



January to March 2018

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.

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

DECISIONS MADE TODAY

Decisions made today will affect tomorrow

THREE waters

Water Wastewater
Stormwater



THREE WATERS

Water, Wastewater, Stormwater

The water services activity provides water, wastewater, and stormwater services to the urban areas of Central Otago.

The water service team's goal is to operate and maintain the water systems and to provide water and wastewater 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).

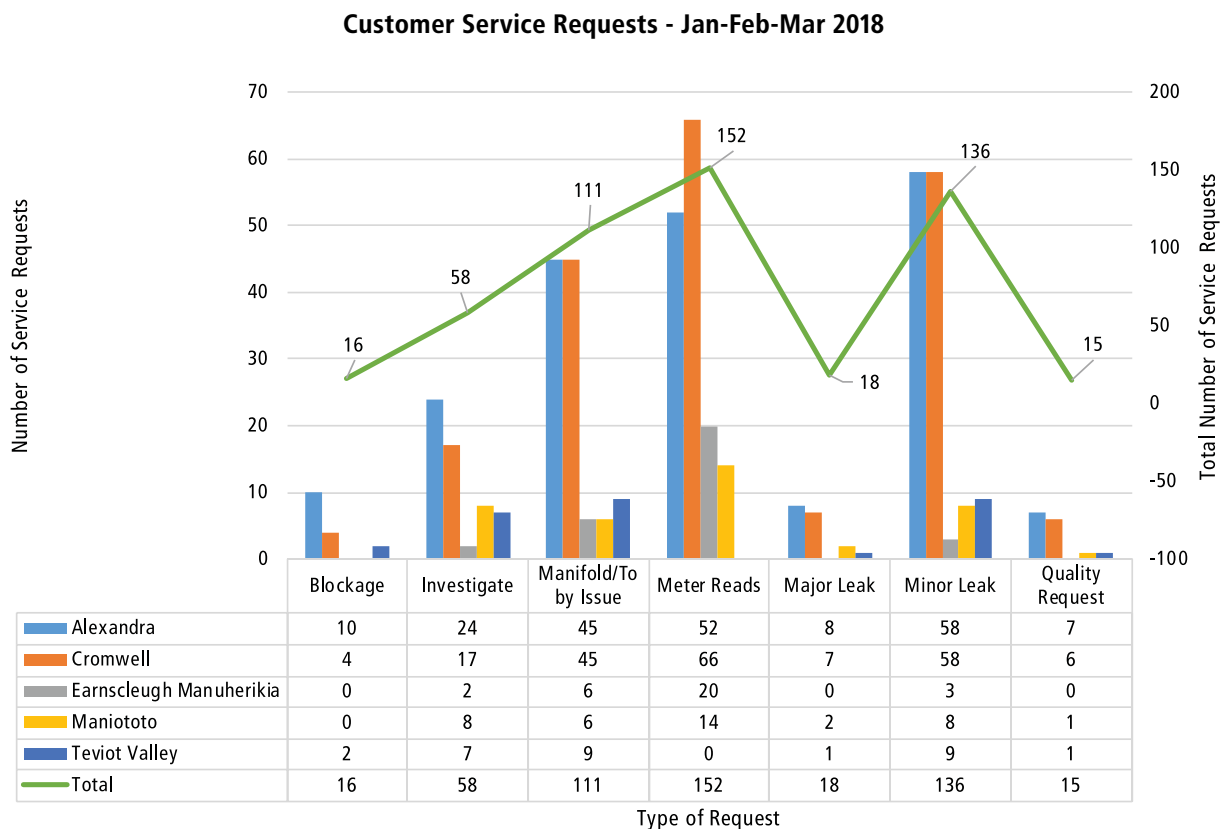
THIS ACTIVITY CONTRIBUTES TO THE FOLLOWING COMMUNITY OUTCOMES:



Water

Customer Services

The majority of service requests in this quarter relate to water meters and minor leaks. There has been a slight decrease from the previous quarter. 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.



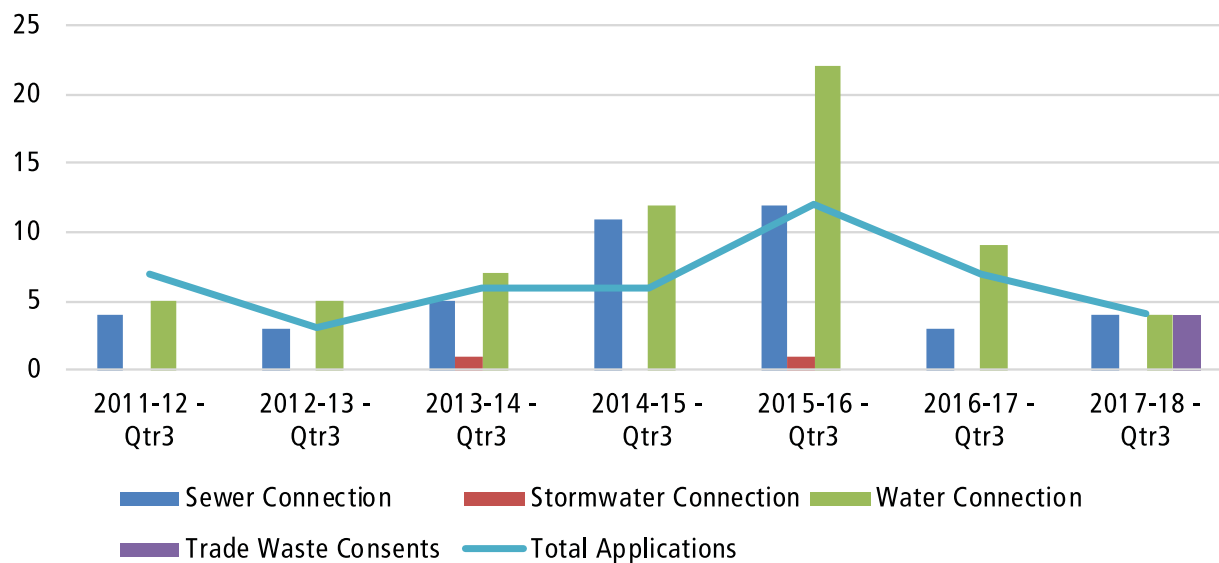
The high number of meter reads is a result of continued growth within the district where residents are requesting final meter reads prior to transfer of property ownership.

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 tradewaste to the wastewater network.

The applications received for the third quarter show a small decrease compared to the third quarter of 2016/17.

Historic 3-Water Applications for Third 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 decrease in water connections, a small increase in sewer connections with a number of trade waste consent received also. An increase in trade waste consents could be an indication of increasing commercial activity.

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%	38%		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%	56%		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 $\geq 99\%$ of the time	99.9%	99.9%	99.9%		Annual budget incorrectly allocated to July.
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	186.92 188.92		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	98.78 116.97		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	1.54		
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 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 \leq 1 per 1000 connections	0	0.26	0.13		
	Number of sewerage system faults and blockage complaints \leq 11 per 1000 connections	1.92	2.43	3.2		
	Number of complaints regarding responses to sewer service requests \leq 1 per 1000	0	0	0		
Percentage of budgeted capital works completed annually	To complete more than 90% of budgeted capital	18%	41%	69%		Year to date expenditure vs annual budget. Budget entry issue with change of financial systems. Annual budget incorrectly allocated to July.
	To complete more than 90% of budgeted renewals	5%	24%	47%		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	Nil		
Fault response times Attendance: Resolution:	Target median time to get to site \leq 2 hours	0.23	21.93	1.92		Recording of attendance and resolution times improving. Continued work required to address these issues.
	Target median time to resolve the problem \leq 8 hours	10.42	23.64	14.41		
Number of dry weather sewerage overflows from sewerage scheme	Number of dry weather sewerage overflows \leq 1 per 1000 connections	0.38	0.9	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%	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%	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	Nil		
Number of flooding events that occurred and habitable floors affected	Target number of habitable floors affected ≤ 1 per 1000 properties	Nil	Nil	Nil		
Response time to attend flood events	Target median time to get to site ≤ 2 hours	N/A	N/A	N/A		
Number of complaints received about stormwater performance	Total number of customer complaints ≤ 2 per 1000 properties	0.82	0.47	1.29		

Work undertaken last quarter

Alexandra Wastewater

A monitoring station has been installed on the inflow of untreated wastewater at the Alexandra Wastewater Treatment Plant. This equipment is required to monitor the chemical makeup of the wastewater entering the plant. This equipment will also provide valuable information to assist with the operation of the treatment plant.



S::CAN Wastewater Monitoring Equipment.

Alexandra Stormwater

A blocked stormwater culvert overflowed and damaged a retaining wall and the Clyde-Alexandra walkway near the Alexandra Bridge during heavy rain in January.

Repairs have now been completed and the stormwater drain has been cleared.



Block wall being repaired.



Repairs completed.

Alexandra Wastewater

Maintenance was undertaken on a pump station that was experiencing issues in January. When the pump was removed it was found to be clogged with fat and wipes.

This is a growing national and international issue, which is due to the increased use of flushable wipes which do not dissolve and block wastewater infrastructure and cause issues for treatment processes.

It is important for residents to remember the three P's. Toilets are for Pee, Poo and Paper only. Paper means standard toilet paper. Do not flush wet wipes, sanitary items or anything else.



Fat, rags and wipes blocking a pump.

Water and Wastewater Renewals

Tenders for water pipe renewals and wastewater pipe relining were released mid December and were awarded in January. Work for both contracts have progressed well.



Watermain renewal on Bantry Street.

Work to be undertaken in the next quarter

Omakau Water Supply

Investigations at the Mawhinney Road site are being completed to finalise treatment options for the Omakau water supply. A short duration pump test has been completed on an existing bore to determine groundwater availability and groundwater connections to stream flows. A second bore is being installed during April and a further pump test will be completed. Water sampling has also been collected to analyse water quality. These initial results showed very good quality water.

A temporary portable treatment plant is also being connected to the existing plant in Omakau to reduce the likelihood of a boil water notice due to dirty water from the Manuherikia River.



Bore test pump installed and operating on the existing bore.



Inside the portable water treatment plant.

Naseby Wastewater

Improvements to the wastewater discharge from the Naseby wastewater treatment plant is to be undertaken this quarter. This work requires a change to the layout and controls of the existing infiltration beds. The work will better control how wastewater is applied to ground and improve dispersion.

Alexandra and Ranfurly Wastewater

New inlet screens are being installed. The new screens will better capture contaminant materials, larger items and grit/sand. This will reduce the load on the treatment process and improve the treated effluent discharge.



New screen in place at the Alexandra plant awaiting assembly and connection.

Naseby Water

Detailed designs for the Naseby water treatment plant upgrade are near completion and work to improve the treatment processes will be undertaken this quarter.

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

The quarter was generally marked by the very hot dry conditions that prevailed. Several short lived but heavy rain events did punctuate the dry spell particularly around the end of January.

The extremely high temperatures that were experienced created problems for the road maintenance contractors. In addition to the effects of the heat on staff many activities could not be undertaken because of the extreme fire risk. The risk of sparks from machinery igniting tinder dry vegetation was high and could have had significant consequences.

Gravel roads in some parts of the district were significantly affected by a lack of moisture in the gravel. A certain amount of moisture is needed to bind the gravel and combat the development of corrugations.



Fulton Hogan maintenance grading on the western grading 'beat' with its new grader.



Bleeding seal on Ranfurly Patearoa Road



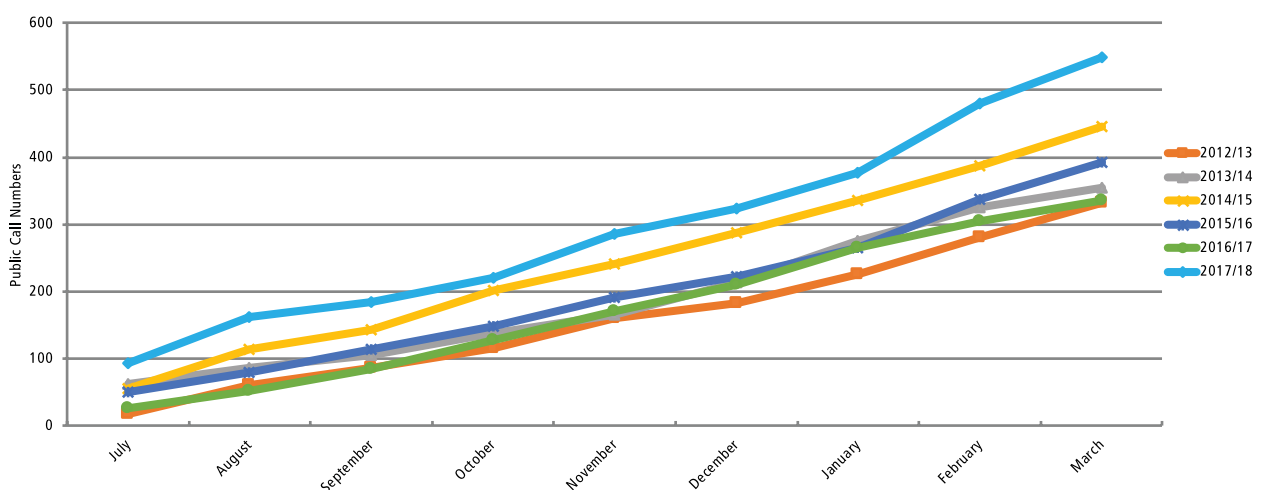
Asphalt levelling in preparation for resealing

Sealed roads were also detrimentally affected by the extreme heat. Bitumen softened and 'bled' on a number of sealed roads as they experienced temperatures greater than they were designed to handle. Gritting of these bleeding seals was regularly needed to avoid the bitumen being ripped up by vehicle tires or picked up on shoes.

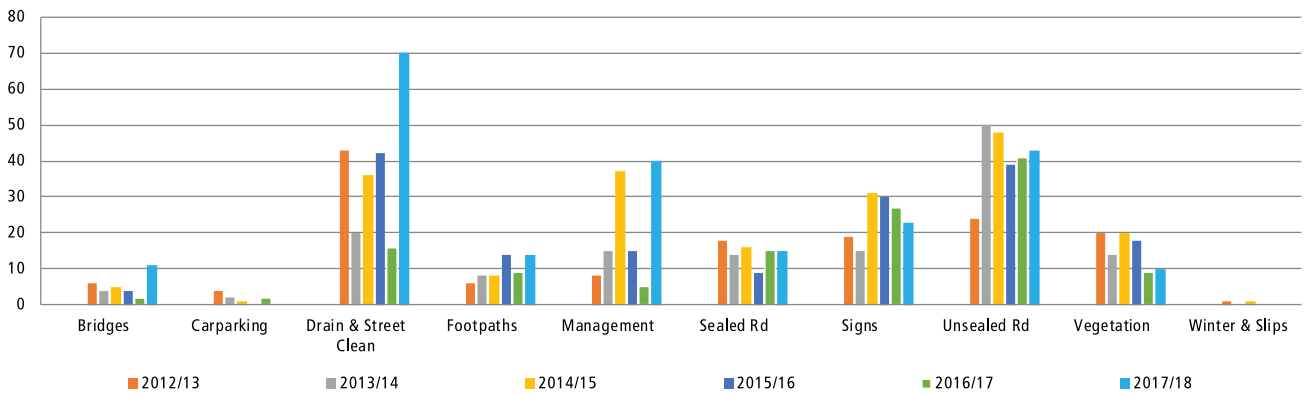
Despite conditions at times not being ideal for roading activities Fulton Hogan was able to complete a number of significant tasks including the pre-reseal repairs on the various sites programmed to be resealed this season.

Year	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Number of calls for third quarter	149	142	158	171	126	226

Cumulative Comparison of Third Quarter Number of Calls by Month



Calls by Type - Third Quarter



Quick Response

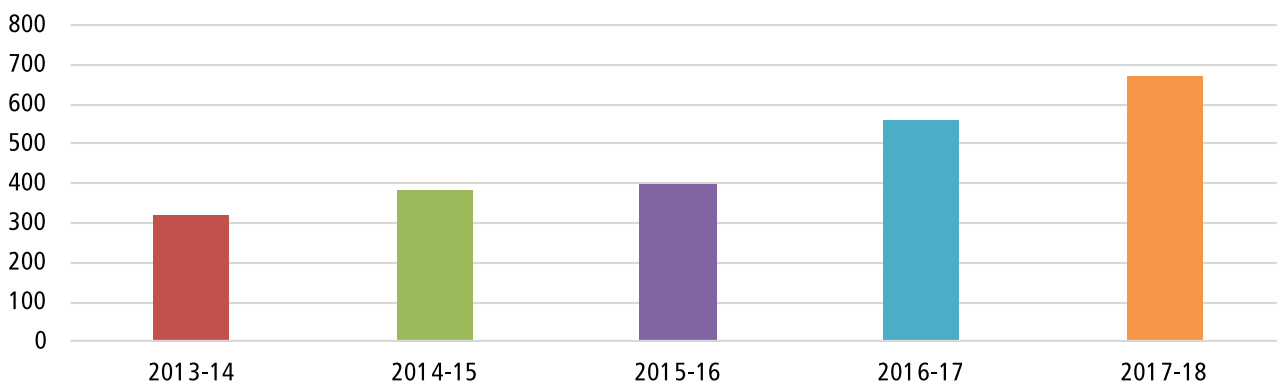
The comparison of the number of consent applications received for the first nine months of the year versus 12 months of each of the previous years demonstrates an unabated exponential increase in these numbers. Continuing strong development throughout the district is driving the increase in consent applications.

Consent Type Details

Type of Consent	Number of Applications Received						
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18*
Traffic management plans	83	98	92	127	112	124	177
Road opening notices	108	128	142	170	148	245	358
License to occupy	14	15	26	23	33	23	26
Yard encroachment	4	7	2	6	12	22	25
Vehicle crossings	30	30	30	34	63	116	52
Generic traffic management plans	15	8	18	17	23	21	25
Road closures	5	10	8	6	6	6	6
Total Consent Numbers for Year	259	296	318	383	397	557	669

* 2017-18 total to end of Quarter 3 is compared against Quarter 4 of previous years in graph and table above.

Comparative Consent Numbers for Financial Year



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 three serious injury crashes. Another crash that resulted in a serious injury involved a foreign driver swerving to avoid an animal. The third crash serious injury crash occurred as a result of a collision with a parked vehicle in an urban area.

Although the number of injuries recorded over this period was less 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 April to 31 December each year	2013/14	2014/15	2015/16	2016/17	2017/18
Number of serious crashes on local roads	5	7	10	7	4
Number of fatal crashes on local roads	1	0	0	2	1
Number of people seriously injured on local roads	5	7	11	7	6
Number of fatalities on local roads	1	0	0	2	1

2017/18 Renewals Programme

Reseal Programme

Preparation of sites programmed for reseal this season was completed during the quarter.

All sites programmed for resurfacing in the Teviot Valley were completed during the period. This included asphalt laid on School Road, Millers Flat. This short section of previously chip sealed road had been severely stressed as a result of being the approach to the Millers Flat Transport yard.

Fulton Hogan moved its resealing operation to the Ida Valley to seal programmed sites there prior to finishing sealing for the season on Maniototo sites in April.



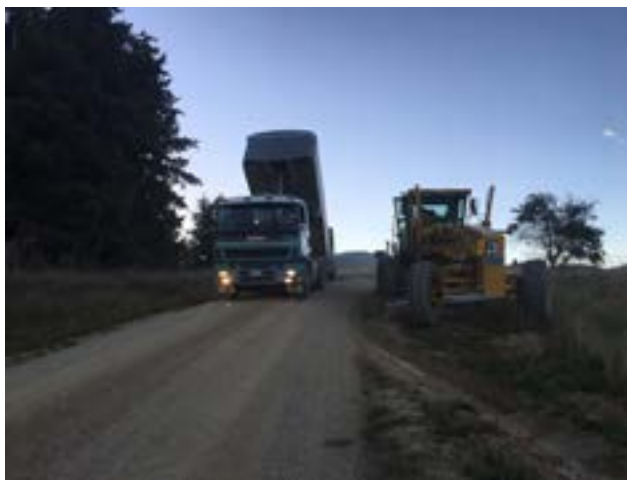
Asphalt resurfacing on School Road, Millers Flat

Metalling Programme

Metalling of all programmed sites in the Earnsclough and Manuherikia areas has been completed. A number of sites in the Maniototo area have also been completed. Approximately 65% of the total length of road programmed for re-metalling this season had been completed at the end of March. Metal for the remaining sites has been produced at McKenzies Pit at Kyeburn. Metalling from this source had commenced at the end of the quarter.



Maintenance metal being loaded out of McKnights Pit on Home Hills Runs Road



Metal from McKenzies Pit, Kyeburn being spread on Swinburn Back Road

Eco Seal Programme

The Eco seal programme was completed during the previous period.

Bridges

Cover plates over joints at both ends of the bridge over the Manuherikia River in Omakau have been removed, which has provided interim relief from the noise issue complained about by Omakau residents. Permanent repairs of these joints is programmed to be completed by late April.

Final cost estimates for options for replacement of Bridge 94 on St Bathans Loop Road are expected by late April. These are also being worked on for the bridge on Hills Creek Road at Otirehura.

Bridge engineering consultant Opus has reconsidered its assessment of the Jedburgh Street Bridge at Roxburgh. As a result an urgent geotechnical investigation of the abutment foundation is being arranged. This will require specialised drilling to be carried out.

A detailed design for deck stiffening measures on the Green Bridge at Waipiata has been worked on during the quarter. This is expected to be supplied to the Council by mid-April.

Street Lighting

The delivery and installation of the balance of the LED luminaires required to complete the full replacement programme has commenced. This will continue to expected completion near the end of the financial year.

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

Fulton Hogan has been briefed on projects recently ratified by the Council. These projects will be constructed through to the end of June.

Performance Measures: Transportation

Measure	Target	Q1	Q2	Q3	Q4	Comments
Percentage of budgeted capital works completed annually.	100% of the budgeted works completed and 100% of the budget spent	1.6	2.8	2.1		Figures are cumulative. Final budget programme figures for 2017/18 taken from renewals, minor improvements and unsubsidised programmes. Response to repair July's flood damage has delayed finalising of the annual programme
Average length of time to issue a consent for access to a road	≤ 2 days	1.6	2.8	2.1		669 consents processed. 1403 days cumulative processing time to issue. NOTE: Initial Vehicle Crossing agreements processed by Buildings department from 1 st September 2017.
Percentage of sealed local road network that is resurfaced	≥ 20km per annum	0	0			Resurfacing programme with Contractor. Pre-reseal repairs underway in Q2. Anticipated 17-18 reseal length of 21km.
Number of service requests	< 600	184	323	549		Figures are cumulative and include all Road Management category calls.
Number of service requests from customers responded to within 10 days	≥ 90%	91%	81%	94%		14/229 (including Road Management calls) outside of 10 day target in Q2.
Change from previous year in number of fatalities and serious injury crashes on local roading network	Stable or decreasing trend	2017/18 4 Serious crashes 2016/17 2 Serious crashes	2017/18 1 Fatal crash & 2 serious crashes 2016/17 1 Fatal crash	2017/18 0 Fatal or serious crashes 2016/17 1 Fatal & 1 serious crash	2016/17 3 Serious crashes	Official records are 3 months behind
Number of journeys impacted by unplanned events (Resilience)	< 16,423	13,773	14,692	14,692		Q1 figure includes all July flood event closures. No unplanned closures occurred in Q3. Figures are cumulative and measure road closures as a result of resilience issues on the network.

CREATE GOOD INFRASTRUCTURE

Create good infrastructure in a non-invasive way

OTHER infrastructure

waste minimisation airports
elderly persons' housing public toilets
district/commercial property



WASTE MINIMISATION

Through our Waste Management activity, we collect and dispose of your rubbish, and provide access to transfer stations, green waste sites and recycling drop-off facilities. In the Waste Minimisation side of our activity our focus is to lead, facilitate and educate the community on wiser use of resources and environmental sustainability.

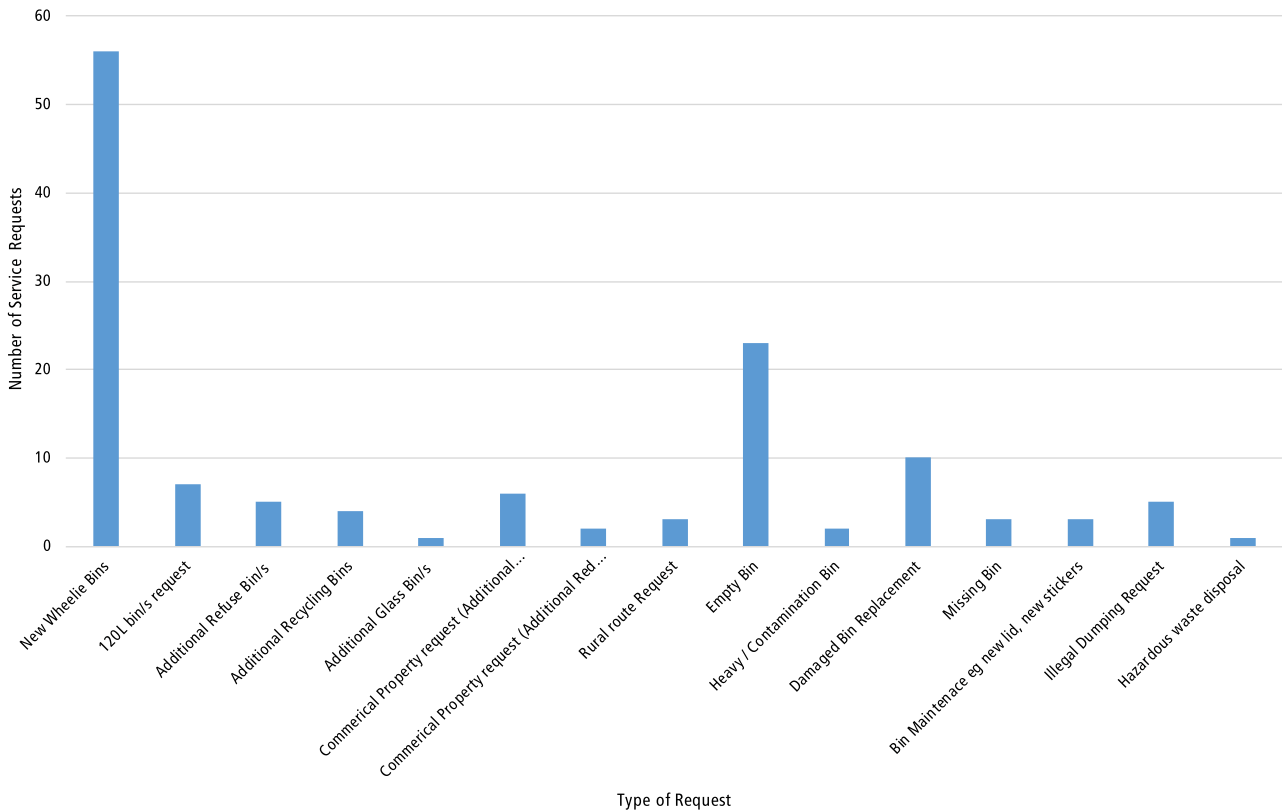
THIS ACTIVITY CONTRIBUTES TO THE FOLLOWING COMMUNITY OUTCOMES:



Customer Service Requests

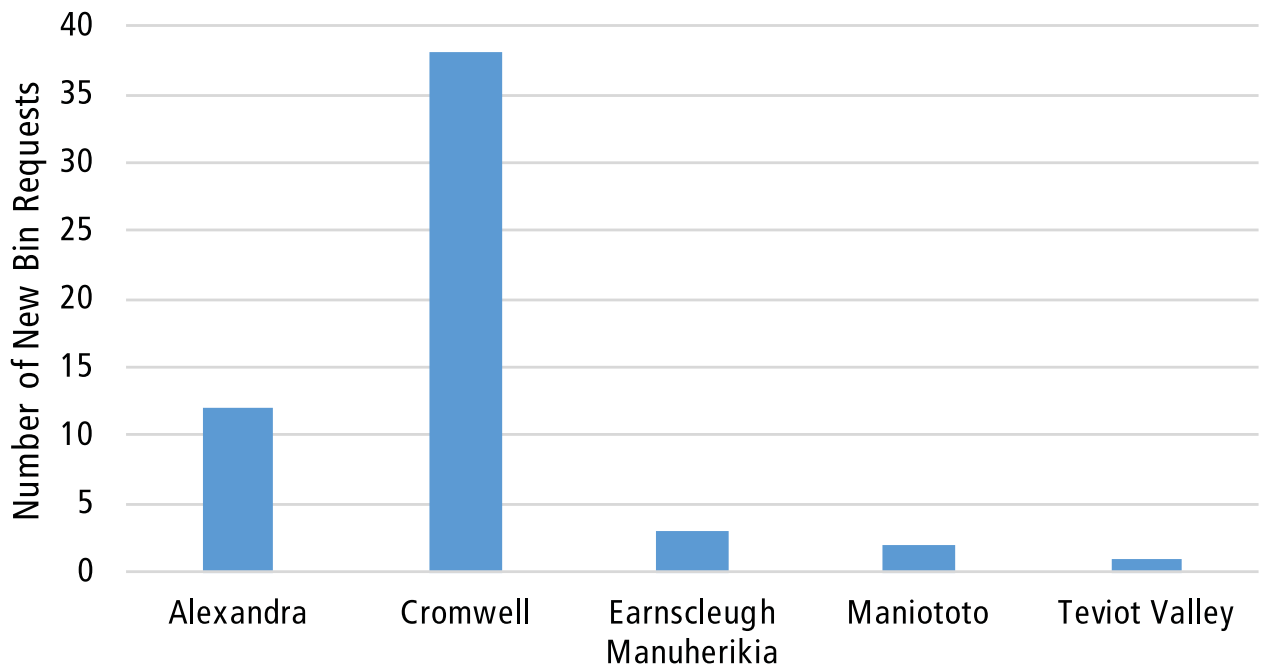
Analysis of customer service requests for waste services over this quarter show the majority of requests relate to new wheelie bin services.

Customer Service Requests: Jan - March 2018



New wheelie bin requests are typically for new builds with the majority of these being in Cromwell. This reflects the continued growth within the district.

New Wheelie Bins



Work undertaken last quarter

Draft Waste Management and Minimisation Plan 2018

The Environmental Engineering team had a busy few months with the preparation of the Draft Waste Management and Minimisation Plan 2018. The plan is available for consultation during April.

Smart Bins

Solar powered compacting bins have been installed at Bendigo, Lowburn Inlet, Cromwell Mall, Pioneer Park, Champagne Gully, Weatherall Creek and Scotland Street in Roxburgh. The location for the bin in Omakau is yet to be determined.



Recycling Drop-off

A new recycling container depot was established near the Poolburn Hall with a new access road, culvert and turning area formed by Fulton Hogan. The provision of the depot aims to ease the pressure on the Omakau depot during busy holiday periods.



Transfer Stations

To minimise health and safety issues in the unloading area at Alexandra Transfer Station, an extension to the concrete wall has been completed. All Waste has prepared an unloading procedure with changes for small tipping vehicles and non-tipping trailers tipping into the pit area.

Work to tidy up the site at Alexandra Transfer Station, such as hedge and tree trimming, will be undertaken soon. The stockpile of tyres which has accumulated over the last 10 years presents a potential fire risk and will be removed to the landfill.



Asbestos

There has been increased reports of asbestos at both Cromwell and Alexandra Transfer Stations. Southern Insulation will return to wrap and remove the asbestos material.

Access was restricted to the greenwaste and scrap metal site at Cromwell, to enable loads to be inspected for asbestos. This caused some customer service issues and will no longer be occurring.



Closed Landfill Monitoring

Closed landfill monitoring was carried out during the quarter. Council staff undertook site inspections in Alexandra and Cromwell, as well as Clyde groundwater monitoring with an environmental scientist from ENGEO Inc.

Kerbside Collection Services

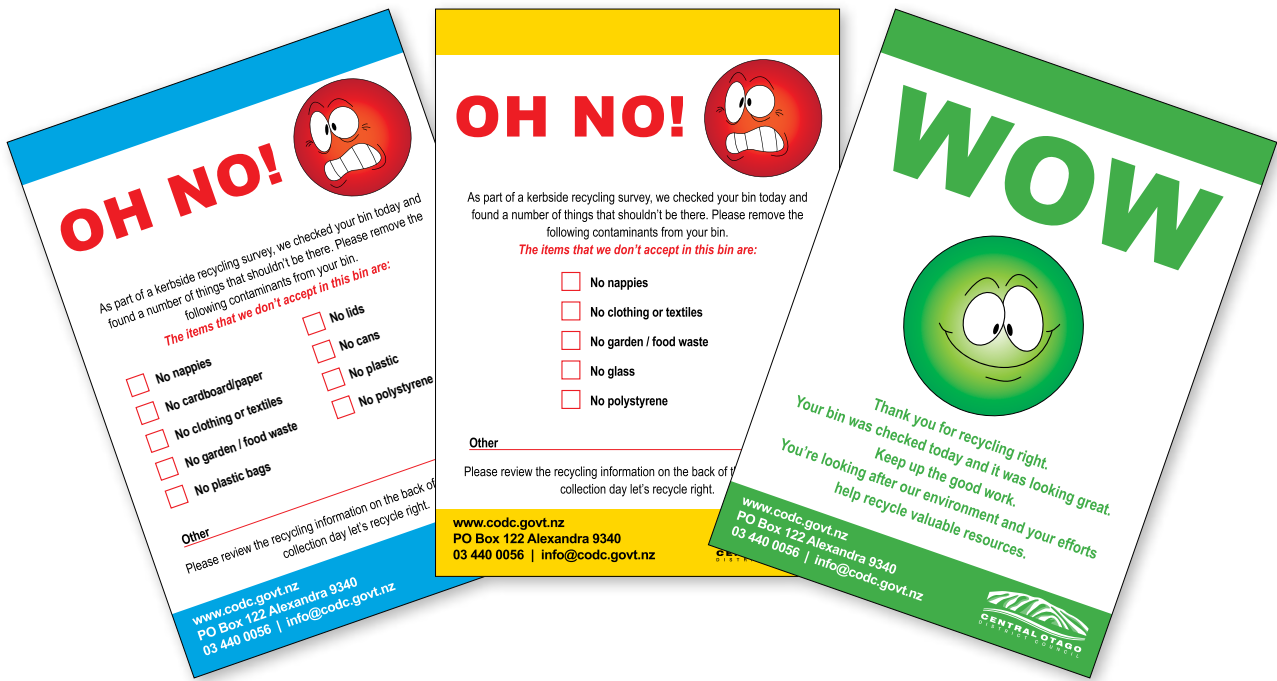
Bin Latch Trial

The bin lid latch post trial survey was undertaken during March with participants asked to complete an online survey for their feedback. A good number of participants used the latches during the trial (93%) with 96% finding the latches easy to use; 80% of the participants experienced windy conditions during the trial and found the latch prevented spillage. The feedback was positive with 96% of the participants recommending Council roll out bin latches for the district.

Bin Survey



Contamination in the kerbside collection bins has continued to increase. 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. Any contamination from plastics and cardboard causes the rejection of the glass, resulting in cartage to Victoria Flats landfill. A survey will be carried out to collect information on the contamination at households that aims to give us an understanding of the contamination occurring in the Parkburn glass. The survey will assess contamination in the recycling (yellow) bin as well. The survey team will start collecting data during April. Bins will be tagged to give feedback to households.



Education

REAP Community Education for Sustainable Living Programme



REAP attended the Central Otago and Mt Benger A and P Shows. Information for the shows was around actions to reduce carbon footprint and how to get rid of single use plastics. The Mt Benger Show display won 'Best Trade Display'.

REAP organised a business lunch with a focus on 'Thinking for the Future'. Associate Professor Bronwyn Hayward and Catherine Leining spoke about their work around New Zealand's action on Climate Change. There was very positive feedback from the 30 people that attended.

The Central Otago EnviroSchools Programme



Maniototo Area School is developing a horticulture unit with a different learning focus for each term. This term the focus was on making compost, building a tunnel house and filling raised garden beds.

Tarras School focused on food waste and compost making this term. Tarras School staff are planning how to tie in what was learnt with the students and their rural setting, as well as utilising opportunities by selling produce from the garden to visitors to Tarras.

EnviroSchools helped Clyde Primary build nectar feeders from upcycled materials sourced from home and Wastebusters to enhance local native bird-life. A Bokashi scheme to turn food scraps into compost has also been undertaken at Clyde Primary. A teacher hui was held between teachers in the Central Otago district and Queenstown Lakes district and activities from the EnviroSchools kit were explored to help teachers find tools to discuss the issue of waste in the class environment. Nine schools were represented.



Work to be Undertaken in the Next Quarter

Waste Management

- A Hazardous Waste amnesty is planned in May – June. This will help residents drop off chemicals and poisons at a central location to be disposed of safely. A hazardous waste depot will be installed at one of Central Otago District Council's transfer stations in the near future.
- Closed landfill monitoring continues in June with ENGEO Inc.
- Draft Waste Management and Minimisation Plan 2018 submissions to be reviewed.
- Smart Bins to be established at Omakau.

Kerbside Collection Services

- The second kerbside recycling and glass bin survey will be undertaken in June.

Education

- Waste Free Living workshops with Kate Meads to be held in Alexandra, Cromwell and Ranfurly.
- A series of workshops in sustainable living have been organised during May.

Performance Measures: Waste Minimisation

Measure	Target	Q1	Q2	Q3	Q4	Comments
Total quantity to landfill in tonnes per year	Incremental year on year reduction	1867 Tonnes (Previous Q last year 1715 Tonnes)	2069 Tonnes (Previous Q last year 2115 Tonnes)	2049 Tonnes (Previous Q last year 2164 Tonnes)	- (Previous Q last year 1914 Tonnes)	There was a decrease of 5% 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)	173kg p/property (Previous Q last year 172kg p/property)	202 kg / property (Previous Q last year 205kg p/property)	208 kg / property (Previous Q last year 215kg p/property)	- (Previous Q last year 183kg p/property)	The total tonnage of waste and recyclables generated per rateable property decreased by 3% (7 kg) in comparison with the corresponding period of the previous year.
Total amount recycled in tonnes per year	Incremental year on year increase	476 Tonnes (Previous Q last year 610 Tonnes)	664 Tonnes (Previous Q last year 660 Tonnes)	762 Tonnes (Previous Q last year 739 Tonnes)	- (Previous Q last year 558 Tonnes)	There was a 3% 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 (Previous Q last year 20.4 kg)	22.9 kg (Previous Q last year 22.6 kg)	17.6 kg (Previous Q last year 21.4 kg)	- (Previous Q last year 18.7 kg)	The average weight of the kerbside rubbish collection bins has decreased by 3 kg during this quarter compared to last year.
Percentage of residents satisfied with CODC's waste minimisation education	Customer satisfaction \geq 90%	89% Satisfaction (Previous Q last year 92% satisfaction)	89% Satisfaction (Previous Q last year 80% satisfaction)	89% Satisfaction (Previous Q last year 92% satisfaction)	- (Previous Q last year 92% satisfaction)	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**

Airports

Alexandra Airport

Skybase, an international drone services company, has recently started using Alexandra Airport as its NZ testing location for high tech drones due to the good weather conditions.

As a thank you for Council's support, they have provided some high resolution, survey grade aerial images of the airport, free of charge, which will be useful for the development plan. Below is part of a lower resolution image they have provided that gives a great perspective on the new hangar precinct.



Cromwell Aerodrome

New orange windsocks were installed at the Cromwell, Alexandra, and Roxburgh Aerodromes in early February, replacing the faded orange or white ones.



Public Toilets

Cromwell Swim Centre - public toilet

The outside toilets at the Cromwell Swim Centre were opened to the public at the end of February. Signs were erected at the Waenga Drive playground, outside the gym, and on the door. The toilets are being opened and closed by the pool staff.



The demand for these toilets has been an ongoing request by the general public using the playground and rose gardens for quite some time. Previously these toilets were used by the hockey association.

Cromwell Town Centre – new public toilet

The new four pan Exeloo toilet at Murray Terrace was completed and opened at the end of February. Additional directional signage will be installed during April.



Door counters have recorded an average of 180 users per day since the toilet was opened, which spiked to around 300 per day over Easter weekend.

Tarras Toilet

Landscaping for the new toilet including new fencing, planting and irrigation was installed during January and February 2018. This had been delayed due to contractor availability and weather conditions.



The Tarras Exeloo's were temporarily closed at the end of March 2018 and portaloos were put in during this time.

Central Otago District Council Maintenance Officer met onsite with the maintenance contractor for the waste system, S3, and the supplier of the system, Inner flow, who determined the problem was the gravity feed line from the Exeloo to the waste treatment plant.

After meeting onsite with the drainage contractor and designer, the problem was believed to be the toilet tissue that was being used. This was a 2-ply toilet tissue and with the huge amount of use over the summer months (15,000 people per month) this was blocking the sewerage treatment plant. We have now changed to a 1-ply toilet tissue and have noticed a significant improvement with the toilet paper breaking down significantly prior to reaching the first chamber of the plant.

This will be monitored closely over the next few months.

Elderly Persons' Housing

Occupancy Rates:

Area	Units	Occupancy rate-end October December 2017		Occupancy rate-end of January – March 2018	
		Tenanted	Occupancy rate	Tenanted	Occupancy rate
Alexandra	23	23	100%	23	100%
Clyde	3	3	100%	3	100%
Cromwell	31	30	97%	31	100%
Roxburgh	15	14	87%	14	94%
Ranfurlly	26	20	77%	21	81%
	98	89	91%	92	95%

The annual Council Unit Survey forms have been posted out to all tenants who have until 20 April 2018 to respond. The focus of the survey is around décor, is the unit warm and dry, catering of mobility issues, maintenance of grassed areas and responsiveness and timeliness of maintenance issues reported to Council. The survey also asked the tenant to rate their overall satisfaction with the units. Results will be available for the next quarterly report.

Cromwell Units

Stage one of the fence replacement has been completed at the Goodger Court units.

Roxburgh Units

After the Roxburgh floods, CODC Maintenance Officer visited 4 Leitholm Place to view the completed remediation to flood-damaged lawns and retaining walls. It was reported that Fulton Hogan had completed the requested work and had done a wonderful job.

The residents kept up with the watering, which resulted in good results for the newly seeded areas.

Other Property

Alexandra Suspension Bridge 1882 Working Group

In 2016 the Government announced a \$13m commitment towards a project to fund linking up the existing cycle trails in Central Otago. Part of this project is to construct a bridge in Alexandra, ideally through the historic bridge piers, across the river to connect the cycle trails. The Central Otago Queenstown Trails Trust was created to manage and administer the funds.

In October last year, a letter of intent between the Alexandra Suspension Bridge 1882 Working Group and the Central Otago Queenstown Trails Trust was signed. The letter of intent outlined how the two groups will work together to progress the Alexandra Bridge Project.

The first step of the project was to allow funding to be released for part one of the Beca's feasibility study. The first stage of the feasibility study was to assess the structure of the piers and analyse how they will perform in a flood event. Beca's stage one report has now been received by both groups.

A review process will now be undertaken, after the review process is completed a summary report to the Vincent Community Board will be made.

Clyde Museum Feasibility Study

The result of the application to the Central Lakes Trust for 60% (\$60,043) towards a feasibility study to assess options for the future development of the Clyde Museum buildings and collections has been received. The trust has decided to fund \$20,771 for the Conservations Plans for the Clyde Museum as a separate project. The trust declined to fund any further contribution to the feasibly study as the trustees, upon a recent review of the trust's funding principles, now have reservations around funding feasibly studies as being the best use of the communities money.

Council has previously received confirmation of Lotteries funding of 40% (\$41,362) towards the feasibly study. Therefore, the resulting project shortfall (which was proposed to be 100% externally funded) is \$41,270.

A report to the Vincent Community Board is being prepared for 17 April meeting. The report will ask the board to consider other funding options are for this shortfall.

The painting of the Historical Clyde Lockup and the Old Ablution Block (now used for storage) at the back of the Blyth Street Museum has been completed. The Clyde Historical Museum Group is looking forward to sorting the Clyde Lockup with the potential to open this up for the public to view displays in.

Land Development – Pines Alexandra

Three compliant proposals were received by the deadline of 22 December 2017 for a joint venture development for Council residential land in Alexandra.

Council staff are working through some changes in the joint venture agreement required for legal purposes. That involves legal and tax advice. A decision to accept one of the proposals will be made by the CEO when that is complete. That will include discussing the replacement document with the preferred applicant.

YOU CAN HELP

You can help shape the future of Central Otago

COMMUNITY services

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



PARKS, RESERVES & CEMETERIES

Access to parks, reserves, rivers and recreational facilities is important for our overall well-being. Maintaining a variety of high quality open spaces for the enjoyment of our community is what makes our district an attractive place to live, work and play.

Council's parks team looks after 13 sport grounds or domains, more than 200 hectares of reserve land, eight cycling and walking tracks, 15 playgrounds, three skateboard facilities, a bike park and swimming dams or lakes.

The provision of cemeteries assists with peace of mind for people, knowing their loved ones will rest in peaceful, well-kept environments. Council is responsible for nine cemeteries in our district, and cemetery trusts manage the balance of them.

THIS ACTIVITY CONTRIBUTES TO THE FOLLOWING COMMUNITY OUTCOMES:

**THRIVING
ECONOMY**

**SUSTAINABLE
ENVIRONMENT**

**SAFE & HEALTHY
COMMUNITY**

Parks and reserves



The long dry summer provided great opportunities to enjoy the parks and open spaces, as well as the lakes and rivers.

The weather also kept demand high on the parks' irrigation systems. Council's parks maintenance contractor had the challenge of meeting service levels, especially turf mowing, as early autumn growth put pressure on delivering services across Central Otago.

Cromwell

A number of significant irrigation repairs were carried out in the Cromwell greenway network during January and February. These were the result of aging infrastructure and a particularly hot, dry summer putting increased demand on the assets. This led to extensive brown patches of turf, which has since recovered.

New public information signage was installed at the Big Fruit Reserve.

Cromwell Cemetery

A memorial plaque was installed at Cromwell Cemetery to acknowledge the location of unmarked pauper graves.

Vincent

Lanes Dam water levels dropped significantly over the summer and continue to be a challenge to maintain at an acceptable level. Lanes Dam is fed from Aronui Dam via a water race. Aronui Dam is fed from an irrigation race



as part of the Last Chance Irrigation Scheme, which is fed from Butchers Dam. The volume of water from the irrigation race can fluctuate over the irrigation season, which can compound the issues at Lanes Dam. The Parks team is currently investigating why Lanes Dam rapidly loses water when the water race is not running.

The Draft Clyde Reserve Management Plan was open for public consultation from December through to February. This is the first time Council has developed a reserve management plan for Clyde, which is a requirement under the Reserves Act 1977. A total of 40 submissions were received. The Board will consider submissions at its April 2018 meeting.



Teviot Valley

Following a steady flow of complaints about freedom campers and seasonal workers over staying at Pinders Pond additional signage was installed about no camping areas. Rocks were laid at strategic points to limit where people can camp. Parks officers issued several camping brochures to seasonal workers who were staying at Pinders Pond.

Maniototo

Donald Paterson, the artist who designed the John Turnbull Thomson statue in Ranfurly, carried out some much needed maintenance on the sculpture. Thanks to Edna McAtamney, a local resident, who was integral in seeing this sculpture installed. John Turnbull Thomson was a pioneer surveyor of the Maniototo area.

Clutha Management

Submissions to the Draft Lake Dunstan Navigational Bylaw were heard by Council during this period. As a result Council made some changes to the bylaw which took effect on 1 April 2018.

There has been an increase in jet-ski activity on the lake, as well as other pleasure boats, no doubt reflecting the weather enjoyed throughout the summer.

It continued to be a busy season on Lake Dunstan following on from Christmas with no incidents reported or investigated over the summer season. This reflects the hard work undertaken to provide education and advice to operators of boats and other crafts on the lake. Every year there are new 'boaties' on the lake who do not have knowledge of the boat handling skills essential to avoid dangerous situations. In total 25 written warnings were issued for breaches of the bylaw. These were issued mainly to first time offenders. Advice provided at the time of issuing the warning has helped enforce the message, as no repeat warnings were issued.

Cemeteries

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

January

	Ashes	Interment
Alexandra	6	2
Totals	6	2

February

	Ashes	Interment
Alexandra	2	0
Clyde	0	1
Cromwell	1	1
Omakau	2	0
Ranfurly	0	1
Totals	5	3

March

	Ashes	Interment
Alexandra	1	2
Clyde	2	1
Cromwell	0	1
Omakau	1	0
Ranfurly	1	0
Totals	5	4

COMMUNITY FACILITIES, LIBRARIES & SWIMMING POOLS

Our community facilities and buildings provide local community hubs for social, sporting and cultural interaction.

CODC provides a joint library service with Queenstown Lakes District Council. In our district we run libraries in Alexandra, Clyde, Cromwell, Roxburgh and Maniototo, and we have a partnership with schools in Millers Flat and Omakau. We aim to provide our community with the highest quality library service to meet the informational, educational, recreational and cultural needs of the community.

Our swimming pools contribute to the health and well-being of our community and add to the attractiveness of the area. They provide a place for people to learn to swim, particularly for our young people, which we recognise as being vitally important when so much of our district is surrounded by water. We manage the Cromwell Swim Centre and Molyneux Aquatic Centre directly, along with a community swimming pool in Ranfurly. Millers Flat is operated by a community trust and the Teviot Valley Community Board financially supports the school to facilitate swimming.

THIS ACTIVITY CONTRIBUTES TO THE FOLLOWING COMMUNITY OUTCOMES:



**THRIVING
ECONOMY**



**SAFE & HEALTHY
COMMUNITY**

Community Facilities

Alexandra Theatre

Last year the Alexandra Theatre underwent a safety review of the stage equipment. The consultant raised serious concerns about the safety of the lighting bars and stage grid. As a safety precaution, the hanging lighting bars were removed, and restricted use of the remaining stage rods.

An engineer's report outlining their structural assessment, a concept plan for remedial work, together with a cost estimate of \$235,000 was tabled at the October Vincent Community Board meeting. The Board resolved to progress the engineer's concept plan to a detailed design, together with plans and specification documents in readiness for tender. Another updated cost estimate will also be provided. The engineer's design development will be done in consultation with a representative from the Alexandra Musical Society, and a theatre specialist.

The Board also resolved to include the current estimate of \$235,000 in the 2018/28 draft Long Term Plan. It is proposed that the cost of this project will be in year one and funded by a 50:50 split between Council and external funding sources.

Clyde Community Hall

The Clyde Hall has received a new coat of polyurethane to the main hall floor. The hall committee, who are very passionate about the upkeep of these wooden floors, were very pleased with the results. This was the final item in a project (which also included a new roof and heating of the hall) to be completed with the help of external funding from the Central Lakes Trust and the Otago Community Trust.

A report assessing the stage equipment at the Clyde Hall by consultant Rob Peters of Theatre Systems and Design Ltd has been received. The report highlighted concerns around the installation of the stage lighting bar, auditorium lighting bar, and the need to have the stage curtains regularly cleaned for fire prevention reasons.

The report was discussed with the Clyde Hall Committee and, as a result, the following action has been taken. The stage lighting bars have been removed. Any stage lighting or stage props will need to be floor based. The sidebars are safe to use to a maximum of 50kg. A restriction has been placed on the auditorium lighting bar to a maximum of two lights placed at either end by the supports and when in use no seats are to be placed directly underneath the bar.

The hall committee, theatre consultant and engineer are now working on the best way to resolving these issues in the long term.

Cromwell Swim Centre

Building consent was lodged at the end of March for the alterations of the meeting room at the Cromwell Swim Centre and tender invitations were sent to contractors. The closing date for tenders is 13 April 2018.

The alterations are to relocate Sport Central staff from the Cromwell Service Centre. This is an initiative to free up space at the service centre.

Lowburn Hall - Girl Guides Thinking Day Event

The local girl guides and brownies based at the Lowburn Hall hosted 2018 Thinking Day event along with the Wanaka and Queenstown guides. The event is part of the World Association of Girl Guides and Girl Scouts held on or near 22 February. This year the suggestion was to design and paint a mural and find a place in the neighbourhood to install it. The Cromwell College Art Teacher has designed the mural from the guide's ideas and the girls spent the day on Saturday 3 March painting. The mural is to be completed by the end of April.

A proposal has been received to erect the mural to the exterior wall of the Lowburn Public Toilets. The Lowburn Hall Society Committee have agreed in writing to the location. Final confirmation will depend on the finished painting.

Maniototo Park Stadium and Rugby Clubrooms

The Clubrooms are being used weekly for "Steady as You Go" classes. These exercise classes help people with mobility issues and provide valuable social interaction for those who may otherwise be homebound.

Taratahi Agriculture has also been using the Clubrooms as a venue for its adult learning coursework.

Unfortunately, the weather did not favour the Maniototo A & P show this year. As much of the show as possible proceeded and was held in the Stadium and Clubrooms.

Millers Flat Hall

The project to replace the exterior weatherboards on the original part of the hall and painting the whole of the exterior has been completed.

Thank you to all the external funders who made this project possible: The Millers Flat Hall Committee, Central Lakes Trust, Otago Community Trust and the Alexander McMillan Trust.

Molyneux Stadium Gymnasium Floor

Last year, the subfloor of the gymnasium was found to be very damp and mould had started to form on the subfloor timbers.

In early 2017, Wintec designed an underfloor airflow system to try and rectify the dampness. The system took the air from inside the gymnasium, circulated it throughout the subfloor, then disposed of it outside.

This was installed by Central Refrigeration in September and has been very successful in completely drying out the affected areas but unfortunately some consequential damage has occurred from the prior dampness and subsequent drying out process. The perimeter timbers and joists have bowed in certain areas, which has resulted in

the hardwood flooring cupping and splitting in three areas close to the gym entrance.

To ensure the gymnasium can be used until the repairs are undertaken we have installed cloth tape over these areas. Opinion is the timbers have completely dried out and there will be no further movement occurring.

The airflow system installed is a manual one and is currently turned off. This may reduce dry out speed. The repair strategy will be to sand off the high points of cupped flooring, install a flexible rubber sealant and re-urethane. Some re-marking of the courts is inevitable. The perimeter subfloor timbers require packing with plastic shims to ensure no further splitting of the flooring timbers.

The subfloor will be monitored closely every six weeks in 2018, to see whether a fan speed control or a Moisture Probe needs to be installed to the system.

Ranfurly Town Hall

The Hall rang with music from "The Mikado", a Waiata Theatre Production that toured around different venues in Central Otago and also included a performance at the Naseby Town Hall.

Roxburgh Entertainment Centre

A report by Rob Peters of Theatre Systems and Design Ltd on the Roxburgh Entertainment Centre has highlighted a number of safety concerns with the theatre equipment. The following measures are going to be undertaken to ensure the safe operation of the theatre while further research into future repairs is carried out.

- Two chains will be installed to secure the auditorium lighting bar to the roof truss.
- Users instructed that no adjustment to the lights on the auditorium bar are permitted, as at this stage access to the bar at this height is not safe.
- Max rating 115kg tag on the auditorium lighting bar attached.
- Max rating 30kg tag on the two sidebars attached.
- All hanging stage equipment and curtains behind the cinema screen have been removed. All stage equipment must be floor based.
- Users instructed that the cinema screen is not to be raised. It can only be manually removed if the rear stage is to be used. Any removal must be in consultation with the Roxburgh Entertainment Centre Promotions Group.

Council staff are in the process of consulting with the Roxburgh Entertainment Centre Promotions Group with regards to their report, to ensure long-term repair solutions to the issues identified will be suitable for regular users of the theatre.

Wallace Memorial Room

This small intimate meeting room continues to be well utilised for counselling sessions, weekly Bridge Club games, Evergreens and a visiting optometrist. The rental unit continues to be tenanted.

Vallance Cottage Open Day

The annual picnic to highlight Vallance Cottage to the community was held on Sunday 25 February. Approximately 50 people attended. The Alexandra Dunstan Lions cut the ribbon on their newly donated picnic table in the reserve. The picnic table was installed to commemorate the Lions' centenary. The Vallance Cottage Working Group also celebrated their latest achievements, which included the cottage obtaining New Zealand Heritage Category II status, purchase of new open day flags, and installation of "historic building" way finder signs on the main road and near the rail trail.

Central Otago Libraries

We are delighted that our borrowers and librarians alike are enjoying the consistent flow of new material coming into our libraries. One of the most important factors with this has been the change in process from our main supplier Wheelers, who now deliver on a weekly basis. Our team is also contributing to this process by producing outstanding displays of the new material in their respective libraries around the district.

To ensure members of our smaller libraries don't miss out we have created Hotpicks within Central Otago – Queenstown Lakes Libraries. Hotpicks is a collection of adult fiction books that stay in their home library. This will help the smaller libraries retain their new release titles before they go out to the wider district. Members of our smaller communities are benefited from this improved service.

Amongst the Hotpick titles arriving this quarter are Harlan Coben's *Don't Let Go*, *Still Me* by Jojo Moyes, *The Tattooist of Auschwitz* by New Zealand author Heather Morris and *The Midnight Line* by perennial favourite Lee Child.

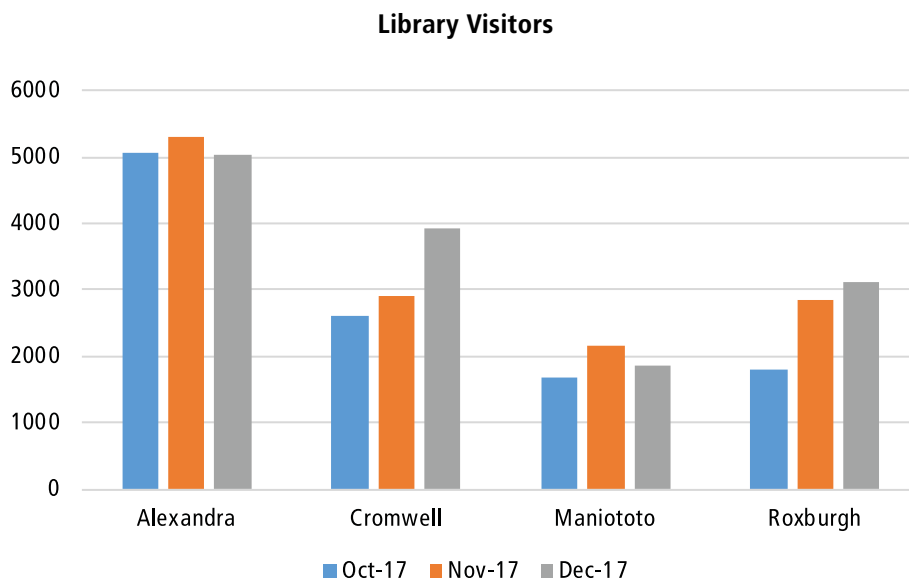
In the children's collection we have received the latest offering from *War Horse* author Michael Morpurgo, *Flamingo Boy*, the next in the *Kiwis at War* series; *1918: Broken Poppies* by Des Hunt, and *Let's Look at...*, a fabulous series of non-fiction geography titles by Nikki Bruno Clapper.

New highlights in our DVD collection are *Dunkirk*, *Wonder*, *Paddington 2*, *Murder on the Orient Express* and the TV adaptation of Margaret Atwood's *The Handmaid's Tale*. We have also added a number of new audio (talking) books on CD in recent weeks including Dan Brown's *Origin*, *Bone Box* by Faye Kellerman and audio versions of *The Midnight Line* and *Still Me* mentioned above. These are proving very popular with our borrowers who commute or unable to read print.

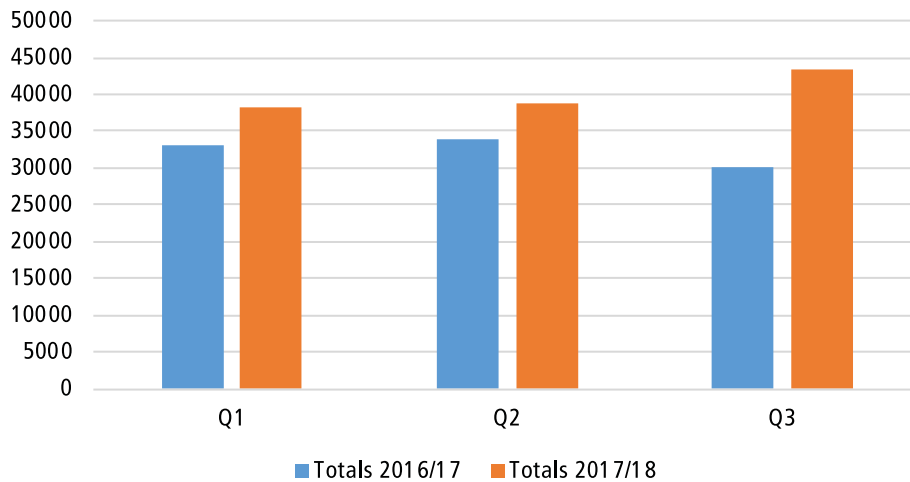
Changes of fees in this quarter include dropping the holds fee and reducing overdue fines fee to 20c per day. The holds fee was seen to limit access to the wider collection for many of our borrowers and this was our motivation to drop the fee.

People

Library Visitors



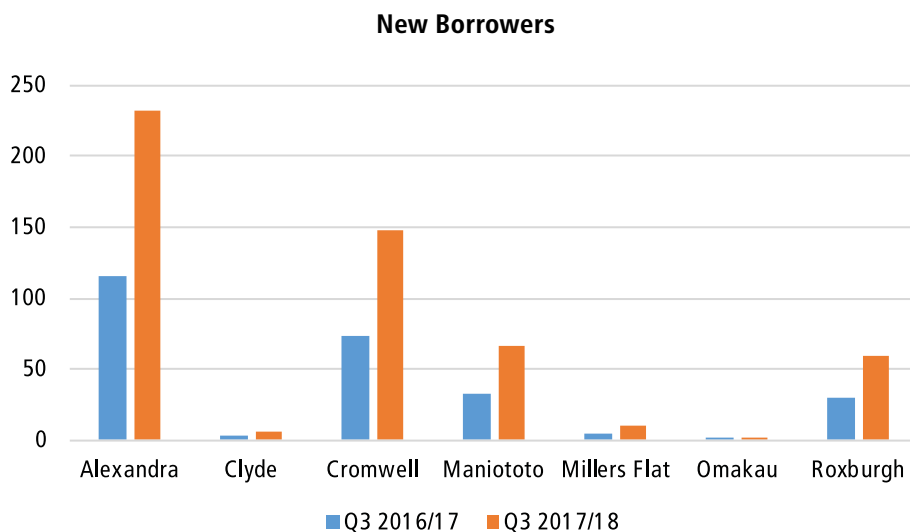
Total Library Visitors Quarterly Comparison



Libraries had a particularly busy January with 15,890 people passing through our doors, up 22% on January 2017.

During the quarter, 43,432 people visited the Alexandra, Cromwell and Maniototo Libraries and the Roxburgh Centre, an increase of nearly 44% on the same period last year.

New Borrowers



Central Otago Libraries had 332 new members, including 143 adult and 163 junior borrowers joined the libraries during this quarter. The balance is comprised of Temporary, Consortium and Digital memberships. During the same period last year, 262 new members joined the library.

Over the last 36 months, we have had over 11,000 individuals using the libraries' services.

Collection

During this quarter, libraries received 1,683 new items, including 479 adult fiction titles, 45 large print, 170 Adult non-fiction, 233 audio books (including National Library Talking books) 435 Children's Fiction, 108 Children's non-fiction, 63 DVDs and the balance being magazines. Central Otago Libraries includes 81,537 items held across our seven locations. Maniototo, Millers Flat and Omakau collections include items owned by their respective schools, which are included in these statistics.

Checkouts in each library branch show the diversity of the community it serves. While Alexandra, Maniototo and Cromwell libraries' most popular authors are thriller writers and the most issued title is *The Midnight Line*, by Lee

Child, Clyde, Millers Flat and Roxburgh have more general and historical fiction checkouts by authors including Danielle Steel, Rosanna Ley and Robert Harris.

In our Children’s collection, David Walliams and Geronimo Stilton books are in high demand, along with anything to do with LEGO, Star Wars, Minecraft or superheroes.

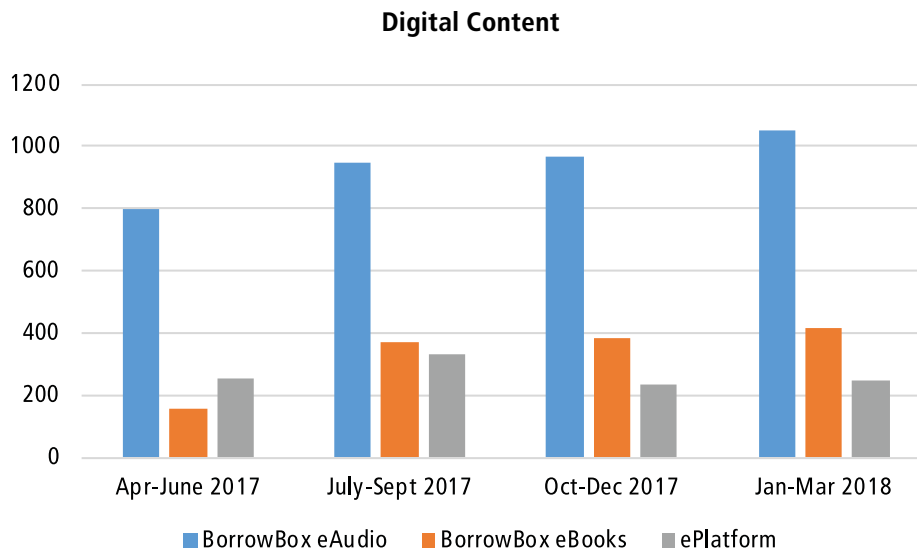
4,434 items have been weeded from the libraries’ collection this quarter. These include damaged or lost items and projects to assess and remove outdated material held in the children’s collections and the district’s two Stack collections at Cromwell and Alexandra.

Weeded items are included in the library book sales.

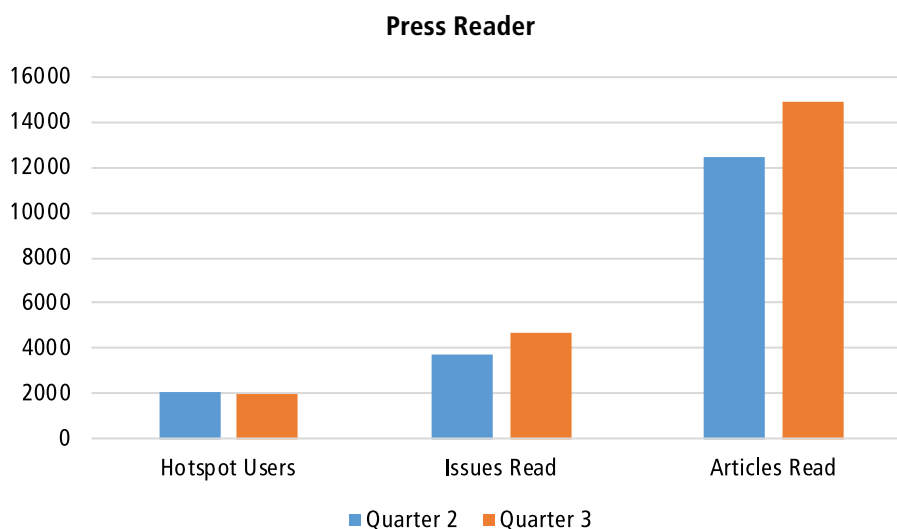
Items of local significance are retained, with only or last copies of items being held in the McArthur Collection.

Digital Content

Use of the Libraries’ shared digital platforms is growing, with checkouts of eAudio books rising by 32% in the last year. While numbers are relatively small, checkouts of eBooks have increased by 62% over the year and we continue to extend our shared Central Otago/Queenstown Lakes collection.



Uptake of PressReader, our shared digital platform for newspapers and magazines is exciting. While the number of users was slightly down on the previous quarter, the number of issues read was up by over 25% and the number of articles read increased by nearly 20%. From the 343 titles read, newspapers are proving the most popular, with *The Otago Daily Times*, *The Southland Times* and *The New Zealand Herald* leading the way. Top magazines this quarter are *The New Zealand Woman’s Weekly*, *Woman’s Day* and *G2*.



Swim Centres

Both the Cromwell Swim Centre and Molyneux Aquatic Centre were open consistently for this quarter and Cromwell Swim Centre recorded no maintenance closures.

Staffing numbers were consistent and at a level that enabled all holiday programme activities to take place. From Monday to Friday there were daily activities for children and both pools held well-attended pool parties hosted by More FM.

Cromwell Scout Group visited Cromwell Swim Centre on the 6 February where they completed their swim badges, had a water fight outside on the grass and finished the day.

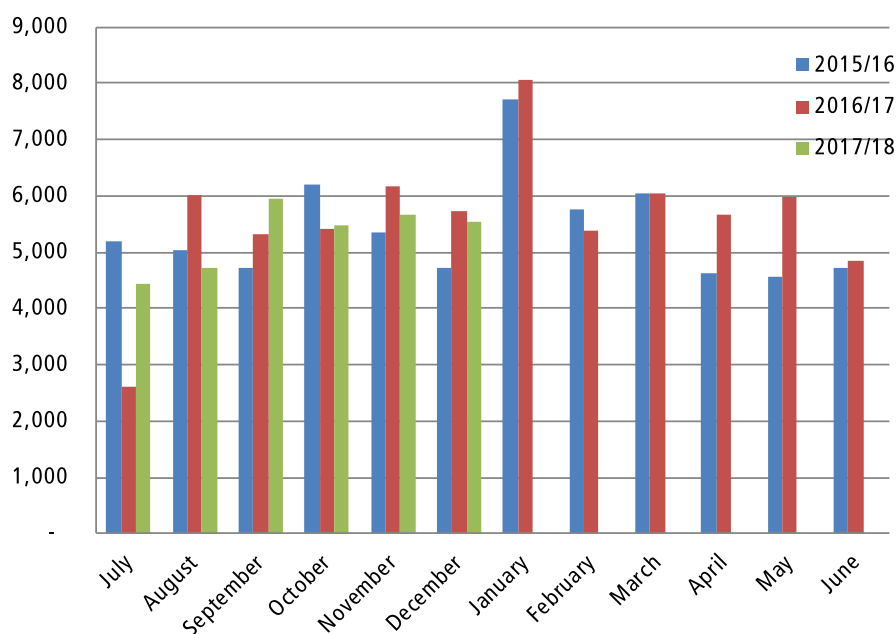
The outdoor pool at Molyneux was heated to 26 degrees over the summer holidays. The pool seemed more popular with the improved temperature.

After holidays finished, schools were in the pools most days for various activities including kayak training, swim skills training, swim sports and school camps. Three triathlons were hosted at Cromwell Swim Centre. These ran smoothly but caused a slight inconvenience to some users as car parks were scarce.

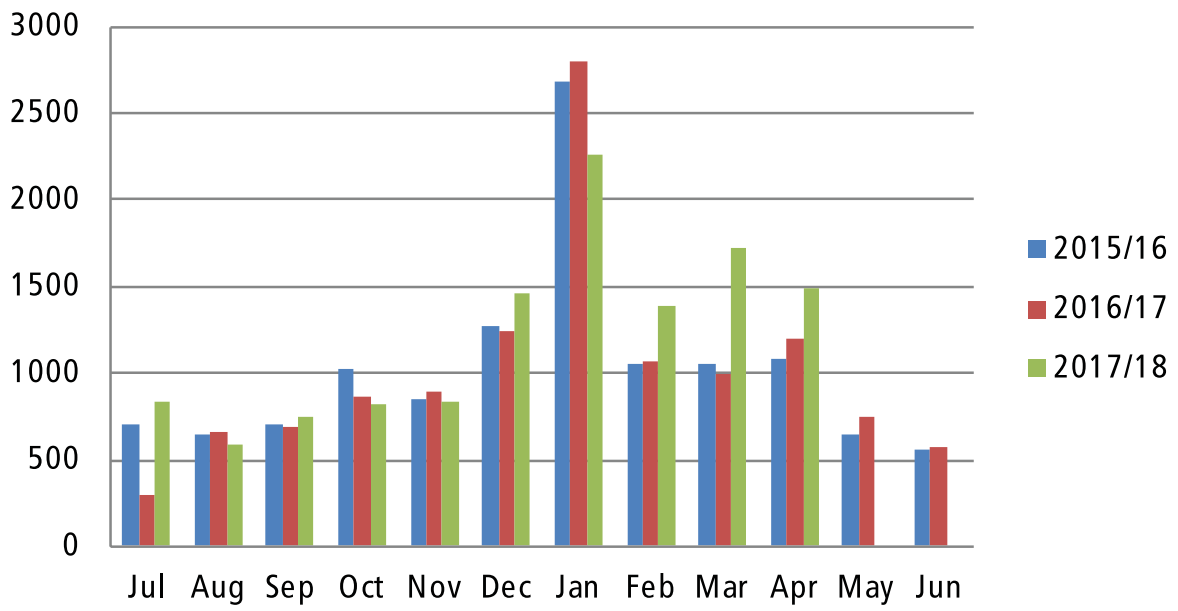
All swim school lessons and the swim skills programme were fully booked with some waiting lists. All teachers are kept busy and recruitment and training of teachers is ongoing with a view to more lessons being available in the future. There has also been a recruitment drive to fill gaps in the lifeguard team.

Overall figures were similar to the same quarter last year with a quieter January but slightly more users in February and March. There was a large increase in shower usage during March at Cromwell Swim Centre and these users seemed to be tourists and seasonal workers.

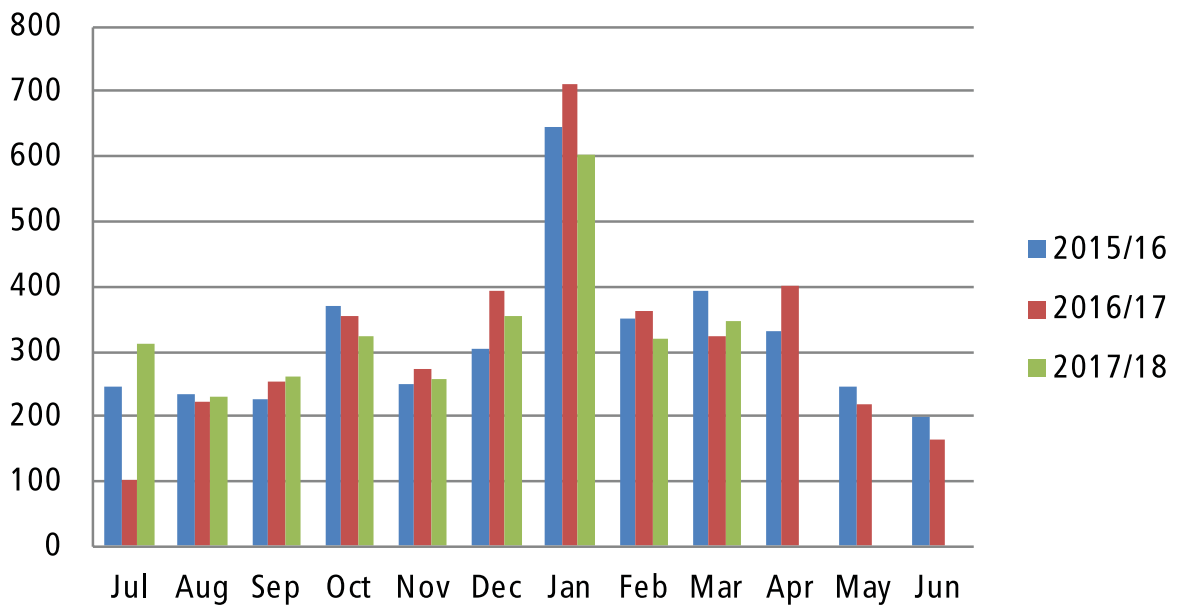
Cromwell Swim Centre



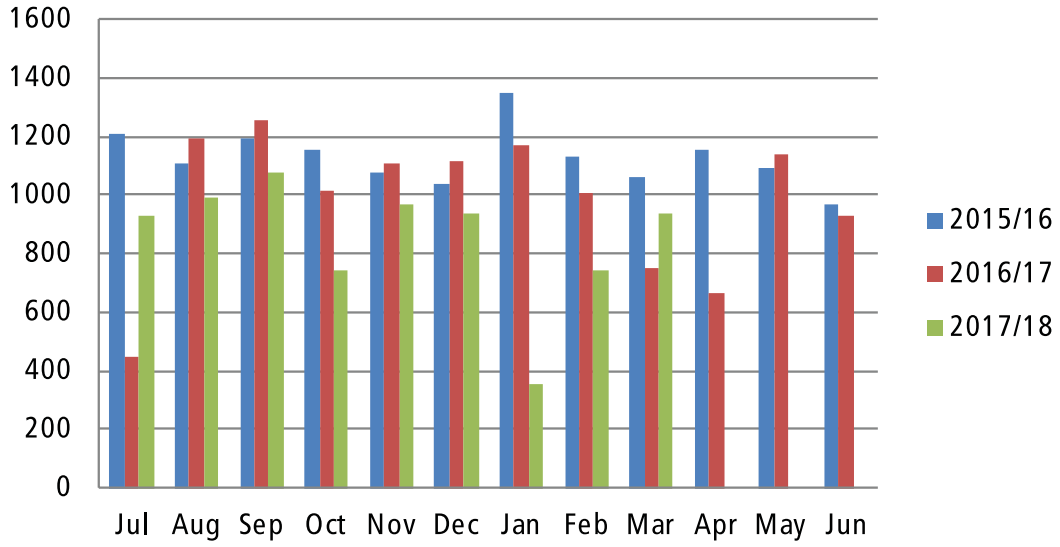
Adults



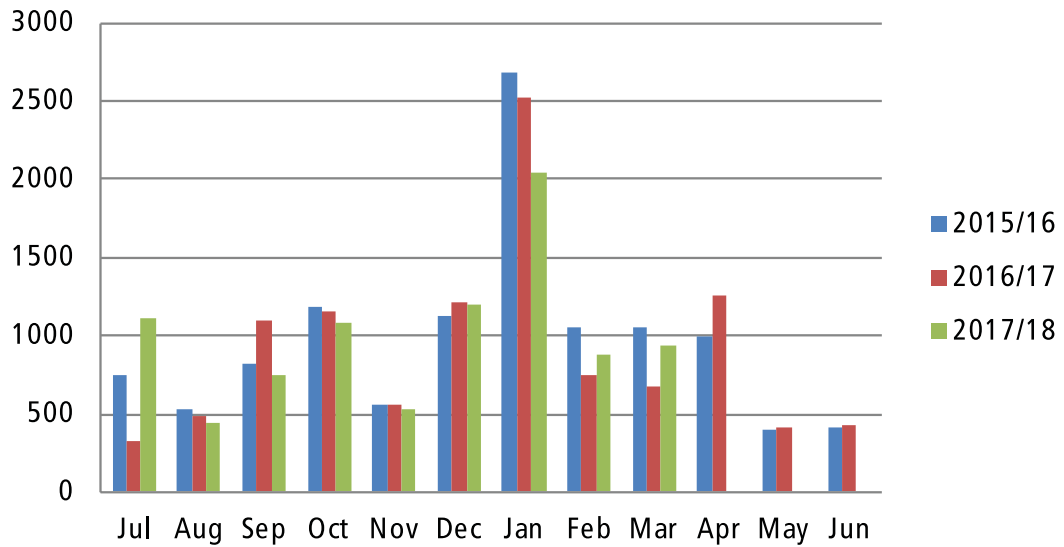
Preschoolers



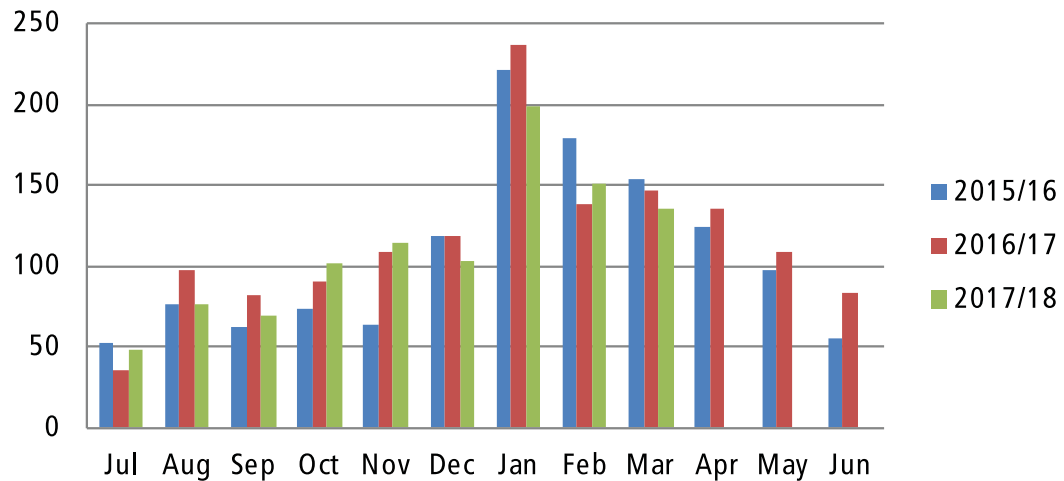
Members



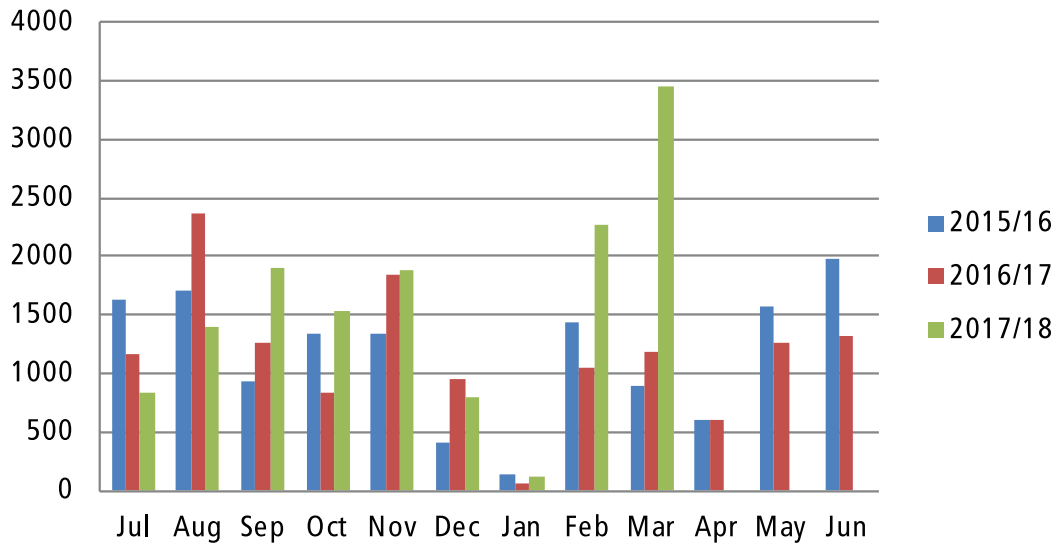
Children



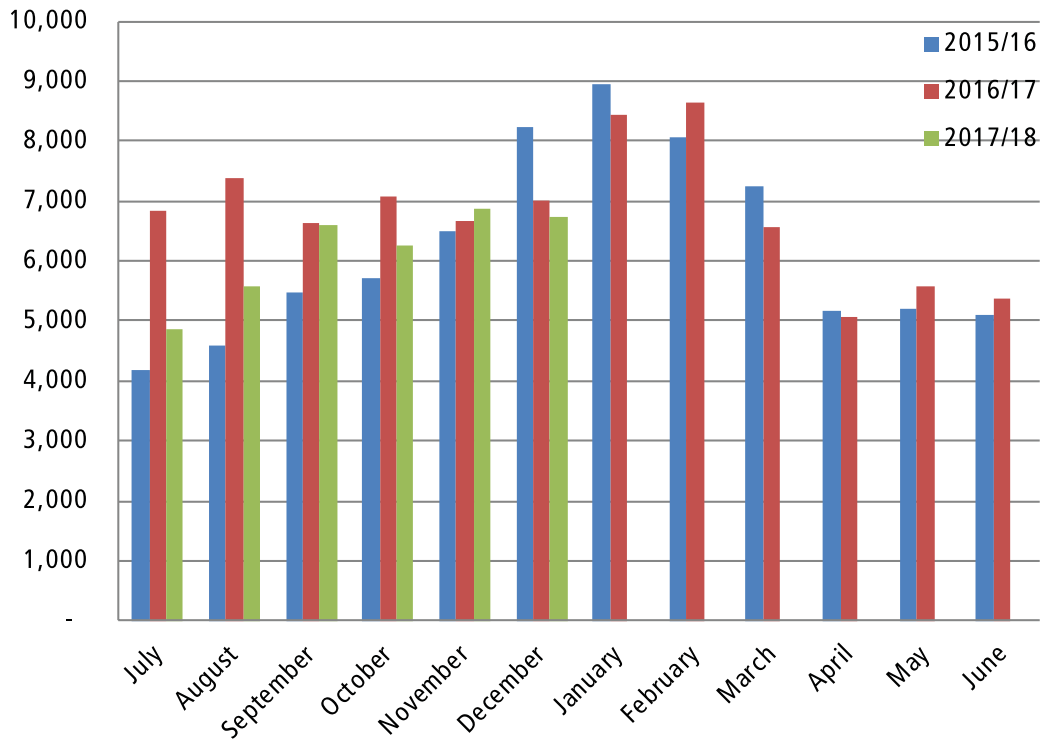
Card holders - Gold Cards and Tertiary



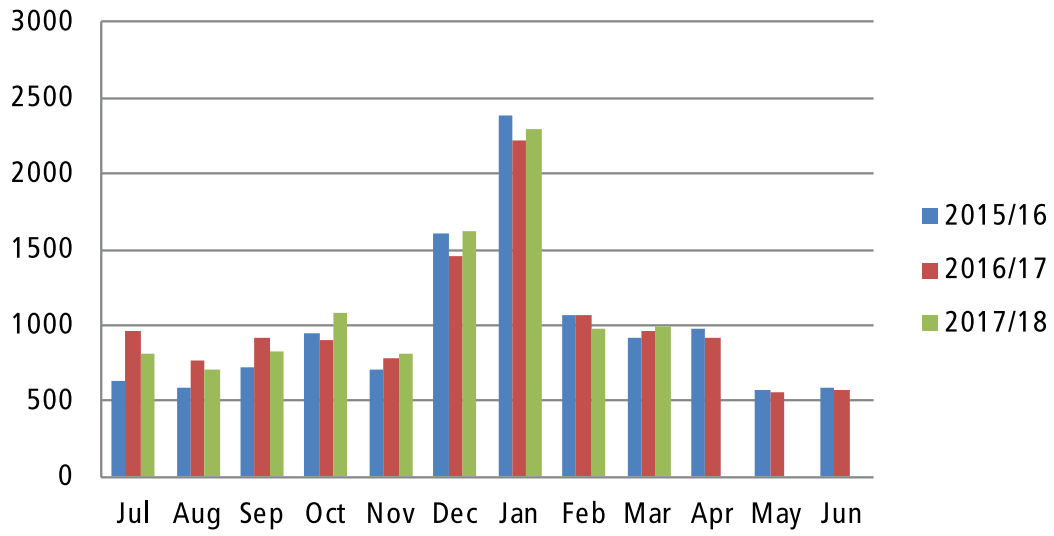
Central Otago Swim School



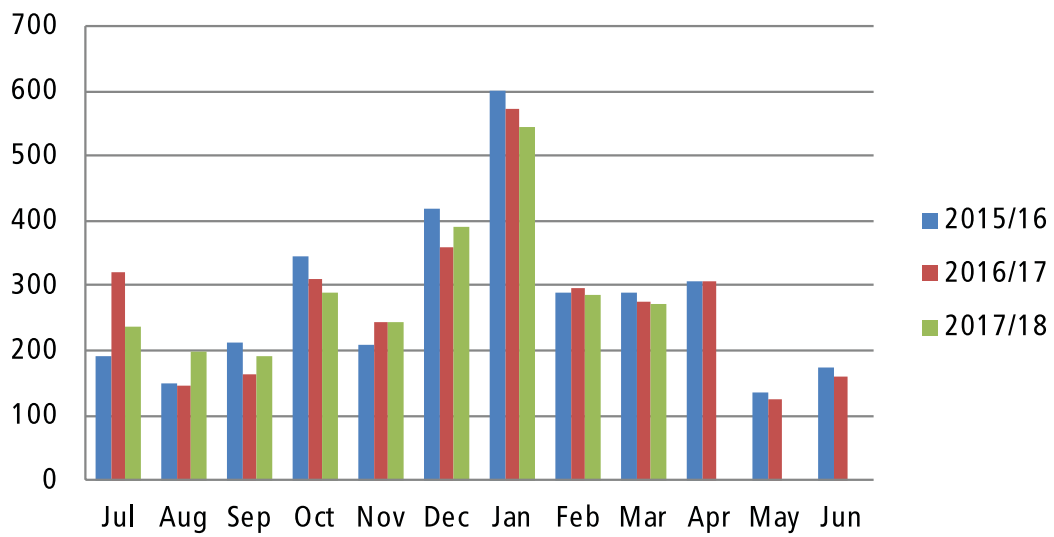
Molyneux Aquatic Centre



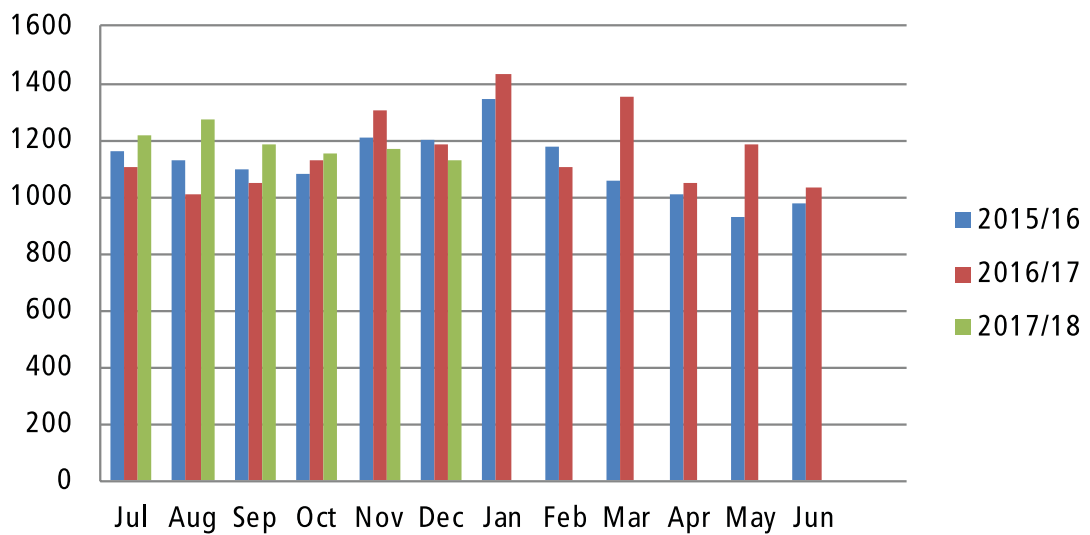
Adults



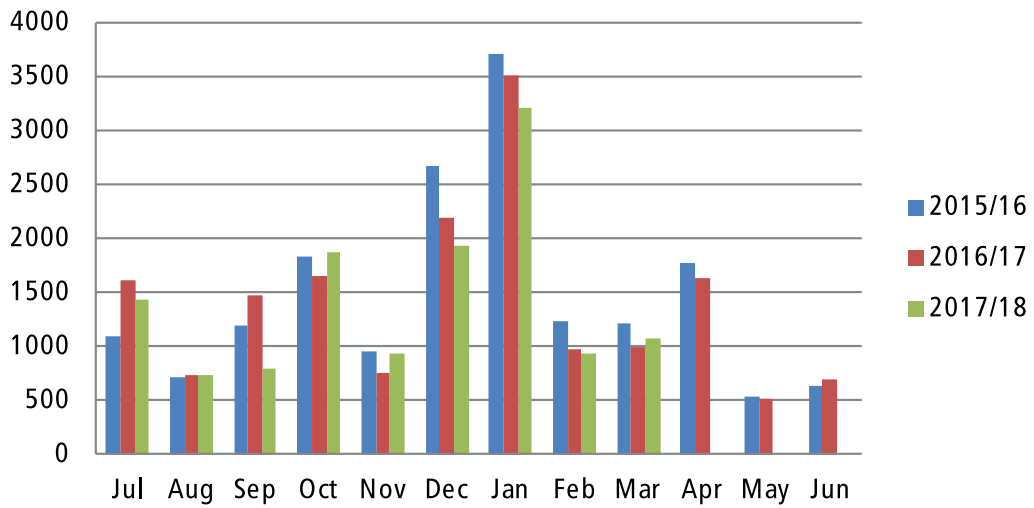
Preschoolers



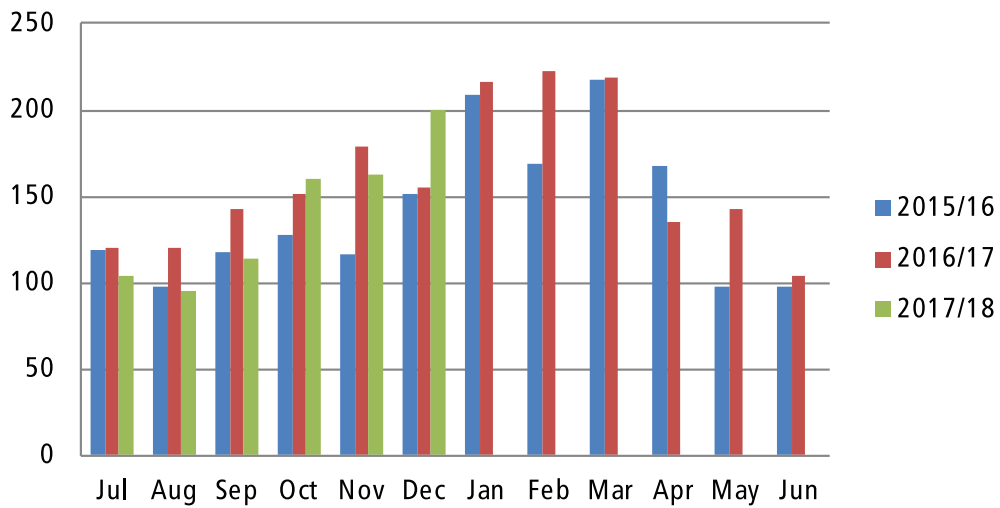
Members



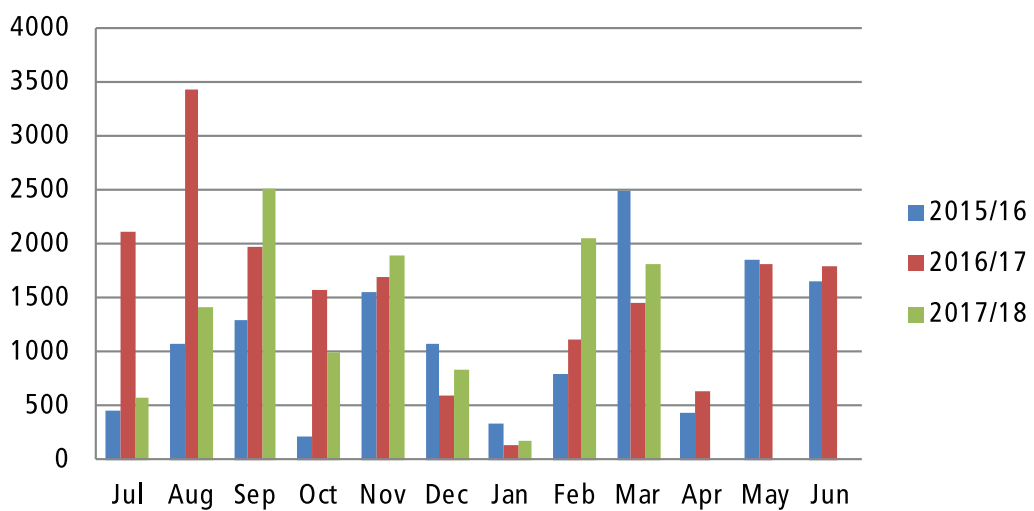
Children



Carholders



Central Otago Swim School



DISTRICT DEVELOPMENT

We facilitate economic opportunity indirectly with the provision of infrastructure, recreational and cultural assets. We directly facilitate economic opportunity with the provision of an economic development programme, a regional tourism organisation, community planning, visitor information centres, managing the regional identity and a modest promotional grants fund.

THIS ACTIVITY CONTRIBUTES TO THE FOLLOWING COMMUNITY OUTCOMES:



Visitor Information Centres

Overall visitor numbers to centres were down 3% compared with the 2017 January – March quarter.

This quarter's revenue is down 13% (\$61,454) on the same period last year. Two senior staff at the Alexandra and Cromwell i-SITES left their roles in early and mid-January leaving a gap in sales experience within those teams over the busy summer season. These positions have now been filled.

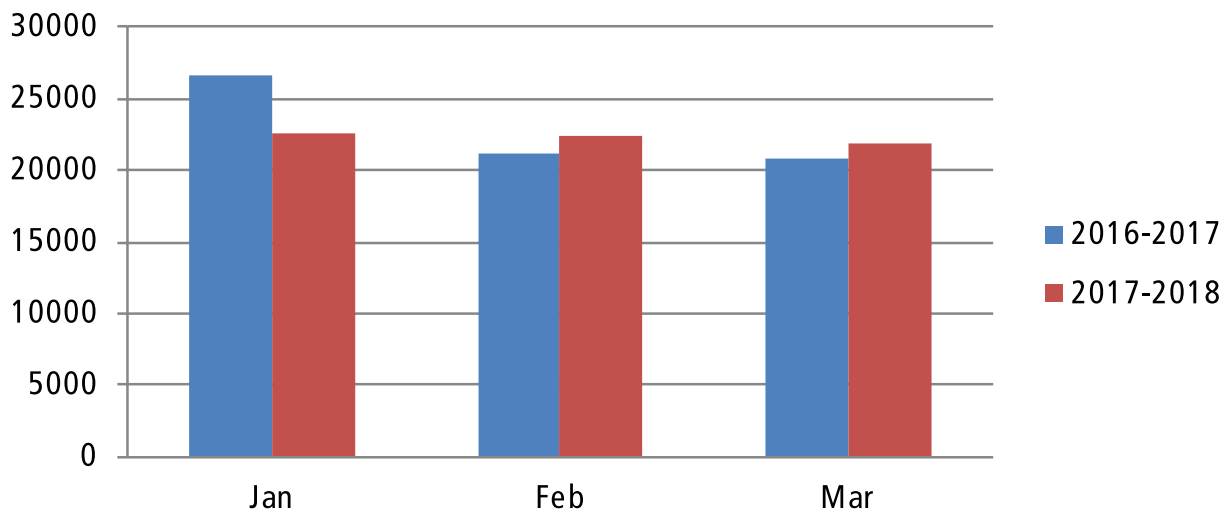
The i-SITES played an important role in holding and booking accommodation for delegates to the Irrigation New Zealand Conference to be held in Alexandra in April 2018.

The Ranfurly i-SITE performed strongly this quarter in visitor numbers, bookings and retail sales, due to a strong rail trail season and an increase in touring traffic through the area.

The Alexandra i-SITE presented to the local Rotary Club on the services available at the i-SITE.

The Central Otago i-SITES worked with event organisers to secure the United Nations Environment Programme's Panel meeting to Central Otago. The Panel reports to the parties of the Montreal Protocol on Protection of the Ozone Layer about the current state of knowledge of the "Environmental Effects of Ozone Depletion and its Interactions with Climate Change". The meeting will involve 30 people and take place over 8 days in September/October 2019.

Visitor Numbers to Central Otago i-SITES



OVERVIEW OF VISITOR NUMBERS:

Alexandra

Visitor numbers decreased by 4%. Overall bookings by origin were distributed between locals (39%), domestic (32%) and international visitors (28%).

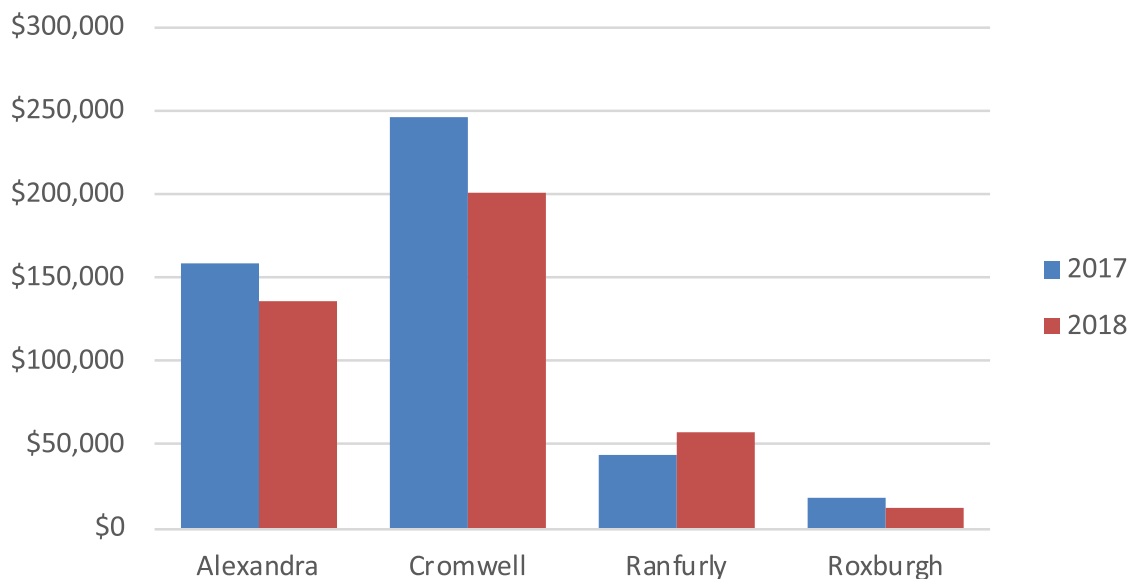
Cromwell

Visitor numbers decreased 6% on the same period last year. Overall bookings by visitor origin were locals (18%), followed by domestic visitors (26%) and international visitors (55%).

Ranfurly

Visitor numbers increased 5%. Domestic visitors (50%) were the largest proportion making bookings, followed by locals (27%) and international visitors (23%).

Revenue Comparisons January - March



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 13% (\$61,454) against the same period last year due to a large drop in the number of bookings made.

Event ticket sales were down 27% (\$9,451) for the quarter due to some community performances not recurring this quarter and some organisers choosing alternative outlets to sell tickets through.

Total retail sales were up 5% on last year with a 19% growth in sales of retail merchandise (excludes stamps and Fish and Game licenses) sold. A retail strategy implemented in 2017 to grow retail merchandise sales is now having an effect.

The average booking sale decreased across locals, domestic and international visitors with domestic visitors accounting for a greater share of spending than in the previous year.

Average Booking Sale by Origin of Visitor			
January – March	2017	2018	% Increase
Local - Central Otago	\$70	\$63	-10%
Domestic	\$164	\$159	-3%
International	\$190	\$172	-9%

Average Booking Sale by Origin of Visitor		
January – March	2017	2018
Local - Central Otago	31%	28%
Domestic	25%	32%
International	44%	40%

Bookings

Total bookings for all centres decreased by 14% (\$54,081). Bookings accounted for 84% of revenue.

Alexandra: Bookings decreased 12% compared with the same period last year.

Cromwell: Bookings decreased 17% compared with the same period last year.

Ranfurly: Bookings increased 13% compared with the same period last year.

Roxburgh: Bookings decreased 30% compared with the same period last year.

Retail Sales

Total retail sales for all four centres increased by 5% (\$2,078) from the same period last year.

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

Cromwell: Retail sales decreased 15% this quarter compared to last year.

Ranfurly: Retail sales increased 56% this quarter compared to last year.

Roxburgh: Retail sales decreased 16% this quarter compared to last year.

Event Sales

Event ticket sales decreased 27% (\$9,451) this quarter compared to the same period last year.

Alexandra		
Jan - Mar 2018	Visitors	17544
Jan - Mar 2017	Visitors	18224
Visitor numbers decreased by		-3.7%
	Gross Revenue	% of total sales
Bookings	\$107,920.44	79%
Retail	\$10,939.00	8%
Event Tickets	\$17,335.00	13%
Display Rental	\$-	0%
REVENUE 2018	\$136,194.44	100%
REVENUE 2017	\$158,492.88	100%
Revenue decreased by		-14%
Cost of retail goods sold		60%
Commission earned		\$12,708.85

Ranfurly		
Jan - Mar 2018	Visitors	13029
Jan - Mar 2017	Visitors	12378
Visitor numbers increased by		5.3%
	Gross Revenue	% of total sales
Bookings	\$36,121.99	63%
Retail	\$17,279.80	30%
Event Tickets	\$3,690.10	6%
Display Rental	\$28.00	0%
REVENUE 2018	\$57,119.89	100%
REVENUE 2017	\$45,080.38	100%
Revenue increased by		27%
Cost of retail goods sold		53%
Commission earned		\$4,136.26

Cromwell		
Jan - Mar 2018	Visitors	28582
Jan - Mar 2017	Visitors	30442
Visitor numbers decreased by		-6.1%
	Gross Revenue	% of total sales
Bookings	\$186,184.22	93%
Retail	\$9,926.40	5%
Event Tickets	\$4,085.00	2%
Display Rental	\$140.00	0%
REVENUE 2018	\$200,335.62	100%
REVENUE 2017	\$245,522.95	100%
Revenue decreased by		-18%
Cost of retail goods sold		58%
Commission earned		\$21,079.85

Roxburgh		
Jan - Mar 2018	Visitors	7797
Jan - Mar 2017	Visitors	7646
Visitor numbers increased by		2.0%
	Gross Revenue	% of total sales
Bookings	\$10,252.83	80%
Retail	\$2,604.00	20%
Event Tickets	\$-	0%
Display Rental	\$-	0%
REVENUE 2018	\$12,856.83	100%
REVENUE 2017	\$18,665.30	100%
Revenue decreased by		-31%
Cost of retail goods sold		68%
Commission earned		\$1,106.83

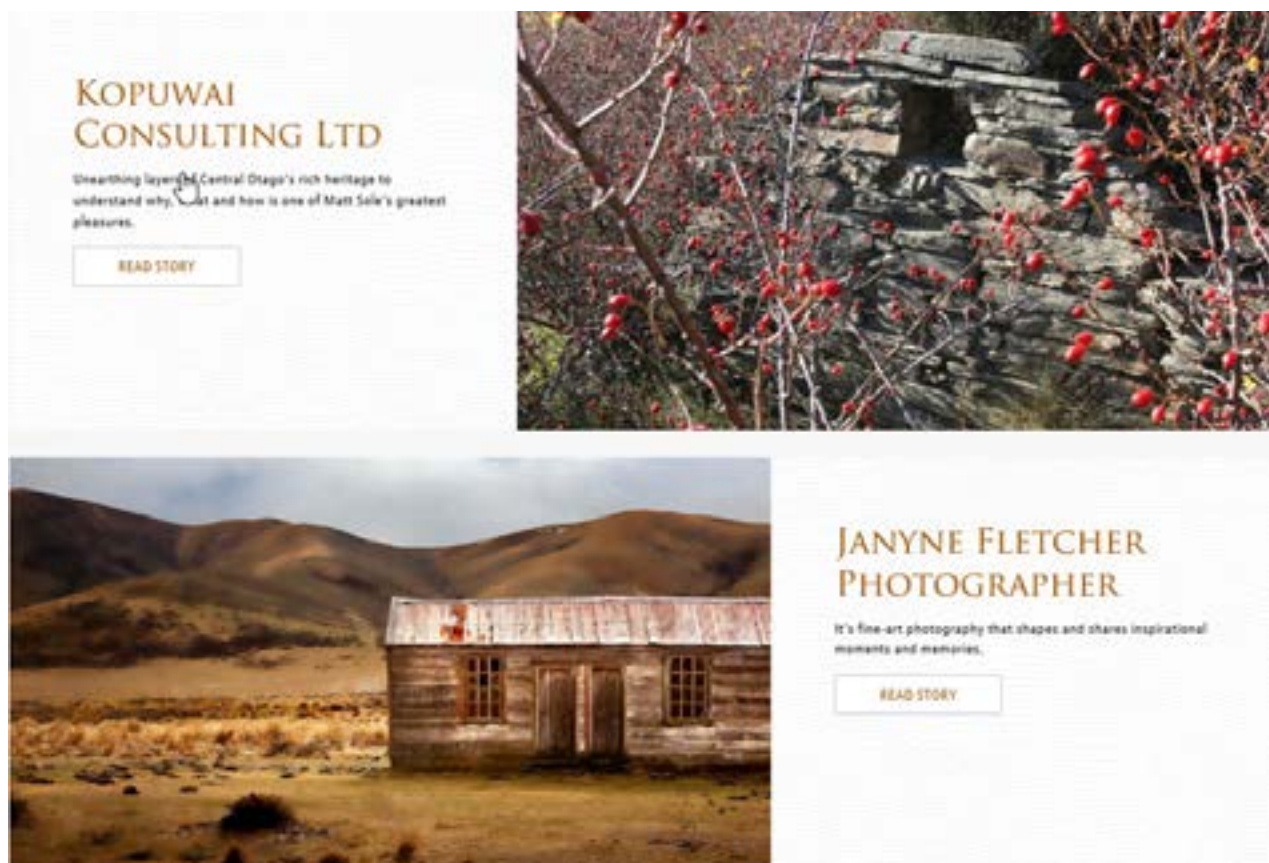
Regional Identity

Our Stories

The artisan food story for Central Otago is almost complete. This has involved reviewing background material and interviews with a range of food producers from across the region. The story is written and all that is required now is to capture a range of images that hero the Central Otago artisan food experience. Once completed the story will feature on the regional identity website www.aworldofdifference.co.nz under 'Our Stories'. We will also look at other promotional avenues.

Regional identity partner profiles

Developing the profiles of official regional identity partners to feature on www.aworldofdifference.co.nz is an ongoing piece of work for the Regional Identity Manager. For this quarter profiles for Feinerman's Ltd, Janyne Fletcher Photographer, Kopuwai Consulting Ltd and Central Otago Premium Fruit Ltd were finalised. Highlighting these profiles through Facebook is also a way of getting a wider audience to read how these businesses, who are great advocates for our region, put the regional values into practice. Hopefully this prompts others to consider doing likewise. On average there were nearly 2000 views for each profile.



Our Place

One of the key pieces of work for this quarter was identifying the unique stories associated with the Manuherikia area. This has since developed to include the Ida Valley after discussions with a number of locals. The key stories for the two valleys have since been researched and cover:

- The Blue Lake – a legacy of its goldmining past
- Lake Manuherikia – uncovering layers of the past

- Clear skies – a natural fit for an international atmospheric research centre
- Wooden Cup – a salute to friendly community rivalry
- First run holders in Central Otago – Shennan brothers
- Poolburn Gorge – a place of impressive viaducts, tunnels and natural connection between the two valleys
- Ophir – something special including the Daniel O’Connell Bridge and oldest operating Post Office in the country
- Poolburn, Upper Manorburn, Idaburn and Falls Dams – ensuring this community’s survival and integral to the Central Otago wilderness landscape
- Hayes Engineering – an exemplar to rural innovation in New Zealand
- Gilchrist’s Store – past and present
- Brass Monkey – they breed them tough

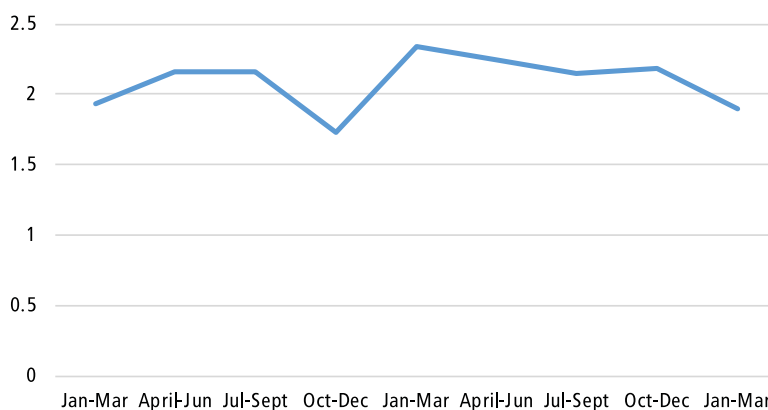
Once completed, the overarching story for the Manuherikia and Ida Valleys will feature on www.aworldofdifference.co.nz along with a suitable image set to complement each story. Having these stories will help to reinforce and celebrate the unique qualities associated with these two valleys.

World of Difference Website

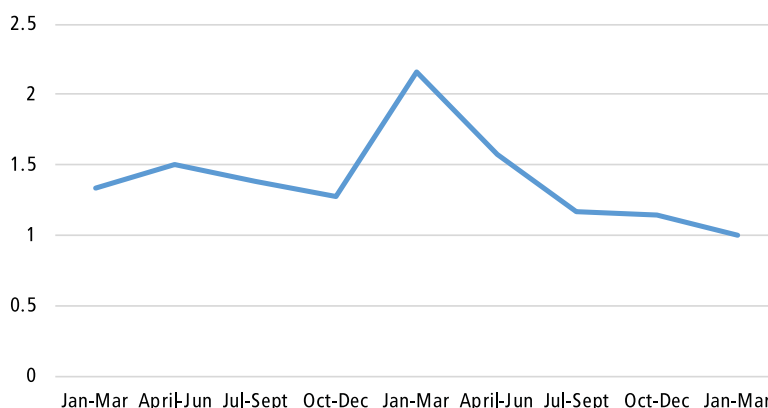
The Central Otago regional identity website analysis for the January – March quarter cover the average number of pages that were visited each session, the average length of time spent on the website and the website content or pages viewed.

The total number of visits for this quarter was 5974. In terms of the key pages viewed, they included: ‘Our Journey’ with the average length of time spent being 0.54 minutes, this was followed by the profile on regional identity partners Jayne Fletcher Photographer (1.30 minutes), Feinerman’s Ltd (1:56 minutes) and Kopuwai Consulting Ltd (2.40 minutes) and then Our Partners (1:05 minutes) and Central Otago Premium Fruit Ltd (2:14 minutes).

Av No. of pages/session



Av length of time/session



Tourism Central Otago

Consumer Events

COVI – March 16-18th - Auckland

Tourism Central Otago (TCO) again secured a stand in the 'Stop and Stay' zone at the COVI Motorhome, Caravan and Outdoor Supershow in Auckland 16 – 18 March. For the first time a Central Otago based cycle operator - 'Shebikeshebikes' attended, with its own booth located alongside TCO. This allowed for a successful partnership between TCO and Shebikeshebikes whereby we could jointly offer a holiday prize competition and TCO had the ability to refer people seeking a Central Otago cycling holiday experience to them when it was appropriate to do so.

This event is growing every year – 2018 saw close to 19,000 people come through the gates. Two additional halls were added to meet the increasing demand for space which meant a change of layout. TCO secured a location close to the entrance of the stop and stay zone, which allowed us to take advantage of a larger footprint resulting in a spacious zone for our displays. Over the course of the event there were 430 entries for the holiday prize offered.

Staff engagement with show attendees remains high – with valuable conversations to introduce options for upcoming visits to the region. There was significant interest in using E Bikes on the trails, and the options for customers to be transferred back to their own motorhomes at the end of a day's cycling.



A series of questions in the competition entry provides some good information about the motivators and travel plans for this audience. The responses show that approximately 85% intend to visit Central Otago within two years. Participants also indicated what mix of Central Otago experiences they were interested in. Cycling remains the highest (approx. 87%), followed by food and wine (approx. 67%), then Heritage & Events (approx. 45%) and Arts (approx. 27%). This indicates that when in the region this audience will participate in a range of activities.

Tourism Central Otago – Cycle Campaign

Tourism Central Otago launched a promotional campaign in mid-March that will run over six weeks. The aim is to highlight Central Otago's trails and towns as NZ's best destination for a family/friends cycling escape, with a particular focus on travel in early spring 2018. The primary focus is to enhance Central Otago's position as New Zealand's best destination for a family/friends cycling holiday. We will be highlighting the Otago Central Rail Trail, Roxburgh Gorge Trail, Clutha Gold Trail, mountain bike trails and events. In addition, we will highlight the diverse range of off-trail experiences that make a holiday here in Central truly unique.

The campaign focused around generating interest in 'who' people would like to share a Central Otago cycling holiday on the Otago Central Rail Trail with. A prize package was developed in association with Central Otago businesses and Air New Zealand. The competition is being promoted digitally through the Central Otago NZ social media accounts (organic and paid posts), website and email newsletters.

The campaign was also profiled through Tourism Central Otago’s partnership with Total Sport events in Auckland, including through their email newsletters and attendance at ‘The Dual’ event in Auckland, which celebrated its tenth anniversary on 24 March. The event attracted over 2000 competitors and promotions were included in their event and business databases with a reach of more than 30,000 recipients.

Travel Trade

South East Asian Famil – March 9th / March 11th

Tourism Central Otago’s Trade and Consumer Marketing Manager hosted 19 International Travel Agents from Singapore, Malaysia and the Philippines in conjunction with local operators. This FAMIL was co-ordinated by Tourism NZ who hosted more than 50 agents from India and South East Asia to NZ as part of the final step of a year-long programme to up-skill agents about New Zealand. The group of 50 were then split across three itineraries with Central Otago having an opportunity to host the southern FAMIL group across two separate days.

Hosting the agents twice within a two-day span assisted in building relationships and helped show-case a part of Central Otago that offered a range of different experiences. The agents obtained a greater appreciation and understanding of products and were surprised with the proximity of distinctly different experiences. They were also surprised at the proximity to neighbouring towns of Queenstown and Dunedin.



Tourism NZ South East Asian Agents FAMIL – 11 March 2018



AAT Kings Brochure Product; 2018-2019 Tour Season

TCO’s Trade and Consumer Marketing Manager has been instrumental in securing Australasia’s largest coach company, AAT Kings, to brochure an overnight stay in Central Otago and book experiences in the Maniototo starting September 2018 through to April 2019. There are up to 16 departures (tours) planned during that time. The AAT Kings Inspiring Journeys tour caters for small groups of 20 like-minded travellers on luxury coaches. They travel with their own tour guide and enjoy visiting off the beaten track locations whilst staying in boutique or unique accommodation.

Media & PR

TCO hosted Molly McArdle from GQ.com (US) in region 16 – 18 Feb. Molly was brought to New Zealand through Tourism New Zealand’s International Media Programme. She undertook an interview at Two Paddocks, cycled a section of the Otago Central Rail Trail and walked the 4 Barrels wine trail in Cromwell. Molly was also researching content for a new National Geographic book – The World’s Best Food and Wine Destinations.

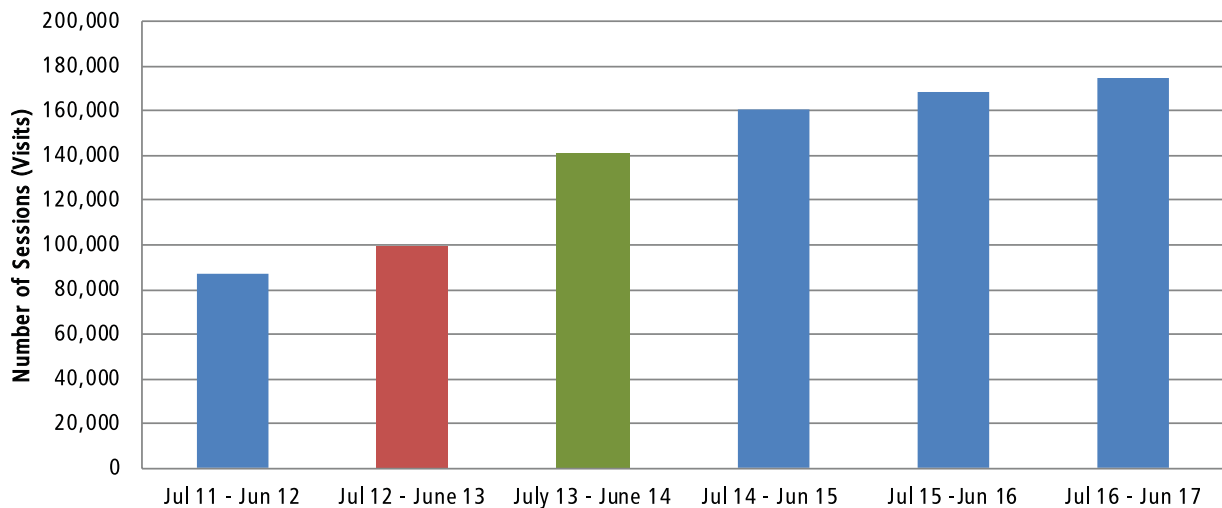
Central Otago NZ Website Statistics

The following statistics compare the number of visitors and sessions for **www.centralotagonz.com** for the January-March Quarter in the last three years.

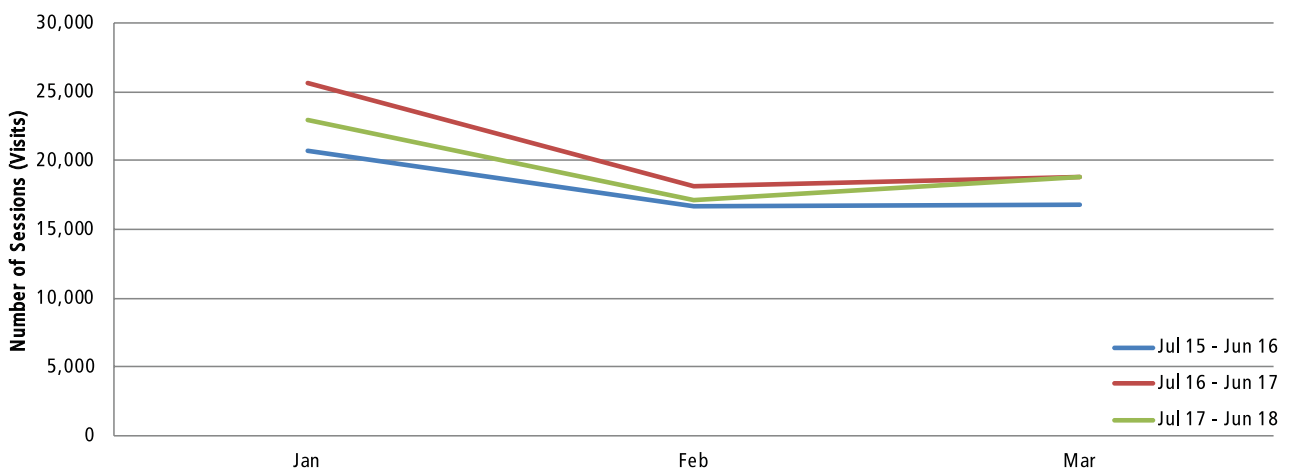
Page views on **www.centralotagonz.com** continued the strong growth seen over the last year. Total page views for the quarter increased 57% (295,273 vs 187,992) compared to the Jan-Mar quarter in 2016-2017.

Sessions (visits) to the site also grew 18.4% for the quarter showing that visitors to site are viewing 32.5% more pages per visit (3.99 vs 3.01).

Tourism Central Otago Website Total Sessions (Visits) per year



Tourism Central Otago Website Total Sessions (Visits) per month



Community Development

Community-led Development

International Dark Skies Association lists Naseby as a '3K Town'



Naseby is now officially recognised as a "3K municipality or province" by the International Dark Skies Association (IDA). Naseby has been included on the IDA register alongside international cities such as San Francisco, Montreal and Calgary who are identified as understanding the importance of responsible lighting, and have taken action to provide safe, cost effective, environmentally friendly street lighting for their communities.

The Central Otago District Council's progressive move to change street lights to 3000K LED bulbs was a significant catalyst in this process. Naseby is only the second New Zealand region to be listed as a "3K Town/Province" behind Martinborough, who received accreditation a couple of months ago.

Naseby's 3K accreditation was driven by the application process that community group Naseby Vision is currently pursuing to achieve IDA accreditation as an internationally recognised Dark Sky Community. The 3K municipality/province classification is a significant step in this process.

Heritage Interpretation Panels - Oturehua Community

The first of a series of heritage interpretation panels is now on display on the main street of Oturehua. Located beside the Oturehua hotel, the double-sided display provides an attractive and informative summary of some of the areas key heritage stories.

The series of interpretation panels have been developed by the local community. Interpretation panels will also be installed at the Blackstone Hill picnic area, Idaburn Dam and the Ida Valley Railway Station.

OTUREHUA

Main Street of Oturehua 1923

Oturehua originally means 'Where the ocean has made high in the sky' and was first known as *Whang Whang*. It was considered to be the last one of the *hāpapa* and *whānau* places in New Zealand.

A little known fact about the site today is that around 1870 there built a road and set out the middle through the *Whānau* large adjacent to the old track.

Before the arrival of Europeans, *Te Whānau* was a quiet place in the vicinity of Oturehua and was the site of *hāpapa* and *whānau*.

The original school was built in 1878 but extensive work was done in 1923. This was almost half of the population.

1923: When the railway was built in 1923, it was found the ground at the school was too deep for the timber to stay there. Therefore the school and shop were built on their present site in 1923 by James Lambert.

Spent 12 months in the local character with Otarehua between 1923 and 1924 on the basis of working for Otarehua also known as one of the best paid roles in Otago.

The Otarehua character has been called an exciting situation in the district and has allowed many visitors to enjoy the character and beauty of the surrounding region.



Rays Engineering

Rays Engineering Works was established in 1923 by James Lambert. James Lambert started off working in the local area on the basis of Otarehua and working in the local area for lighting equipment. Wanted to launch his own business.

James Lambert was a keen supporter of the local character and was a keen supporter of the local character and was a keen supporter of the local character. He was a keen supporter of the local character and was a keen supporter of the local character.

James Lambert was a keen supporter of the local character and was a keen supporter of the local character. He was a keen supporter of the local character and was a keen supporter of the local character.



Golden Progress Mine

The mine was established in 1923 and was a keen supporter of the local character and was a keen supporter of the local character. It was a keen supporter of the local character and was a keen supporter of the local character.

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New Welcome Signs for Omapau

New welcome and farewell signs have been installed at either end of Omapau, thanks to the efforts of community group Manuherikia Future. Considerable community consultation went in to the selection of the final design for these signs. Different options were posted in the front window of the Four Square and people voted on their preferred "look". The subsequent fundraising, construction and installation were managed exclusively by the community.

This is not all that is planned for the beautification of the town's entrance ways ... watch this space!



Otago University Students Undertaking Research in the Region

A group of 30 Masters of Planning students from the University of Otago will be undertaking research in Central Otago district that will be related to issues such as growth, retaining local identity, heritage and community amenities. The students will be working in five separate groups that will each be preparing a thesis on their project topic. The research will include a week-long field visit to the region, which is scheduled for May. The groups are currently finalising their project briefs, but key themes are likely to be:

1. Amenity issues – Omakau, Pisa Moorings
2. Heritage issues and opportunities – Ophir, Bannockburn
3. Identity/value/place issues – Alexandra
4. Retaining identity and heritage values through growth – Clyde
5. Growth issues and housing affordability – Cromwell.

Heritage

New Heritage Strategy and Plan for the District

A district-wide strategy and action plan was adopted in February by the Central Otago heritage community. Central Otago Heritage Strategy 2018, and its action plan, were developed by the Central Otago Heritage Trust (COHT). The documents were developed following extensive communication with heritage groups and stakeholders, and used the community-generated *Towards Better Heritage Outcomes for Central Otago 2012 report as a base document.*

The Central Otago Heritage Strategy and Plan are referred to as a first edition as it is intended for these to be 'live' or 'working' documents which will be updated and revised as and when required.

Landmarks Whenua Tohunga: Places that tell our stories

Three significant Central Otago heritage destinations have been included in the newly developed Landmarks Whenua Tohunga for the Otago region. The Bannockburn Sluicings, Otago Central Rail Trail and E Hayes Engineering Works are included within the suite of 12 experiences that create a programme of distinct Otago landmarks that help to connect visitors in a tangible way to the region's unique stories and places.

The Landmarks Whenua Tohunga programme is a joint initiative between the Ministry of Culture and Heritage, DOC and Heritage New Zealand. The three Central Otago sites were all officially recognised and celebrated as Landmarks Whenua Tohunga places in February.

Heritage Opportunities for the Teviot Valley

One of the key objectives for the Department of Internal Affairs' funded Teviot Valley Community Development Scheme (TVCDs) is to identify and celebrate the Teviot Valley's heritage. The governance group for TVCDs would like to gather the region's wealth of heritage information and to then develop one or two signature displays/experiences that celebrate the region's rich heritage and unique 'sense of place'. How they go about this is now up for discussion.

Representatives of TVCDs and the wider community travelled to Glenorchy in February to spend the day with Glenorchy's Head of the Lake Museum Group. This small but very active group was recommended by Te Papa's regional museum advisor as an exemplar of how a community-run heritage group can celebrate its unique heritage and tell its community's stories in innovative and cost effective ways. The Teviot group came away from the field trip with a lots of ideas and are now keen to talk with their community about what can be achieved by the Teviot Valley. A key learning of the field day was to develop projects that respond to and reflect our own community values.



Economic Development

Alipay

Alipay, the world's largest mobile payment platform was explained to Central Otago businesses at a workshop held in Alexandra in February. Alipay is the preferred means of making payment for Chinese consumers both at home and when travelling, with over 520 million users. Payment using apps on mobile phones dominates the Chinese market as only 15 percent of Chinese adults now use credit cards. Central Otago businesses and service providers will increasingly miss out if they are unable to provide Chinese guests with this convenient payment option.

The idea for the workshop resulted from a presentation by the Alibaba Group at the second New Zealand China Mayoral Forum in which Mayor Tim Cadogan participated. Christchurch International Airport has a contract with Alipay to facilitate up-take of the platform in New Zealand. Council is collaborating with Christchurch International Airport to help Central Otago businesses and service providers get on board.

Cromwell Fibre Broadband Rollout

Rollout of ultra-fast broadband (UFB2) fibre in Cromwell is progressing well. The area to the east of Barry Avenue between Neplusultra and Inniscort Streets has been commissioned and is now available to internet service providers to provide connections to customers. Areas at the north end of Barry Avenue including the Cromwell Mall and adjacent commercial area and also the area between the eastern ends of Molyneux Avenue and Inniscort Street are in the process of being commissioned and will be available in April. Chorus has provided this updated timetable (below) which shows the ultra-fast broadband coverage of Cromwell and the build order for the various parts of the town.

UFB2 fibre Cromwell		
FFP ID	Build Start	Build Complete
CMW/FFP02		Completed
CMW/FFP11		Completed
CMW/FFP13		Completed
CMW/FFP03	07/11/17	16/03/18
CMW/FFP10	14/11/17	23/03/18
CMW/FFP14	21/11/17	28/03/18
CMW/FFP04	13/12/17	30/03/18
CMW/FFP12	20/12/17	26/04/18
CMW/FFP15	09/01/18	14/05/18
CMW/FFP01	2/02/18	18/04/18
CMW/FFP09	7/02/18	25/04/18
CMW/FFP16		Completed
CMW/FFP05	08/05/18	18/07/18
CMW/FFP06	12/03/18	22/05/18
CMW/FFP07	21/05/18	31/07/18
CMW/FFP08	28/05/18	31/07/18
CMW/FFP17	24/04/18	28/06/18



Economic Statistics

Council has renewed its subscription to Informetrics Ltd to ensure it has up-to-date data on what is happening in the district. The Profile includes sections on the economy, employment, productivity, population, businesses, living standards and tourism. The site is interactive and it is possible to explore what is happening in the various sections and compare Central Otago data with that of other districts across New Zealand. For example on the employment tab it is possible to drill down and look at employment growth, the industries in which employment is growing or declining, the largest employers by industry sector, self-employment and unemployment. It is also possible to explore what is happening in different parts of the district with data available on the Cromwell, Maniototo, Teviot Valley and Vincent areas.

Council makes the Profile available to the community via a link on the Central Otago District Council website – click 'Services' at the top of the Home page and then 'Economic Development'. There is a link to the Profile at the bottom of the Economic Development page.

Council uses these statistics to keep us informed and make appropriate decisions.

MAKE WISE CHOICES

Make wise choices that last beyond your lifetime

PLANNING and environment

planning emergency management
building control **alcohol licensing**
dog control and registration environmental health



PLANNING AND ENVIRONMENT

Our planners prepare and implement the District Plan under the Resource Management Act. The District Plan is applied through processing of resource consents. We provide advice to our customers seeking to subdivide or develop their land. We also monitor conditions of resource consents and District Plan provisions to ensure any effects on the environment are managed appropriately.

Our Building Control team help people build in a safe and compliant manner through a streamlined and cost-effective process. We carry out building inspections, issue building consents and respond to building-related enquiries. We issue Land Information Memoranda for customers who are intending to purchase property, and monitor Building Warrants of Fitness for commercial buildings in accordance with the Building Act.

The environmental health activity provides confidence to the community and visitors to our region that our food premises, hairdressers, camping grounds and funeral directors are safe and clean. We licence and annually inspect registered premises to manage the public health risks of food and water contamination. We undertake water testing of public and private water supplies. We provide a 24/7 noise complaint service in response to antisocial behavior regarding noise.

THIS ACTIVITY CONTRIBUTES TO THE FOLLOWING COMMUNITY OUTCOMES:



Building Control Activity

Number of Building Consents Processed and Value of Building Work

In the period 1 January to 31 March 2018 a total of 219 building consents were issued at a value of \$24,137,090. 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 37% and the value has also decreased by 54.8% 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 terms of statutory processing time frames the average processing time for the quarter was 10 working days, well within the statutory requirement of 20 working days. 98.09% of all consents issued were issued within the 20 day statutory time frame.

LIMs

During the last quarter there were 198 LIMs issued. This was a decrease of 10.8% when compared to the same quarter last year.

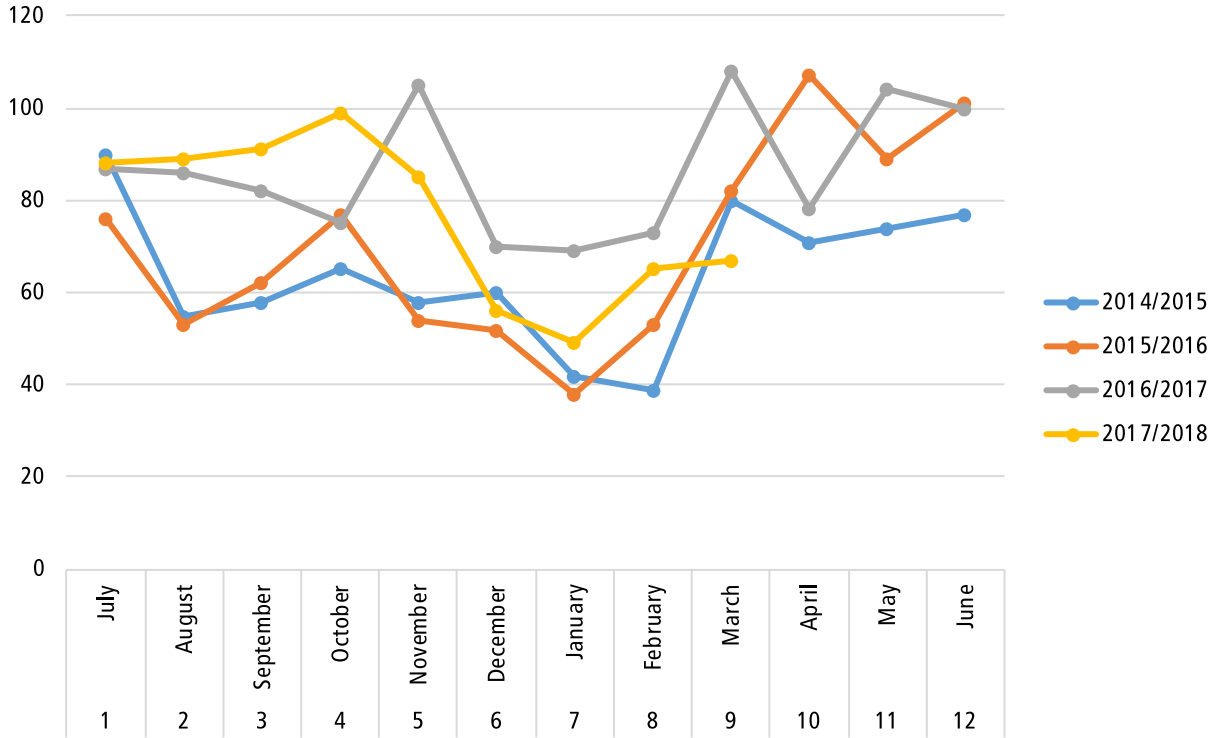
Capacity

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

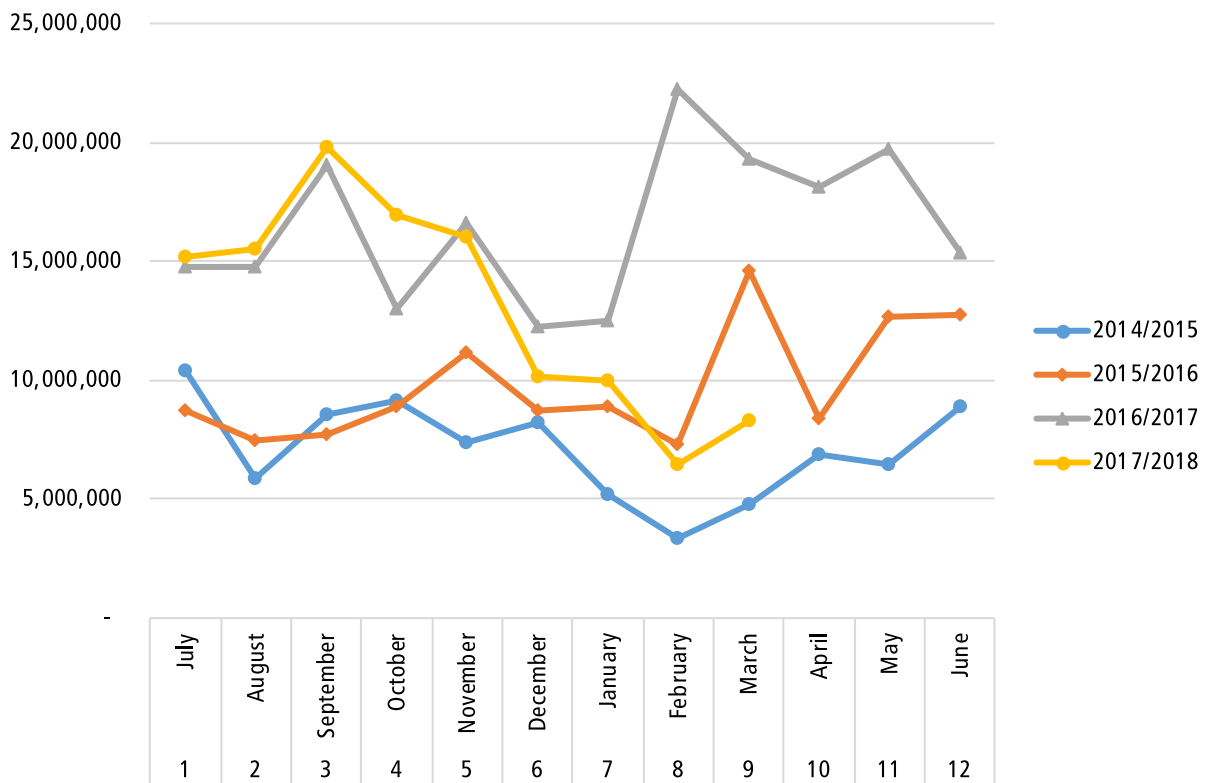
Staff

During this quarter, we have employed two new Building Control Officers. We had vacancies to fill due to a retirement and a resignation to work in the private sector. Both will eventually be based out of our Cromwell office.

Number of building consents issued by month



Value of building consents by month



Analysis by Ward	Number	Value
Vincent		
Total for January to March 2017	24	3,312,961
Alexandra Ward		
Agricultural - New farm shed	1	27,000
Residential - Dwelling additions and alterations	1	20,000
Residential - Dwelling alteration (internal only)	4	86,101
Residential - Heating appliance	3	11,000
Residential - New Dwelling	6	1,515,001
Alexandra Ward Total	15	1,659,102
Earnsclough-Manuherikia Ward		
Agricultural - New farm shed	3	300,001
Residential - Dwelling alteration (internal only)	1	4,000
Residential - New Dwelling	4	1,310,001
Residential - New garage	1	39,857
Earnsclough-Manuherikia Ward Total	9	1,653,859
Cromwell Ward		
Agricultural - New farm shed	3	112,259
Commercial - New industrial	1	550,000
Commercial - New warehouse/showroom/offices	1	900,000
Commercial - Other	1	9,988
Residential - Dwelling additions and alterations	4	240,000
Residential - Dwelling alteration (internal only)	4	79,000
Residential - Heating appliance	6	29,850
Residential - New Dwelling	9	1,705,535
Residential - Outbuilding relocated on to site	1	15,000
Residential - Pool / spa pool	1	38,000
Residential - Relocate dwelling off site	1	59,900
Residential - Relocate dwelling on to site (site-works)	1	29,787
Cromwell Ward Total	33	3,769,319
Maniototo Ward		
Commercial - Education/childcare facilities - additions and	1	5,000
Commercial - New industrial	1	22,840
Residential - Dwelling additions and alterations	1	1
Residential - Heating appliance	2	8,000
Maniototo Ward Total	5	35,841

Teviot Valley Ward		
Commercial - Motel/hotel/accommodation building - additions	1	12,900
Residential - Heating appliance	2	6,000
Residential - New Dwelling	2	1,163,500
Teviot Valley Ward Total	5	1,182,400
Grand Total	67	8,300,521

Total Analysis	Number	Value
Agricultural - New farm shed	7	439,260
Commercial - Education/childcare facilities - additions and	1	5,000
Commercial - Motel/hotel/accommodation building - additions	1	12,900
Commercial - New industrial	2	572,840
Commercial - New warehouse/showroom/offices	1	900,000
Commercial - Other	1	9,988
Residential - Dwelling additions and alterations	6	260,001
Residential - Dwelling alteration (internal only)	9	169,101
Residential - Heating appliance	13	54,850
Residential - New Dwelling	21	5,694,037
Residential - New garage	1	39,857
Residential - Outbuilding relocated on to site	1	15,000
Residential - Pool / spa pool	1	38,000
Residential - Relocate dwelling off site	1	59,900
Residential - Relocate dwelling on to site (site-works)	1	29,787
Grand Total	67	8,300,521

Planning

Resource Consent Activity – Over time with Linear trend line

The above graph shows the number of resource consents received over time and illustrates the significant increase in the number of resource consents received from the latter part of 2016 through 2017 to the first quarter of this year. This has continued to put pressure on resources and time frames.

Resource Consents Received in Quarter

A total of 132 resource consent applications were received in the first quarter of this year which is slightly up on the first quarter of last year.

Large numbers of the consents received are incomplete or do not contain sufficient information to process, which causes delays and results in additional time spent on processing.

Number of Resource Consents Processed

In the period 1 January – 31 March 2018 a total of 96 resource consents were processed. The consents issued during this period were as follows:

Non-notified delegated authority 90

Limited Notified (to hearing) 1

Publicly Notified (no hearing) 1

Publicly Notified (to hearing) 4

Decision Processing Times

The non-notified delegated authority decisions issued in this quarter had an average processing time of 16.36 days. While this is the average 84% of all delegated consents were processed within statutory timeframes with most going a day or two over. A contributing factor this is the number requiring further information requests and consents being stopped and started. We are constantly working on improving this.

Other Planning work

Monitoring of non-complying advertising signs in the district was undertaken in February and a spreadsheet compiled. Letters will be sent out at the end of April to all owners of signs requesting removal.

Private Plan Changes

Woong Tree decision issued and now subject to appeal in the Environment Court

River Terrace Plan Change Cromwell, approved by Council for processing and will be notified mid-May.

Alcohol Licensing

District Licensing Committee

There were no hearings held during this quarter.

Alcohol Regulatory and Licensing Authority (ARLA)

Following the failure of controlled purchase operations conducted by the Police in May 2017, three licensed premises in the Central Otago district appeared before ARLA in February 2018 for consideration of suspension of their licences.

The decisions issued by the Authority resulted in all the associated premises and their managers having their licences suspended for varying periods.

Alcohol licensing quarterly statistics report for 1/01/18 to 31/03/18

(Corresponding 2017 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	3 (2)	3 (3)			
On-licence variation					
On-licence renewal		3 (5)			
Off-licence new		1 (1)			
Off-licence variation					
Off-licence renewal	7 (4)	3 (3)			
Club licence new					
Club licence variation					
Club licence renewal	0 (2)				
Total number	10 (8)	10 (12)			

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	3 (4)	11 (8)	1 (1)		
Off-licence	15 (11)	8 (11)	1 (1)		
Club licence	2 (2)	1 (1)	0 (1)		
Total number	20 (17)	20 (20)	2 (2)		

Manager's Certificate applications received

Manager's certificates - new	(\$316.25)	23 (20)
Manager's certificates - renewal	(\$316.25)	36 (17)
Total number		59 (37)

Special Licence applications received

	Class 1 - \$575.00	Class 2 - \$207.00	Class 3 - \$63.25
Special licences	3 (3)	4 (6)	34 (43)

Temporary Authority applications received

Temporary Authority Orders	\$296.70	5 (0)
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Alcohol Licensing is currently tracking to budget for expenditure and income.

Environmental Health

Food Premises

Since employing another Environmental Health Officer in December we have made significant progress in transitioning food premises from the Food Hygiene regulatory system to the Food Act regime. We currently have less than 10% of our food premises still to register under the Food Act.

Although this is encouraging, the auditing of these premises is not being completed within the time lines prescribed by Ministry for Primary Industries (MPI). This situation has been brought about by the tight timelines set and the peak in premises transitioning at this time. With our current resources we should make significant progress in this area within the next 6-12 months.

Quality Management System (QMS)

The Quality Management System developed to support Council's Recognised Agency status has received a desktop review by MPI and several aspects have been identified as requiring improvement. Once completed, and the system implemented, an onsite audit will be undertaken by IANZ.

At this stage the audits are at no cost to Council, however future reviews and audits are likely to cost between \$3000 and \$5000 per year. The viability of maintaining a QMS which will have a significant draw on our finances while providing little financial return from the service we provide will need to be reviewed before we commit to a costly audit regime.

MAKE THIS A BETTER WORLD

Make this a better world for those that succeed us

GOVERNANCE and corporate services

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



GOVERNANCE AND CORPORATE SERVICES

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

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

THIS ACTIVITY CONTRIBUTES TO THE FOLLOWING COMMUNITY OUTCOMES:



Communications

Digital Media

Page views on our Council website totalled 149,155 for this quarter (up 9% on the same quarter in 2017). The CODC Facebook page reached 4,078 likes by the end of this quarter.

10 for 10

The key focus for the Communications team over the first quarter of the year was the 10 for 10 campaign and preparing the 10-Year Plan consultation document ready to go out for public feedback from late March.

The 10 for 10 pre-consultation campaign was our way of warming up our community for this year's 10-Year Plan consultation in a more bold, engaging and interactive way than in past long term plans.

The campaign kicked off with a launch event on Friday 16 February at the Alexandra Produce Market. Council had a tent set up at the market for people to sign up to "Take 10 for 10", plus there was the opportunity to "Strike up a Conversation" with elected members over a spot of 10-pin bowling. It was a highly visible launch with elected members sporting their bright yellow "10 for 10" t-shirts and caps.



Many of our elected members got out and about around the district attending events as “walking billboards” in their yellow shirts during the pre-consultation phase too, spreading the message and encouraging people to sign up.

Our front-line customer services staff have also supported the campaign and have been greeting customers in brilliant yellow.

The purpose of ‘10 for 10’ was to raise awareness of the 10-Year Plan process and encourage our community to take at least 10 minutes to get involved and have their say during the consultation period. During the pre-consultation phase we encouraged people to register their name and email address to receive the consultation document when submissions opened. They were able to do this online via our website or the Central App, or by contacting our service centres to have a hard copy mailed to them. We had 373 people sign up online to be contacted when we opened.

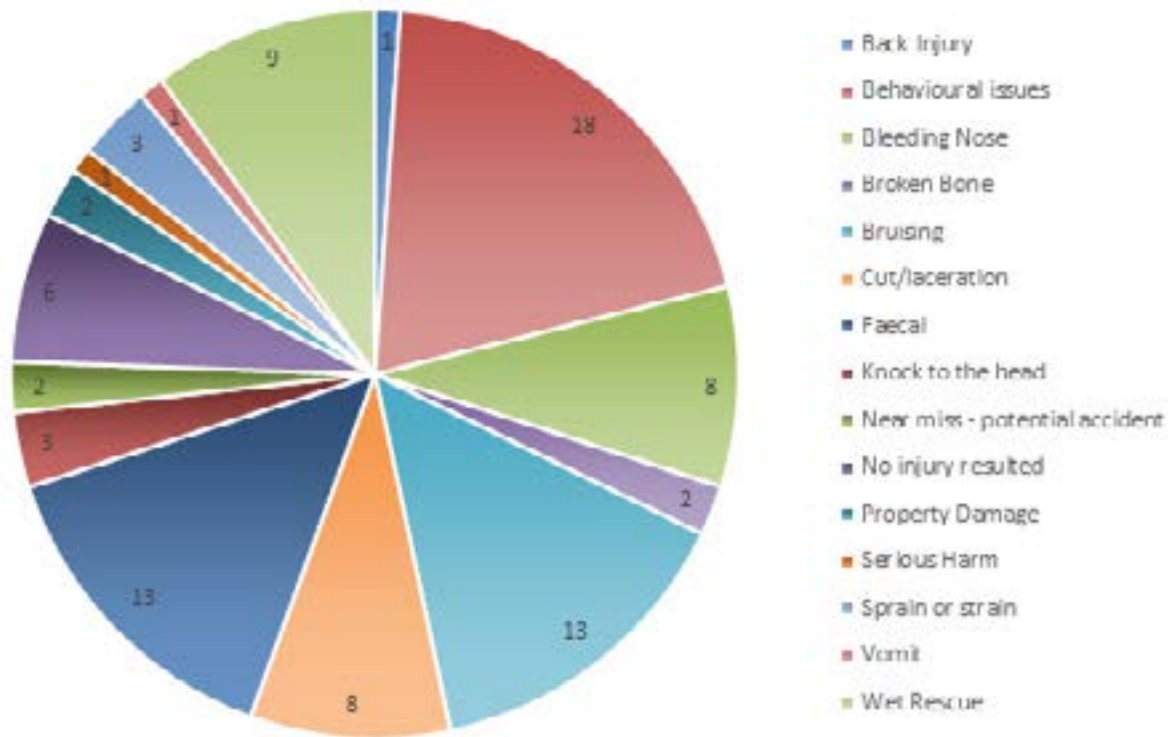
The Communications team also put together a communications plan for the consultation phase, including opportunities for the public to engage such as drop-in sessions, 10 for 10 pop-ups and issue-based Facebook posts.

10 FOR 10

TAKE TEN MINUTES FOR THE NEXT TEN YEARS. IT'S **YOUR** COMMUNITY'S FUTURE.

Health and Safety

All 90 Incidents by type
1 January - 31 March 2018



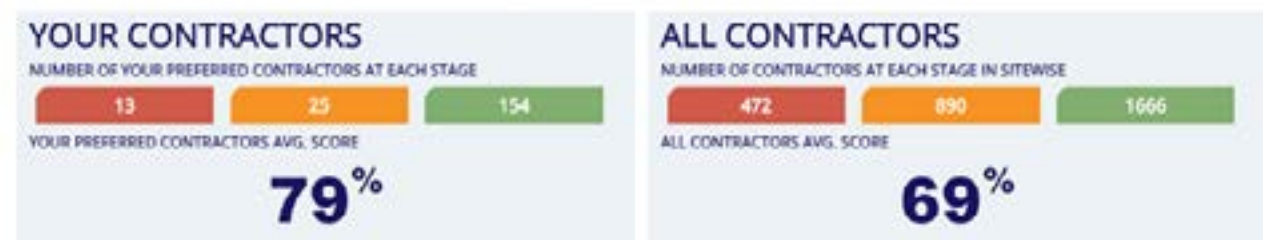
Recorded incidents

5 staff
2 contractors
78 customers
2 public

80 of the 90 incidents where at the swimming pools. One notifiable (serious harm) incident was reported in this period. Fortunately, the person concerned did not suffer injury.

Contractor Management and Prequalification- SiteWise

CONTRACTOR ASSESSMENT SCORES



This quarter we have continued promotion of Council's requirement for contractors to have SiteWise prequalification, the average score for Council contractors remains high at 79%, 10% higher than the national average.

Training & Education

Staff from the Infrastructure and Planning and Environment teams attended Site Safe Passport training in February. This four-hour training highlights legislative requirements and risk assessments required when entering working sites.

Health and Wellbeing



As part of our ongoing commitment to all aspects of Health & Safety, a staff promotion of holistic wellbeing was held throughout March.

The key focus was to provide all staff with the opportunity to try/learn a new or different way to make a positive change to their wellbeing.

Activities ranged from free swims, learning about nutrition, pranayama, gym sessions, competitions and much more. All staff were given the opportunity to be in an Activity Challenge team which converted deliberate exercise into steps.

The overall winner was the Four P's- Nicola Rae, Ian Mann, Judith White and Sue Stokes. This team did the equivalent steps of walking from Bluff to the Far North with 2,583,793 steps, approximately 1968km.

Motivational march was concluded with an all of staff function, with keynote speaker William Pike. William Pike is a proud Kiwi, fanatical outdoorsman and a role model to thousands. He is the director of a successful nationwide youth development programme called the William Pike Challenge Award. He challenged staff to be explorers in their world — to think big and be more successful. William has an infectious enthusiasm for adventure and life – which is nicely summed up by his autobiography, *Every Day's A Good Day*.



Information Services

Central Otago Urban Aerials capture

Otago Aerial Imagery Consortium, made up of Otago Regional Council, Clutha District Council, Queenstown Lakes District Council and Central Otago District Council has commenced its aerial photography capture across the Otago region.

Central Otago is flying its urban areas this time around. The following urban areas have been captured so far: eastern urban towns of Patearoa, Ranfurly, Omakau, Ophir and Naseby in conjunction with the Dunedin rural areas on Monday 15 January 2018. Lowburn Ferry, Lowburn, Cromwell, Bannockburn, Clyde and Alexandra, Lake Roxburgh and Roxburgh which occurred in conjunction with flying the Queenstown rural areas on Monday 29 January 2018.



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