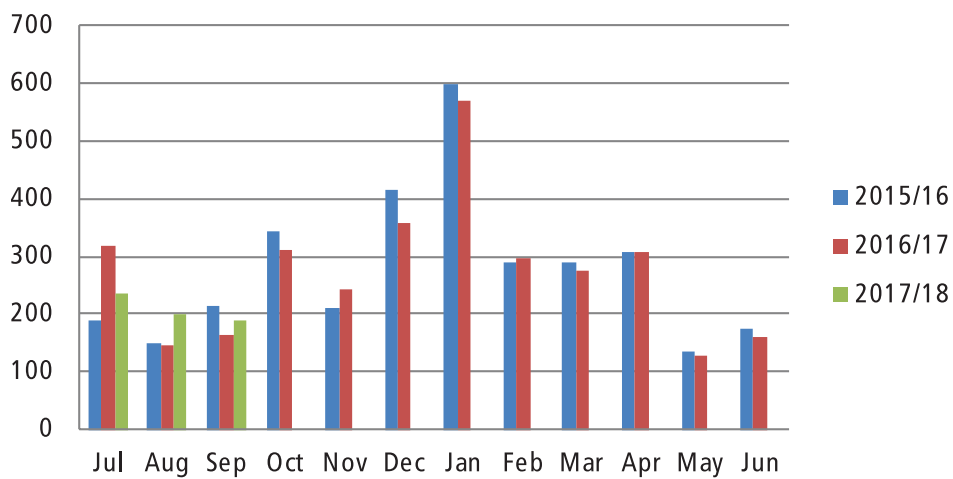
Children



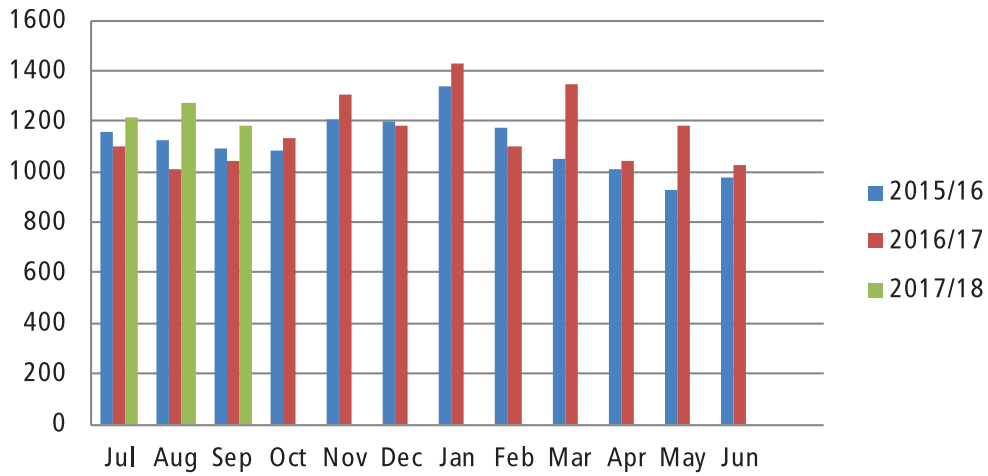
Preschoolers



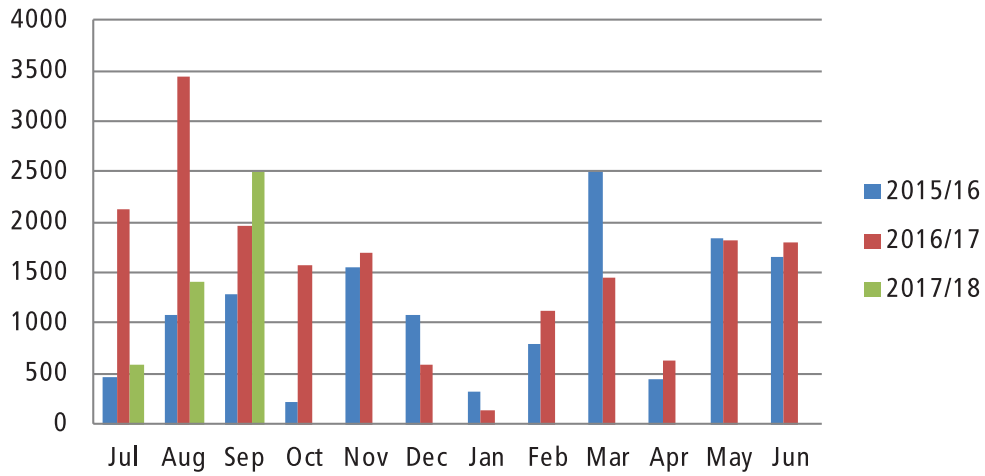
Cardholders - Gold cards and Tertiary



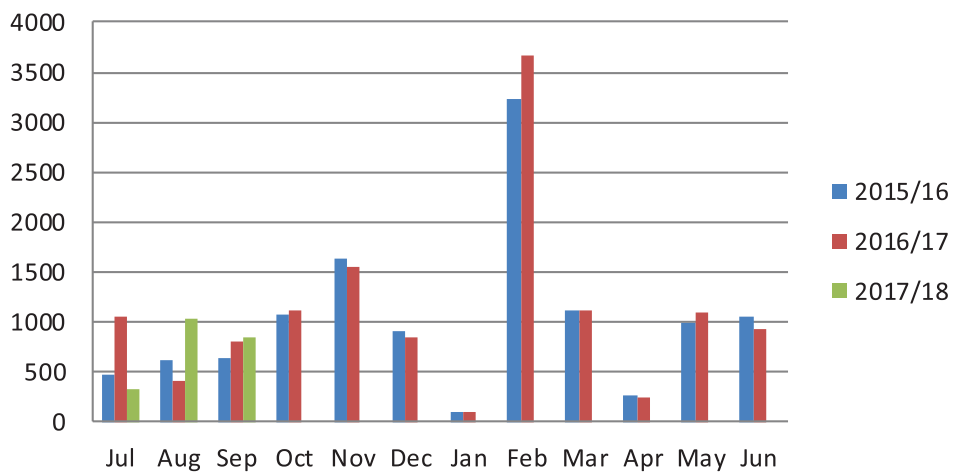
Members



Central Otago Swim School



Other Users



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

Community survey for the Pisa District

The Pisa District Community Plan Group has distributed a mail-out survey to all ratepayers in Pisa Moorings and the surrounding rural area. The survey will provide feedback on the things that people love most about their community and things they would like changed. The survey also addresses specific issues such as rabbit control options, street-side footpaths, school bus drop-offs and District Plan processes. Council's Community Development team is assisting the group with survey distribution and analysis. The analysis report will provide supportive information to the 2009 Pisa Community Plan.

Naseby vying to be an official 'Dark Sky Community'

The Maniototo Community Board has officially endorsed Naseby Vision's proposal to apply for international accreditation as a Dark Skies Community. An application is currently being prepared for presentation to the International Dark Sky Association (IDA). There are currently no International Dark Sky Communities in New Zealand, and Naseby Vision wants to realise this opportunity for the Maniototo.

Naseby Vision chose to embark on this project to protect and celebrate Maniototo's stunning night skies. Dark Sky Community accreditation has potential to enhance economic development, tourism, education, and connections with other IDA and scientific experts. In support of Naseby Vision's project, Council has adapted its LED street light installation programme by using 3000K coloured bulbs, rather than the 4000K bulbs recommended by NZTA, as these bulbs meet IDA light emission requirements.

Omakau Community Facilities Feasibility Study

Global Leisure Group (GLG), consultants for the Omakau community facility feasibility study, has been canvassing community opinions on what public-use facilities they think their community needs, now and into the future. A community questionnaire was distributed in July through post boxes and rural delivery runs to households in Omakau and the wider Manuherikia and lower Ida Valleys. Hard copies were also made available at local shops and schools. A second survey was also circulated to local community organisations and/or user groups to assess their community space needs. A drop-in session was also held at Omakau's Commercial Hotel so that community members could meet with and discuss the project with the consultants.

Feedback gathered through these processes will feed in to an issues and options paper that will help the consultants pinpoint what the community needs for community facilities and where these should be located.

Teviot Valley Community Development Scheme

The Teviot Valley online business community is underway!

An online Facebook network for local businesses was established in July, on a six-month trial, by the Teviot Valley Community Development Scheme. The social media platform provides a place for members to connect, collaborate and explore ideas and opportunities. Online discussions have included internet speed and connectivity (there's a vast range between users); whether there's an appetite for a collaborative working space (and there is some); and the pros and cons of working in a small rural community (no daily commute traffic, great climate for horticulture, and fabulous scenery versus seasonal income and local politics). The online group has met new arrivals, discovered skill sets that the community didn't know were here, seen a new product launched and watched a collaborative marketing initiative get off the ground. There are currently more than 40 members in the online network.

Assessing the challenges of bringing reliable internet to the Teviot Valley

Many people in the Teviot Valley struggle to access reliable internet connectivity. A key goal for the Teviot Valley Community Development Scheme (TVCDs) is to ensure the wider community can access and have the skills to make use of high-speed broadband services. A first step in this process was to investigate the current coverage available in the Valley and the services that are currently available or need to be installed. The TVCDs contracted IT company Digital Journey to develop a concept plan on what options are available for businesses and residents within the Valley. This report has now been completed. The TVCDs governance group is now working through possible connection options and the costings and reliability of each.

Strategic Thinking for Eden Hore Central Otago

A steering group has been established to investigate opportunities and provide strategic oversight into the development and delivery of a programme of partnerships and initiatives for *Eden Hore Central Otago*. The steering group will be chaired by His Worship the Mayor and includes nationally recognised leaders in fashion, museology, public relations and film media, plus representation of the Naseby community and the Steele family. Steering group members will provide innovative thinking and are tasked with using their influence to infiltrate nationally significant opportunities.

Council agreed to fund \$38,000 towards the establishment of the steering group, though ongoing funding of this steering group will be reviewed within Council's Long Term Plan process. The group's inaugural workshop is scheduled for late October.

Heritage Plan development for the Central Otago Heritage Trust (COHT)

The Central Otago Heritage Trust is developing a new heritage strategy for the district that is intended to provide an overarching document through which heritage organisations can carry out their activities. The new strategy uses the district's 2012 *Towards Better Heritage Outcomes for Central Otago* as a founding document.

The draft strategy is currently being circulated amongst heritage member organisations to gain their feedback. COHT chairperson Graye Shattky called a meeting of member group representatives in July to discuss development directions for the preliminary draft Central Otago Heritage Strategy and action sheet. COHT representatives are now meeting with each member organisations individually and work through the proposed action points.

Tourism Central Otago

Operator Contributions 2016-17

Tourism Central Otago's (TCO) campaign, industry and media activities during the 2016-17 financial year received record support from Central Otago operators and industry partners. In comparison to the 2015-16 total operator and partner contribution of \$26,293 the 2016-17 year combined contribution is \$101,631 – an increase of 286%.

The following information details the 'in kind' contribution made by operators who assisted TCO with promotional activities through the year. The term 'in kind' refers to the difference between the normal retail price of a product or service and the actual costs charged by operators.

OPERATOR 'IN KIND' CONTRIBUTIONS 2016-17			
	Accommodation	Activities	Total In Kind
Media Projects	\$6,843	\$14,620	\$21,463
Trade Projects	\$2,648	\$11,875	\$14,523
Marketing Campaign Projects	\$2,576	\$4,462	\$7,038
Total	\$12,067	\$30,957	\$43,024

During the 2016-17 financial year 29 media, marketing campaign and trade files were managed. This is an increase of nine files from 2015-16. The itineraries and activities provided opportunities for 94 (43 in 2015-16) individual tourism providers and were as follows:

- 5 x Domestic media
- 9 x Domestic / International marketing activities
- 8 x International Media (includes 6 ex Australia)
- 7 x International Travel Trade

In addition to the 'in kind' contribution by local operators, Tourism New Zealand's Marketing, International Media and Trade Programme together with other industry partners contributed to a combined value of \$58,607. A one-off project boosted this amount significantly in the 2016-17 year. This was the joint venture photo shoot for the Otago Central Rail Trail where the Rail Trail Trust, Enterprise Dunedin and Tourism Central Otago collaborated with Tourism NZ toward a total project cost of \$55,000. TCO's contribution was \$5000.

Operator and partner contributions for 2016–17 financial year therefore equate to a combined financial benefit to Central Otago Tourism marketing activities of \$101,631.

This amount excludes the \$40,585 revenue generated from operator advertising in the Central Otago Visitor Guide, which is directly allocated to the cost of producing and distributing the guide.

The impressive level of support given to TCO by operators and partners significantly adds to the marketing of the region and its attractions. The 2016-17 year has continued to see growth across the visitor sector and TCO acknowledges and appreciates the ongoing support it receives.

Campaigns - New Zealand

FOOD & WINE

EAT.TASTE.CENTRAL – 20 September- 23 October

Tourism Central Otago in association with 27 local businesses, launched a new food and wine campaign called EAT.TASTE.CENTRAL this Spring.

The aim of the new activity is to increase awareness of the diverse wine, food and beverage options available throughout the region, celebrate our local flavours and producers plus drive additional visitor spend in a traditional shoulder season.

The EAT.TASTE.CENTRAL campaign encourages locals and visitors to explore the tastes of Central Otago over a four

week period and includes both a public and judged voting competition.

Locals and visitors were invited to take their taste buds on a journey through the flavours of Central Otago. Local cafés, restaurants and cellar doors have helped produce a Central Otago Regional Menu celebrating our place in three categories: Burger & Sandwich Challenge, Main Meal Challenge and the Pie Challenge. Many of these dishes were matched with local Central Otago wines, beers and juices. The public were able to vote online for their favourite menu items and the Peoples' Choice Award. An invited judging panel will select its top picks and an overall winner.

Venues participating in EAT.TASTE.CENTRAL come from across the entire region including: Millers Flat, Roxburgh, Alexandra, Chatto Creek, Lauder, Ophir, Otarehua, Naseby, Ranfurly, Waipiata, Clyde and Cromwell. Find out more at www.eattastecentral.co.nz

CYCLING

New Z-Card Cycle Central Otago Brochure

TCO developed and produced a new look Cycle Central Otago map and Trail guide. The Z-card folded guide was designed to provide a practical overview of cycling options throughout the region including the three Great NZ Rides, mountain bike trails, bike parks and skills areas, cycling events and other back country options. The Z-Card will be used as a resource at consumer events and copies are available from Central Otago i-SITES.

Flight Centre Sports and Events Cycle and Trail Run Epic

TCO continued its involvement with the Cycle Epic event in Australia. TCO attended the event and staffed an information tent across the weekend promoting Central Otago's cycling and mountain bike trails, events and holiday activities to 1600+ mountain bikers and trail runners, plus an additional 3000 spectators. The event is known as one of the largest mountain bike participation events in Australia.

The activity aligns with TCO's wider cycling campaign activity across other consumer events and digital promotions. A holiday prize competition was run in partnership with a range of local activity and accommodation operators. This competition will also be promoted online and at the Lake Taupo Cycle Challenge in late November 2017.

Campaigns - Australia

CYCLING

Tourism New Zealand

Three South Island cycle trails, including the Otago Central Rail Trail, were featured in Tourism New Zealand's latest promotion to encourage more Australians to think about and plan a cycling based Kiwi holiday.

The West Coast Wilderness Trail, Tasman's Great Taste Trail and the Otago Central Rail Trail feature in video clips promoted through Tourism New Zealand's social and digital channels, on Facebook and Instagram and through newzealand.com. The campaign will run throughout 2017. The first phase aired in early September through to mid-October, promoting autumn travel.

Cycling has been identified as an area of special interest by Tourism New Zealand with the potential to drive shoulder season travel, regional dispersal and attract higher value visitors.

Australia is a key market with an estimated 10 percent of Australian visitors already including cycling as part of their visit. Using cycling as the base for a holiday that is within easy reach of an incredible range of other experiences is part of a continued push to get more Australians to visit New Zealand.

SELF-DRIVE

South Island Journeys

This Tourism NZ (TNZ) led campaign runs in partnership with Christchurch Airport and 14 South Island Regional Tourism Organisations. The focus is on offering five themed touring routes around the South Island all starting from Christchurch.

The Nature & Heritage Journey is just one of the themed itineraries of which Central Otago product is available to book. Promoting a travel period of March to May 2018, the campaign was promoted widely to the Australian

market from 11 September to 16 October with sales being directed to Flight Centres. The Nature and Heritage Journey starts in Christchurch, visits Oamaru, Dunedin, Alexandra, Cromwell and ends in Queenstown.

Travel Trade

Trade Famil for Inbound Tour Operators – 15-16 August

TCO hosted three travel buyers in region for two days in mid-August. Each representative was from a major inbound tour company (NZ Fine Touring, Pacific Destinations and Japan Travel Bureau 'JTB'). This famil followed TCO's trade meetings in August 2016 and ongoing collaboration with Enterprise Dunedin. TCO offered a Central Otago itinerary linking Dunedin to Queenstown, which provided the opportunity to introduce this group to 13 Central Otago operators and experiences as they navigated through our region.



L to R: Sally Davis (NZ Fine Touring), Junko Otsuki (JTB NZ), Amelia Tanawi K. (Pacific Destinations) and Stuart Duncan at Wedderburn Cottages

Flight Centre Travel Group – Trade Meeting

TCO's Trade and Consumer Marketing Manager and Digital Marketing Manager met with Flight Centre Travel Group's NZ Product Manager and South Island Destination Manager in Brisbane in early September. This meeting provided an opportunity to strengthen relationships with an existing travel wholesaler, provide an update on the region and trade products available, as well as gain insight into business contracting within Central Otago and the opportunities for our region.

Media & PR

Bennett & Slater – 3 to 7 July

TCO hosted writers Sarah Bennett and Lee Slater in July to secure positive messaging around winter holidays in Central Otago. One of their images from the Otago Central Rail Trail was picked up by Lonely Planet who have 1.3m Instagram followers. The image received over 14,000 likes and 100 comments.

Wellington based Sarah Bennett and Lee Slater are freelance writers specialising in New Zealand travel. They produce travel features and content for online consumer campaigns plus a range of print collateral including NZ Cycle Trails, Walking Guide booklets, Lonely Planet, Jetstar magazine, Epic Rides and Wine Trails, etc. They also manage the new Instagram account for the entire NZ Cycle Trail.

Their clients include Tourism NZ with their articles published on newzealand.com. Sarah and Lee spent time in Naseby – enjoying some snow as an added bonus - cycled two days of the Rail Trail, spent a night in Clyde before visiting Cromwell. Sarah and Lee have a list of story ideas to develop following their visit and will be pitching these to relevant media outlets.

Tourism NZ (TNZ) International Media (IMP) Famil – 23 to 25 August

TNZ confirmed Central Otago as one of only a handful of regions securing a TNZ Media Team famil during 2017–18. TCO hosted three PR advisors – including one from the major events team.

A successful three-day famil was undertaken where the itinerary followed the proposed Central Otago Touring Route – beginning in Dunedin and finishing in Queenstown. Along the way, the group were introduced to 20 operators and experiences. They enjoyed cycling on two of our trails and experienced a range of other activities – including art, wine and food. The famil participants were asked to comment on the region’s experience and its value to the Tourism NZ Media and Event PR team. The following feedback was received from the PR Advisor responsible for working with TCO on the content of the itinerary.

“Firstly, thank you so much for taking time out of your busy schedule to be the most warm, generous and accommodating host. You went above and beyond at every step of the way and made it thoroughly enjoyable, yet educational for all of us. Your relaxed nature and in-depth knowledge of the region, not to mention the amazing itinerary you put together for us, left us not wanting to leave. I can say with sincerity that I haven’t stopped raving about Central to pretty much every person I have come across since I have been back. The people, stories, food, wine and everything in between is a real class act, world class.”

TCO is already aware that the region will secure a media group post Queenstown Marathon and two other opportunities – one ex the US and one from South East Asia markets during November 2017.

Industry Workshops

TCO representatives attended the following Tourism Industry Workshops:

Discussing Tourism – 2 August

Tourism Industry Aotearoa (TIA) held a one-day workshop in Dunedin that included industry updates from, TIA Chief Executive Chris Roberts, TIA Advocacy Manager Steve Hanrahan, Enterprise Dunedin Manager Ryan Craig and Ziptrek Ecotours Owner Trent Yeo, plus sharing of ideas about the visitor experience.

TIA presented research on the ‘mood of the nation’ and the need to shift and change the narrative to better communicate the wide benefit that tourism brings to New Zealand as a whole. TIA shared strategies in meeting visitor demand while ensuring social, environmental and economic obligations are met as part of a sustainable tourism future. Enterprise Dunedin presented on tourism growth focusing on five key themes: business vitality, alliances in innovation, development of a skills/talent hub, linkages beyond borders and promoting Dunedin as a compelling 12 month visitor destination. Trent Yeo of Ziptrek Ecotours’ presented on their sustainable practise, the importance and value of new product offerings and the need to adaptable as technologies change. Creating a product that inspires visitors by creating a connection to a more sustainable world was key.

Tourism Connect & Regional Tourism NZ (RTNZ) AGM – 27/18 September

The annual Tourism Connect meeting hosted by Tourism New Zealand (TNZ) and Regional Tourism New Zealand was held at the end of September. This is the annual meeting of all Regional Tourism organisations in New Zealand and a direct networking opportunity with all key members of the Tourism New Zealand executive.

Topics discussed included: TNZ’s Strategic plan, TNZ campaign reports, regional dispersal, social license, national organisation changes and developments in the digital landscape.

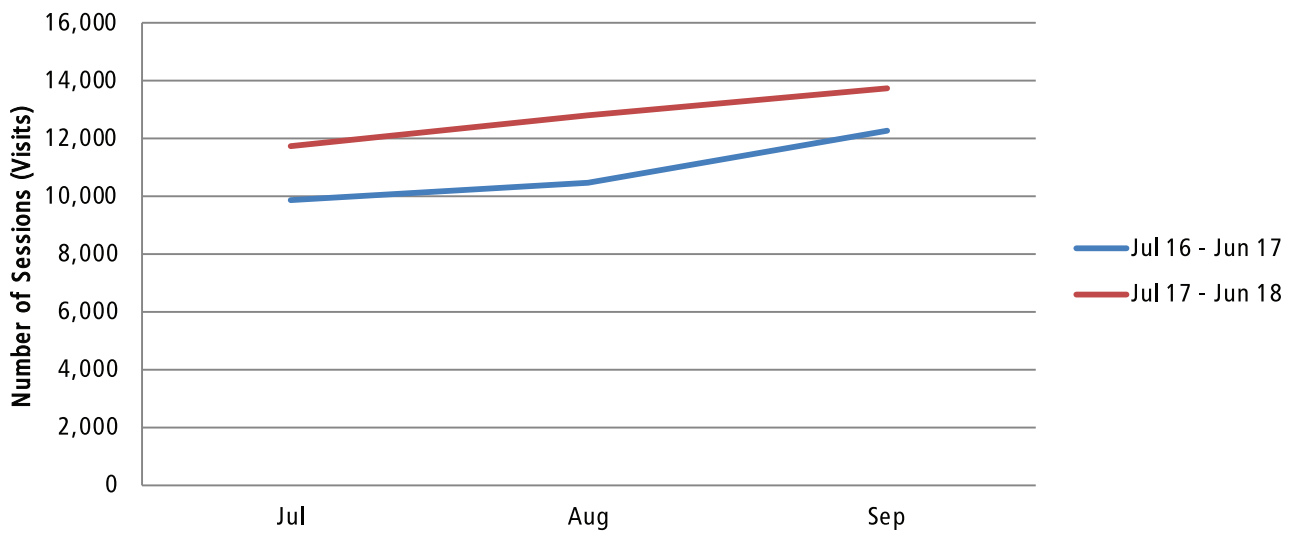
The RTNZ AGM was held with updates from Air New Zealand on regional and international markets and an address from Westpac Economist Michael Gordon, on how the national and international monetary and political market may affect tourism.

CENTRAL OTAGO NZ WEBSITE STATISTICS

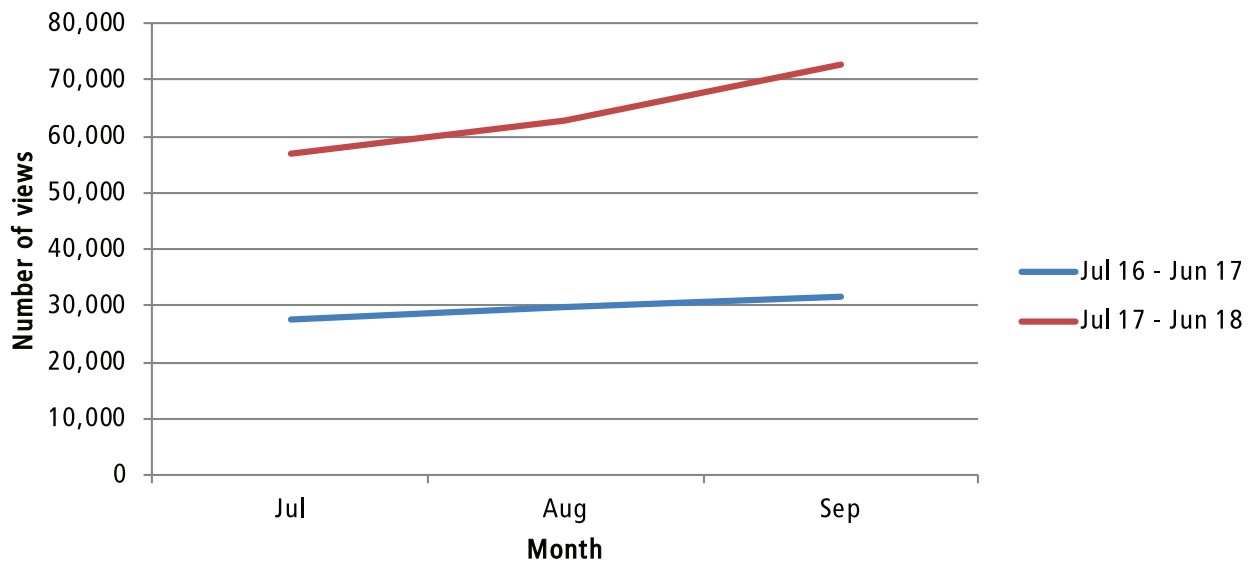
The following statistics compare the number of visitors and sessions for www.centralotagonz.com for the July-September quarter in the last two years.

Comparison of the Central Otago NZ website statistics over the quarter compared to the same period in 2016 shows an increase of 17% in total sessions alongside the number of pages viewed by these visitors having increased by 54%.

Tourism Central Otago website
total sessions (visits) per month



Tourism Central Otago website page views per month



Regional Identity

Central Otago Awards

A key focus for this quarter was coordinating the 2017 Central Otago Awards. The Central Otago Awards are an opportunity to recognise both individuals and businesses who are making an outstanding contribution to the community of Central Otago. The Awards are built around our regional identity values and judging is determined by those entries and nominations that most closely represent those values.

On 8 September the Award winners were announced in front of friends, family, colleagues and invited guests at a special ceremony held at the Roxburgh Entertainment Centre. All award recipients and winners were presented with a handcrafted recycled trophy and certificate.



The Award winners were:

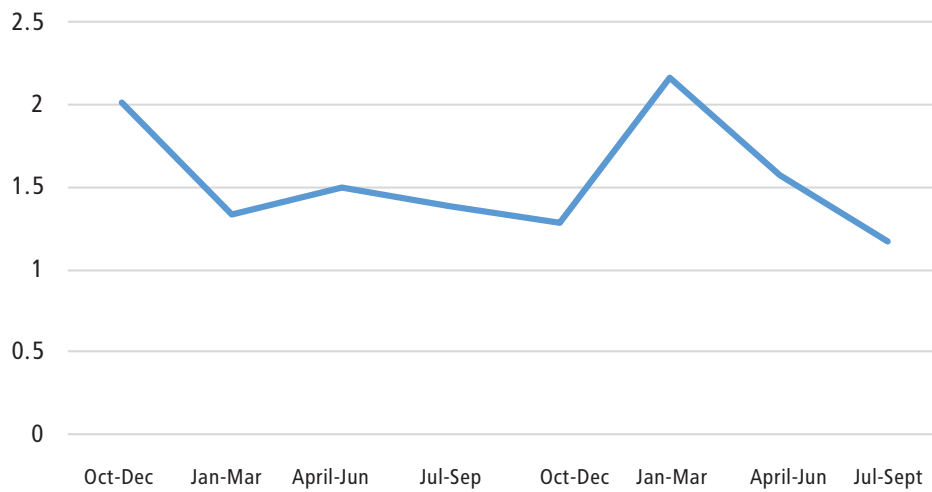
- Youth Award - James Sutherland
- Apprentice Award for Overall Excellence – Luke Bottriell
- Highly Commended for the Apprentice Award for Overall Excellence – Dave Ewan
- Young Professional Award – Morgan Grundy
- Business Excellence Award – The Real Dog Equipment Company
- Highly Commended for Business Excellence Award – Gary Anderson Solutions for Sound & Lighting

The five Community Services Award recipients for 2017 were Judy Elliott Hall (Alexandra), Carol Haig (Clyde), Heather McPherson (Cromwell), Rod Peirce (Roxburgh) and Valerie Smith (Naseby). For more information on this year's award recipients go to the Central Otago Awards website - www.aworldofdifference.co.nz/central-otago-awards

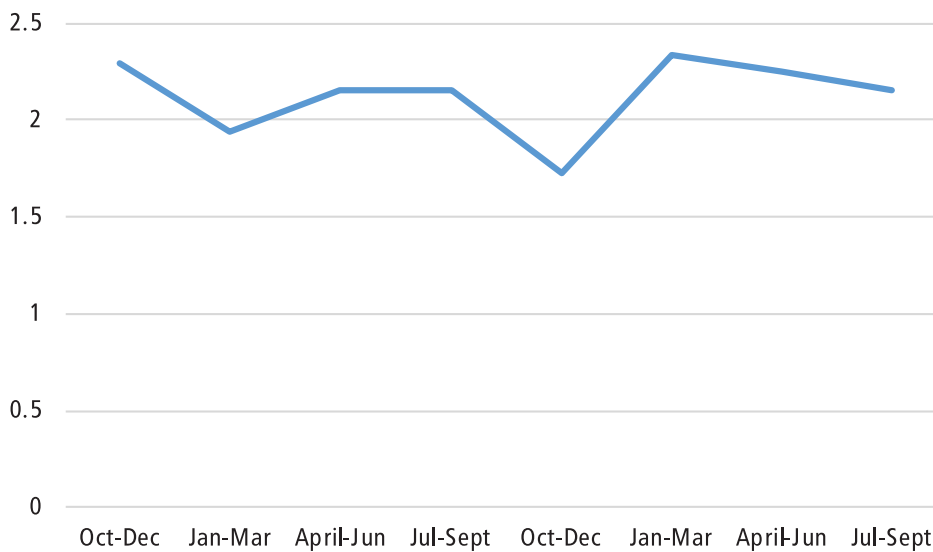
World of Difference Website

The Central Otago regional identity website – www.aworldofdifference.co.nz analysis for the July – September 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.

Av length of time/session



Av no. of pages/session



In terms of the content, the key pages viewed included 'Our Journey' with the average length of time spent on this page being 1.10 minutes, this was followed by the Central Otago Awards (0.44 minutes), then Our Stories (0.39 minutes), Central Blue Ltd's profile (1.41 minutes), Award winners (3.03 minutes).

Narrated Water Story

Developing a narrated video clip for the Central Otago Water Story is well underway. The script and voiceover is finalised, and most of the images are sourced. All that is required is a soundtrack to compliment the story. Once the video is finalised, it will feature on the www.aworldofdifference.co.nz website under 'Our Stories'.

Our Communities

One of the key aspects about Central Otago is our unique communities: they differ greatly from one another. Already the key stories for Cromwell Basin and Teviot Valley have been developed and the overarching story for each area now features on www.aworldofdifference.co.nz/our-place. The wider Manuherikia area is the next key focus of work. Workshops are planned for late October/early November to help identify the unique stories for the wider Manuherikia area.

Economic Development

Ultra-fast Broadband

Government announcements on the extension of the Ultra-Fast Broadband, Rural Broadband Initiative and Mobile Black Spot Fund programmes contained good news for the Central Otago district community. Bannockburn, Pisa Moorings, Naseby and Ranfurly are now to join Alexandra, Clyde, Cromwell and Roxburgh also to be included in the fibre to the door programme. Crown Fibre Holdings will be working over coming months to determine exact coverage for extension of the Rural Broadband Initiative 2 (wireless broadband) in those parts of the district that don't currently receive it or have access to fibre. Mobile phone coverage will be extended to the Lindis Valley, Beaumont including that section of the Clutha Gold Trail, and Moa Creek.

Irrigation

The Manuherikia Catchment Water Strategy Group project moved into a new phase with the decision to form a new company, tentatively called "WaterCo", to take the project forward. This will give the project its own legal identity allowing the CODC to step back from the contracting support role it has played to date.

Pioneer Energy and the Dairy Creek Irrigation Company announced the Dairy Creek irrigation scheme in the lower Manuherikia Valley will go ahead. The scheme will irrigate some 1,500 hectares of land opening the way for new horticulture and pasture farming developments. The scheme will take water from the Dairy Creek inlet on Lake Dunstan. Pioneer Energy is financing the project.

Innovation Hub

There was good uptake from the community to an invitation from Council to participate in a facilitated workshop to develop a vision for a Central Otago based Innovation Hub. Central Otago has a rich history in science and innovation, from pioneering gold mining systems, to the Hayes Engineering wire strainer, to fruit crop variety development and innovative wine growing techniques. The idea behind the Innovation Hub is to provide a platform and support that will enable and encourage technology entrepreneurs to build on this rich heritage and grow an innovative district economy.

Visitor Information Centres

Overall visitor numbers to centres were down 7% compared with the 2016 July – September quarter.

This quarter's revenue is down 19% (\$29,000) on the same period last year but this is due to the large number of accommodation and travel bookings (\$30,000) taken for the National i-SITE Conference that was held in Cromwell in September 2016.

Two staff attended the National i-SITE Conference held at National Park.

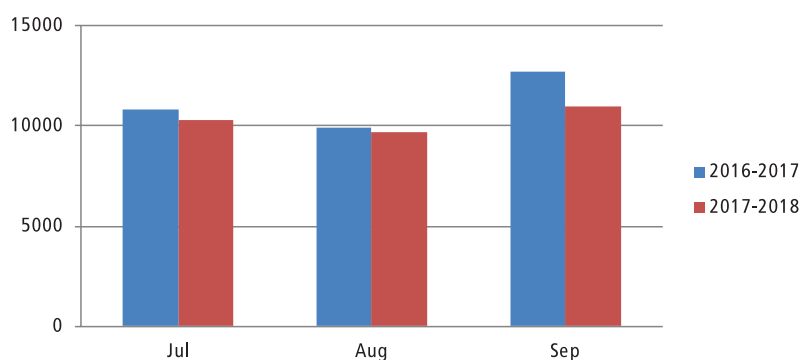
Ten staff attended a sales training workshop subsidised by i-SITE NZ.

One staff member completed their level 4 qualification as part of i-SITE membership requirements.

Roxburgh moved to summer hours (open at weekends) on 30 September due to increase in visitor traffic.

Outlook for the next quarter is for modest growth in bookings, the centres are currently working on accommodation bookings for both a film crew and the Irrigation NZ conference.

Visitor Numbers to Central Otago i-SITEs



Overview of visitor numbers

Alexandra

Visitor numbers decreased by 10%. Overall bookings by origin were distributed between locals (79%), domestic (14%) and international visitors (7%).

Cromwell

Visitor numbers decreased 8% on the same period last year. Overall bookings by visitor origin were locals (69%), followed by domestic visitors (17%) and international visitors (14%).

Ranfurly

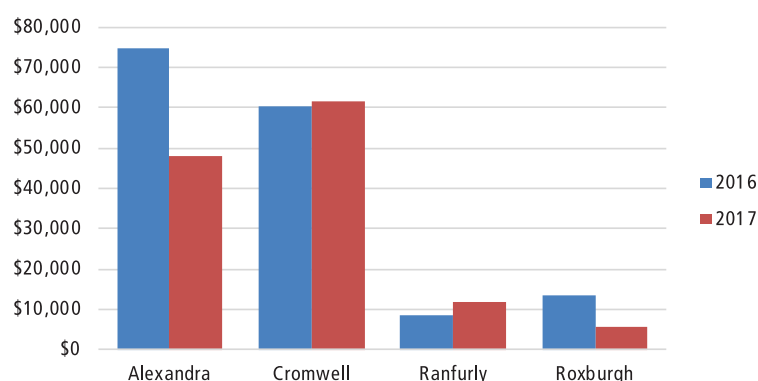
Visitor numbers increased 4%. Domestic visitors (71%) were the largest proportion making bookings, followed by locals (20%) and International visitors (9%).

Roxburgh

Roxburgh Centre (library, service centre and visitor centre) visitor numbers decreased 6%. Bookings made at the Roxburgh Centre were split between locals (76%), domestic visitors (9%) and international visitors (15%).

Revenue

Revenue Comparisons
July - September



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

Overall revenue decreased 19% (\$29,877) against the same period last year due Central Otago i-SITEs booking over \$30,000 in accommodation and travel for delegates to the National i-SITE conference that was held in Cromwell last year. This was a one off event for Central Otago with the bookings not repeated in 2017. The majority of these bookings were processed through the Alexandra i-SITE.

Event ticket sales were up 8% for the quarter despite the Teviot Tartan Awards not being run this year. The sale of tickets to the Teviot Tartan awards significantly boosted Roxburgh i-SITEs sales in 2016. Total retail sales were down 13% on last year.

This quarter, locals accounted for a 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 increased while the average booking sale decreased for domestic visitors (due to the i-SITE conference) and international visitors.

Average Booking Sale by Origin of Visitor			
July – September	2016	2017	% Increase
Local - Central Otago	\$51.96	\$59.09	14%
Domestic	\$193.79	\$137.79	-29%
International	\$205.22	\$167.83	-18%

Visitor Bookings by Origin		
July – September	2016	2017
Local - Central Otago	66%	72%
Domestic	22%	18%
International	12%	10%

Bookings

As explained above, total bookings for all centres decreased by 26% (\$30,737). Bookings accounted for 68% of revenue.

Alexandra: Bookings decreased 49% compared with the same period last year.

Cromwell: Bookings decreased 19% compared with the same period last year.

Ranfurlly: Bookings increased 93% compared with the same period last year.

Roxburgh: Bookings increased 326% compared with the same period last year.

Retail Sales

Total retail sales for all four centres decreased by 13% (\$1,622) from the same period last year.

Alexandra: Retail sales decreased 17% this quarter compared to last year.

Cromwell: Retail sales increased 26% this quarter compared to last year.

Ranfurlly: Retail sales decreased 23% this quarter compared to last year.

Roxburgh: Retail sales decreased 39% this quarter compared to last year.

Event Sales

Event ticket sales increased 8% (\$2,070) this quarter compared to the same period last year. The majority of the event tickets were sold through the Alexandra and Cromwell i-SITEs.

Alexandra

July - Sept 2017	Visitors	11730
July - Sept 2016	Visitors	13091
Visitor numbers decreased by		-10.4%
	Gross Revenue	% of total sales
Bookings	\$ 29,061.04	61%
Retail	\$ 4,113.30	9%
Event Tickets	\$ 14,446.60	30%
Display Rental	\$ 364.00	1%
REVENUE 2017	\$ 47,985.63	100%
REVENUE 2016	\$ 74,932.70	100%
Revenue decreased by		-36%
Cost of retail goods sold		73%
Commission earned		\$ 4,371.89

Ranfurlly

July - Sept 2017	Visitors	4131
July - Sept 2016	Visitors	3964
Visitor numbers increased by		4.2%
	Gross Revenue	% of total sales
Bookings	\$ 9,158.00	77%
Retail	\$ 2,808.70	23%
Event Tickets	\$ -	0%
Display Rental	\$ -	0%
REVENUE 2017	\$ 11,966.70	100%
REVENUE 2016	\$ 8,385.00	100%
Revenue increased by		43%
Cost of retail goods sold		59%
Commission earned		\$ 885.98

Cromwell

July - Sept 2017	Visitors	10533
July - Sept 2016	Visitors	11454
Visitor numbers decreased by		-8.0%
	Gross Revenue	% of total sales
Bookings	\$ 43,189.00	70%
Retail	\$ 3,350.60	5%
Event Tickets	\$ 14,622.00	24%
Display Rental	\$ 550.00	1%
REVENUE 2017	\$ 61,668.66	100%
REVENUE 2016	\$ 60,256.21	100%
Revenue increased by		2%
Cost of retail goods sold		56%
Commission earned		\$ 6,250.74

Roxburgh

July - Sept 2017	Visitors	4543
July - Sept 2016	Visitors	4870
Visitor numbers decreased by		-6.7%
	Gross Revenue	% of total sales
Bookings	\$ 4,370.80	78%
Retail	\$ 976.60	17%
Event Tickets	\$ 257.00	5%
Display Rental	\$ -	0%
REVENUE 2017	\$ 5,604.40	100%
REVENUE 2016	\$ 13,528.71	100%
Revenue decreased by		-59%
Cost of retail goods sold		89%
Commission earned		\$ 464.80

Note: commission earned is on bookings and events

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 July 2017 to 30 September 2017 a total of 269 building consents were issued at a value of \$ 50,463,192.

An analysis of trends in building consent numbers and their values indicates the number of consents received in this quarter had an increase of 5.2% and the value also increased by 3.7 % when compared to the same period last year.

Processing Times

End-to-end processing times for building consents was an average of 26 customer days (not statutory processing days). In terms of statutory processing time frames the average processing time for the quarter was 11 working days, well within the statutory requirement of 20 working days. 97.35% of all consents issued were issued within statutory time frames.

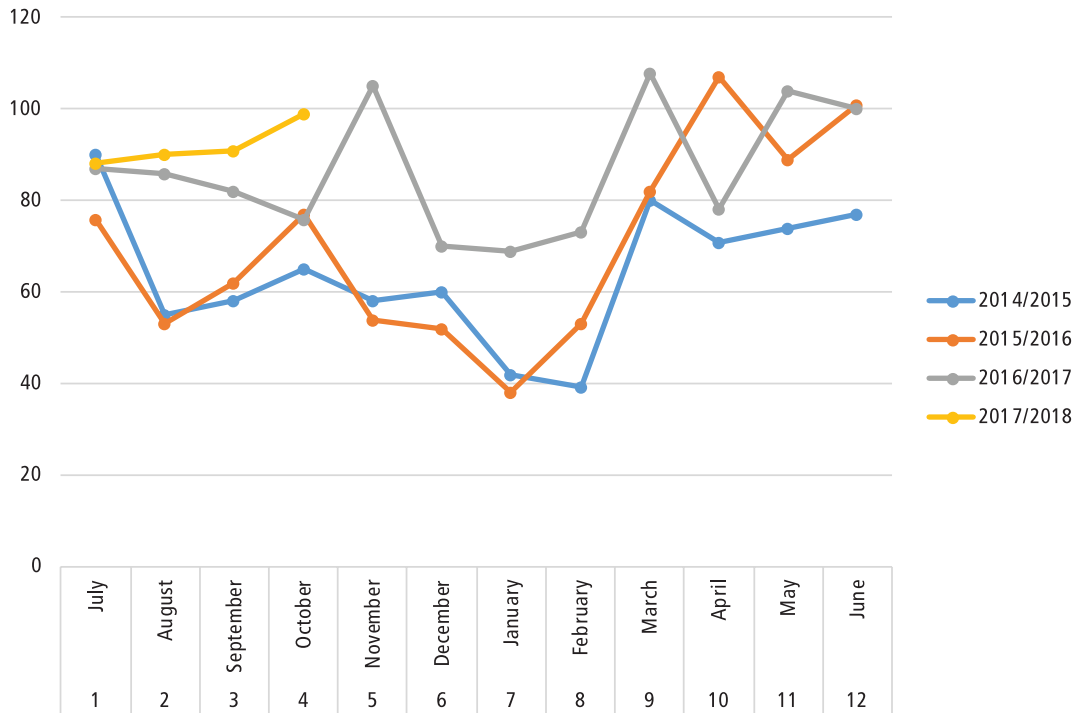
LIMs

During the last quarter there were 220 LIMs issued. This was a decrease of 24% when compared to the same quarter last year.

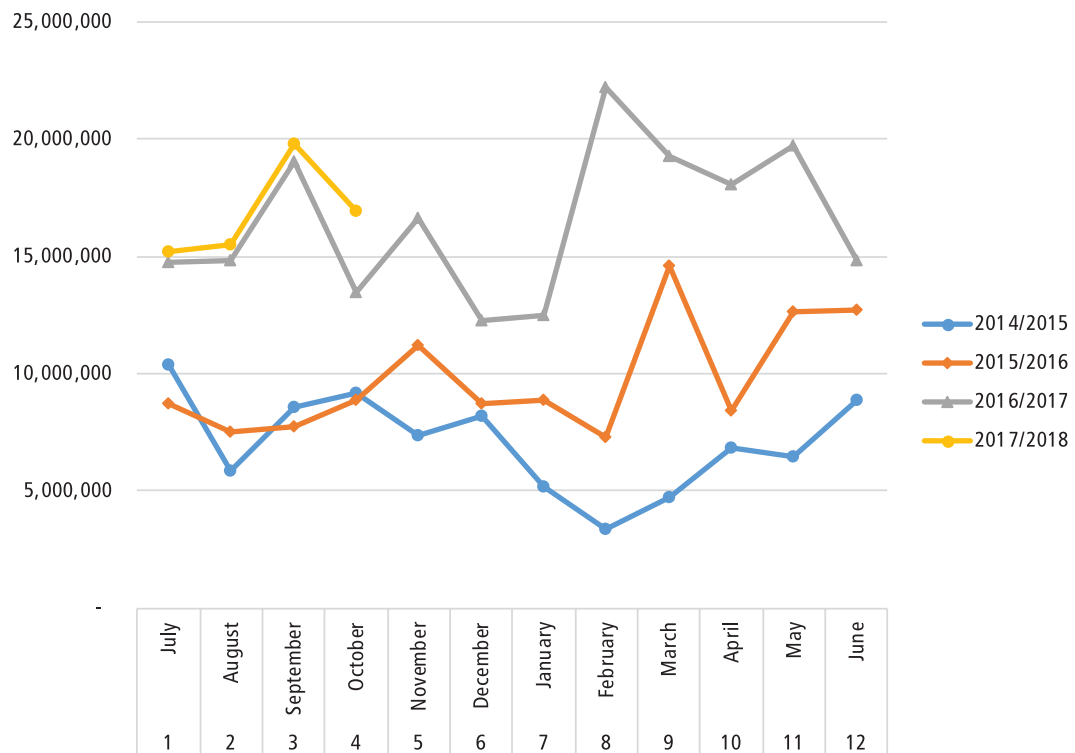
Capacity

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

Number of building consents issued by month



Value of building consents by month



Alcohol Licensing

District Licensing Committee

The District Licensing Committee appointments were due to expire on 30 October 2017. The committee operates with the powers of a commission of inquiry with a semi-judicial role. We are required to have a chair and two members draw from a list to form a quorum. Due to absence and conflict of interest it is appropriate to have at least four people available on the list to form a quorum.

We advertised the positions seeking expressions of interest from suitably qualified people and received seven applications.

A report on the appointments to the committee was presented to the Council meeting on 25 October 2017 and DLC members were appointed.

Alcohol licensing quarterly statistics report for 1/07/17 to 30/09/17

(Corresponding 2016 period in brackets)

Application Type	Risk Category				
	Very Low \$368.00	Low \$609.50	Medium \$816.50	High \$1,025.50	Very High \$1,207.50
On-licence new	0 (7)	3 (2)			
On-licence variation					
On-licence renewal	6 (3)	2 (4)	1 (0)		
Off-licence new	3 (5)	1 (1)	1 (0)		
Off-licence variation					
Off-licence renewal	2 (12)	3 (5)			
Club licence new	2 (0)				
Club licence variation					
Club licence renewal	2 (0)				
Total number	13 (27)	9 (8)	2 (0)		

Annual fees received

Application Type	Risk Category				
	Very Low \$161.00	Low \$391.00	Medium \$632.50	High \$1,035.00	Very High \$1,437.50
On-licence	8 (13)	9 (20)	0 (2)		
Off-licence	14 (30)	6 (19)	1 (1)		
Club licence	6 (17)	0 (1)			
Total number	28 (60)	15 (30)	1 (3)		

Manager's Certificate applications received

Manager's certificates - new (\$316.25)	26 (13)
Manager's certificates - renewal (\$316.25)	21 (42)
Total number	47 (56)

Special licence applications received

	Class 1 - \$575.00	Class 2 - \$207.00	Class 3 - \$63.25
Special licences	1 (3)	12 (6)	17 (16)

Temporary Authority applications received

Temporary Authority Orders	\$296.70	6 (7)
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Environmental Health

We recently made application to the Ministry for Primary Industries for approval to be a recognised agency under section 135 of the Food Act 2014. Recognition has been granted on the condition that:

- Council has and maintains suitably trained and competent staff.
- A Quality Management System must be prepared and ready for assessment within six months of receiving recognition.
- Council can demonstrate implementation of the Quality Management System.
- Within 12 months of recognition, an onsite assessment of the Quality Management System will be undertaken.

This process could add a significant cost to the premises verification process. We will need to review the fee structure and general funding principle.

Planning

Resource Consent Activity

Overall the demand in Planning in terms of resource consents received and public enquiries is up significantly when compared to the same period in 2016. The number of consents being received currently exceeds our capacity to process and as a result processing of consents is taking longer. Similarly response times to enquiries continue to be under pressure.

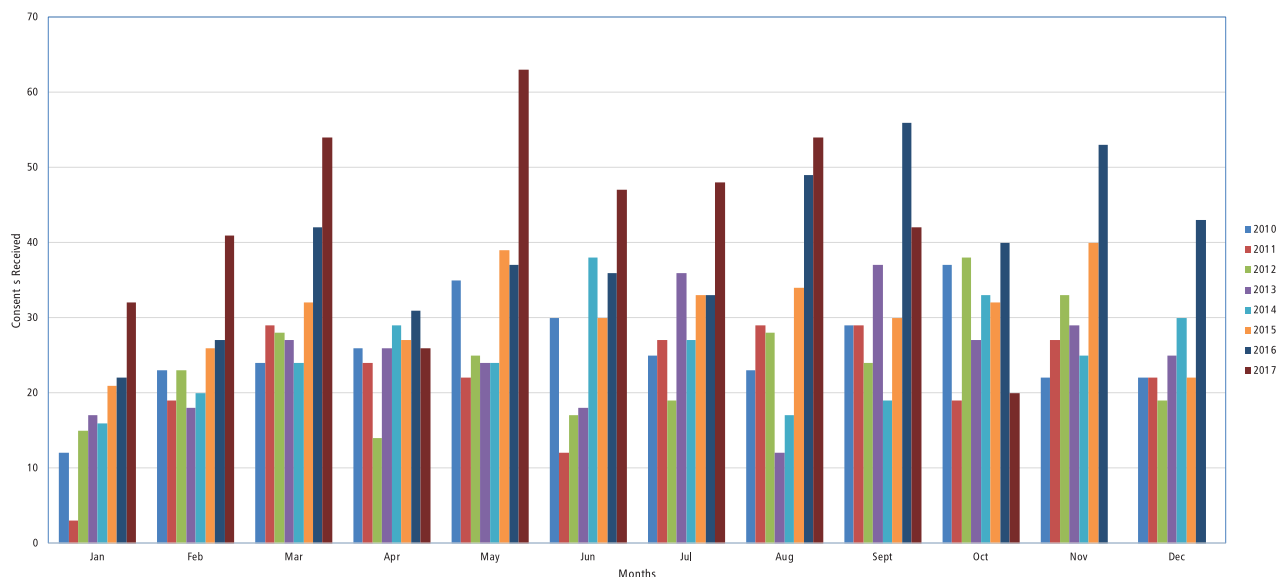
We have engaged the services of a planning consultant to assist with processing and have recruited an additional planner. We are still servicing Cromwell two days a week to provide planning advice directly to customers in the Cromwell area. In particular we are providing advice at building consent appointments 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 148 resource consents were received during this quarter which is up 6% on the last quarter and also up 6% on this quarter last year.

The trend has been increasing at a greater rate for the past 12 months dropping off a little in September (see chart below).

RC received per month from 2010



Overall 558 resource consents have been received in the last 12 months (to end September 2017) compared with 434 for the previous 12 months which is an increase of around 29%.

Number of Resource Consents Processed

In the period 1 July 2017 – 30 September 2017 a total of 127 resource consents were processed. The consents issued during this period were as follows:

- Non-notified delegated authority 120
- Non-notified to hearing 3
- Limited Notified (to hearing) 3
- Notified (to hearing) 1

Decision Processing Times

Of the 120 delegated authority decisions notified, 80% were processed within statutory time frames and an average processing time of 13.51 days. Pressure was on processing during this quarter due to large numbers of enquiries and staff leave, which saw us a planner down for the month of September. All of the applications that were considered by the Hearings Panel were processed within the statutory timeframes.

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:



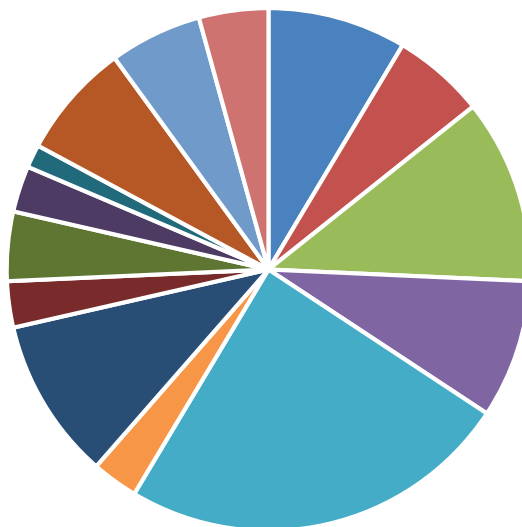
Communications

Digital Media

Customer use of our Council website continued its upward trend with 139,191 page views in this quarter (up 12.3% on the same quarter in 2016). The CODC Facebook page ticked past the 3000 likes mark during this quarter and engagement levels have been steady, with a large spike in activity following the July flooding event.

Health and Safety

All 70 Incidents by Type
1 July - 30 September 2017



- Behavioural issues
- Bleeding Nose
- Bruising
- Cut/laceration
- Faecal
- Fall
- Knock to the head
- Near miss - potential accident
- No injury resulted
- Panic Button
- Property Damage
- Sprain or strain
- Vomit
- Wet Rescue

The recorded incidents include:

7 Staff- 2 contractors- 55 Customers- 2 Public- 4 Evacuations

64 of 70 the incidents where at the swimming pools.
No serious harm incidents were reported in this period.

Contractor Management and Prequalification – SiteWise

As at 30 September the average SiteWise score of our contractors is 77%. This is fantastic reflection on Council’s commitment to Health and Safety as the National average is 68%.

Training & Education

Various staff have undertaken training in:

- First Aid
- Site Safe
- Contractor management

Health and Wellbeing

Staff embraced the opportunity for a Blue Do on 23 September and raised \$165.20 for Prostate Cancer Foundation. A community assistance programme “ Do good in the Hood ” is scheduled for Mental Health Awareness Week, 9-15 October.



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