



October to December 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).

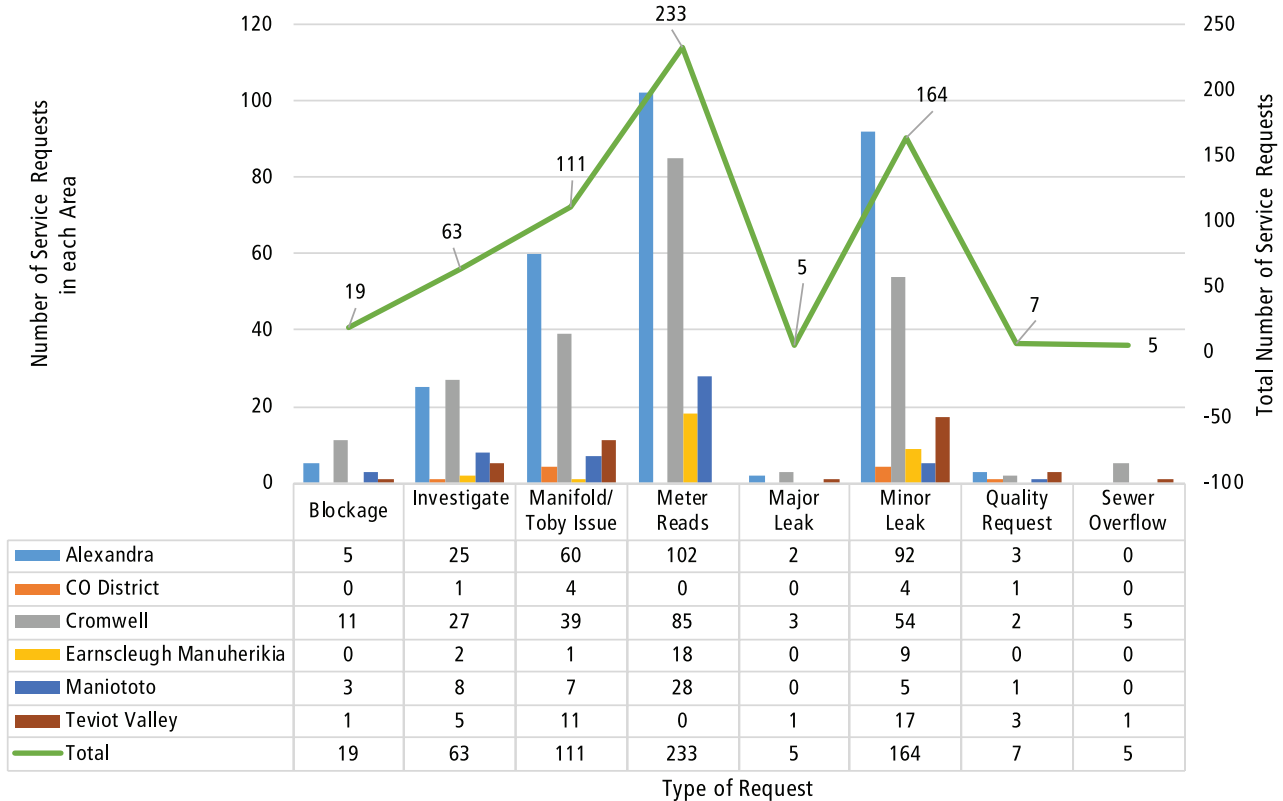
THIS ACTIVITY CONTRIBUTES TO THE FOLLOWING COMMUNITY OUTCOMES:



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 with an increase in leaks. Typically water meter requests are for final meter reads for property settlements, with the majority of these being in Cromwell and Alexandra. Manifold/toby issues generally relate to minor leaks. Increase in minor leak related calls could be due to the temperature changes as we moved from winter to summer.

Customer Service Requests - Oct-Nov-Dec 2017



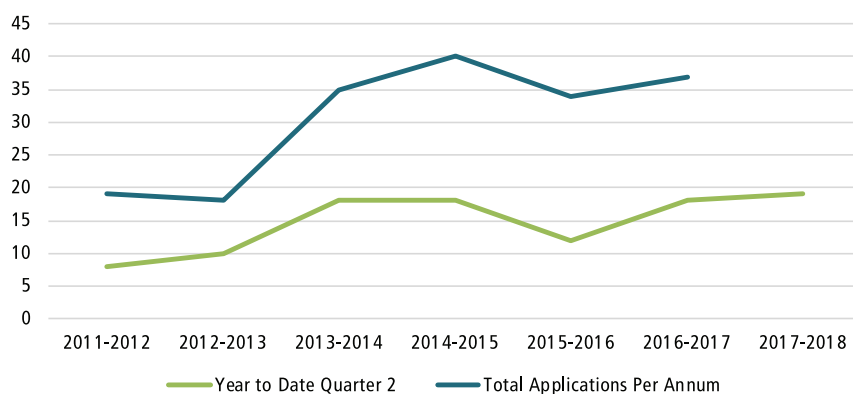
NB: Duplicate, incorrect and internal maintenance data has been removed. The service requests shown in the graph are the external customer requests relating to water services.

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

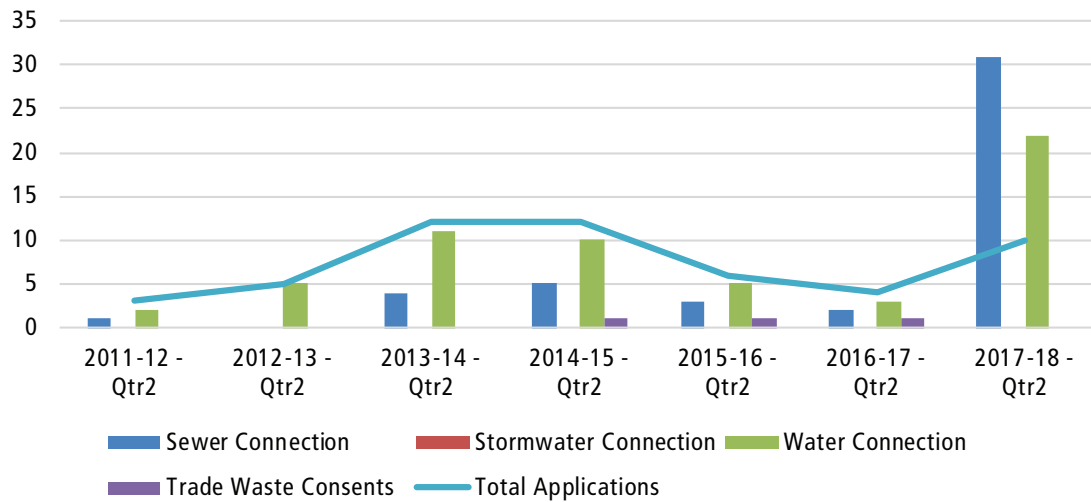
Three waters receive and process applications for connection to the water, stormwater, and wastewater reticulated networks. We also manage applications for consent to discharge trade waste to the wastewater network.

3 Water Applications Received



The applications received for the second quarter show a small increase compared to the second quarter of 2016/17. This is in keeping with the growth in the district.

Historic 3-Water Applications for Second Quarter



Connection applications can include a number of water, wastewater and stormwater connections on a single application. The total applications received in this quarter shows a large increase on the second quarter from previous years. This is due to applications received for two larger developments.

Work undertaken last quarter

Water Supply Reticulation Renewals

The Water Services team has completed several pipe renewals around the district. These included Tamblin Drive in Roxburgh and a section of Aronui Road in Alexandra. Both of these sites proved a little difficult for the contractor with large rocks in the trench path.



Rider main being installed in Tamblin Drive, Roxburgh.



Large rock in the trench on Aronui Road, Alexandra.

Cromwell Water Supply

During November an irrigation main was damaged by contractors installing Ultrafast Broadband Fibre in Neplusultra Street, Cromwell. Several houses were impacted by flooding with varying degrees of damage.

The local fire service attended immediately with both Water and Roding departments from Council's contractor Fulton Hogan attending soon after. A temporary repair on the water main was completed to restore services with a permanent repair completed the following day. The irrigation main has now also been modified and returned to full service. Fantastic response from Fulton Hogan in repairing and progressing clean-up of the silt.



Flooding created by damaged main.



Flooding from damaged main, with assistance from the Fire Service.

Naseby Wastewater

Installation of a flow meter at the Naseby Wastewater Treatment Plant has been completed. This was a requirement of a resource consent condition for the monitoring and operation of the plant.

The meter will provide more information about the flows from the Naseby wastewater network and will allow further improvements to the control of the ponds discharge.



Flow meter chamber and electrical control box.

Roxburgh Water

A significant rain event late November resulted in some major damage to Roxburgh water and wastewater systems.

Main pipelines feeding the Roxburgh and Lake Roxburgh Village water reservoirs were damaged and power supplies to the water treatment plant disabled. We were very lucky with the water treatment plant receiving virtually no damage.

After a huge effort from our contractor (Fulton Hogan), numerous Council staff and volunteers, the repairs were completed, treatment plant started up and the networks re-pressurised.

Roxburgh reservoir emptied and left the town with no water for three days, and a boil water notice for several days after water supply was restored.



Roxburgh water treatment plant after the rain event.



Roxburgh Pump Station Creek culvert after the rain event.

Work to be undertaken in the next quarter

Water and Wastewater Renewals

Tenders for the renewal work are to be awarded late January, so we expect to see activity on the ground early to mid-February.

Alexandra and Ranfurly Wastewater

Replacement inlet screens for both Ranfurly and Alexandra Wastewater Treatment Plants are expected to be received in March. We are currently progressing the site preparations to be ready to install and commission early April.

Major Projects

Bannockburn Wastewater Transfer Project

The Practical Completion Certificate for the Bannockburn Wastewater Transfer Project was issued in November 2017. We are now in the contractual defects liability period, which runs until October 2018. If all is well at that point, the final Completion Certificate will be issued.

Cromwell Wastewater Treatment Plant Upgrade

Downer has been on site since April 2017. Day-to-day plant operations have continued during construction. We have had a few minor resource consent transgressions on total nitrogen and ammoniacal Nitrogen discharges. However, to date, follow up sampling has always passed the required test and ORC has taken no further action.

Construction is progressing well with completion of the following:

- Downer continue to operate the existing treatment plant
- Detailed design is now complete and construction is approximately 1/3 complete
- Overall, we are now 44% complete with no significant health and safety incidents
- Most of the new aeration system is installed, now awaiting a new power connection
- New septage receiver tank has been installed on Richards Beach Road
- Foundation for new inlet screens is placed
- Baffle curtains have been installed into the ponds
- Membrane building is underway
- Submission of the design for the outfall to the river was delayed and this could affect the timing of the resource consent.



Lake Dunstan Water Supply

Preliminary ground investigations for the pipeline routes and treatment plant sites were completed by Geosolve in October 2017. A report was received in December 2017, which included helpful details of landslide risks above Clyde.

Topographic survey and provision of detailed and accurate contour maps with aerial photos has been provided by Landpro under a separate contract.

The ground investigation and survey data will be presented to the detailed design consultant.

A request for tenders for the detailed design of this project was released in November 2017. Tenders closed on 29 November and four tenders were received.

The tender evaluation team reviewed the tenders on 11 December with oversight by procurement and probity specialists, Morrison Low. Two tenderers are very close on scores under the price/quality assessment model. Enquiries are ongoing to enable the selection of the designer. The tender process should be complete by the end of January 2018.

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%	28%			Year to date expenditure vs annual budget. 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%	39%			Year to date expenditure vs annual budget. 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%	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	236.87 238.37			Issues with recording of time to be addressed with the contractor. Generally response and resolution times are significantly better than the times recorded for these calls.
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	43.04 49.06			Some issues with recording of time to be addressed with the contractor, however response times are not meeting the target and needs to be addressed.
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	1.76			
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	Awaiting official feedback.	Awaiting official feedback.			Awaiting feedback from the drinking water assessor. A new national monitoring system has been implemented by Ministry of Health. This is taking longer to close the loop on quarterly compliance.
						No plants comply with Part 5 Protozoal Compliance.

Performance Measures: Wastewater

Measure	Target	Q1	Q2	Q3	Q4	Comments
Number of complaints received from customers per 1000 connections	Number of sewage odour complaints ≤ 1 per 1000 connections	0	0.26			
	Number of sewerage system faults and blockage complaints ≤ 11 per 1000 connections	1.92	2.43			
	Number of complaints regarding responses to sewer service requests ≤ 1 per 1000	0	0			
Percentage of budgeted capital works completed annually	To complete more than 90% of budgeted capital	18%	41%			Year to date expenditure vs annual budget. 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%	24%			Year to date expenditure vs annual budget. 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	Nil			
Fault response times Attendance: Resolution:	Target median time to get to site ≤ 2 hours	0.23	21.93			Addressing these response times with the contractor.
	Target median time to resolve the problem ≤ 8 hours	10.42	23.64			
Number of dry weather sewerage overflows from sewerage scheme	Number of dry weather sewerage overflows ≤ 1 per 1000 connections	0.38	0.9			

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%	0%			Year to date expenditure vs annual budget. 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%	0%			Year to date expenditure vs annual budget. 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	Nil			
Number of flooding events that occurred and habitable floors affected	Target number of habitable floors affected ≤ 1 per 1000 properties	Nil	Nil			Habitable floors affected by Roxburgh Flood Event caused by flooded stream.
Response time to attend flood events	Target median time to get to site ≤ 2 hours	N/A	N/A			
Number of complaints received about stormwater performance	Total number of customer complaints ≤ 2 per 1000 properties	0.82	0.47			

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:

**THRIVING
ECONOMY**

**SUSTAINABLE
ENVIRONMENT**

**SAFE & HEALTHY
COMMUNITY**

Timely Intervention

Weather conditions experienced during the quarter affected the number of customer service calls received. Several extremely intense rain events occurred at isolated locations in the district. The most significant of these events flooded Roxburgh on 26 November 2017. Similar smaller events affected Ophir, Clyde and Millers Flat.

These events resulted in increased calls in many call type categories.

In other parts of the district a number of requests for dust suppression on gravel roads were received.



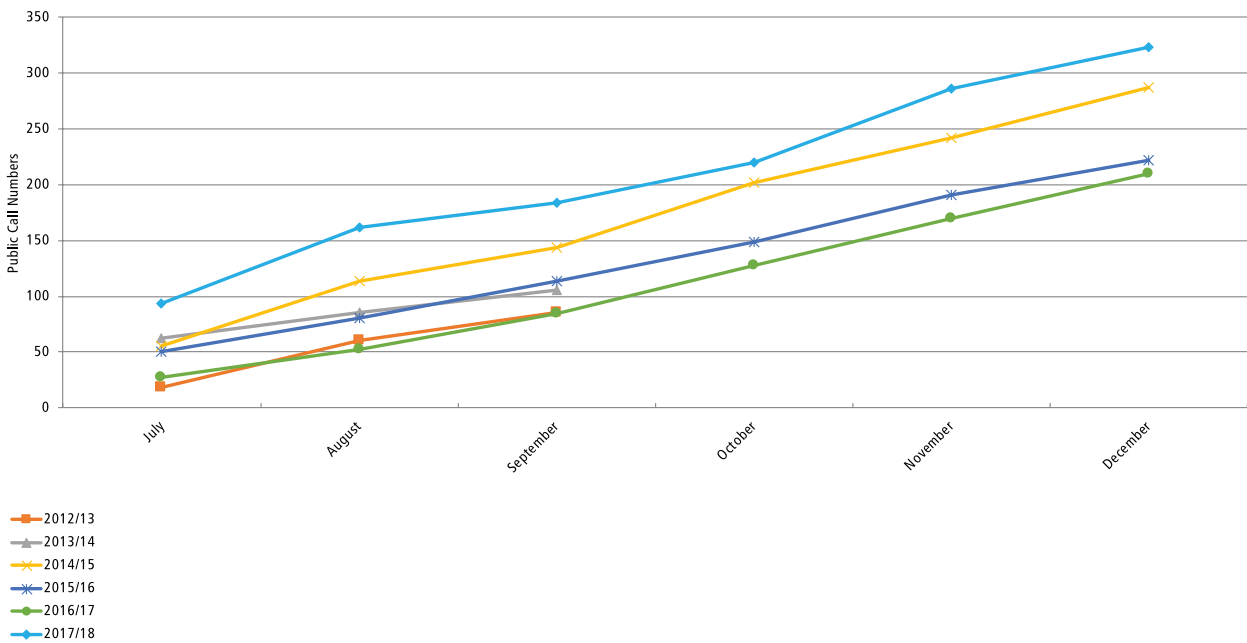
Loader clearing silt in Paisley Place, Roxburgh



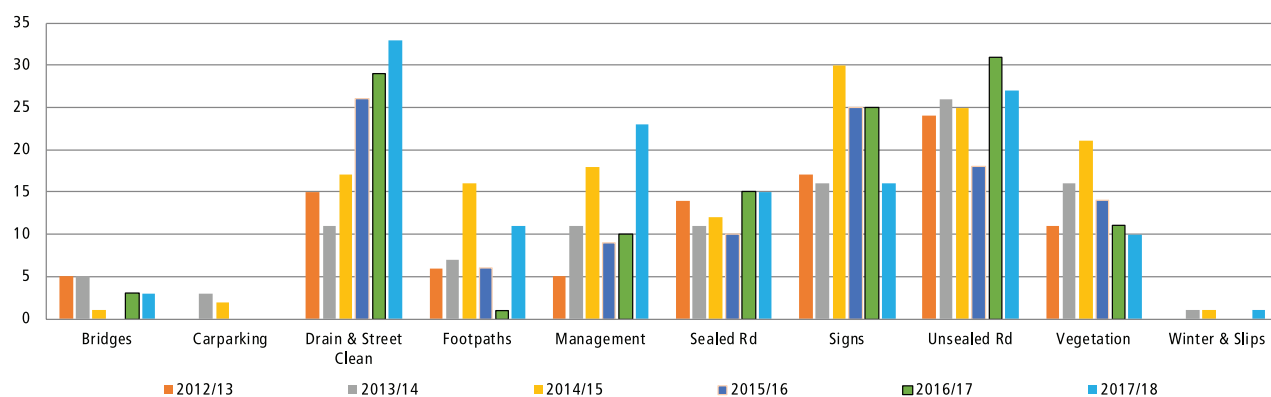
Teviot Road

Year	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Number of calls for second quarter	97	107	143	108	125	139

Cumulative Comparison of Second Quarter Number of Calls by Month



Calls by Type - 2nd Quarter

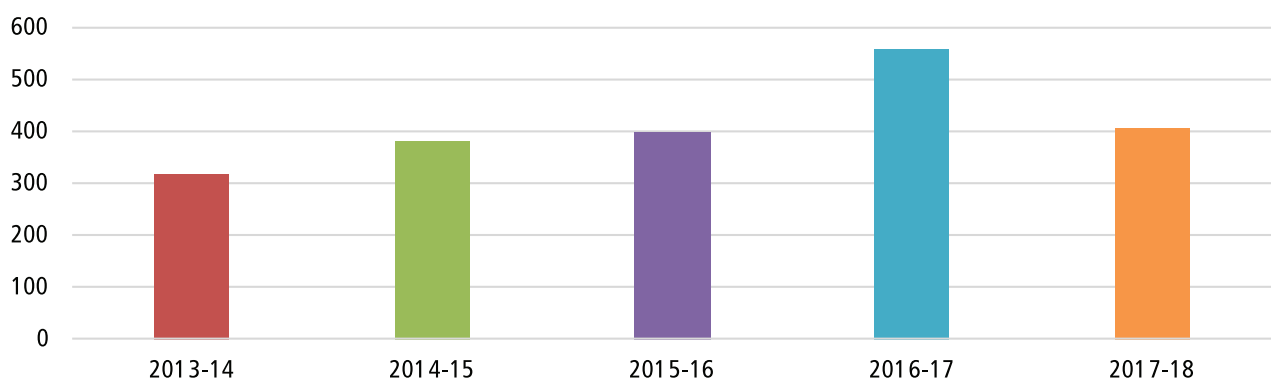


Quick Response

The number of consent applications received during the quarter reduced to a level similar to 2014-16.

At least part of the reduction is likely to be as a result of the Building Control Officers dealing with initial vehicle crossing requests. These are now processed along with the building consent process.

Comparative Consent Numbers for Financial Year



Type of Consent	Number of Applications Received					
	2012-13	2013-14	2014-15	2015/16	2016/17	2017/18
Traffic management plans	98	92	127	112	124	119
Corridor access requests (CARs)*	128	142	170	148	245	195
License to occupy	15	26	23	33	23	23
Yard encroachment	7	2	6	12	22	19
Vehicle crossings	30	30	34	63	116	36
Generic traffic management plans	8	18	17	23	21	10
Road closures	10	8	6	6	6	4
Cumulative Total for 2nd Quarter	296	318	383	397	557	406

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

Safety Outcomes

One fatality occurred on a Central Otago District Council managed road during the first quarter of this year. Two serious injuries resulted from the same crash on Coates Road. The police report suggested that driver behaviour including alcohol impairment may have contributed to the crash.

Alcohol impairment leading to a loss of control was also suspected in one of the other two serious injury crashes. The other crash which resulted in a serious injury involved a foreign driver swerving to avoid an animal.

Although the number of injuries recorded over this period was greater than for the same period of the previous year the numbers are too small to establish a credible trend.

Comparison of Crash Statistics on Local Roads from 1 July to 30 September each year	2013/14	2014/15	2015/16	2016/17	2017/18
Number of serious crashes on local roads	0	0	4	0	3
Number of fatal crashes on local roads	0	0	0	1	1
Number of people seriously injured on local roads	0	0	4	0	4
Number of fatalities on local roads	0	0	0	1	1

2017/18 Renewals Programme

Reseal Programme

Preparation of sites programmed for reseal this summer has been underway throughout the period. Resealing will commence early in the next quarter.

Metalling Programme

The metalling programme will be focussed in the Maniototo and Manuherikia areas this year. Drainage improvements began 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.

Drainage improvements were completed on most metalling sites during the quarter.

Metalling using most sites in the Manuherika area with gravel from Rutherfords Pit had been completed at the end of the quarter.

Preparation for gravel extraction from McKnights Pit on Home Hills Runs Road is underway.

Eco Seal Programme

The Eco seal programme was completed during the period.



Kelliher Lane Eco Sealing

Bridges

Permanent joint repairs on the Clyde Bridge were completed during the period. The repairs have successfully addressed the noise problem upsetting Clyde residents.

Similar measures are being investigated for the bridges over the Manuherikia River in Omakau and the Millers Flat Bridge.

Monitoring of the condition of the two bridges damaged during the July flood continued. The bridges on Hills Creek Road at Otuhura and St Bathans Loop Road will need major work to restore the level of service they previously provided. A report on options for each bridge is being prepared for Council to allow a decision to be made on the future of each bridge. Interim measures have been put in place to enable the bridges to continue to take a reduced level of traffic. These measures have been in accordance with advice received from a specialist bridge engineer.

Final condition reports on the Jedburgh Street Bridge at Roxburgh, Millers Flat Bridge and the Green Bridge at Waipiata were expected at the end of the period. Advice has however been received confirming the Millers Flat Bridge is able to accommodate all heavy vehicles except those that require an overweight or over dimension permit. This will allow the current posting to be removed once Council approval and public notification has been provided.



St Bathans Loop Road temporary props

Street Lighting

LED luminaires required to complete the full programme have been ordered. These are expected to arrive from early February 2018.

Low Cost Low Risk Roads

An updated Low Cost Low Risk Improvement Projects policy was ratified by Council at its meeting on 25 October 2017. Ratification was subject to separation of the Public Approval criteria from the Aesthetics and Comfort criteria.

The policy contains the criteria to be used to prioritise improvement projects. A report recommending a prioritised programme of improvement projects will be presented to Council for approval in early 2018.

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

Hazardous Waste

There has been an increase in requests for guidance on the disposal of asbestos waste in our district. A WasteMINZ working group has undertaken the development of good practice guidelines to manage asbestos waste.



Roxburgh transfer station greenwaste site

Transfer Stations

The Roxburgh greenwaste site carried out maintenance that included weed spraying, mulching and spreading of greenwaste.



Roxburgh transfer station scrap metal which has now been cleared.

Scrap metal has been recovered from the Roxburgh transfer station sites. After a significant lull in the sale price of scrap metal, the sale of material in the last round has covered the costs of recovery with a small income.



AllWaste has instigated a number of changes at the Cromwell Transfer Station, which will allow the safety gates to be locked shut full time. It is expected to cost \$8000 per quarter. The contractor has introduced measures such as trailers or utes can choose to empty over the gate to the hopper, provided they follow strict rules. Tipping trailers are emptied into the tipping area only.

Kerbside Collection Services

The lid latch trial was launched between 16-27 October. The trial will run November 2017 – February 2018 with a follow up survey of participants in February. The lid latch trial was launched on Facebook, at service centres and libraries. Initial feedback on the Central Otago District Council Facebook page was positive. Surveys will be emailed to all participants asking for feedback at the end of the trial.

Contamination in the kerbside collection bins has continued to increase during the last two quarters. Material other than glass found in the blue recycling bins has included plastic and cardboard boxes. 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.

Waste Minimisation

Council was successful in securing significant funding through the Regional Mid-sized Tourism Facilities Grant for solar powered compacting smart bins. There will be eight sets of three bins for Refuse, Mixed Recycling and Glass at tourist hot spots around Lake Dunstan and Alexandra, Clyde and Roxburgh central business districts.

Community Learning



Thyme Festival was held 28 October to 5 November. Highlights for this year included visits to a Cromwell orchard and worm farm, sustainable house tour to Lowburn and Pisa Moorings, mass dog walk and swim, The Human Library, Schools Mural Project, wellbeing sessions and a showing of Al Gore's recently released *An Inconvenient Sequel*. The event closed with a small ceremony viewing the four schools' murals and revealing Tracy Osborne's glass mosaic work in Alexandra Community House foyer.

The Haehaeata Trust, that oversees the Clyde Railhead Community Eco Nursery has completed the first draft of its annual plan. The group is currently planning to erect a rabbit proof fence around the nursery buildings.

Dunstan High School has purchased good quality video equipment with their winnings from the student's video competition and are planning other similar competitions. Videos from the competition have been made available on youtube by searching MAD4CO. Funding sourced through US Embassy and Otago Museum Science Participation Program has been received.

Wanaka Mitre 10 has run a series of talks around building more sustainable and energy efficient homes. These talks target both people in the industry and potential home owners. Talk one was Passive House concept design and talk two was high performance windows, airtightness and leaky buildings MK2. At the end of November there was a trade sponsored workshop, Exemplar Buildings as Tools for Change, in Queenstown.

Manuherikia water quality and flow discussions continue with a view to collaboration between community groups, individual property owners and other stakeholders.

The Central Otago Enviroschools Programme



St Gerard's and Clyde Primary schools continued with the lizard monitoring programme with Landcare Research and DoC. Clyde School is keen to develop a trapping programme to deal with some of the predators it has identified as a threat in its monitoring site.

St Gerard's School worked with the Clyde Community Eco- Nursery to develop and plan then plant out an area of the school in native plants in November.

Maniototo Area School is further developing its horticulture programme into 2018, and is looking for guidance from the Enviroschools programme to help with this.

A student hui on Precious Energy was held at the Clyde Rowing Clubrooms at the end of



November. Fifty five students attended the day from 9 schools across the region. Students researched different areas of energy, built solar ovens and had a visit to the Clyde Dam.

*Amelie Sutherland, Clyde School
at DOC*

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 <i>(Previous Q last year 1715 Tonnes)</i>	2069 Tonnes <i>(Previous Q last year 2115 Tonnes)</i>	- <i>(Previous Q last year 2164 Tonnes)</i>	- <i>(Previous Q last year 1914 Tonnes)</i>	There was a minimal decrease of 2% in waste sent to landfill compared to the same period the previous year.
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 <i>(Previous Q last year 172kg p/property)</i>	2733 Tonnes / 13,525 Properties = 202 kg / property <i>(Previous Q last year 205kg p/property)</i>	- <i>(Previous Q last year 215kg p/property)</i>	- <i>(Previous Q last year 183kg p/property)</i>	The average quantity of waste and recyclables generated per rateable property decreased by 3kg in comparison with the corresponding period of the previous year.
Total amount recycled in tonnes per year	Incremental year on year increase	476 Tonnes <i>(Previous Q last year 610 Tonnes)</i>	664 Tonnes <i>(Previous Q last year 660 Tonnes)</i>	- <i>(Previous Q last year 739 Tonnes)</i>	- <i>(Previous Q last year 558 Tonnes)</i>	There was a minimal increase in the quantity of recycling recorded during the period compared to the same period in the previous year.
Average weight of the kerbside collection rubbish bin	Incremental year on year reduction in wheelie bin weight (kg/# of bins collected)	19.95kg <i>(Previous Q last year 20.4 kg)</i>	22.9 kg <i>(Previous Q last year 22.6 kg)</i>	- <i>(Previous Q last year 21.4 kg)</i>	- <i>(Previous Q last year 18.7 kg)</i>	The average weight of the kerbside rubbish collection bins has increased by 1.3% during this quarter compared to last year.
Percentage of residents satisfied with CODC's waste minimisation education	Customer satisfaction ≥ 90%	89% Satisfaction <i>(Previous Q last year 92% satisfaction)</i>	89% Satisfaction <i>(Previous Q last year 80% satisfaction)</i>	- <i>(Previous Q last year 92% satisfaction)</i>	- <i>(Previous Q last year 92% satisfaction)</i>	The CODC Residents Survey August 2017 report indicated an 89% satisfaction with CODC's 'Waste Minimisation Education' service.

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

Public Toilets

Cromwell Town Centre - new public toilet

The new four pan Exeloo unit was manufactured on schedule and expected to be installed on Murray Terrace by the end of November. However due to contractor availability the installation of services for the toilet was delayed until January 2018.

The toilet is needed to meet increased demand from visitors and the project is partly funded by the government's Regional Mid-sized Tourism Facilities Grant. The toilet will be installed and operational by the end of February 2018.

Champagne Gully toilet alterations

A new lean-to shelter with external double sink bench was installed just before Christmas at Champagne Gully toilets.

The wash facility will take pressure off the wash hand basins in the toilets, which have been used by campers for washing dishes.

A second 25,000 litre water tank will also be installed in early January 2018 to boost the available water supply from the solar power pumped water supply.

This project was also partly funded through the government's Regional Mid-sized Tourism Facilities Grant.

Community Facilities

Molyneux Stadium change rooms

The change rooms serving the main cricket arena were upgraded to meet NZ Cricket's standard for domestic cricket fixtures. It was a tight deadline to be ready for the November cricket fixture. Removal of asbestos sheet panelling and pipe lagging added to the challenging deadline for Breen Construction, who did a great job meeting the timeline.

Vincent Youth Art Project at Molyneux Park

In December the Youth Art Murals were unveiled at an event at Molyneux Park. The Artist Maxine Williams and students from Alexandra, St Gerards, The Tarrace and Clyde Primary School were involved with the project, which was supported by Council and local sponsors. Other murals are planned. This is a joint project between Central Otago District Arts Trust and the Creative Communities Scheme.



Cromwell Memorial Hall

Asbestos was identified at the Cromwell Memorial Hall boiler room. There was dust on the boiler feed pipe, the burner flanges and a general coating around the boiler room.

A qualified contractor removed all the fibrous white asbestos insulation from the piping, flanges around the burner unit and cleared up the boiler room of any loose material. Repair work replaced the insulation around the feed pipe, flange around the burner and fixed the boiler.



Clyde Museum Feasibility Study

Funding has been received from the Lottery Environment and Heritage Fund who agreed to fund 40% of the cost to carry out a feasibility study to look at the future of the Clyde Museum buildings. In February 2018 Central Lakes Trust are to make a decision on providing the balance of the funds. Te Papa Museum’s Development Adviser is assisting.

Millers Flat Hall recladding

In December 2017 the weather board cladding was replaced on the main hall and the exterior of the whole building was painted.

The majority of the project was funded by Central Otago District Council, Central Lakes Trust and Otago Community Trust with contributions also from the Alexander McMillan Trust and the Millers Flat Hall Committee.



Other Property



Land Development – Gair Estate block, Cromwell

Development of Council land off Old Crescent in Cromwell for a 78 lot residential subdivision is wellunder way by the developer. 12 lots have been sold to date.

Land Development – Pines Alexandra



A Request for Proposals for a joint venture development for Council residential land in Alexandra was advertised in major national newspapers at the end of November. Tenders closed at 12 noon on 22 December.

Cromwell Forest

A Hong Kong film crew was stationed at the Council's forest off Sandflat Road the first week of November.



Filming took place in the forest over two days. The base was set up across the road on private land.

Camera equipment included stationary, a drone and the impressive Techno Crane, this is one of only four in New Zealand.

The set up involved around 200 crew, actors, extras and horses. Cromwell businesses were supported with the majority of Cromwell accommodation booked out and many restaurants were busy.



The film locations manager wishes to thank CODC for its help and support during the whole process.

Millers Flat weather station

A new weather station was erected in November by the Otago Rural Fire Authority at the Millers Flat green waste site. The weather station will provide the necessary data for ORFA to set the fire season status for the Teviot Valley more effectively. Weather station data is also used by ORFA to provide current weather forecasts, which assist in the response and fire suppression activities in the event of a fire.

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

This has been one of the drier years with summer kicking in early with October and November being very warm. This has resulted in significant grass growth and irrigation systems being pushed to keep up with the requirements.

Cromwell

Feedback is being sought regarding the Big Fruit Reserve playground during the Christmas break and into the new year. Initial consultation indicated the community had a desire for a playground to cater for pre-school children as well as older children. As a result, two separate playground areas within the reserve (senior and junior) are being consulted on.

A request for proposals was sent to playground equipment manufacturers in spring. A number of proposals, which met the community feedback-driven brief, were submitted. The proposals have been narrowed down to three options for each age group based on what the community said they would like to see in the space.

This next stage of consultation is running over the summer school holiday period. Signs will be displayed on the future site of the Big Fruit Reserve playground area pointing people to two online surveys. Posters are also displayed at the Cromwell Swim Centre and Cromwell Library for children and families to choose their favourite by way of a "sticky dot poll".

The plan is to fence the junior playground and cover it with a shade sail. The proposed surface under the junior playground equipment will be sand so the three options include sand play elements.

Contractors have carried out maintenance of the synthetic grass tennis courts in Anderson Park. This involved spraying off the moss and sweeping the surface to stand the pile up again.



Vincent

Preparations were carried out for the two 20/20 cricket games at Molyneux Park on 26 and 28 December. Weather was colder for the first game 26th but was great for the second game. Attendances ranged between 1200 and 2000 for the games. Central Lakes Trust and Otago Community Trust confirmed the funding for cricket covers and cover rollers for Molyneux Park and these have now been ordered. Delivery will be early 2018.

The Draft Clyde Reserve Management Plan opened for submissions in mid-December. Hard copies of the plans were sent to all known user groups and submitters to the original Notice of Intention.

Pioneer Park's new junior playground was installed and opened for public use.



Teviot

Contractors reinstated the Roxburgh living wall beside the Scotland Street toilets ahead of Christmas. They also relocated the irrigation controller to the nearby valve box to make it easier to service and control. Plants have been spaced out to allow growth in the future.



Clutha Management

It has been a busy lead into the summer season and with the fine weather the lake has been getting a good amount of use.

Council considered the Draft Lake Dunstan Navigation Safety Bylaws and heard 30 submissions. Amendments were made to the Bylaw and this will begin from 1 April 2018. Changes are being made to safety brochures and signage for the lake.

Refurbishment work was carried out on signs and buoys around the lake in anticipation of a busy summer.

Cemeteries

The tables below show the number of burials and ashes burials for the quarter.

October

	Ashes	Interment
Alexandra		1
Clyde		
Cromwell		1
Ranfurly		1
Naseby		1
Totals		4

November

	Ashes	Interment
Alexandra		2
Clyde		2
Cromwell	1	2
Omakau	1	1
Ranfurly		1
Totals	2	8

December

	Ashes	Interment
Alexandra	3	
Clyde		
Cromwell	1	1
Totals	4	1



Removal of an old tree at Cromwell Cemetery uncovered bones earlier in the year. This area of the cemetery did not have any identified burials. After discovery the area was cordoned off, Police advised and then an archaeologist. After investigations it was determined the bones are likely to be more than 100 years old. An archaeological authority was obtained to check for other bones and then reinter what is found on the current site. This occurred in late October with further bones being discovered and a further burial site. The bones were over 100 years old and all bones found were reinterred on the site.

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**

Swim Centres

Advertising for casual staff occurred at both pools during the quarter with a good response. Molyneux Aquatic Centre team leader Jen Ferris started in late November having moved from Cromwell Swim Centre.

Overall numbers using the Molyneux Aquatic Centre are down 4% for the quarter compared with the previous year. Adult and child visits were up while member visits and other users e.g. schools and swim club were down.

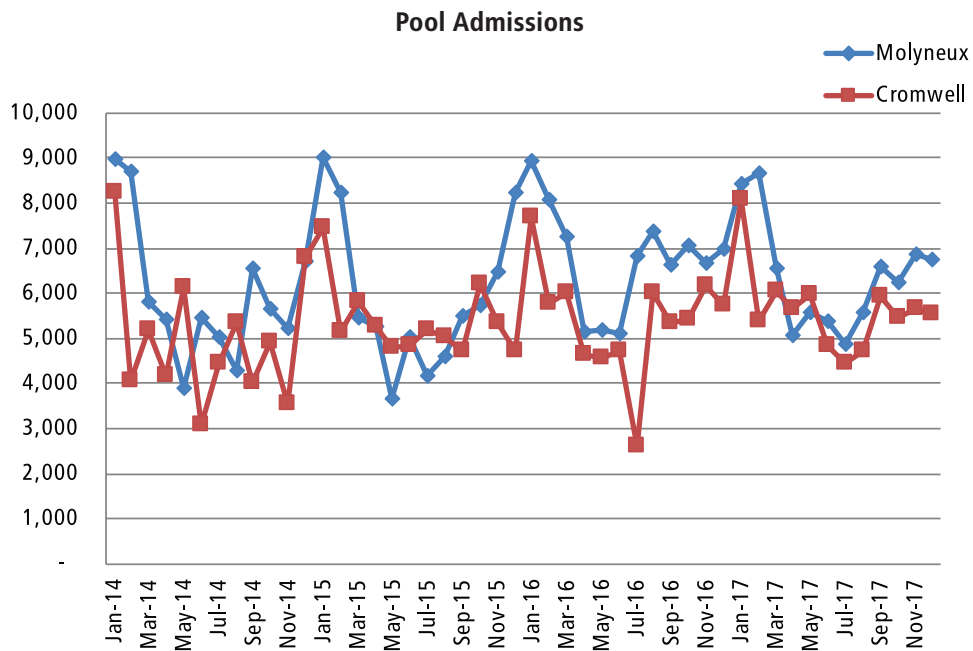
Cromwell Swim Centre numbers are down 3% for the quarter. The number of adult visits and swim school visits was up, children visits were down and number of members using the facility also decreased. Note: the pool was closed for four and a half days in October for re-flooring, repair to the Myrtha liner in the therapeutic pool and for installing the new switchboard in the plant room.

Advertising for the pools and swim school was carried out in local papers, radio, at the i-SITES on the Onelan screens, Central Otago visitor guide, tear off note pads available throughout Central Otago, aquatic centre rack cards at the visitor information centres, information on the CODC website and Facebook page. Staff also attended several school galas to promote the pools and swim school services. Upcoming school holidays programme and pool parties were promoted on radio and social media.

Central Otago Swim School numbers enrolled in Term 4 were consistent with 258 students at Molyneux Aquatic Centre (299 in 2016) and Cromwell Swim Centre having 227 students (200 in 2016). This saw the intake for both pools being the same as Term 4 2016 with very consistent numbers now using Central Otago Swim School.

The Swim Safe Programme for Term 4 was undertaken with the local community schools with lessons being held for 5 year olds and any other groups that had missed out during the year. This saw pupils from Alexandra/ Clyde (840 visits) and Cromwell schools (1922 visits) complete their swim skills lessons this term.

Results Summary



Note Cromwell Swim Centre July 2016 figures were down due to the gas boiler breakdown which closed the swimming complex and October 2017 figures were affected by a 4 and a half day shutdown for new flooring and plant switchboard being installed.

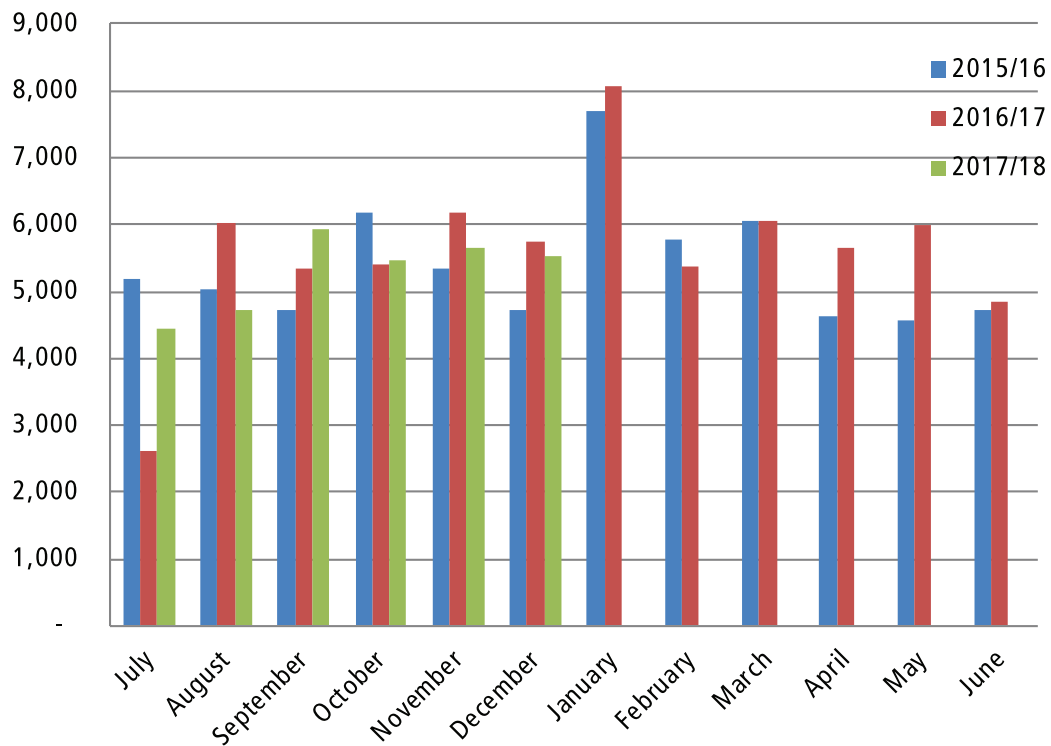
Cromwell Swim Centre

The new poolside flooring was installed with southern firm Innovations completing the work. They worked day and night shifts to complete the work in just over a week and tied in with the installation of the new plant room switchboard. This meant the pool was shut down for just four and a half days.



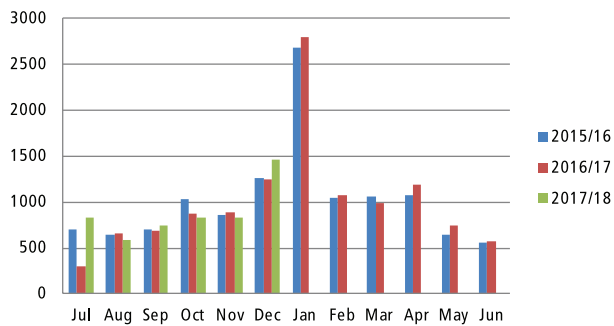
Admissions

Cromwell Swim Centre

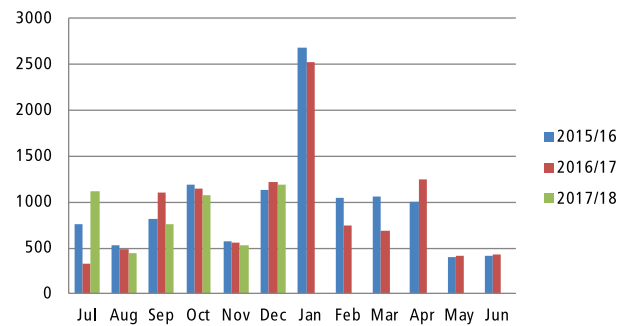


Some breakdowns of the above figures for people using the facility for the last year include:

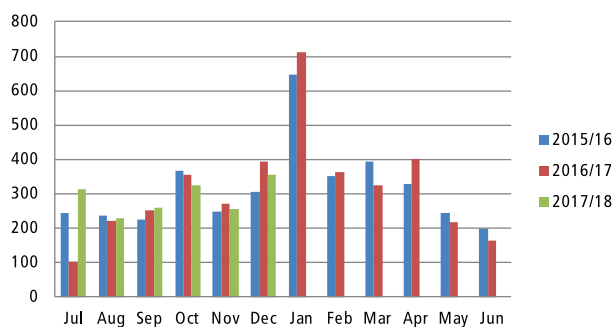
Adults



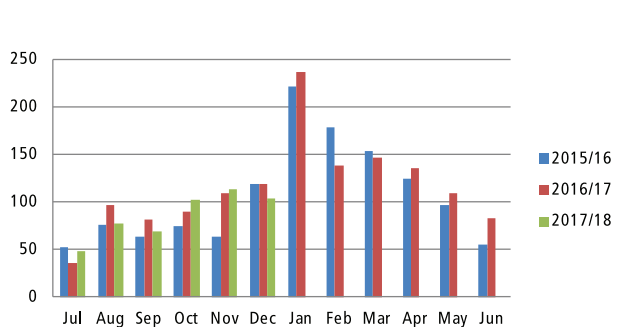
Children



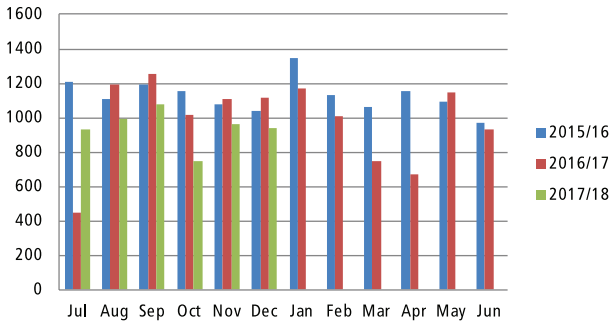
Preschoolers



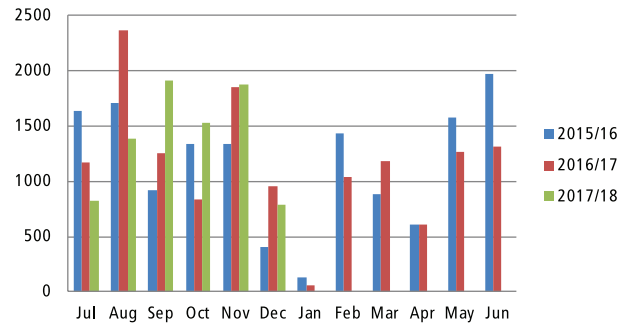
Card Holders - Gold Cards and Tertiary



Members Visits



Central Otago Swim School



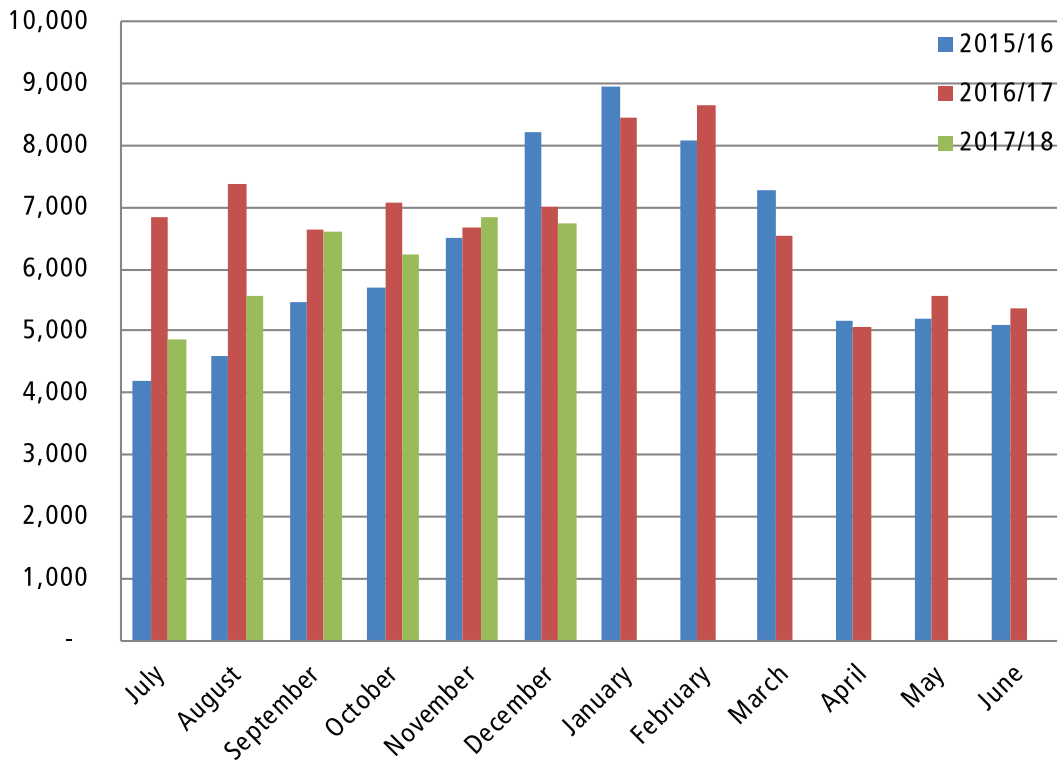
Molyneux Aquatic Centre

The new Team leader for the pool was appointed with Jen Ferris coming from Cromwell Swim Centre to take up the role.

The SPCA Soggy doggy splash (dog pool party) was held in the outdoor pool at Molyneux Aquatic Centre on 29 October. This involved 40 owners who had completed the recent walk around town turning up at the outdoor pool and using it for a picnic and taking their dogs for a dip.

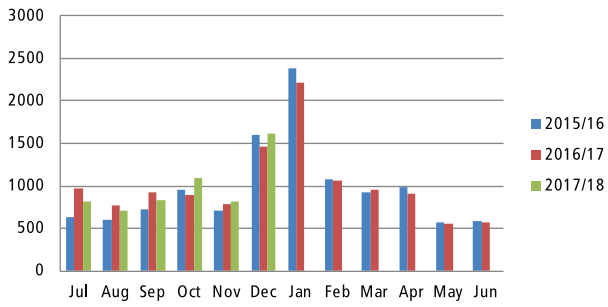
The outdoor pool was opened in early December for the summer season.

Molyneux Aquatic Centre

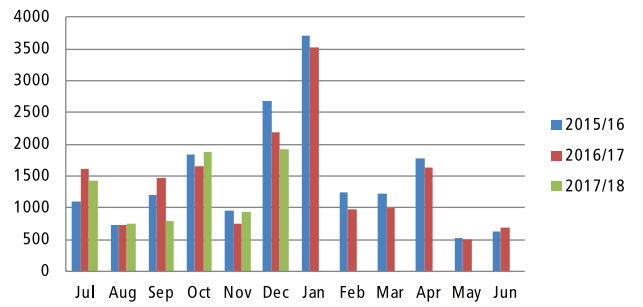


Some breakdowns of the above figures for people using the facility for the last year include:

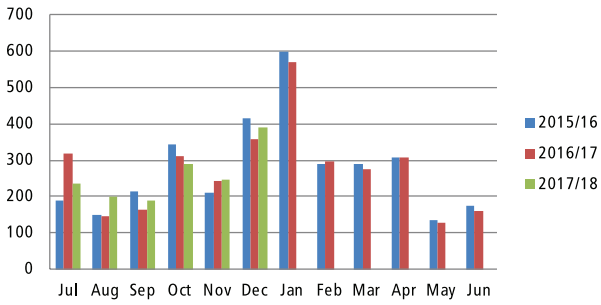
Adults



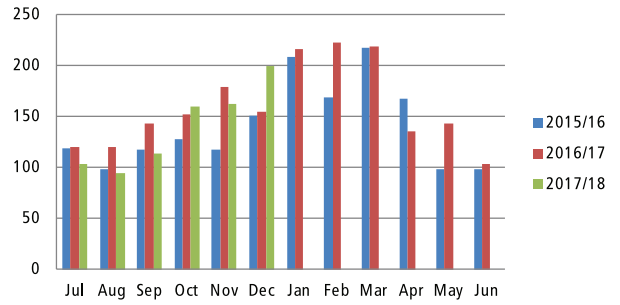
Children



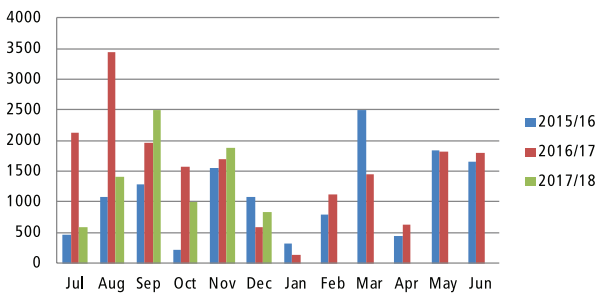
Preschoolers



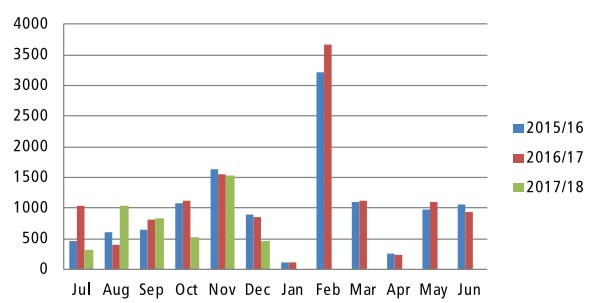
Members



Central Otago Swim School



Other Users



Central Otago Libraries

Collections and Services

Two exciting new services that have been introduced in mid-October 2017 are PressReader and Beamafilm.

PressReader allows our library members to access over 6000 digital newspapers and magazines from around the world. The most widely read newspaper is *Otago Daily Times* and the most popular magazine is the *Australian Women's Weekly*.

Beamafilm is a platform that allows library members to stream independent films and documentaries from the comfort of their home.

These two new complimentary services have certainly been a big step towards delivering to a wider audience within our communities.

Summer holiday programmes

Leading up to Christmas our four larger branches Alexandra, Cromwell, Roxburgh and Maniototo provided a Christmas holiday programme where children spent an hour making Christmas craft and a tree decoration. Santa also made an appearance that was well received by the children – a lot of fun was had by all.

The Wild about Reading Challenge is currently being run in our libraries. This is a fantastic programme that engages children to read over the summer break. As they work their way through the reading challenge they are rewarded along the way with incentives and a finale at the end of January.

SouthLib

The regular quarterly meeting of the SouthLib managers was held in Oamaru in November. A highlight of this meeting was a presentation from Christina Lee from Bolinda. Christina updated the members regarding the new platform for ordering eBooks and eAudio books for our shared collection. Collections Manager Nikki Williams is now ordering on behalf of the consortium.

Meetings

CQ held a meeting in Cromwell Chambers in October to update and share what was learnt at LIANZA conference from the team that attended this. The biggest take out of the conference is that our libraries are 'open to all' and this was themed throughout the two days. This meeting also provided the opportunity for library managers from districts to meet and discuss opportunities for how we can work together to grow service and relationships.

Human Library

Helen Rendall, Alexandra Public Library Assistant, featured in the *Otago Daily Times* for her outstanding delivery of "Human Library" event that was held as part of Thyme Festival. The event was based on the concept of people going on loan to people. Participants have the opportunity to have conversations with others who are facing or have faced challenging times in their life. The Human Library is a worldwide initiative that helps break down barriers within our communities.



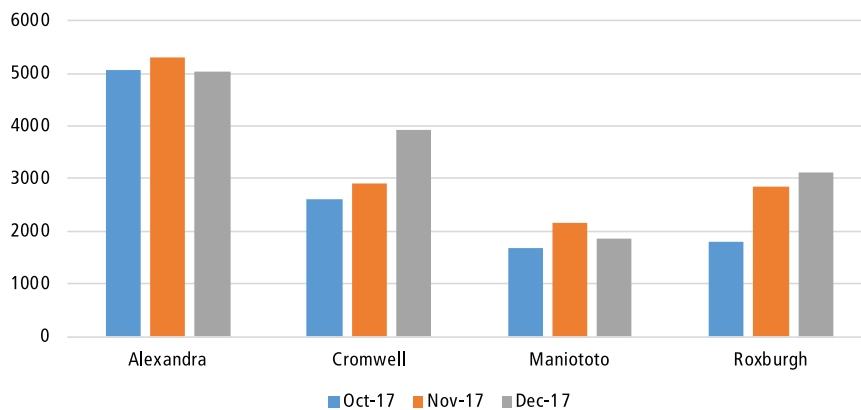
Christmas holiday programme – visit from Santa at the Roxburgh Library



Happy Holidays featuring a range of Christmas children's books on display at the Maniototo Library

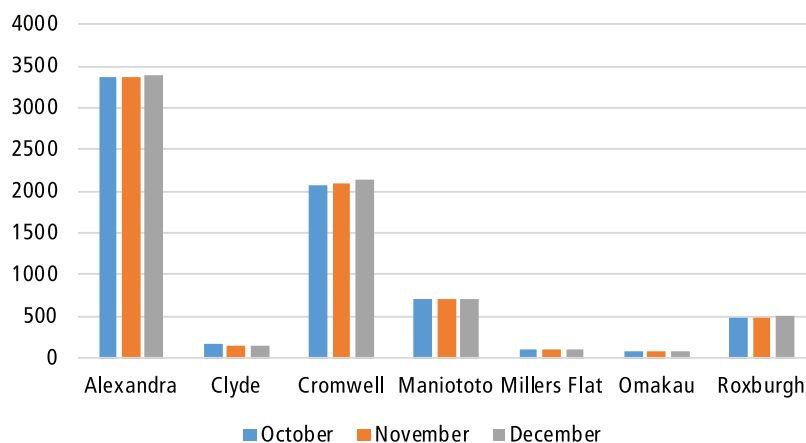
Statistics

Library Visitors

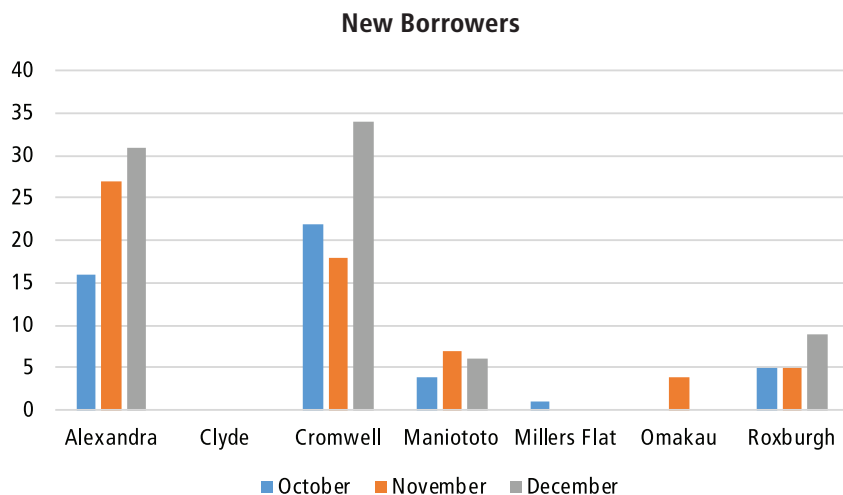


As the holiday season and seasonal work comes into play, we see the expected increase in visitor numbers at Cromwell Library and the Roxburgh Service Centre. 38,331 people visited Central Otago Libraries this quarter, an increase of 10.6% on the same period last year and 9.2% on the July to October 2017 quarter. Clyde, Omakau and Millers Flat Libraries do not have door counters and are not included in these figures. Visitors include our regular library users, holiday homeowners and travellers using our other library services such as photocopying and internet access.

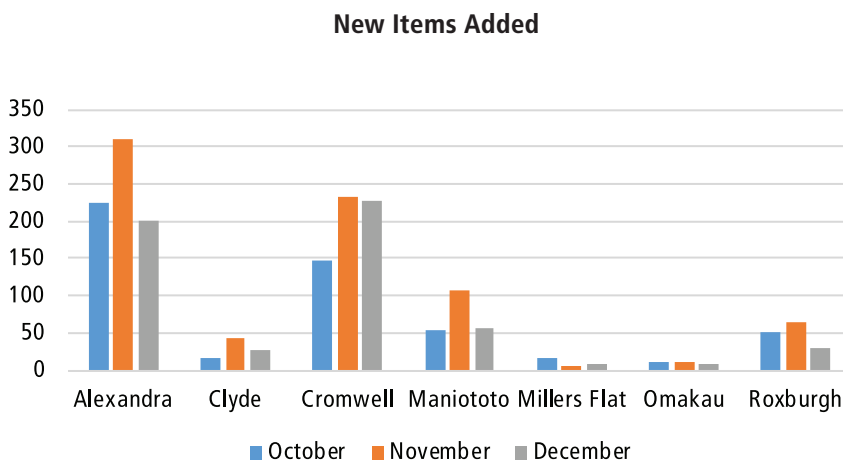
Active Users 2 Years



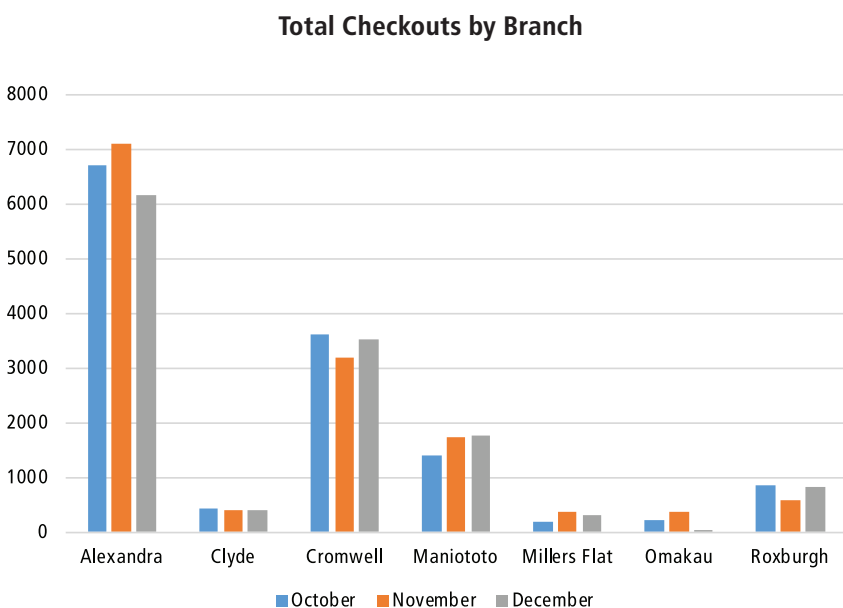
The number of active borrowers remains steady across the district, with 7020 active borrowers in the last two years and an average of 2670 individuals accessing library services each month.



189 people joined our libraries during this quarter, with both Cromwell and Alexandra each welcoming 74 new members. Maniototo has 17 new members, Roxburgh 19, Omakau four and Millers Flat welcomed one new member.

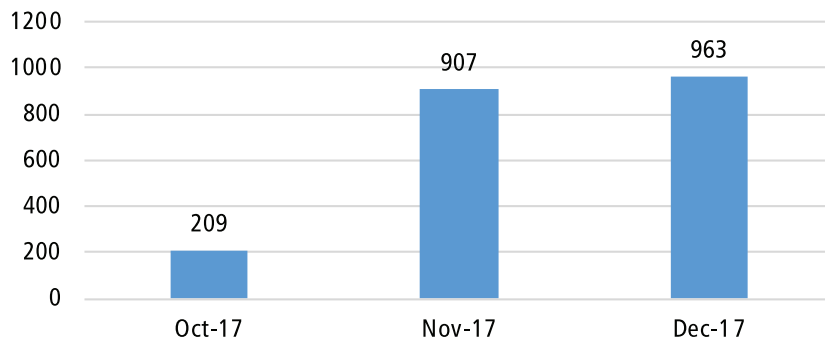


1,850 new items were added to our libraries' collection during the October to December quarter, including books, magazines and DVDs.



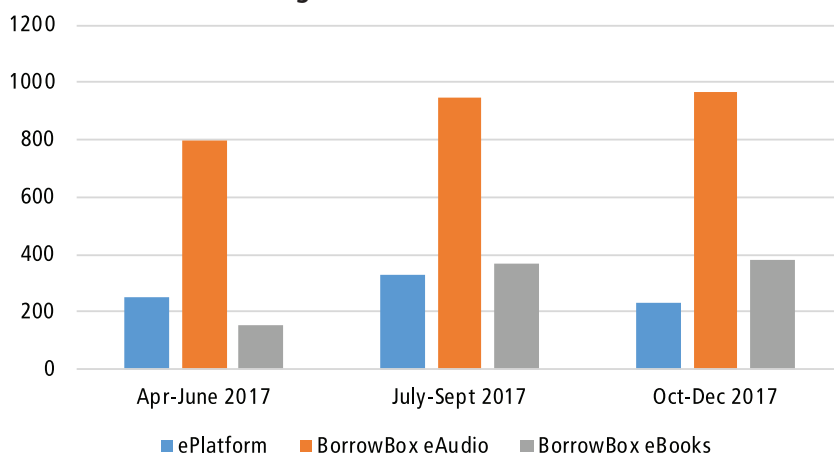
With Omakau School and Community Library closing for the school holidays and the spike in Alexandra Public Library's November checkouts resuming usual patterns, total checkouts were down in December, as compared to the previous month. Across the district, checkouts maintain consistent. Our self-checkout kiosks continue to be well utilised with over 34% of all checkouts being made via these machines.

PressReader Hotspot Users



In December, PressReader saw an increase of 6% in the number of hotspot users over the number accessing the platform in November. This new offering has had 12,443 articles from over 3,700 issues read since its introduction in mid-October.

Digital Platform Checkouts



During the October to December 2017 quarter, Bolinda BorrowBox continued to grow in popularity with 62 new users and issues increasing by 2.8% on the previous quarter. eAudio (Downloadable Talking Books) is leading the growth with an increase of 21.7% between April and December 2017, as library users discover they can listen when commuting, gardening, crafting or working.

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

Omakau Community Facilities Feasibility Study

Global Leisure Group (GLG) has issued an *Issues and Options* Paper on what public-use facilities the Omakau community would like and where these should be located. GLG reached out to the community to gain an understanding of the ongoing and future demand for public-use spaces in and around Omakau. Feedback gained from community and user-group surveys, drop-in sessions at Omakau, plus meetings with stakeholder groups and community representatives, determined two distinct messages:

1. The community wants one multi-purpose, multi-use 'hub' facility; and
2. There is a desire for modern public toilets in Omakau's retail area.

Community feedback was also clear that their preferred location should be at the Omakau Domain. GLG advised that maintaining Omakau's existing public use facilities – the Memorial Hall and the Matakanui Combined Rugby Clubrooms – will be very costly. A more cost-effective option over the lifespan of the building would be to build a single entity, and this would have the additional advantage of bringing together a range of community activities to one venue.

The community provided feedback on what they would prefer to see included in their 'community centre', which included: A flexible multi-purpose space that could seat up to 200 people, but can also be separated into smaller spaces; a moveable stage; good indoor/outdoor flow; and access to technology such as Wi-Fi, data projection and video conferencing capabilities. Indoor sporting activity space was also requested, as well as options for services such as childcare or a fitness studio.

GLG is now moving into the second phase of the feasibility study, which will include costings, a sketched layout, and development of an operating and management structure for the proposed facility. The report will be completed for public presentation early in 2018.

Teviot Valley Community Development Scheme

Seven Training Workshops in Seven Months

Seven workshops hosted in Roxburgh over the past seven months have provided training opportunities in social media, marketing and websites for 45 Teviot Valley businesses. Initiatives that have developed “self-seeded” through this training have included a valley-wide online business forum plus the development of “The Teviot Loop” – a collaborative marketing initiative between 10 local businesses.

The Teviot Valley Community Development Scheme initiated these training courses with the intention of upskilling local businesses and encouraging collaboration. The outcomes from these workshops have more than measured up to these goals.

Central Otago Clutha Trails Operators Workshop

The Central Otago Clutha Trails Company, supported by the Teviot Valley Community Development Scheme, hosted a workshop for the operators on the Roxburgh Gorge and Clutha Gold Cycle Trails. The get-together was held at Fagan’s Store in Millers Flat on 13 November. Twenty-five businesses attended, alongside representatives from the Trails Trusts, Tourism Central Otago, and Council. The purpose of the workshop was to thank the operators for their ongoing support, discuss challenges and opportunities ahead for both trails, seed ideas about how businesses can work collaboratively to create and grow tourism on the trails, and to celebrate the re-opening of the Clutha Gold Trail following recent flood damage.

Moving in to their fifth year of operation, the Cycle Trails are going from strength to strength. Visitor counts have increased by 21% across both trails from the 2015 to 2016 season. Both trails now have Facebook pages, are present on Trip Advisor, have had their brochure revamped, and are currently having their website redesigned. Visitor satisfaction ratings remain consistently high, with the trails receiving a TripAdvisor certificate of excellence in 2017.



Tara Druce discusses future opportunities for the Cycle Trails and operators

Eden Hore Steering Group converge on Central Otago

The *Eden Hore Central Otago* steering group held its inaugural workshop in Central Otago in October. The group comprises of His Workshop the Mayor (group Chair), Claire Renault (Te Papa), Margaret Robertson (Fashionista expert), Paul Blomfield (Fashion PR specialist), Dr Jane Malthus (Fashion Historian and long-term advisor on the Collection), John Crawford (Naseby Vision representative and audio-visual advisor), and Tim Walker (Museum Strategist and group coordinator), and receives advice and support from Council’s Chief Executive and staff, and Tourism Central Otago.

The two-day workshop involved a day spent visiting key places of interest and people connected with *Eden Hore Central Otago* story opportunities, and a day ‘in the classroom’ tossing around ideas and possibilities for the *Eden Hore* garments and experiences. Members who were new to the region were “wowed” by Central Otago’s vistas, the genuineness and authenticity of the people and places they visited, and the quality of food outlets that they experienced. Their activities also attracted considerable media attention, including an article in the Otago Daily Times and a TV1 news article. Recommendations and action points from the workshop will be collated for Council to review in 2018.



Steering Group members Claire Regnault, Margi Robertson and Dr Jane Malthus muse over images of Eden Hore Central Otago

Tourism Central Otago

Consumer Events

Lake Taupo Cycle Challenge

Tourism Central Otago (TCO) exhibited at the Lake Taupo Cycle Challenge Expo in late November showcasing Central Otago's regional cycling highlights.

The TCO team talked with many participants who mostly hailed from the North Island and Australia. A highlight was catching up with a unicyclist TCO had met at the 2016 Taupo event who had since organised for a group of 15 international unicyclists to ride through Central Otago on a multi-day tour. TCO caught up with the group when they came through Alexandra the next week.



Travel Trade

Tourism Central Otago's Trade and Consumer Manager hosted four Trade familiarisations (familis) as follows:

AOT Mega Famil

Tourism Central Otago together with several Central Otago trade-ready operators hosted 46 International Travel Wholesalers through the region on 5th October. This famil was co-ordinated by Inbound Tour Operator AOT NZ with support from Tourism NZ and Ngai Tahu Tourism.

The wholesalers were a mix of product managers, sales agents and sales specialists and came from the following markets: Austria, Canada, Denmark, Finland, France, Germany, Italy, Netherlands, Norway, Spain, Sweden, Switzerland, United Kingdom and the USA.

The famil day provided wholesalers with a first-hand understanding of a range of experiences on offer in Central Otago and provided a first-hand appreciation of the connectivity and proximity to Queenstown and Dunedin. Wholesalers were delighted to discover Central Otago and stated that they consider our region has a lot to offer their visitors.

Subsequent to the famil TCO has been asked to provide suggestions that could be included in a possible new tour series for Saga UK. They are looking to establish 'Go For It' style itineraries with a maximum group size of 20 pax. These are aimed at the 50 – 60 age group and are more adventurous with options such as hiking, cycling, jet boating and 4 x 4s.



AAT Kings Famil

Following on from meetings and the AAT Kings famil in mid-2016, Tourism Central Otago's Trade and Consumer Marketing Manager hosted AAT Kings General Manager through the region in November. This famil was a final recce to review accommodation and activities as part of a 2018/19 Tour Series. This is a new series to Central Otago and expected to bring between 220 and 340 visitors to the region per season (Spring/Summer/Autumn).

United Kingdom 100% Pure NZ Specialists Famil

Tourism Central Otago hosted a group of ten 100% Pure NZ Specialist top performing New Zealand sales travel agents from the UK in early November. Although the day dawned with a decent amount of snow on the ground, the agents enjoyed the surprise factor and enjoyed the sunny settled day that followed.

The famil was organised by Tourism New Zealand with support from Air New Zealand and aimed to expand destination knowledge for agents. The objectives were to show UK agents the diversity of landscapes while featuring wildlife, food and wine, walking, hiking and cycling experiences and providing a first-hand understanding of connectivity of cities and towns.

The group split into two while in region with the majority of agents choosing the short cycle experience, while others toured Hayes Engineering. The group came together for a lunch stop and accommodation inspection. Agents were delighted with their Central Otago experiences and indicated they would be reworking their South Island itineraries to include overnight stays at boutique accommodation providing an opportunity to explore Central Otago's heritage townships and participate in activities.



Flight Centre and Infinity Travel Famil

Tourism Central Otago joined 10 Australian Flight Centre and Infinity Travel specialists who visited Central Otago in late November on a Tourism NZ and Adventure South joint venture famil. The group were on a fully guided itinerary which included cycling two sections of the Otago Central Rail Trail, staying overnight in the Maniototo, experiencing the fun of curling and visiting Clyde.

Flight Centre's South Island Destination Manager has subsequently invited Tourism Central Otago's Trade and Consumer Marketing Manager to hold a training session for key Flight Centre sales staff to upskill them on Central Otago.



Media & PR

Both Tourism New Zealand's (TNZ) Major Events and International Media teams included Central Otago on itineraries for media during November.

Vogue Online – USA

Highly regarded travel writer Todd Plummer cycled the Otago Central Rail Trail half day and overnight in boutique accommodation in early November.

The Globe and Mail – Canada

Marsha Lederman, Western Arts Correspondent, came to Central Otago from 9-11 November after the Hawkes Bay Food and Wine Classic. Marsha completed a range of food and wine experiences including the four barrels walking wine trail and a half day cycling on the Otago Central Rail Trail.

India Press Trip

A group of six media from varying parts of India, plus two TNZ hosts had two nights in the region mid-November. They visited wineries, cycled on the Rail Trail and also tried tandem hang gliding in Cromwell.

TNZ host Carole Tredrea has since received feedback from the participants that their stop in Central Otago was the highlight of their extensive New Zealand itinerary. Tourism New Zealand have also confirmed they will commission a photographer to secure additional images of Clyde heritage walk locations for use in follow up articles. TCO will also be able to use the images.

Queenstown Marathon Press Trip

Late in November following the Queenstown Marathon Central Otago hosted five media plus two Tourism New Zealand major events hosts, split into two separate itineraries. Their itineraries were for two nights/3.5 days. This group were very proactive on social platforms – Instagram and weibo / wechat.

Itinerary one was developed to take into account the needs of a Chinese media influencer who was also filming for broadcast. This itinerary included wineries, Highlands, a Roxburgh Gorge heritage cruise and cycling on the Otago Central Rail Trail.

- Wen Fenglin – Youku Sport (Chinese media influencer)
- Liu Xian (wife of Wen)
- Zhang Dingyi – cameraman.



Itinerary two enjoyed the walking wine tour, a full day cycle on the Otago Central Rail Trail and a half day Roxburgh Gorge cruise and cycle. They enjoyed several wineries and local restaurants.

- Damian Caceres – La Nacion, Buenos Aires
- Alfonsus Pratomo – Grid ID, Indonesia
- Isabel Leong – Bel Around the World, Singapore



Alfa and Isabel have continued to post Central Otago images on Instagram since they left the region.



Rough Guide to New Zealand

In November TCO also worked with the travel writer researching new content for the next edition of the *Rough Guide to New Zealand*. Freelance travel writer Sarah Reid undertook research as she drove through Central Otago and spent a night each in Cromwell and Clyde. They visited the Goldfields mining centre and jetboat, cycled 10 kms of the Roxburgh Gorge Trail and also did the four barrels walking wine trail in Cromwell and a wine tour in Alexandra.



Sarah also has her own travel instagram ecotravelist which she fed content to during her trip.



Eat.Taste.Central

The inaugural Eat.Taste.Central event focussed on the development of a 'Central Otago Regional Menu' designed to encourage locals and visitors to explore the variety of locations and flavours over Central Otago during a four week period.

The "Regional Menu" featured 27 venues across the region, and included 39 dishes. The menu was loaded into a customised section of the centralotagonz.com website and a range of print collateral was developed and distributed to support the campaign.

The campaign received extensive local media coverage during the campaign and People's Choice competition (Central App, Central Otago News, The Mirror, Otago Daily Times, Southland Times) and online content through www.stuff.co.nz and social media influencers Jane Guy (@QueenstownLife) and Liz Carson (@youngadventress).

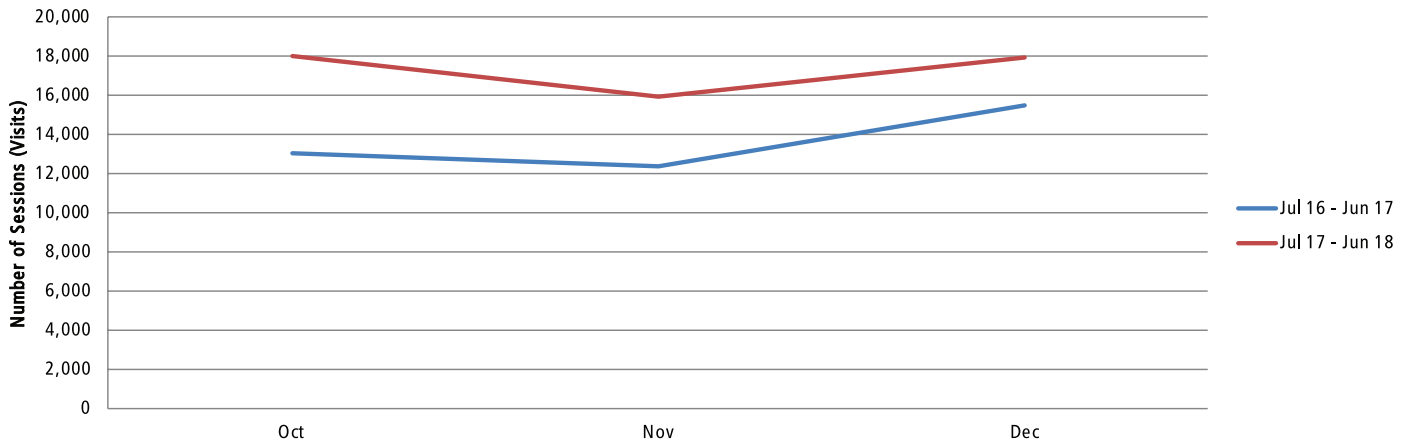
The winning dish and overall Judge's Supreme award was given to the Provenance Lamb Shoulder from the Ancient Briton Hotel.

Plans are now underway for the second Eat.Taste.Central campaign for Spring 2018.

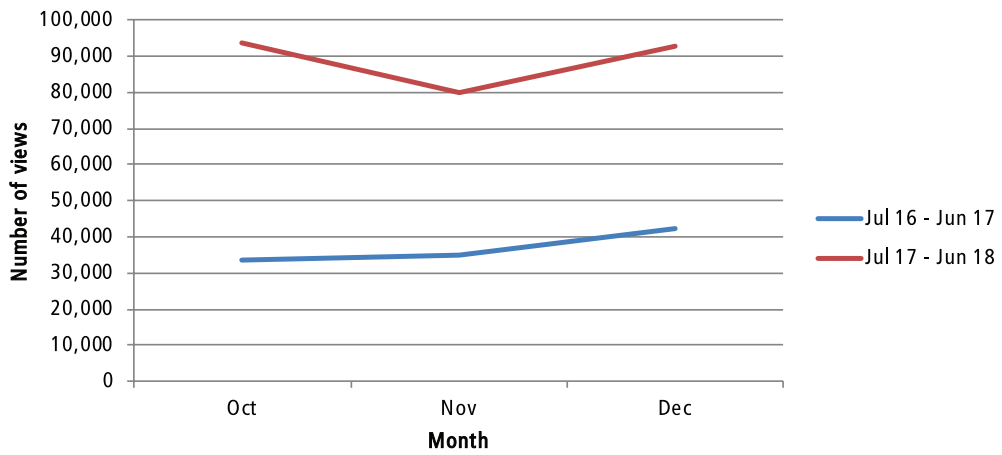
Central Otago NZ website statistics

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

Tourism Central Otago Website Total Sessions (Visits) per month



Tourism Central Otago Website Page views per month



Regional Identity

Narrated Water Story

The narrated video clip for the Central Otago Water Story is now complete and features on the www.aworldofdifference.co.nz website under 'Our Stories'.



WHATEVER THE SEASON

One of the slides featured on the narrated video clip.

Our Communities

A key focus of work in this quarter was identifying the unique stories associated with the Manuherikia area. Workshops were held in Omakau and Becks late November/ December to get a sense of what people valued about this area. Once the key stories are confirmed, these will then be researched and drafted up as well as images sourced to complement each story. Once completed the overarching story for the Manuherikia area will feature on the regional identity website along with the other two areas: Cromwell Basin and the Teviot Valley.

Further Stories Being Developed

Defining the qualities unique to Central Otago is important as the more we know and appreciate what we have, the more we are inclined to celebrate it and look after it.

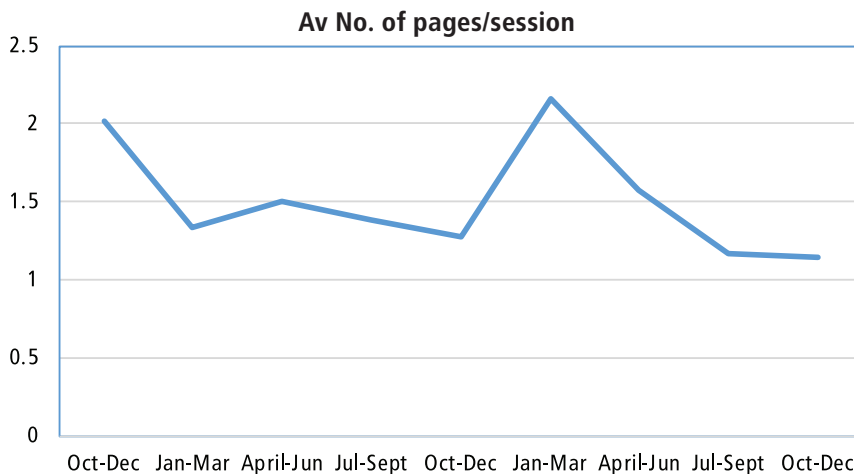
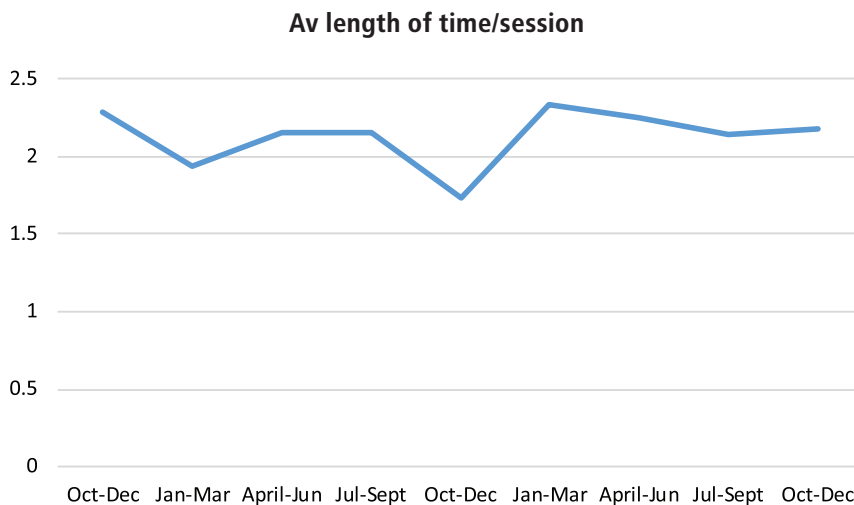
An additional story that will be developed is the Artisan Food Story for Central Otago. This story will add another rich strand to the growing Central Otago story. This piece of work will get underway in February. It will involve reviewing background material and interviews with a range of artisan food producers in Central Otago. To complete this piece of work, a photoshoot will be organised that captures the Central Otago artisan food experience. The story will then be featured on the regional identity website.

Further work on Clutha Gold Trail

A further three stories associated with the Clutha Gold Trail have been developed including the railway, farming and Island Block stories. These needed to be reviewed to ensure the writing style and image layout was consistent with the earlier stories and the overall brand positioning for the Clutha Gold Trail. Once completed, it will mean there are now 13 interpretation panels featuring key points of interest along this trail.

World of Difference Website

The Central Otago regional identity website – www.aworldofdifference.co.nz analysis for the October - December 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.



The key pages viewed included 'Our Journey' with the average length of time spent on this page being 0.56 minutes, this was followed by the profile on regional identity partner 45 South (2.35 minutes), then Our Place (0.43 minutes), Our Stories (0.40 minutes) and Our People (0.24 minutes).

Economic Development

New Zealand China Mayoral Forum

The second New Zealand China Mayoral Forum was held in Wellington at the beginning of December. This was a great opportunity to raise the Central Otago profile with the Mayors of 12 major Chinese cities.

The Forum is a mechanism for exchange and cooperation managed by Local Government New Zealand and the Chinese Peoples' Association for Friendship with Foreign Countries. This was announced during the 2014 State Visit to New Zealand by Chinese President Xi Jinping.

The theme for the second Forum was "Sustainable economies – balancing economic development with the environment". Mayor Tim Cadogan was asked to focus on "the Great Outdoors" during the economic development exchange on tourism. He delighted his Chinese counterparts with a video presentation, with much of the dialogue in Mandarin, which he made of a road trip that followed the proposed Chinese Heritage Trail from Arrowtown, through Central Otago and Clutha districts and ending at the Chinese Garden in Dunedin. The Mayor's video presentation can be viewed on the CODC Youtube channel.



Study Central Otago

Representatives of Central Otago education institutions and the Council's Economic Development Manager brainstormed ideas for a Study Central Otago initiative during a workshop facilitated by the General Manager of Tourism Central Otago. The agenda focussed on education institution business priorities, strategic questions such as what we are trying to achieve and why, what are the issues standing in the way, and who are our target audiences. The outcome was a confirmed vision for a Study Central Otago initiative through which the education institutions and council will work with Education New Zealand to raise the profile of Central Otago as a study destination for students from other parts of New Zealand and from off-shore.

Central Otago Labour Market Governance Group

Access to a sufficient number of staff with the appropriate skills is a major issue for many Central Otago businesses. The Central Otago Labour Market Governance Group, which includes representatives from key sectors of the Central Otago economy, business groups, central government agencies such as the Ministry of Social Development and Immigration New Zealand, and CODC, monitors workforce issues in the district. The group has a specific responsibility at this time of the year to recommend to central government on the number of Regional Seasonal Employment workers required by the district's orchards and vineyards over the coming season. It is also required to recommend to the Ministry of Social Development on whether there is need to declare a seasonal labour shortage declaration in the district. Central Otago District Councillor Stephen Jeffery has recently replaced former Councillor John Lane as the chair of the group.

Economic and Business Development Strategy

Work is underway to develop a new Economic and Business Development Strategy for the district. The Strategy is a key tool by which the Council helps create the vibrant and prosperous economy necessary to underpin good-quality infrastructure and the provision of local public services. In the weeks leading up to Christmas workshops were held in Alexandra, Cromwell, Ranfurly and Roxburgh to inform members of the community about the approach being taken with the new strategy and to seek community input. The new strategy will cover the period 2018 to 2021 and implementation will commence once it has been adopted by Council.

Visitor Information Centres

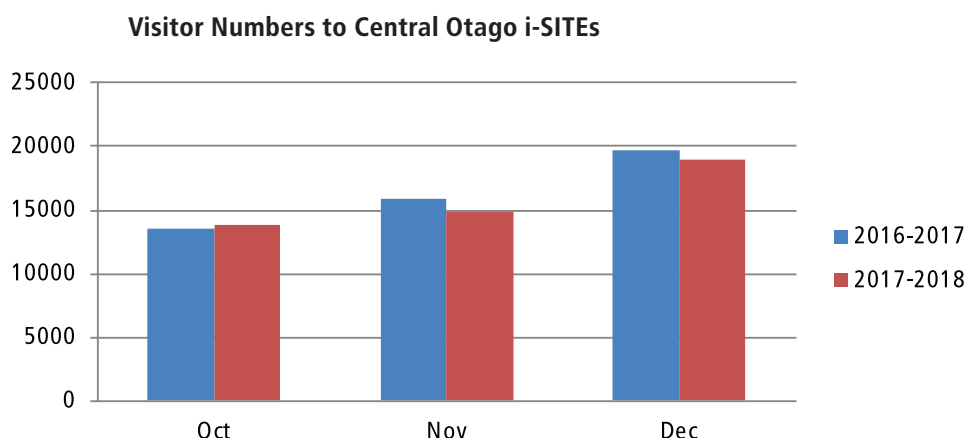
Overall visitor numbers to centres were down 3% compared with the 2016 October – December quarter.

This quarter's revenue is down 19% (\$57,000) on the same period last year due in part to the large number of accommodation and travel bookings (\$35,000) taken for the National i-SITE Conference that was held in Cromwell in September 2016 and having less events to sell tickets for (\$12,520).

The Ranfurly i-SITE worked with a Chinese film production company and local operators to secure accommodation for 100 cast and crew in November. Total value of the accommodation booked through the i-SITE came to over \$28,000.

i-SITEs organised a Locals' Weekend to encourage residents and our neighbours to experience Central Otago's tourism products on 14 and 15 October. Seventeen activities were offered at special 'mates rates' at 40-50% off retail. The campaign targeted locals as they are often the last to try activities right on their back doorstep. Having a specific weekend with special rates for locals was aimed at inspiring locals to experience Central Otago's tourism products so they could be wonderful ambassadors for these great experiences and further promote them to friends and family. Over \$10,000 worth of Locals' Weekend activities were booked direct, with the majority of operators keen to take part again in a similar event.

The outlook for the next quarter is for modest growth in bookings. The centres are currently working on accommodation bookings for the Irrigation NZ conference.



Overview of Visitor Numbers

Alexandra

Visitor numbers decreased by 12%. Overall bookings by origin were distributed between locals (51%), domestic (32%) and international visitors (17%).

Cromwell

Visitor numbers decreased 7% on the same period last year. Overall bookings by visitor origin were locals (43%), followed by domestic visitors (19%) and international visitors (38%).

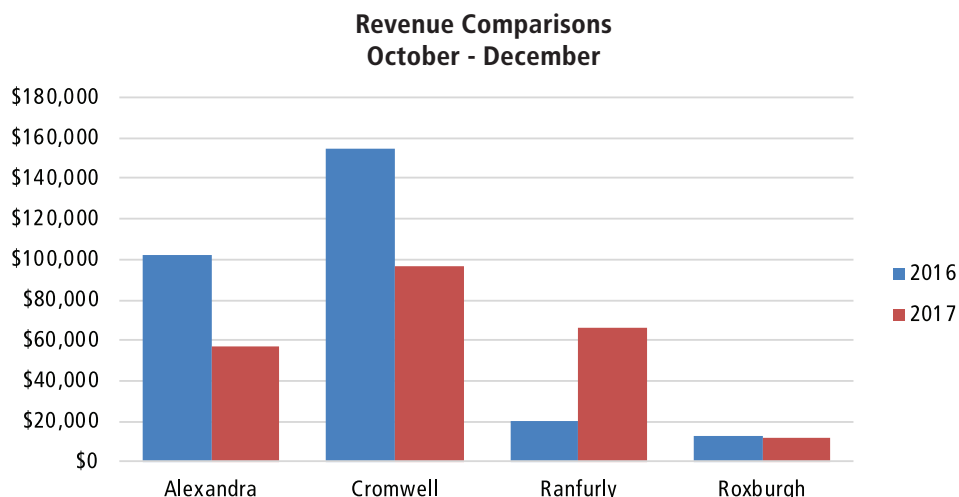
Ranfurly

Visitor numbers decreased 3%. International visitors (44%) were the largest proportion making bookings, followed by domestic visitors (38%) and locals (18%).

Roxburgh

Roxburgh Centre (library, service centre and visitor centre) visitor numbers increased 13%. The increase in foot traffic was due to the Roxburgh Service Centre being used to coordinate the relief effort to the Roxburgh floods. Bookings made at the Roxburgh Centre were split between locals (78%), domestic visitors (14%) and international visitors (8%).

Revenue



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

Overall revenue decreased 19% (\$57,000) against the same period last year due to the i-SITEs booking over \$35,000 in accommodation and travel for delegates to the National i-SITE conference that was held in Cromwell last year. \$30,000 worth of bookings were also processed for the National i-SITE conference in the 2016 July – September quarter. The majority of the conference bookings were processed by the Alexandra i-SITE and greatly attributed to the drop in sales Alexandra i-SITE.

Ranfurly i-SITE had strong growth in revenue across all areas (bookings, retail, events) the majority of the growth was due to a large film crew booking.

Event ticket sales were down 71% (\$12,520) for the quarter due to a number of community performances not recurring this quarter.

Total retail sales were up 5% on last year.

The average booking sale by international visitors increased while the average booking sale decreased for domestic visitors (due to the i-SITE conference). The average booking value decreased slightly for locals.

Average Booking Sale by Origin of Visitor			
October – December	2016	2017	% Increase
Local - Central Otago	\$69	\$63	-9%
Domestic	\$244	\$178	-27%
International	\$189	\$236	25%

Visitor Bookings by Origin		
October – December	2016	2017
Local - Central Otago	40%	45%
Domestic	27%	26%
International	33%	29%

Bookings

Total bookings for all centres decreased by 20% (\$46,905). Bookings accounted for 80% of revenue.

Alexandra: Bookings decreased 47% compared with the same period last year.

Cromwell: Bookings decreased 35% compared with the same period last year.

Ranfurly: Bookings increased 400% compared with the same period last year.

Roxburgh: Bookings decreased 54% compared with the same period last year.

Retail Sales

Total retail sales for all four centres increased by 5% (\$2,003) from the same period last year.

Alexandra: Retail sales decreased 14% this quarter compared to last year.

Cromwell: Retail sales decreased 3% this quarter compared to last year.

Ranfurly: Retail sales increased 33% this quarter compared to last year.

Roxburgh: Retail sales increased 22% this quarter compared to last year.

Event Sales

Event ticket sales decreased 71% (\$12,520) this quarter compared to the same period last year.

Oct - Dec

Alexandra		
Oct - Dec 2017	Visitors	12163
Oct - Dec 2016	Visitors	13844
Visitor numbers decreased by		-12.1%
	Gross Revenue	% of total sales
Bookings	\$43,015.35	75%
Retail	\$12,954.50	23%
Event Tickets	\$1,030.00	2%
Display Rental		0%
REVENUE 2017	\$56,999.85	100%
REVENUE 2016	\$101,832.69	100%
Revenue decreased by		-44%
Cost of retail goods sold		0%
Commission earned		\$4,084.09

Ranfurly		
Oct - Dec 2017	Visitors	8262
Oct - Dec 2016	Visitors	8076
Visitor numbers increased by		2.3%
	Gross Revenue	% of total sales
Bookings	\$53,480.05	80%
Retail	\$12,425.60	19%
Event Tickets	\$640.00	1%
Display Rental	\$-	0%
REVENUE 2017	\$66,545.65	100%
REVENUE 2016	\$20,153.90	100%
Revenue increased by		230%
Cost of retail goods sold		0%
Commission earned		\$6,280.00

Cromwell		
Oct - Dec 2017	Visitors	19386
Oct - Dec 2016	Visitors	20864
Visitor numbers decreased by		-7.1%
	Gross Revenue	% of total sales
Bookings	\$85,806.75	89%
Retail	\$8,108.10	8%
Event Tickets	\$2,715.00	3%
Display Rental		0%
REVENUE 2017	\$96,423.07	100%
REVENUE 2016	\$155,379.05	100%
Revenue decreased by		-38%
Cost of retail goods sold		0%
Commission earned		\$9,947.24

Roxburgh		
Oct - Dec 2017	Visitors	7849
Oct - Dec 2016	Visitors	6370
Visitor numbers increased by		23.2%
	Gross Revenue	% of total sales
Bookings	\$3,181.00	28%
Retail	\$7,508.10	65%
Event Tickets	\$830.00	7%
Display Rental		0%
REVENUE 2017	\$11,519.10	100%
REVENUE 2016	\$12,985.50	100%
Revenue decreased by		-11%
Cost of retail goods sold		0%
Commission earned		\$412.80

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:



**THRIVING
ECONOMY**

**SUSTAINABLE
ENVIRONMENT**

**SAFE & HEALTHY
COMMUNITY**

Building Control Activity

Number of Building Consents Processed and Value of Building Work

In the period 1 October to 31 December 2017 a total of 219 building consents were issued at a value of \$42,994,530.

An analysis of trends in building consent numbers and their values indicates that the number of consents received in this quarter had a decrease of 13% and the value increased by 1.5% when compared to the same period last year.

Processing Times

End-to-end processing times for building consents was an average processing time of 26 customer days (not statutory processing days).

In term of statutory processing time frames the average processing time for the quarter was 15 working days, well within the statutory requirement of 20 working days. 95.02% of all consents issued were issued within the 20 day statutory time frame.

LIMs

During the last quarter there were 213 LIMs issued. Which was a decrease of 18% 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 demand in terms of the amount of building activity within the region.

Staff

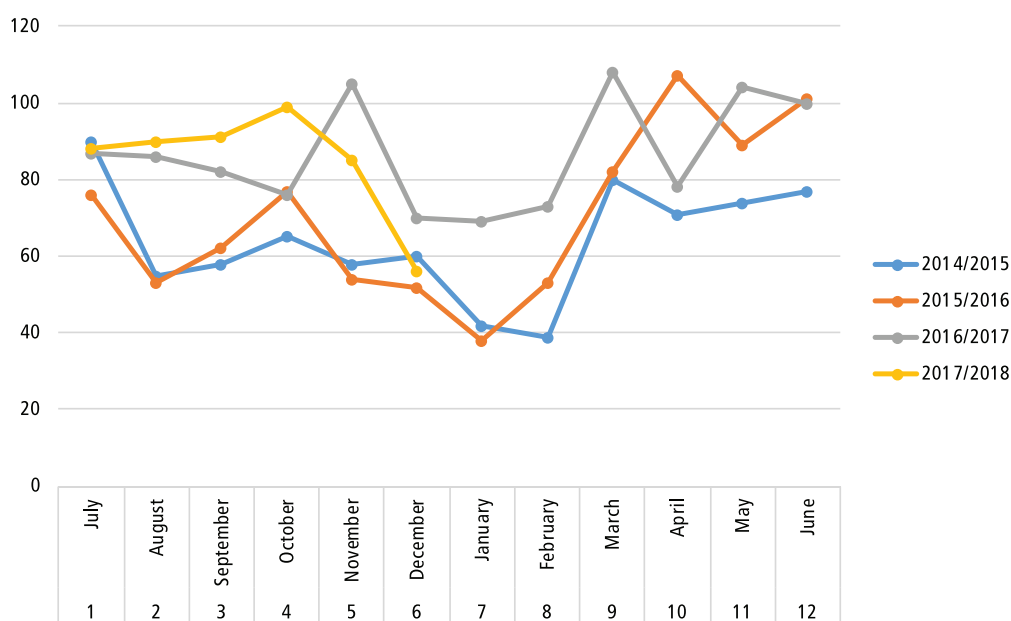
During this quarter, we have employed a new Building Control Officer who will be based at the Alexandra office, starting is 5 February.

Accreditation

Just prior to Christmas, we received confirmation from International Accreditation New Zealand (IANZ) that we have successfully passed our accreditation for the next two years.

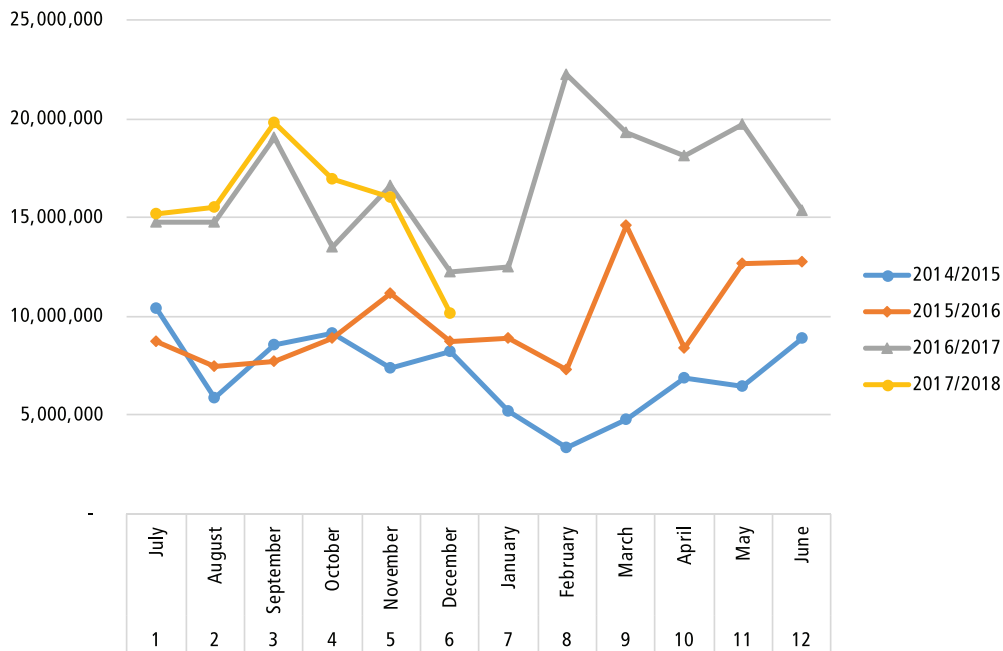
Number Issued by month		Financial Year			
Month	Month Name	2014/2015	2015/2016	2016/2017	2017/2018
1	July	90	76	87	88
2	August	55	53	86	90
3	September	58	62	82	91
4	October	65	77	76	99
5	November	58	54	105	85
6	December	60	52	70	56
7	January	42	38	69	
8	February	39	53	73	
9	March	80	82	108	
10	April	71	107	78	
11	May	74	89	104	
12	June	77	101	100	
Grand Total		769	844	1038	509
Change from Previous Year			10%	23%	

Number of building consents issued by month



Total value by month		Financial Year			
Month	Month Name	2014/2015	2015/2016	2016/2017	2017/2018
1	July	10,410,031	8,691,463	14,736,389	15,194,377
2	August	5,846,350	7,490,249	14,798,895	15,500,109
3	September	8,551,268	7,746,178	19,035,423	19,768,706
4	October	9,160,165	8,880,789	13,481,879	16,909,081
5	November	7,361,192	11,185,486	16,609,418	16,037,202
6	December	8,198,023	8,730,997	12,268,049	10,141,247
7	January	5,192,937	8,843,449	12,479,465	
8	February	3,339,327	7,316,512	22,245,787	
9	March	4,762,850	14,576,248	19,293,263	
10	April	6,861,907	8,404,614	18,084,173	
11	May	6,452,630	12,630,872	19,721,186	
12	June	8,852,602	12,711,327	15,373,067	
Grand Total		84,989,282	117,208,184	198,126,994	93,550,722
Change from Previous Year			38%	69%	

Value of building consents by month



Analysis by Ward	Number	Value
Vincent		
Total for October to December 2017		
Alexandra Ward		
Agricultural - New farm shed	1	86,537
Residential - Dwelling additions and alterations	1	4,950
Residential - Dwelling alteration (internal only)	3	153,500
Residential - Heating appliance	2	10,000
Residential - New Dwelling	2	693,300
Alexandra Ward Total	9	948,287
Earnsclough-Manuherikia Ward		
Agricultural - New farm shed	1	56,662
Commercial - New industrial	1	1,500,000
Residential - Dwelling additions and alterations	1	5,000
Residential - Dwelling alteration (internal only)	2	34,000
Residential - Heating appliance	1	4,000
Residential - New Dwelling	3	1,185,898
Residential - New garage	2	43,000
Earnsclough-Manuherikia Ward Total	11	2,828,560
Cromwell Ward		
Agricultural - New farm shed	1	80,000
Commercial - Community building (eg. church/clubrooms/toilet	1	20,000
Commercial - Education/childcare facilities - additions and	2	254,000
Commercial - Motel/hotel/accommodation building - additions	1	160,000
Commercial - New industrial	1	265,000
Commercial - New retail/cafe/restaurant/bar	1	-
Commercial - Other	1	200,000
Commercial - Retail/cafe/restaurant/bar - additions and alte	1	10,000
Residential - Dwelling additions and alterations	1	5,000
Residential - Heating appliance	2	6,900
Residential - New Dwelling	11	3,637,000
Residential - New garage/sleep-out	1	130,000
Residential - New units (multi-unit)	1	306,000
Residential - Plumbing and drainage only	2	20,000
Cromwell Ward Total	27	5,093,900
Maniototo Ward		
Agricultural - New farm shed	1	116,000
Residential - Dwelling additions and alterations	1	65,000
Residential - Heating appliance	1	4,500
Residential - New Dwelling	1	35,000
Maniototo Ward Total	4	220,500

Teviot Valley Ward		
Commercial - Industrial additions and alterations	2	700,000
Residential - New carport	1	15,000
Residential - New Dwelling	2	335,000
Teviot Valley Ward Total	5	1,050,000
Grand Total	56	10,141,247

Total Analysis	Number	Value
Agricultural - New farm shed	4	339,199
Commercial - Community building (eg. church/clubrooms/toilet	1	20,000
Commercial - Education/childcare facilities - additions and	2	254,000
Commercial - Industrial additions and alterations	2	700,000
Commercial - Motel/hotel/accommodation building - additions	1	160,000
Commercial - New industrial	2	1,765,000
Commercial - New retail/cafe/restaurant/bar	1	-
Commercial - Other	1	200,000
Commercial - Retail/cafe/restaurant/bar - additions and alte	1	10,000
Residential - Dwelling additions and alterations	4	79,950
Residential - Dwelling alteration (internal only)	5	187,500
Residential - Heating appliance	6	25,400
Residential - New carport	1	15,000
Residential - New Dwelling	19	5,886,198
Residential - New garage	2	43,000
Residential - New garage/sleep-out	1	130,000
Residential - New units (multi-unit)	1	306,000
Residential - Plumbing and drainage only	2	20,000
Grand Total	56	10,141,247

Alcohol Licensing and Environmental Health

District Licensing Committee

The previous District Licensing Committee's term of appointment expired on 30 October 2017.

The positions were advertised and the following appointments were made for a term of three years:

- Robert McNeil as a Commissioner to act as Chair of the Licensing Committee
- Neil Gillespie as Deputy Chair, and member of the District Licensing Committee
- Dr Michael MacAvoy, Brett Pay and Tanya Surrey as list members of the District Licensing Committee.

District Licensing Committee Hearings

One hearing has been held during this quarter as a result of police opposing an application for a special licence for the Bikers Rights Organisation of NZ (Otago) Inc. The committee approved the application subject to conditions which reinforced the requirements of the Act and satisfactorily met the concerns of both parties.

Alcohol Regulatory and Licensing Authority (ARLA)

Several premises which have recently breached the Sale and Supply of Alcohol Act have been referred to ARLA by Police with a request to suspend or cancel their licences. Police have also requested that the managers on duty at the time of the offence occurring, have their Manager's Certificates suspended or cancelled.

These cases will be heard by ARLA at the district court in Queenstown on 8 February 2018.

Alcohol licensing quarterly statistics report

(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	2 (2)	2 (3)			
On-licence variation					
On-licence renewal	3 (4)	7 (3)			
Off-licence new	1 (2)	1 (2)			
Off-licence variation					
Off-licence renewal	6 (8)	3 (2)	0 (1)		
Club licence new					
Club licence variation					
Club licence renewal	3 (2)				
Total number	15 (18)	13 (10)	0 (1)		

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 (11)	11 (12)			
Off-licence	22 (25)	6 (6)	1 (1)		
Club licence	5 (6)				
Total number	35 (42)	17 (18)	1 (1)		

Manager's Certificate applications received

Manager's certificates - new (\$316.25)	21 (30)
Manager's certificates - renewal (\$316.25)	30 (44)
Total number	51 (74)

Special licence applications received

	Class 1 - \$575.00	Class 2 - \$207.00	Class 3 - \$63.25
Special licences	12 (12)	12 (11)	19 (17)

Temporary Authority applications received

Temporary Authority Orders	\$296.70	8 (4)
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Environmental Health

In December Council appointed an Environmental Health Officer with the appropriate experience and qualifications to meet our responsibilities under the Food Act 2014. This area of our work has previously been supported by the use of contract staff with some aspects being deferred indefinitely.

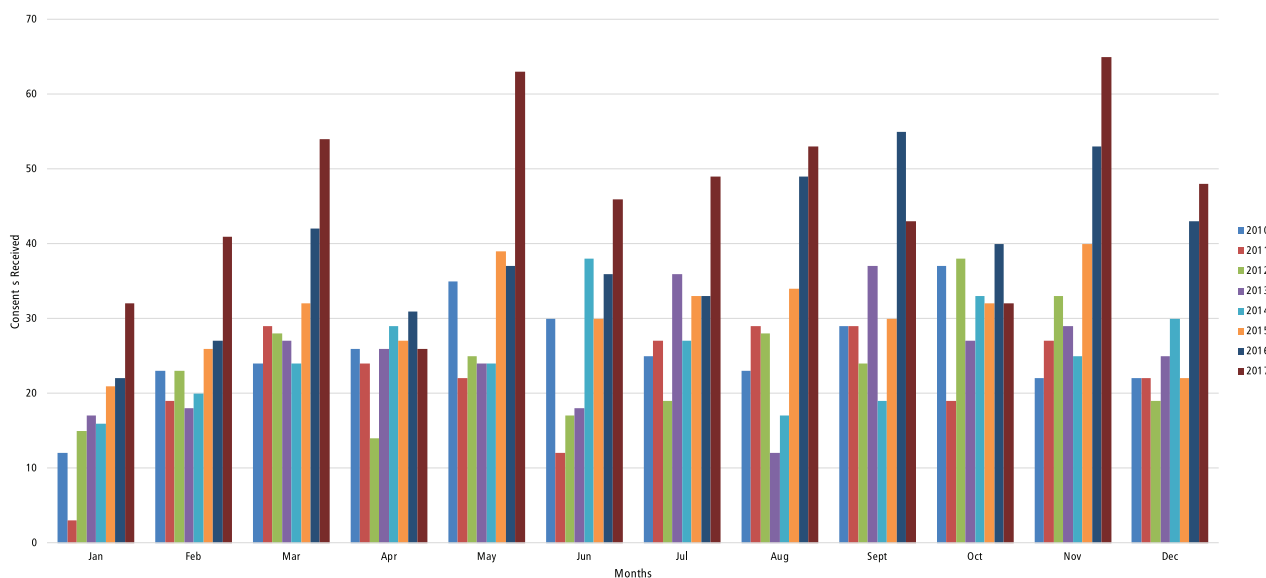
This new appointment should ensure all Council's environmental health requirements are met by in-house staff for the immediate future.

Planning

Resource Consent Activity

In 2017 a total of 589 applications were received, up by 96 applications when compared with 2016. Both 2016 and 2017 have shown significant increases with over 60 resource consents received in May and November of 2017.

RC received per month from 2010



Resource Consents Received

The number of resource consents received for this quarter totalled 153. We are again experiencing large numbers of consents that are incomplete or do not contain sufficient information to process, which causes delays and results in additional time spent on processing. As a result we are working on amending our guidance information to assist applicants.

Number of Resource Consents Processed

In the period **1 October - 31 December 2017** a total of 121 resource consents were processed. The consents issued during this period were as follows:

- Non-notified delegated authority 117
- Limited Notified (to hearing) 1
- Publicly Notified (to hearing) 3

Decision Processing Times

The 117 non-notified delegated authority decisions issued in this quarter had an average processing time of 18.25 days.

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:

**THRIVING
ECONOMY**

**SUSTAINABLE
ENVIRONMENT**

**SAFE & HEALTHY
COMMUNITY**

Communications

Digital Media

Customer use of our Council website continued its upward trend with 150,897 page views in this quarter (up 14.7% on the same quarter in 2016). The CODC Facebook page reached 3986 likes during by the end of this quarter, with a huge spike in activity at the time of the flooding event in Roxburgh late November (more than 800 new likes between 25 November and 5 December).

Mayor Tim's video made for his presentation at the NZ China Mayoral forum in November had in excess of 10,000 views and 128 shares. But by far our widest reaching post every was one of the posts showing the flooded main street of Roxburgh on the night of the 26 November flood event, which ended up reaching 123,764 people, with 744 reactions and 662 shares.

Public Information Management – Roxburgh Flood Event

The Roxburgh flood event response and recovery gave those Council staff with Public Information Management (PIM) responsibilities some real-life experience in emergency communications.

The team was fortunate to have Otago Civil Defence Emergency Management's Group Public Information Manager Michele Poole join us in the EOC and work alongside the PIM team.

The team used multiple channels to get messaging out – including Council's website, Facebook page, the Central App, newsletters, radio, posters, hard copy residents updates and gold old fashioned door-knocking.

Following on from this event CODC picked up and shared Otago CDEM's 12 days of preparedness social media campaign in the lead up to Christmas.

During the quarter two of the PIM team also had initial training in the new national mobile alerting system and this capability will be built on in 2018.

Bin Lid Latch Trial

In October Council launched its Bin Latch Pilot Programme aimed at reducing spilt and windblown litter.

The pilot running over the summer aims to find out whether it would be a worthwhile exercise to supply and get the contractor to fit the latches to the entire district's yellow kerbside wheelie bin.

The communications team has helped promote the trial via The FlipSide, Noticeboard, reception and library displays, Facebook and local media, and is coordinating a pre- and post-trial survey of participants.

Any Number is Too Many

The Communications team has been supporting the Road Safety Coordinator on the *Any Number is Too Many* initiative.

Central Otago District Council has joined forces with businesses, emergency services, government agencies and seven other councils from across Southland and Otago to try and stop people dying on southern roads.

The group, known as the Southern Road Safety Influencing Group, has developed Any number is too many – a new initiative that asks communities to think and talk about road risk and what they can do about it together.

So far our support has included a Facebook video with Mayor Tim sharing his own personal #anynumberistoomany story, editorial written for The Mirror, and Facebook shares.

Thyme Festival

As part of the opening weekend of Thyme Festival two events were held in Alexandra targeting our district's doggy population. The events were a collaboration between Thyme Festival organisers, SPCA, Keep Alexandra Clyde Beautiful and CODC (parks, pools and communications teams), with many local businesses offering spot prizes and raffle prizes.

The morning saw 35 dogs and their owners gather at Pioneer Park for the 'Four Paws for SPCA' family fun dog walk. The walk route included the Linger and Die dog exercise area, Lookout Reserve and the Manuherikia Riverside.

Following the walk dogs had the opportunity to cool off at the outdoor pool at Molyneux Aquatic Centre in the 'Soggy Doggy Splash' event. This first ever doggy pool party for our centre was a huge hit and dog owners were raving about it. Council's graphic designer took a lot of stunning shots that were posted in an album on Council's Facebook page illustrating what a ball the dogs had splashing and dashing about in the pool and around it. These Facebook albums have been viewed more than 1300 times with about 400 engagements (reactions, comments and shares) and all of it overwhelmingly positive, with lots of interest in future events like these. Other media from the event included an ODT article and a great story on The Central App.

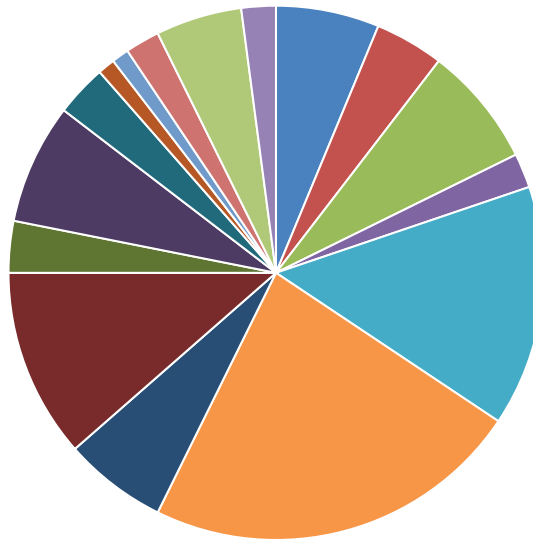


The FlipSide Spring 2017 edition

The Spring edition of our CODC residents' newsletter *The FlipSide* was distributed late October. The issue featured an item launching the wheelie bin latch pilot programme, a focus on what's happening in the economic development space, a message from the Mayor priming our audience for Long Term Plan and District Plan engagement, and a preview of some fabulous events happening around our district over the summer months.

Health and Safety

All 96 Incidents by type
1 October - 31 December 2017



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

Recorded incidents

- 9 staff
- 3 contractors
- 77 customers
- 5 public
- 2 accidental alarms

Two notifiable (serious harm) incidents were reported in this period. Both of these were employees of contractors (Fulton Hogan). Fortunately, neither of the people concerned sustained life changing injuries.

COUNCIL'S COMMITMENT TO HEALTH AND SAFETY

The Central Otago District Council remains committed to working with its people at all levels to improve health and safety practices and culture.

As with Council's commitment to our customers, we are committed to the health and safety of our staff. We are committed to providing a safe and healthy work environment for all our staff.

Council remains a participant in SiteWise, a program that is working to reduce health and safety incidents.

Leading the Way with SITEWISE

As part of an effort to lead the way in contractor management and prequalification, the Central Otago District Council (CODC) has joined SiteWise.

CODC was one of the first contractors to be SiteWise in 2013 and was one of the first to be SiteWise in 2017. This was a significant milestone for the Council and a testament to the commitment of our staff and contractors to health and safety.

The program is being managed by SiteWise New Zealand, a national not-for-profit organization.

Prequalification is the process of assessing a contractor's health and safety performance before they are awarded a contract. This is done through a series of steps, including the completion of a prequalification questionnaire (PQQ) and the submission of evidence of health and safety performance.

The program is simple and affordable for contractors, and it provides a clear and consistent process for the assessment of health and safety performance. This allows for a more informed decision-making process when awarding contracts.

Prequalification is a key part of the Council's commitment to health and safety, and it is a program that we are proud to be a part of.

SITewise PREQUALIFICATION FREE CONTRACTOR/BUSINESS OWNER TRAINING

INTRODUCTION TO SITewise

Start 15:00 with Steve

"DROP IN SURGERY"

1pm - 3:00pm

RSVP: PH 027 417 1174

Email: events@codc.govt.nz

Contractor Management and Prequalification- SiteWise

During October we launched an advertising campaign for SiteWise. This included a full page advertorial in the CO News, Facebook and website marketing outlining Council's requirement for contractors to be SiteWise assessed and the benefits to businesses. Below are some of the quotes provided by contractors:

"Crom-Dig is committed to a high standard of health and safety within the civil and construction industry. Through annual assessment and constructive feedback, SiteWise helps us maintain that level and provides CODC and others in the industry, with independent information of our health and safety practices."

"Central Decorators are a small painting and decorating business in Central Otago and were an earlier adopter of the SiteWise initiative. We use SiteWise to help us maintain a high level of health and safety and provides CODC with independent information of our practices."

"At Laser Electrical Alexandra health and safety is our priority. Working in our industry it's important we have high standards in place and SiteWise has been a great tool to provide the CODC and other organisations the confidence to work with."

Following this promotion the average score for Council contractors rose to 79%, 10% higher than the national average of 69%. Continuing support to increase awareness of health and safety is offered to all local contractors. A full day of training and support for contractors was run by Site Safe on 23 November.

Training & Education

The following training took place during the quarter:

- Water quality training (Pool Water Treatment) was provided to one staff member in November.
- First Aid refresher training was provided to five staff members during this quarter
- Site Safe passport (foundation course for entering construction areas) was attended by seven staff during November and December.
- Contractor health and safety management training was provided to 33 staff over two sessions on 19 October and 2 November 2017.

Health and Wellbeing

As part of our ongoing commitment to all aspects of Health & Safety, a community assistance programme was trialed during the Mental Health Awareness Week, 9-15 October 2017.

Staff (in groups of a up to six per day) finished their core role at 3pm and went into the community to “do good in the hood” for a couple of hours.

The teams assisted with sprucing up the SPCA, planting the seedlings at the Community garden, visiting the elderly and weeding and mulching the Native Reserve on Boundary Road.



This initiative promoted both mental and physical wellness by giving staff the opportunity to take part in the “Five ways to well-being”.

Following the Roxburgh flood event staff were instrumental in providing welfare assistance to the residents (and absentee owners) through the reinstatement and clean-up phase.





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