



# QUARTERLY REPORT

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Jul-Sep 2018



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## Our Activities

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

The groups of activities incorporate the core services we deliver. We give consideration to how these services contribute to community well-being in our decision-making process.

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





# THREE WATERS

Water, Wastewater,  
Stormwater

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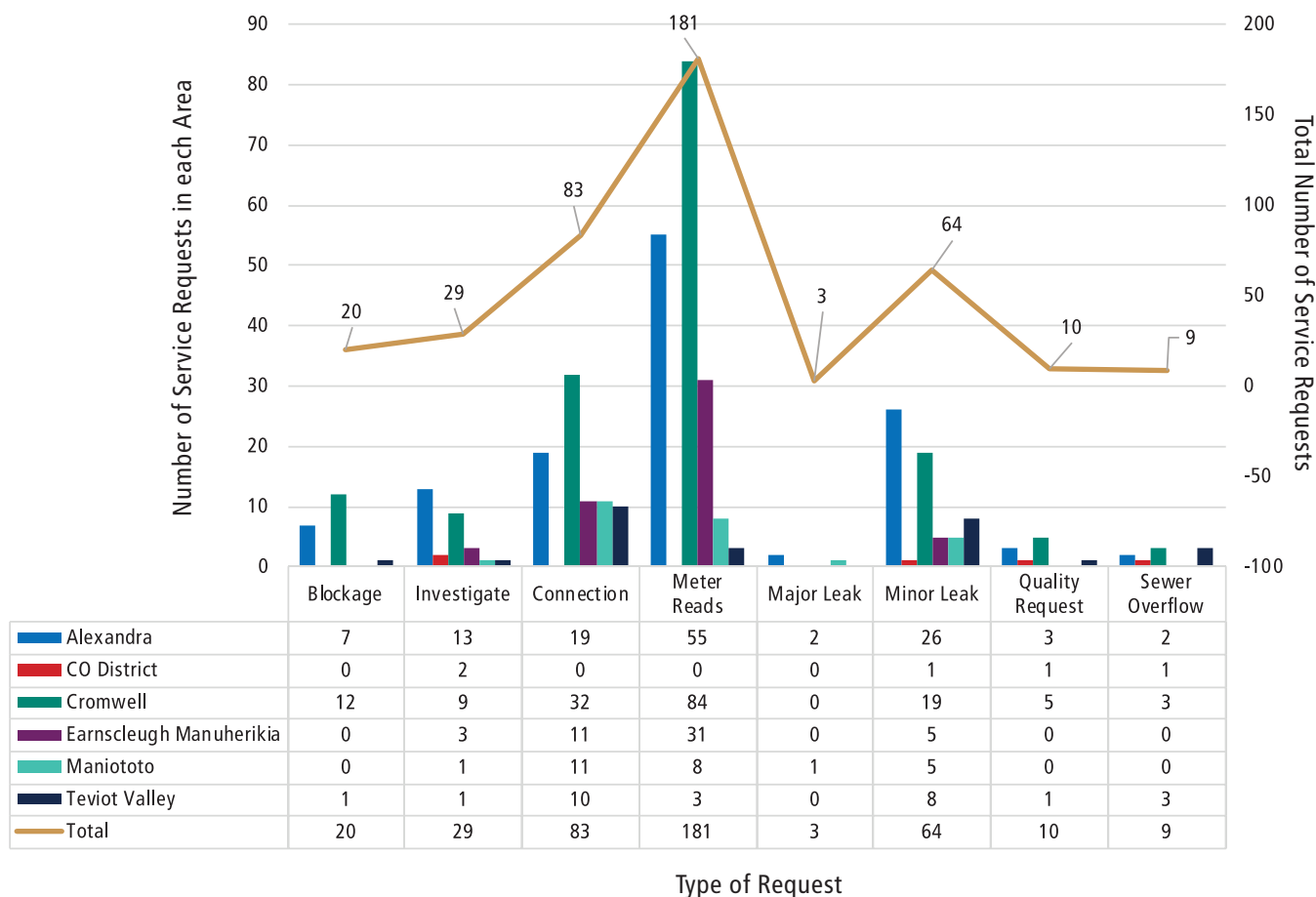


# Three Waters

## Customer Services

Analysis of customer service requests for water, wastewater and stormwater over this quarter shows the majority of service requests relate to water meters and minor leak related calls. This is a continued trend. Typically water meter requests that relate to final meter reads are for property settlements, with the majority of these being in Cromwell and Alexandra. Connection issues generally relate to minor leaks around the water meter box.

Customer Service Requests - Jul-Aug-Sep 2018



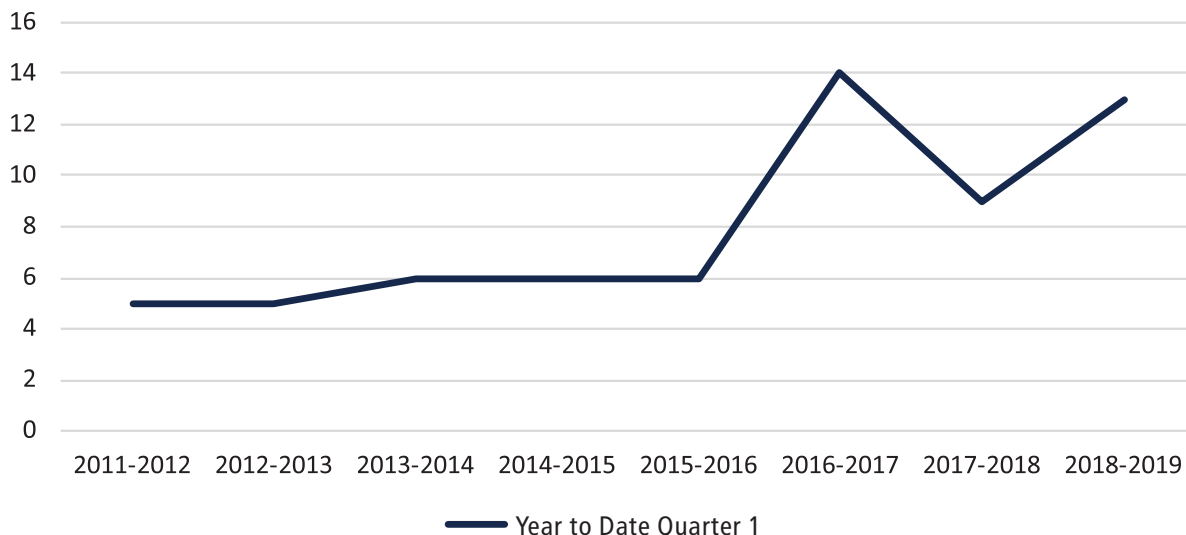
NB: Duplicate, incorrect and internal maintenance data has been removed. The service requests shown in the graph are the external customer requests relating to water services.

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

## Consents/Activity Levels

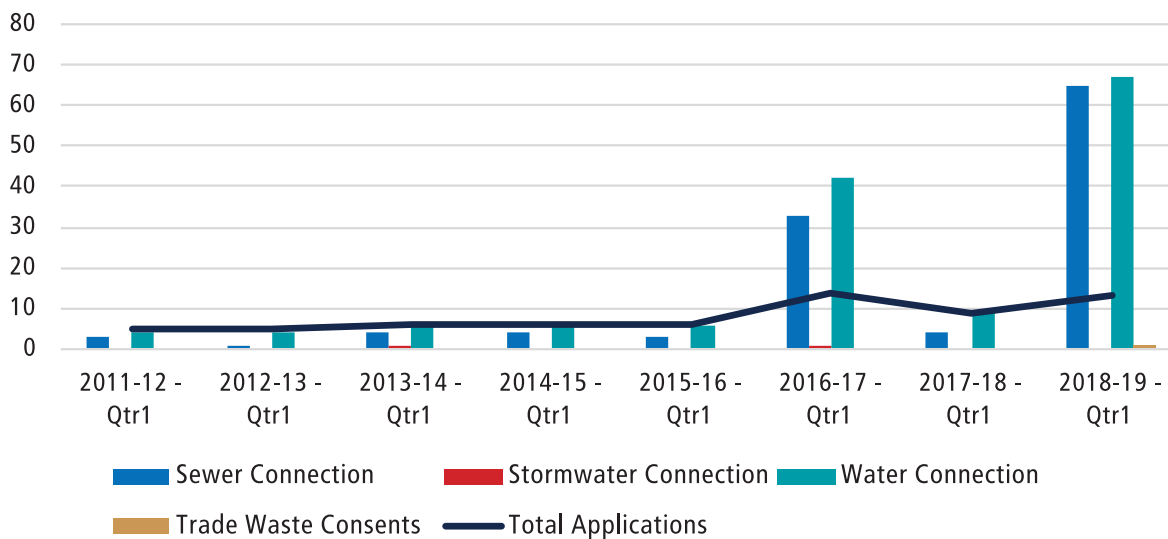
Three waters receive and process applications for connection to the water, stormwater and wastewater reticulated networks. We also manage applications for consent to discharge tradewaste to the wastewater network.

### 3 Water Applications Received



The applications received for this quarter shows an increase on the last two quarters and is similar to that of 2016/17.

### Historic 3-Water Applications for First Quarter



Connection applications can include a number of water, wastewater and stormwater connections on a single application. The total applications received in this quarter show an increase in water and wastewater connections. The total number of applications is similar to quarter one in 2016/17, however the total number of connections is more than any first quarter in the last several years.

## Water

Central Otago's vision for water services is to deliver safe and wholesome water supplies which support a healthy community and environment.

Council provides water to properties within nine water schemes, servicing approximately 15,000 residents and 4000 visitors on an average day.

Each scheme operates under the same basic process. Water is drawn from a lake, river or bore before being treated. 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.

**This activity contributes to the following community outcomes:**

**THRIVING  
ECONOMY**

**SUSTAINABLE  
ENVIRONMENT**

**SAFE & HEALTHY  
COMMUNITY**

## OVERVIEW OF WORK

### Roxburgh Water Supply

The Roxburgh community is the last council-owned water supply to move to the district wide water rate and user pays system. This was due to a number of issues related to properties being interconnected by one toby tap and access agreements to work inside private property being required.

The separation of water tobies to provide these individual meters to each property is progressing well with only a handful of sites remaining. A programme and meter read route is being developed with an initial meter read round to be completed by the end of the year.



*Meter separations being undertaken on Hermitage Street*





*The Backwash pump removed from the reservoir*

## Ranfurly Water Supply

The Ranfurly water treatment plant underwent a minor alterations to improve the sand filter backwash process and reduce contamination risk in the main reservoir. The final piece of work involved removing the old backwash pump from inside the main reservoir. This has taken a lot of planning to ensure there would be no issues or water disruption to the town and also involved a team of divers inside the main reservoir to assist with the removal of the pump. This exercise went very well and the pump was removed without a hitch.

## Clyde Water Supply

The water supply bore pump feeding Clyde reservoirs failed recently resulting in council issuing water conservation notices. Our contractor arranged for the replacement pump to be installed very quickly and the system was back up and running within 24 hours.



*Connecting the spare pump*

## District wide Pipe Renewals

The district wide pipe renewals programme for this financial year is progressing with a water main renewal in Arnott Street, Alexandra and Syndic Street, Cromwell. Work in Arnott Street has started and work in Syndic Street will start in September with both sites continuing through to mid-October. The water main renewal for Fraser Avenue in Ranfurly is scheduled to start in October and will continue to early December.

The water pipe in Tay Street in Naseby has also been renewed due to several water clarity complaints related to discoloured water. Investigations found an old galvanised water main to be at its end of life.

There are also two wastewater pipe renewals currently being planned, one in Wolter Crescent, Cromwell and the other in Tamblyn Drive, Roxburgh. Both of these are expected to start early 2019.





*New pipes being prepared for installation on Arnott St*



*Excavation on Tay St, Naseby*

## MAJOR PROJECTS

### Lake Dunstan Water Supply

Stantec is continuing with the Lake Dunstan Water Supply detailed design, focusing on the pipeline design.

Fulton Hogan has completed the new bore head installations and has begun the pump tests and filter trials. These trials will provide the data needed to decide which filtration system is required. The trials had been delayed as too much air was entering the bores but they are now underway again.



The application to re-designate council land where the water treatment plant and the balance tank will be placed has been lodged. A hearing for the designation change will be heard before an independent commissioner in October 2018.

The overall programme for the Lake Dunstan Water Supply project will need to be revised to accommodate the delayed filter trial and the addition of part of the Clyde Wastewater project.

The Clyde wastewater transfer pipeline construction will be included in the Lake Dunstan pipeline contract. This combination is being done for economy and to minimise disruption to the Otago Central Rail Trail.

The current programme for the Lake Dunstan Water Supply project is:

- Late September 2018: construction tender documents for pipelines to be finalised
- Filter trials at the new bore heads are underway and will continue at least until the end of October. A decision will need to be made on running the trial for a longer period to minimise risks associated with treatment plant selection.
- March/April 2019: construction tender documents for water treatment plant and bores finalised.

Tender periods and the construction programme will be confirmed once the timeline for resource consent for treating Clyde wastewater at the Alexandra wastewater treatment plant is known.

## Performance Measures: Water

Measure	Target	Q1	Comments
Time with water per customer per annum (planned and unplanned)	To maintain supply to customers for $\geq 99\%$ of the time	99.9%	
Average time to process a request to connect to the Council's water supply	$\leq 5$ working days	1	
Fault response time to urgent call-outs Attendance: Resolution:	Target median time to get to site $\leq 1$ hours  Target median time to resolve $\leq 4$ hours	12  24	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 $\leq 8$ hours  Target median time to resolve $\leq 24$ hours	46  48	Issues with recording of time to be addressed with the contractor, however response times are not meeting the target and this needs to be addressed.
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	$\leq 13$ per 1000 connections	1	
Compliance with the NZ Drinking Water Standards Part 4: Bacterial	Part 4: Bacterial Compliance All treatment plants to comply  All distribution zones to comply	Part 4: All = Yes	All treatment plants and distribution zones comply with Part 4 Bacterial Compliance.
Compliance with the NZ Drinking Water Standards Part 5: Protozoal	Compliance with Part 5: Protozoal All schemes to comply = No apart from Roxburgh	Part 5: All = No	The Roxburgh plant does not comply because the filter there is a 5 micron filter installed. The filter needs to be 1 micron to filter for Protozoa. Fulton Hogan has been asked to reinstate 1 micron filters.

## Wastewater

Central Otago's vision for wastewater services is to deliver safe and compliant wastewater networks that support a healthy community and environment.

Council's wastewater service enables the collection, conveyance, treatment and disposal of wastewater within seven schemes across the district. These provide service to approximately 13,500 residents and approximately 4000 visitors.

Each scheme pumps, reticulates and treats the wastewater generated by households businesses and industrial processes. Wastewater is then treated and discharged into a nearby water body or onto land.

Townships and rural areas without reticulated schemes generally use septic tanks that are privately owned and maintained.

**This activity contributes to the following community outcomes:**

**THRIVING  
ECONOMY**

**SUSTAINABLE  
ENVIRONMENT**

**SAFE & HEALTHY  
COMMUNITY**

## OVERVIEW OF WORK

### Cromwell, Alexandra and Ranfurly Wastewater

New rotary inlet screens to replace the old screens have now been commissioned and are in operation. The inlet screens collect solids and debris like wet wipes, sanitary products, clothing, stones and lots of other items that should not be flushed. The material collected is removed from the treatment process and disposed to landfill. This helps improve the rest of the treatment process and provides a higher quality treated effluent discharge.

The old screen in Ranfurly collected approximately one wheelie bin full of material every two weeks. The new screen is filling a bin every two days.

The upgrades to the Cromwell and Alexandra screens have required a different trailer to the existing trailer that was being used to transport inlet screenings to landfill. The new trailers, which have been specially made, are stainless steel to prevent corrosion and fully sealed to eliminate odours and stop any leakage during transport.



*One of the new screenings trailers*



*New screen being commissioned in Ranfurly by the supplier*

## MAJOR PROJECTS

### Cromwell Wastewater Upgrade

The Bannockburn wastewater transfer project is in the contractual defects liability period. The Final Completion Certificate is expected to be issued in October 2018.

In September, the ponds at the Cromwell wastewater treatment plant were badly affected by a suspected pollution

incident, which changed the biodynamics of the ponds. The source of the pollution is unknown and the ponds will take some time to recover.

The septage receival site is struggling with some of the content that is being deposited from septic tanks. The material is not just human waste and sanitary products but has included t-shirts, blocks of wood and even a shoe. Material such as this has caused constant blocking of the macerator at the septage receival site. Downer NZ and the designers, Harrison Grierson, are looking at options to resolve the issue but until resolved, septage will have to be dumped directly into the main sewer.

The downside of this is the problems caused at the inlet screen. The tank waste has to be manually handled by the operators, which is not a pleasant task.

For the operations staff, this is the worst aspect of the job as they work to unblock clumps of matter coming through the pipes in 'slugs'.

The slugs happen when a tanker load of wastewater is deposited very quickly and doesn't get the opportunity to mix with additional liquid waste.

This process needs to be refined and made safer for operators. Downer NZ is reviewing the options with Council operations staff.

## Performance Measures: Wastewater

Measure	Target	Q1	Comments
Total number of customer complaints for: • Odour • Faults • Blockages • Responses to wastewater service requests	Total number of customer complaints ≤ 10 per 1000 connections	5	
Compliance with discharge consents	Number of abatement notices = 0 Number of infringement notices = 0 Number of enforcement orders = 0 Number of convictions = 0	Nil	
Fault response times Attendance:  Resolution:	Target median time to get to site ≤ 1 hours Target median time to resolve the problem ≤ 4 hours	1 7	Recording of attendance and resolution times improving. Continued work required to address these issues.
Number of dry weather sewerage overflows from sewerage scheme	Number of dry weather sewerage overflows ≤ 1 per 1000 connections	1	

## Stormwater

Central Otago's vision for stormwater services is to deliver safe and compliant stormwater networks that support a healthy community and environment.

The stormwater activity enables the collection, conveyance, and disposal of stormwater within the following towns across the district: Cromwell, Alexandra, Roxburgh, Omakau and Ranfurly.

These towns have reticulated stormwater systems to manage drainage and prevent flooding. Stormwater in these towns is conveyed directly to waterways using piped infrastructure, natural water courses and open channels.

The remaining towns have mudtanks connected to soakpits, or open channels, with culverts across roads. This infrastructure is maintained as part of the roading activities.

Flood risks from rivers and large catchments, like the Clutha and Taieri rivers, are managed by the Otago Regional Council.

**This activity contributes to the following community outcomes:**

**SUSTAINABLE  
ENVIRONMENT**

**SAFE & HEALTHY  
COMMUNITY**

## OVERVIEW OF WORK

### Ranfurly Stormwater

Recently the stormwater system in the Ranfurly Stadium has been getting blocked with debris causing the stormwater to back up and flood the paddocks. A scruffy dome (this is an actual term) has been installed onto a stormwater inlet to reduce the occurrence of blockages.

The scruffy dome allows stormwater to enter while blocking larger debris. Due to its shape it performs much better than a flat grill.

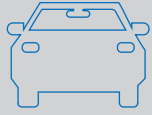


*Scruffy dome on stormwater inlet*



## Performance Measures: Stormwater

Measure	Target	Q1	Comments
Compliance with discharge consents	Number of abatement notices = 0 Number of infringement notices = 0 Number of enforcement orders = 0 Number of successful prosecutions = 0	Nil	
Number of flooding events that occurred	Target number of habitable floors affected $\leq 1$ per 1000 properties	Nil	
Number habitable floors affected in flooding events	Target number of habitable floors affected $\leq 1$ per 1000 properties per flood event	Nil	
Response time to attend flood events	Target median time to get to site $\leq 1$ hours	N/A	
Number of complaints received about stormwater performance	Total number of customer complaints $\leq 2$ per 1000 properties	0	



# ROADING

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# Roading

Central Otago’s vision for roads and footpaths is to ensure an efficient, fully accessible, safe network.

Our roading activity enables the movement of goods, people and services across our district. We have 1913km of roads within the district. We have 514km of sealed roads, and 1399km of unsealed roads. We have 177 bridges, 167km of footpaths and close to 12,000 hectares of road reserve.

This activity contributes to the following community outcomes:



## Customer Service Requests

Customer service calls received by the Roding team have decreased from last year’s high levels, but remain at an above-average total for the first quarter of 2018-19.

Year	2014/15	2015/16	2016/17	2017/18	2018/19
Number of calls for first quarter	144	104	85	184	144

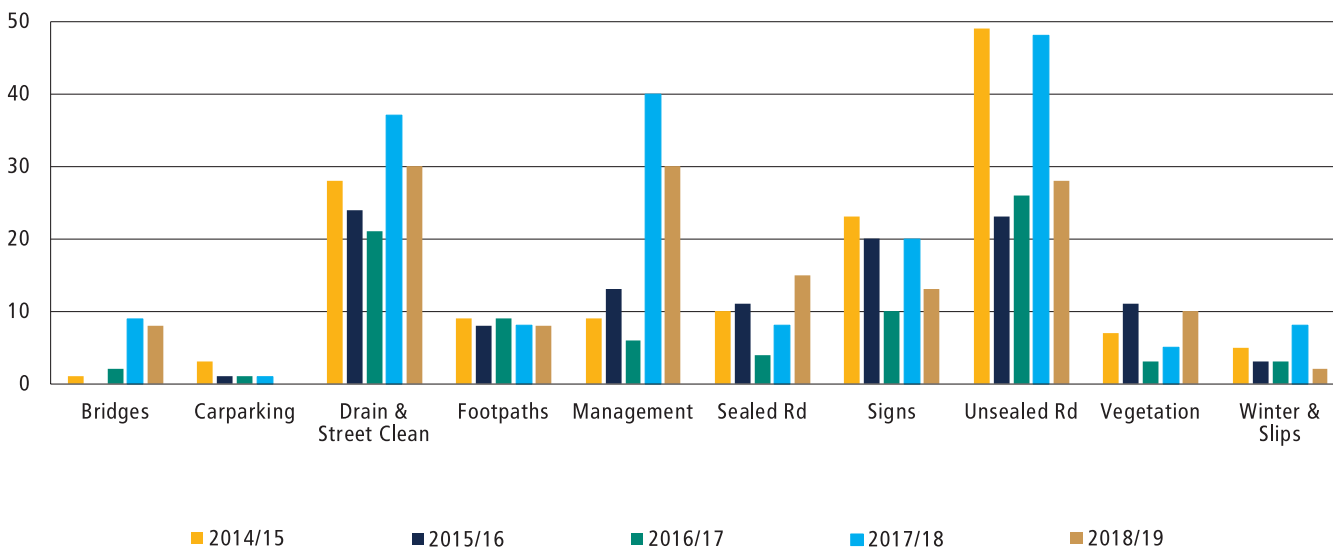
Compared with last year significant reductions in customer calls have been recorded in most call types.

The biggest reduction has been for calls regarding unsealed roads. Improvement in the delivery of the metalling programme is likely to have contributed to this decrease.

Calls identifying issues with sealed roads and vegetation in the road reserve have both increased. Currently the Roding team is in the process of completing an ‘all faults’ inspection of the sealed road network. This will result in a prioritised programme of maintenance work.

We are also beginning to receive calls regarding dusty roads. This is earlier in the year than usual. Roding staff have prepared the ECO-seal list for the 2018-19 programme. We will be confirming the sites for oiling in the second quarter.

Calls by Type - 1st Quarter





Freeze thaw conditions – Auripo Road – August 2018



Ventry Street soakpit installation – September 2018

## Quick Response

Type of Consent	Number of Applications Received (first quarter)				
	2014/15	2015/16	2016/17	2017/18	2018/19
Number of serious crashes on local roads	5	5	11	9	7
Number of fatal crashes on local roads	1	0	0	2	2
Total number of death and serious injury crashes (DSi) on local roads	6	5	11	11	9
Number of people seriously injured on local roads	5	5	12	9	9
Number of fatalities on local roads	1	0	0	2	2
Total number of deaths and serious injuries (DSi) on local roads	6	5	12	11	11

\* Corridor access requests (CAR's) were previously called Road Opening Notices

The huge upward trend in the number of consent applications received has continued. Numbers have more than doubled in the first quarter of this year when compared to the same period in 2017-18. Unprecedented growth levels across the district account for the increased activity in many of the consent areas.

The average length of time taken to issue a consent during the quarter was 1.4 days. This compares with an average of 1.7 days to issue consents during the 2017-18 financial year. These response times meet the performance target of two days.

The increase in Corridor Access Requests is partly due to changes in when these permits are required and how they are applied for. Council adopted the 'CAR Manager' system last year to anticipate these changes. Most Corridor Access Request applications and their supporting Traffic Management Plans arrive through the national permitting systems 'Submitica' and 'BeforeUDig', which are then reviewed and approved in 'CAR Manager'.

## Safety Outcomes

Comparison of Crash Statistics on Local Roads from 1 July to 30 June each year (Financial Year)	2013/14	2014/15	2015/16	2016/17	2017/18
Number of serious crashes on local roads	5	5	11	9	7
Number of fatal crashes on local roads	1	0	0	2	2
Total number of death and serious injury crashes (DSi) on local roads	6	5	11	11	9
Number of people seriously injured on local roads	5	5	12	9	9
Number of fatalities on local roads	1	0	0	2	2
Total number of deaths and serious injuries (DSi) on local roads	6	5	12	11	11

Crash information is provided by New Zealand Transport Agency (NZTA), via access to the Crash Analysis System. As with past reports, this information covers crashes occurring up to the end of the previous quarter.

One person was seriously injured in a single crash on Central Otago District Council managed roads during the fourth quarter of the 2017-18 financial year. This crash occurred on Ida Valley Omakau Road.

The nine fatal and serious injury crashes on Central Otago District Council managed roads for the full 2017-18 year compares with 11 crashes in the previous year. The recorded number of serious injuries and fatalities were the same in both 2016-17 and 2017-18.

The number of crashes reported in 2017-18 does represent part of an upward trend measured over the last five years. Our most recent data indicates that the rate of serious injuries and fatalities on local roads is starting to fall again.

Serious crashes involving motorcycles, which were at an above-average level, have decreased in 2017/18. Three serious motorcycle crashes represents 27% of the total (with motorcycles representing around 6% of registered vehicles in New Zealand). Crashes where alcohol is suspected as a factor have risen slightly.

A review of the detailed nature of crashes on our local road network does not enable any credible trend in the causes to be identified.

## 2018/19 Renewals Programme

### Reseal Programme

The strategy to maximise the life of the sealed surfacing on our roads has continued. Regular monitoring of the seal condition confirms that the risk of resealing too late has not increased beyond what is acceptable, with no seals having failed. We are also checking sites in response to the rise in customer calls regarding our sealed roads.

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

Residents adjoining sections of road to be resealed are advised in writing well before the reseal. A further reminder – including advice – is then provided two days before sealing. Good communication of our plans minimises inconvenience to local residents and ensures the contractor can complete work efficiently during construction.

## Resealing Programme 2018/19

Road	Area	Length (m)
Boulton Road	Earnsclough	757
Earnsclough Road	Earnsclough	2,895
Eureka Road	Earnsclough	460
Fraser Road	Earnsclough	1,155
Hanning Road	Earnsclough	712
Laing Road	Earnsclough	956
Mcintosh Road (Earnsclough)	Earnsclough	1,545
Mcperson Road	Earnsclough	2,040
Strode Road	Earnsclough	1,548
Charlemont Street East	Maniototo	616
Danseys Pass Road	Maniototo	922
Derwent Street	Maniototo	1,321
Dungannon Street	Maniototo	1,342
Earne Street	Maniototo	114
Ennel Street	Maniototo	131
Larch Ave	Maniototo	100
Mitchell Street	Maniototo	426
Ness Street	Maniototo	271
Ranfurly-Naseby Road	Maniototo	360
Stafford Street	Maniototo	431
Swimming Dam Road	Maniototo	582
Tay Street	Maniototo	200
Becks School Road	Manuherikia	50
Deaker Street (Omakau)	Manuherikia	120
Harvey Street (Omakau)	Manuherikia	235
Ida Valley Omakau Road	Manuherikia	1,373
McNally Road	Manuherikia	118
Mee Road	Manuherikia	50
St Bathans Loop Road	Manuherikia	3,966
Swindon Street	Manuherikia	737
Unnamed Street (Off Swindon Street)	Manuherikia	54
Selkirk Place	Roxburgh	386
<b>TOTAL</b>		<b>25,973</b>

## Metalling Programme

The metalling programme focusses on the Cromwell and Earnsclough/Manuherikia areas this year.

Drainage improvements have commenced in preparation for re-metalling at some of the sites. Gravel production will commence at the pits we use for this year's programme in the upcoming quarter.

The gravel to be used in the Earnsclough area is still to be confirmed. There have been issues with the clay content during freeze/thaw events with the current source.

## Re-metalling List 2018/19

Road Name	Area	Pit	Start RP	End RP	Length (m)
Alpha St Pump Station Access Road	Cromwell	AP20 Parkburn	100	240	140
Bendigo Loop Road	Cromwell	Phillips	0	6888	6,888
Blue Mines Road	Cromwell	Phillips	0	3700	3,700
Jolly Road (Tarras)	Cromwell	Phillips	0	5910	5,910
Long Gully Road	Cromwell	Phillips	0	250	250
Maori Point Road	Cromwell	AP32+Kellihers clay	0	5910	5,910
Richards Beach Road	Cromwell	Bannockburn	425	1115	690
Richards Beach Road - River Access	Cromwell	Bannockburn	0	336	336
Sandflat Road	Cromwell	Bannockburn	560	1770	1,210
Thomson Gorge Road	Cromwell	Phillips	0	1200	1,200
Strode Road	Earnsclough	Kellihers	1548	3090	1,542
Crawford Hills Road	Earnsclough	Rutherfords	1150	10966	9,816
Hawksburn Road (Lookout)	Earnsclough	TBC	40	336	296
Hawksburn Road	Earnsclough	Bulldozer & Ripping	0	23320	23,320
<b>TOTAL</b>					<b>61,208</b>

## Eco-seal Programme

Eco-seal is a low cost seal used primarily for dust suppression. These seals reduce the need to use waste oil on our gravel roads. In addition to dust suppression these seals keep the road surface in good condition.

Council eco-seals sections of gravel road that are within 100m of a residence. Generally, a 100m long section of eco-seal is constructed. In some circumstances, a greater length may be sealed. In these cases a reason is provided in the notes column below.

Eco-sealing is normally carried out during the summer following re-metalling of the road. This ensures the road surface is in the best possible condition when eco-seal is applied.

## Eco-seal List 2018-19

Road Name	Sections	Length (m)	Notes
Agnew Road	1	290	Rapid Numbers 3260 & 3450 are sufficiently close to be advantageous to seal between standard eco-seal lengths for ease of maintenance.
Auripo Road	1	100	
Booth Road	2	773	Rapid Numbers 1430, 1717 & 1913 are sufficiently close to be advantageous to seal between standard eco-seal lengths for ease of maintenance.
Clunie Road	1	100	
Dunstan Creek Road	1	200	Rapid Numbers 100 & 300 are sufficiently close to be advantageous to seal between standard eco-seal lengths for ease of maintenance.
Ferris Road	1	280	Sealing from the end of seal back to 330m, which would remove dust issues from 9 properties.
Hills Creek Road	2	237	Rapid Number 63 starts sufficiently close to the start of the road that we will extend the eco-seal to the beginning of the road.
Ida Valley Oturehua Road	1	227	Rapid Numbers 335 & 462 are sufficiently close to be advantageous to seal between standard eco-seal lengths for ease of maintenance.

<b>Ida Valley Station Road</b>	1	100	
<b>Mundell Road</b>	1	100	
<b>Noones Road</b>	1	100	
<b>Reef Road</b>	3	300	
<b>Ridge Road</b>	1	133	Ties eco-seal into an existing end of seal at the end of the road.
<b>Shepherds Flat Road</b>	1	310	Rapid Numbers 1470 & 1680 are sufficiently close to be advantageous to seal between standard eco-seal lengths for ease of maintenance.
<b>Swinburn Back Road</b>	1	100	

### Eco-seal Provisional Sites 2018-19

Road Name	Sections	Length (m)	Notes
<b>Cambrian Road</b>	1	1180	Very large site due to the number of houses affected (12 Properties) but will be dependent on Budget

## Bridges

Work has been completed at Bridge 102 on Ida Valley-Omakau Road to renew scour protection at one of the abutments. Works included removing trees and gravel within the waterway, which will reduce the scouring risk to the bridge in future.

Work has started on the Jedburgh Street Bridge and will take approximately four months to complete. This will cause some traffic disruptions, but Council and Fulton Hogan will work to minimise the journey impacts that could affect commercial orchard operations, residents and through-traffic. Traffic management will be continually monitored to ensure delays are kept to a minimum at the work site. We will be ensuring signs and communications regarding the anticipated two weeks' closure of Roxburgh East Road, Teviot Road and Jedburgh Street at the bridge will keep the community informed.

The replacement of Bridge 94 on St Bathans Loop Road, which was damaged in the July 2017 storm, is also due for completion this financial year. We are receiving an increased subsidy of 71% to complete this work from the New Zealand Transport Agency. The design is currently being finalised and site investigation for foundations will be completed before Christmas. A temporary bypass road around the bridge site will be available for all vehicles during demolition and construction of the new bridge.

Roading staff have also compiled a list of maintenance tasks for bridges on the network during the last six months. This work is currently being prioritised. Once priced, maintenance work will be completed within budget constraints in the third and fourth quarters.



*Delta replacing LED light on Station Road, Alexandra – September 2018*

## Street Lighting

We are still making progress with the installation of LED lights, which are replacing the existing street lights on council-maintained roads across the district. We are receiving an increased subsidy of 85% to complete this work from New Zealand Transport Agency.

70% of the Council's lights (1406) have now been replaced, out of a total of 2008. This quarter, 200 lights have been replaced in Alexandra. There are approximately 400 more lights to replace on standard steel columns and power poles. These will be replaced prior to Christmas.

Throughout the district there are still a number of non-standard columns and lights, which are harder to convert to LEDs. We are in the process of deciding on the best way to proceed with the upgrade of these street lights to LED, including checking the financial viability.

## Roading Minor Improvement Programme

The process for deciding on the programme of low-cost/low-risk improvements has changed, with Council adopting the new prioritisation policy in February 2018. Work to identify and estimate costs for the next three years' programme was completed as part of the Long-Term Plan process. New Zealand Transport Agency processes for approving co-funding have also changed throughout the development of the 2018-21 Long-Term Plan. Funding is now available for a greater range of roading improvement works, and the most recent changes include the potential of increased financial assistance rates for qualifying projects.

A report on the implications of these changes, and to seek Council's approval to the proposed 2018-21 programme for roading improvements, will go to the Roothing Committee for consideration on 12 December.

### Performance Measures: Roothing

Measure	Target	Q1	Comments
Average length of time to issue a consent for access to a road	≤ 2 days	1.4	Initial Vehicle Crossing agreements processed by Buildings department from 1 September 2017.
Number of service requests	< 600	144	Figures are cumulative and include all Road Management category calls.
Number of service requests from customers responded to within 10 days	≥ 90%	87%	Cumulative 19/144 calls outside of response time target.
Change from previous year in total number of death and serious injury crashes (DSi) on local roading network	Stable or decreasing trend	1 serious crash	2017-18 Q4 compared with 2016-17 Q4 Official records are 3 months behind
		4 Serious crashes	
Number of journeys impacted by unplanned events (Resilience)	< 16,423	156	Figures are cumulative and measure road closures as a result of resilience issues on the network.
Customer satisfaction with condition of unsealed roads	To maintain customer satisfaction at or above 70%	75% (78%)	Data from 2018 Residents' Opinion Survey summary report. (2017 satisfaction results in brackets).
Customer satisfaction with condition of sealed roads	To maintain customer satisfaction at or above 70%	88% (92%)	Data from 2018 Residents' Opinion Survey summary report. (2017 satisfaction results in brackets).
Customer satisfaction with condition of footpaths	To maintain customer satisfaction at or above 70%	79% (83%)	Data from 2018 Residents' Opinion Survey summary report. (2017 satisfaction results in brackets).
Customer satisfaction with car parking	To maintain customer satisfaction at or above 70%	83% (80%)	Data from 2018 Residents' Opinion Survey summary report. (2017 satisfaction results in brackets).





# ENVIRONMENTAL SERVICES

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# Environmental Services

Central Otago’s vision for waste is “towards zero waste and a sustainable Central Otago”.

Through our waste activities we collect and dispose of your rubbish and recycled material and provide access to transfer stations, green waste sites and recycling drop-off facilities. We also provide education initiatives in the community to increase sustainability and minimise waste.

Council has also developed a sustainability vision “a great place to live, work and play, now and into the future”.

Our goals:

- Being customer friendly, having enabling policies and enabling infrastructure.
- Support improvement and diversification of skills, industries and experiences.
- Providing Council services while managing the associated environmental impacts.
- Enabling development while managing the associated environmental effects.
- Affordable and equitable provision of services to promote wellbeing.
- Managing change while protecting and enhancing our culture, heritage and landscape.

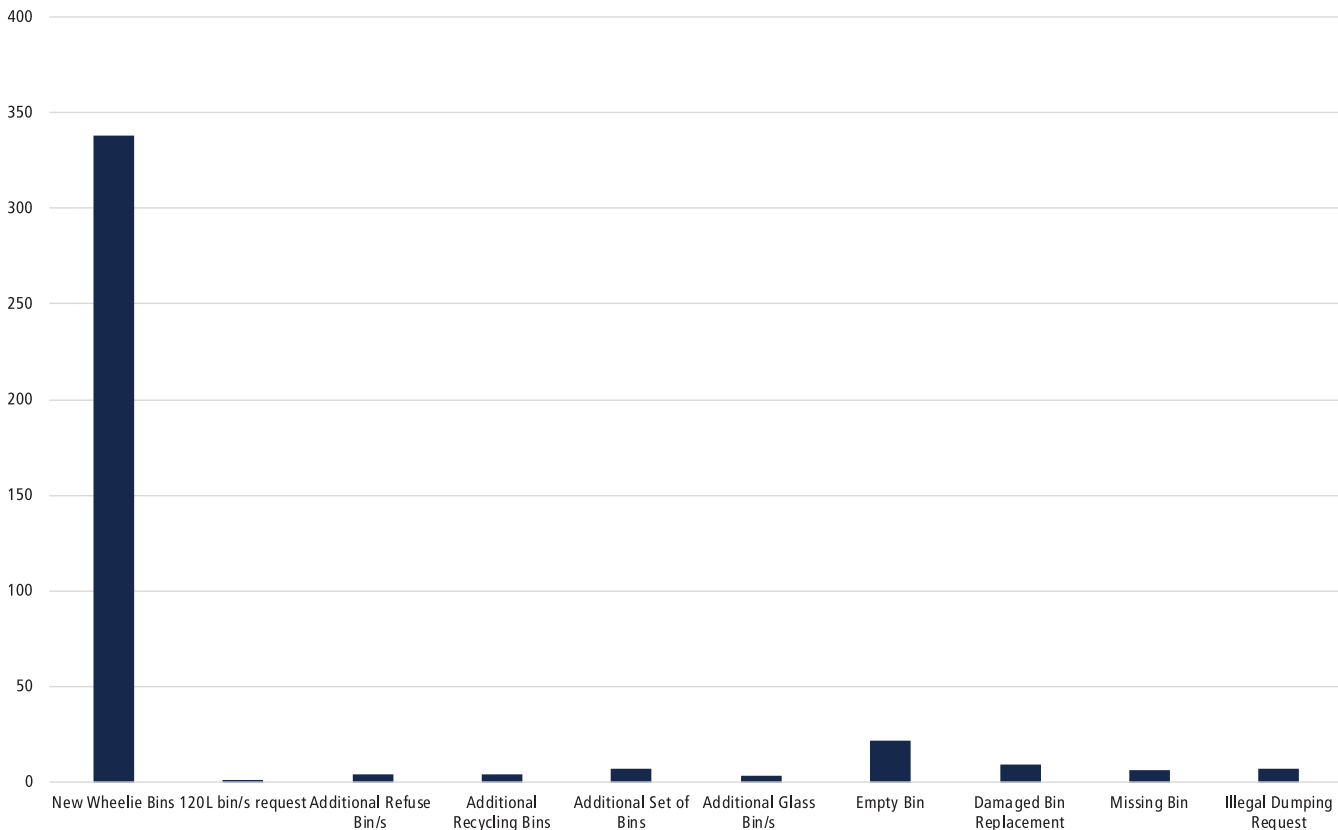
**This activity contributes to the following community outcomes:**



## Customer Service Requests

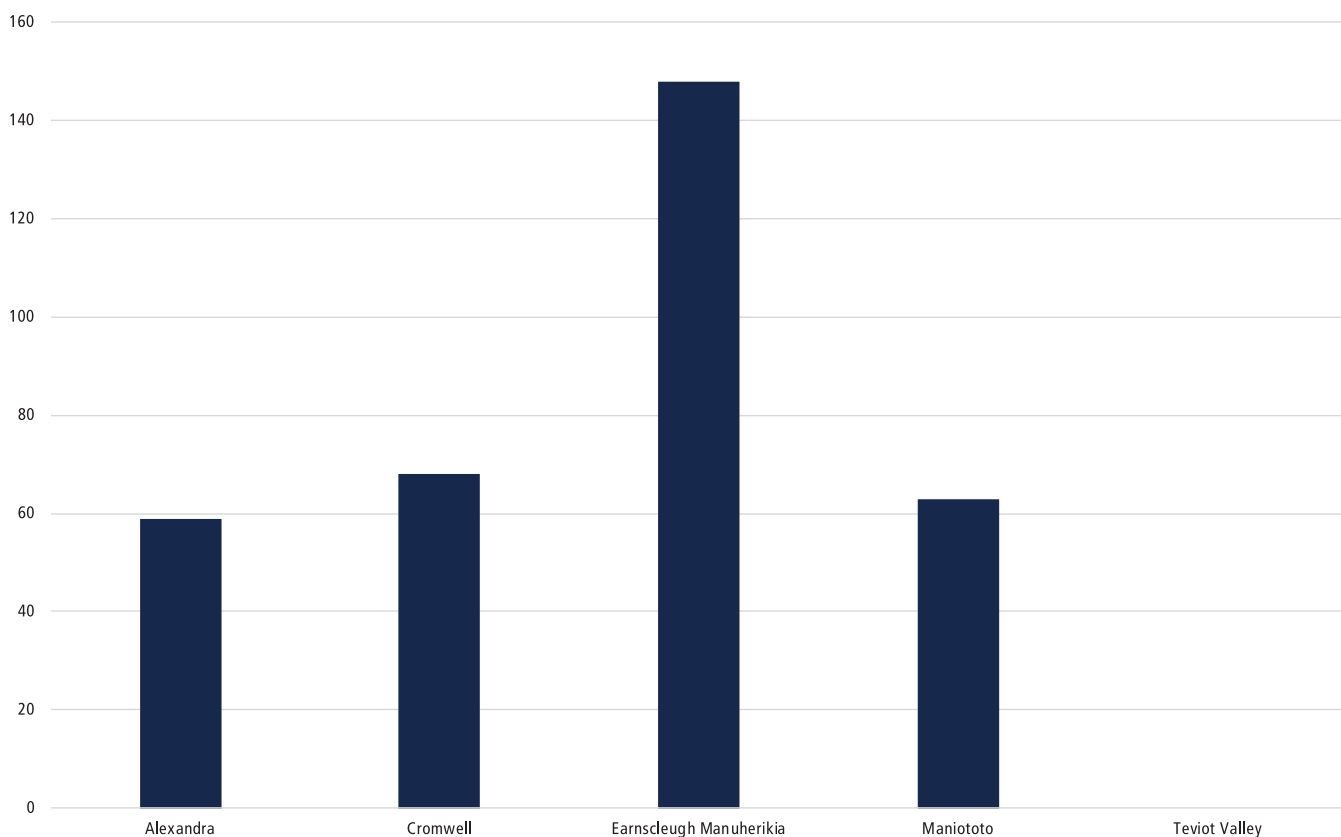
The majority of customer service requests for waste services over this quarter relate to new bin services. The increase of bin requests are in part due to the introduction of the collection service along existing rural routes.

**Customer Service Requests: July - September 2018**



To date 182 properties have requested the waste service, with the majority in the Earnsclough – Manuherikia area.

### New Wheelie Bins July - September 2018



## Waste Management

### Closed Landfill Monitoring

Compliance monitoring on closed landfills was undertaken in September with the environmental scientist from ENGEO. This monitoring includes site inspections of closed landfills and collection of groundwater and surface water. The September monitoring visits 14 closed landfill sites throughout the district including Alexandra, Becks, Cromwell, Ettrick, Lauder, Millers Flat, Naseby, Ophir, Oturehua, Patearoa, Ranfurly, Roxburgh, Old Roxburgh, St Bathans and Tarras.



*Lauder Closed Landfill*



*Ettrick Closed Landfill*

## Kerbside Collection Services

### Glass Kerbside Collection

AllWaste has undertaken its first glass collection since the bin collection frequency change. The contractor noted a significant increase in the weight of bins; however, this did not affect the truck’s ability to collect. Glass from the Alexandra collection was deposited at the transfer station to enable a visual inspection of the level of contamination. It was disappointing to see that the level of contamination at this stage has not improved with plastics, cardboard and general waste still present.

### Rural Route Kerbside Collection

AllWaste has started rolling out the new Council service to rural households. The three-bin service is offered as an extension of service on the existing route. To date 182 properties have requested the Council service, of these 99 were previously private customers with AllWaste.

## Education

### REAP Community Education for Sustainable Living Programme

REAP days were held in Tarras, Bannockburn and Ranfurly with a focus on plastic, making use of the recent increase in mainstream media stories around plastic items, particularly single use items, loss of overseas plastic recycling markets and an increased interest in waste-free living.

The presentation was designed with these main outcomes for learners:

- To increase understanding of what plastic is, how it is made and the different types.
- To be aware of appropriate or detrimental uses of plastic, given its longevity and lack of natural breakdown.
- To think about the actual processes of recycling and limitations to this – correct sorting, cleaning, lack of market etc.
- To be able to list some personal choices they can make to reduce plastic waste through habit change, towards zero waste and the importance of this.

### Attendance

Location	Number attending
Tarras	21
Bannockburn	36
Ranfurly	14

### The Central Otago Enviroschools Programme

Tarras Primary celebrated Plastic Free July with a morning tea, made in class with ingredients that used either reusable or zero packaging. Tarras was also the lucky recipient of a worm farm – once in use at Dunstan High School.

Clyde Primary made beeswax wraps as part of its move towards becoming a wrapper free school. During Plastic Free July the classes surveyed their bins and discovered the most commonly ‘binned’ waste was wrappers. They are still surveying their bins and lunchboxes with a considerable drop in wrappers being brought into school.

Clyde also featured in *The News* with its successful application to Rotary Alexandra for funding towards its predator trapping programme. Traps are now set up at school and at plantings under the Clyde Bridge.



*Clyde Primary making wax wraps | Tarras school celebrating with kai | Clyde Primary & Rotary off to set traps*

## Development Engineering

### Reviewing our development practices

The environmental team is working to adopt a newer standard for sub-division engineering. A survey has been developed to be circulated throughout the region targeting developers, surveyors, contractors, consultants and internal staff. The focus of the review is to understand “what works well” and “what doesn’t work well” when it comes to our standards for guiding development. Feedback will be collated and used to aid in development of a new addendum to the support the newer NZS4404:2010 standard.

## Sustainability

### Customer Voice Panels - Aurora Energy

Council contributed to a customer voice panel for Aurora Energy. The main focus was around seeking input on what customers want to know about Aurora and what they want to know about the services they receive. Progressively the panels will be used to inform how Aurora’s communications and services can be improved and then extend to more specific discussions around investment across the network and why, including what this means for future electricity network prices.

### Performance Measures: Environmental Engineering

How we Measure Success	2018/19 Q1 Results	Our Aim Years 1-3	Comments
Total quantity to landfill (tonnes p.a.)	1894 Tonnes (Previous Q last year 1867 Tonnes)	Incremental year on year reduction	There was a 1.4% increase in waste sent to the landfill compared to the same period the previous year.
Total amount generated per rateable property	1894 Tonnes/13,787 Properties = 137 kg / property (Previous Q last year 173kg/property)	Incremental year on year reduction (measured as rubbish + recycling)	The total tonnage of waste and recyclables generated per rateable property decreased by 21% (36 kg) in comparison with the corresponding period of the previous year.
Total amount recycled (tonnes p.a.)	564 Tonnes (Previous Q last year 476 Tonnes)	Incremental year on year increase	There was an 18.5% increase in the quantity of recycling recorded during the period compared to the same period in the previous year.
Resident satisfaction with waste services	94% Satisfaction (Previous Q last year 89% satisfaction)	Customer satisfaction $\geq$ 90%	The ‘CODC Residents Survey August 2018’ report indicated a 94% satisfaction with CODC’s ‘Waste Minimisation Education’ service.



# PLANNING, REGULATORY AND COMMUNITY DEVELOPMENT





## PLANNING, REGULATORY AND COMMUNITY DEVELOPMENT

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 helps 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 that our food premises, hairdressers, camping grounds and funeral directors are safe and clean. We license and 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 unreasonable domestic noise.

We maintain the social well-being of the district by monitoring and controlling the sale of alcohol and the number of gaming machines in the district. Our role, through the District Licensing Committee, involves processing and issuing licences for hotels, restaurants, liquor stores and for special events. We also issue manager's certificates.

We aim to ensure a healthy and safe environment, free from dangerous and aggressive dogs and to minimise nuisance. We register all dogs in the district, and issue infringement notices to those owners who fail to register their dogs. We provide education to dog owners and assist them in meeting their obligations under the Dog Control Act.

We have a responsibility to plan and provide for civil defence emergency management within the district. We work collaboratively with Emergency Management Otago who employ the Regional Manager/Group Controller and Emergency Management Officers for each of the districts. At a local level a number of staff are first line civil defence responders, and undergo training in roles ranging from welfare and logistics coordination through to local controllers.

Community development is about enabling local communities to determine the future direction of their place and the projects that they are passionate about. The aim of community development is to actively involve people in building their own sustainable and resilient communities that reflect the values and vision of those who live in and/or identify with them.

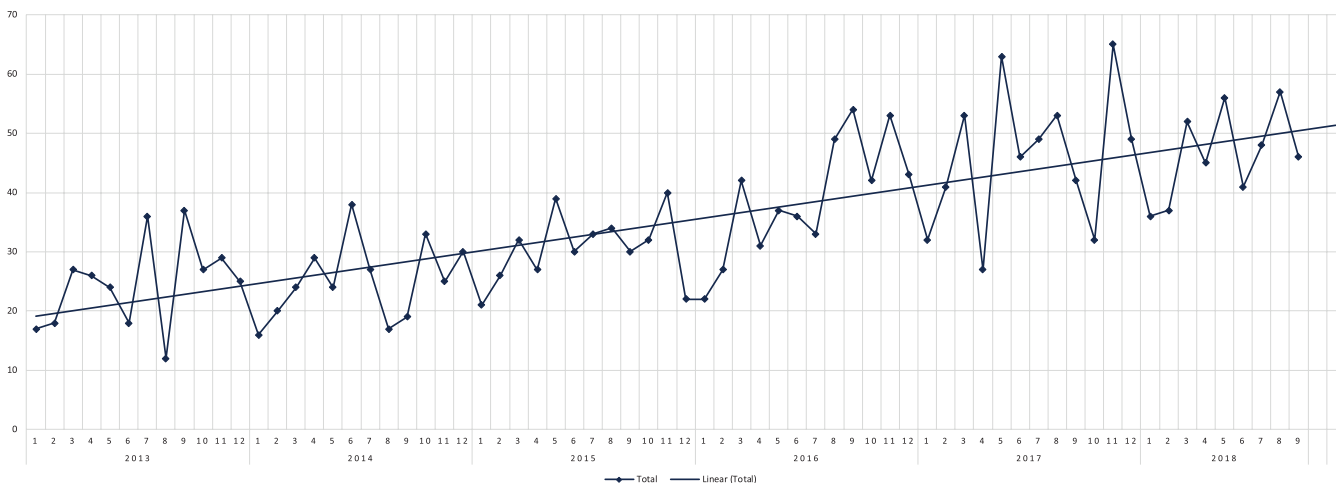
**This activity contributes to the following community outcomes:**





# PLANNING

## Resource Consent Activity



The above graph shows the number of resource consents received over time and illustrates that the number of consents received is still rising, putting pressure on resources and timeframes.

### Resource Consents Received during the Quarter

A total of 162 resource consent applications were received during this quarter, which is up approximately 9.26% on the same quarter last year and 8.64% on the previous quarter.

Approximately half of the consent applications being lodged require additional information or are returned incomplete. This leads to delays and additional time spent on processing.

### Number of Resource Consents Processed

During the period from 1 July 2018 to 30 September 2018 a total of 129 consents were processed which is 3.88% up on the previous quarter.

The consents issued during this period were:

- Non-notified delegated authority 122
- Non-notified to hearing 3
- Limited notified (to hearing) 3
- Publically notified (to hearing) 1

### Decision Processing Times

The non-notified delegated authority decisions issued during this quarter had an average processing time of 24.53 days. 80.33% of all delegated consents were processed within statutory timeframes, including Section 37 timeframe extensions. There were 24 non-notified consents deferred under Section 37.

We are currently operating with three fewer staff overall this quarter and this is reflected in the average processing times of consents. We have employed a Planning Officer who filled an existing vacancy and started during August. We are currently advertising for a Planning Team Leader and are fortunate enough to have employed Anita Dawe as Acting Planning Team Leader in the interim.

### Other Planning Work

**Cromwell Masterplan** - Council has set up a shop in the Cromwell Mall for the purpose of providing lunchtime, evening and weekend information sessions and seeking feedback on the proposed options for the Cromwell Masterplan. The sessions will be facilitated by consultants with the assistance of staff from Council’s planning department.

## Private Plan Changes

- Wooring Tree decision (Plan Change 12): a Consent Order was passed down on 14 August by Judge Jackson upholding the appeal in part and making amendments to the plan provisions and zoning map. Plan Change 12 is now operative.
- River Terrace (Plan Change 13): the 417 submissions received in relation to Plan Change 13 have been summarised by Council's planning consultant, and the summary released to the public for further submissions on 11 October. Further submissions close on 29 October. Due to the amount of submissions and clashes with the holiday period the proposal is expected to be heard by an independent commissioner in the first quarter of 2019.

## Significant Resource Consent Applications

- Cromwell to Clyde Cycle Trail, an independent commissioner has been appointed and the Hearing is expected to take place in early December.
- The first stage of the Cromwell Top 10 Holiday Park subdivision received Section 224(c) on 8 August, with the first five lots receiving title. Uptake of these lots has been rapid, with three of the five lots having applications for building consent submitted to Council as of 18 October. The complexity of the conditions of consent for the Top 10 subdivision and land use consent means additional time is being required for planning staff to carry out their planning checks.
- An Independent Commissioner has been appointed with regard to the Notice of Requirement from Council's Infrastructure team for a designation to construct and operate water supply infrastructure in Clyde. The Hearing will be held on 23 October 2018.

## BUILDING CONTROL

### Number of Building Consents Processed and Value of Building Work

During the period 1 July to 30 September 2018 a total of 263 building consents were issued at a value of \$49,603,494.

An analysis of trends in building consent numbers and their values indicates that the number of consents received in this quarter was identical and the value had a decrease of 1.6% when compared to the same period last year.

### Processing Times

End-to-end processing times for building consents was an average of 24 customer days (not statutory processing days).

In terms of statutory processing timeframes, the average processing time for the quarter was 10 working day which is well within the statutory requirement of 20 working days.

96.2% of all consents issued were done so within the 20-day statutory timeframe.

### LIMs

During the last quarter there were 163 LIMs issued, which was a decrease of 4.6% when compared to the same quarter last year.

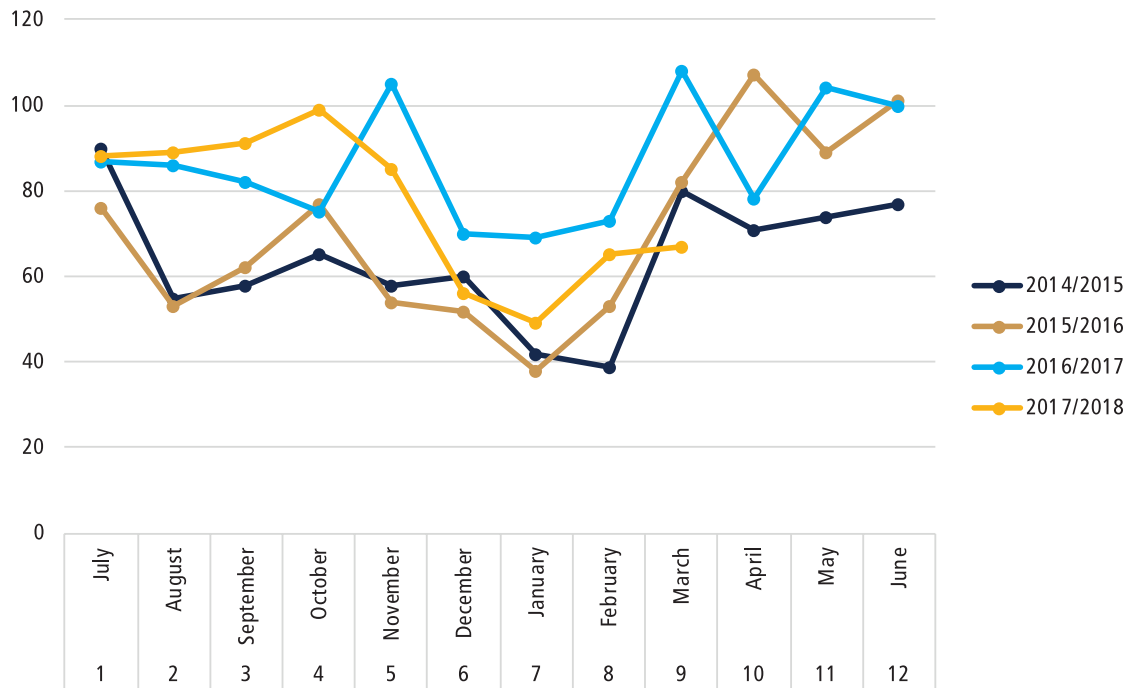
### Capacity

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

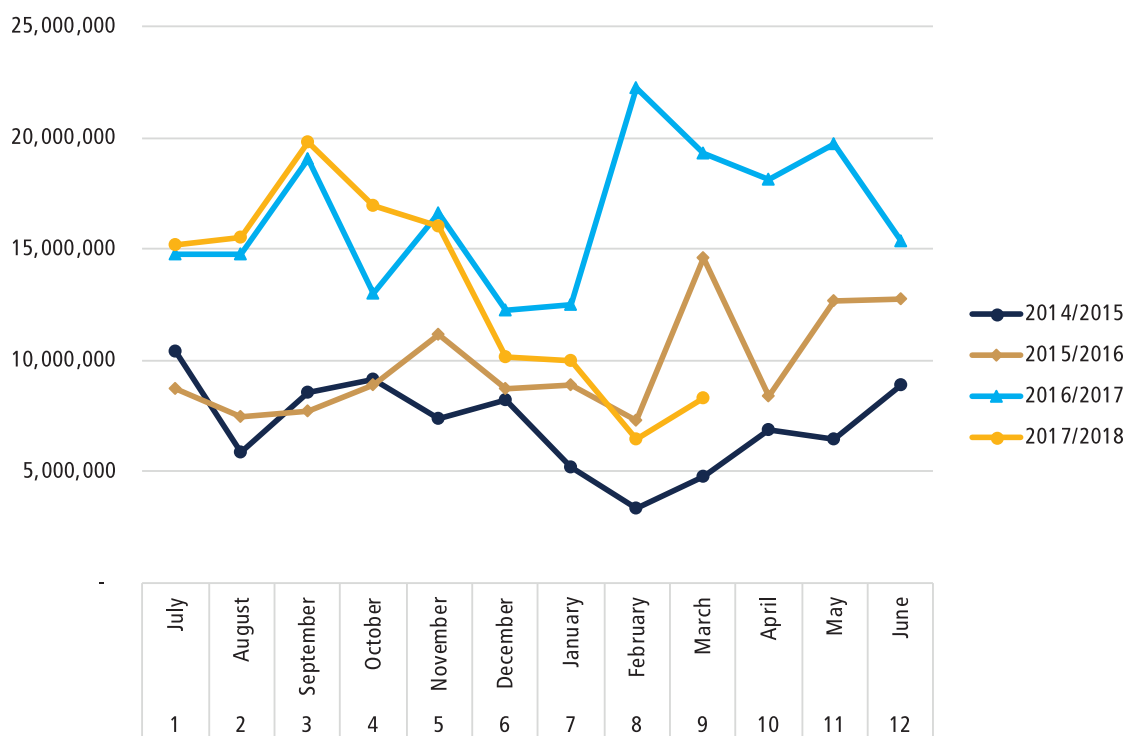
### Staff

During this quarter we employed a new Building Control Officer based in the Alexandra office who started on 3 September. In addition, two of our Building Control Officers completed the National Diploma in Building Surveying.

Number of building consents issued by month



Value of building consents by month



## ENVIRONMENTAL HEALTH

### Food Premises

Having completed the initial implementation phase of registering food premises that had been registered by Council under the previous licensing regime, we are now looking at the registration of peripheral activities which are captured by the new Food Act 2014.

As most of these are associated with the horticultural industry which already has many checks and balances in place, we are progressing slowly while awaiting further guidance from Ministry for Primary Industries (MPI) as to what level of involvement is necessary by councils.

### Alcohol Licensing

#### District Licensing Committee

One hearing has been held during this quarter as a result of public objections to the granting of an on-licence for a restaurant in Alexandra. Although the committee approved the application, the objectors have appealed the decision to the Alcohol Regulatory and Licensing Authority. A hearing of the appeal is likely to take place in February 2019.

In the interim the applicants have made an application for an alternate site which was approved without opposition.

#### Local Alcohol Policy

Council resolved to abandon any further development of a Local Alcohol Policy.

#### Alcohol Licensing Quarterly Statistics

01/07/18 to 30/09/18

Application Type	Very Low \$368.00		Low \$609.50		Medium \$816.50		High \$1,025.50		Very High \$1,207.50	
	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017
On-licence new		3	0	2	3					
On-licence variation										
On-licence renewal		1	6	2	2		1			
Off-licence new			3	2	1		1			
Off-licence variation										
Off-licence renewal		4	2	1	5					
Club licence new		2								
Club licence variation										
Club licence renewal		12	2		0					
<b>Total number</b>		<b>20</b>	<b>27</b>	<b>7</b>	<b>9</b>		<b>2</b>			

#### Annual Fees Received

Application Type	Very Low \$161.00		Low \$391.00		Medium \$632.50		High \$1,035.00		Very High \$1,437.50	
	2018	2017	2018	2017	2018	2017	2018	2017	2018	2017
On-licence	12	8	13	9						
Off-licence	20	14	10	6		1				
Club licence	13	6								
<b>Total number</b>	<b>45</b>	<b>28</b>	<b>23</b>	<b>15</b>		<b>1</b>				

**Manager's Certificate Applications Received**

<b>Cost - \$316.25</b>	<b>2018</b>	<b>2017</b>
Manager's Certificates - New	17	26
Manager's Certificates – Renewal	34	42
<b>Total number</b>	<b>51</b>	<b>56</b>

**Special Licence Applications Received**

<b>Application Type</b>	<b>Class 1 \$575.00</b>		<b>Class 2 \$207.00</b>		<b>Class 3 \$63.25</b>	
	<b>2018</b>	<b>2017</b>	<b>2018</b>	<b>2017</b>	<b>2018</b>	<b>2017</b>
Special licences	2	1	12	12	13	17

**Temporary Authority Applications Received**

	<b>2018</b>	<b>2017</b>
Temporary Authority Orders \$296.70	2	6



# POOLS, PARKS AND CEMETERIES



## POOLS, PARKS AND CEMETERIES

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 swimming pool is operated by a community trust and the Teviot Valley Community Board financially supports the school to facilitate swimming at the Roxburgh Pool.

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 and domains, more than 200 hectares of reserve land, eight cycling and walking tracks, 15 playgrounds, three skateboard facilities, a bike park and three swimming dams/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 other cemeteries.

**This activity contributes to the following community outcomes:**





## POOLS

### Cromwell Swim Centre Statistics – July – September 2018

Type	July			August			September			YTD \$\$\$
<b>Concession/Membership SALES</b>										
<b>Adult</b>	<b>Sold</b>	<b>Swims</b>	<b>Total \$</b>	<b>Sold</b>	<b>Swims</b>	<b>Total \$</b>	<b>Sold</b>	<b>Swims</b>	<b>Total \$</b>	
3 Month	0	0	\$0	1	0	\$174	0		\$0	
6 Month	0	0	\$0	0	0	\$0	0		\$0	
12 Month	0	0	\$0	0	0	\$0	0		\$0	
11 Swim	18	198	\$939	22	242	\$1,148	14	154	\$730	
23 Swim	3	69	\$313	5	115	\$522	6	138	\$626	
Adult 11 Swim and Aqua	4	44	\$157	3	33	\$274	5		\$0	
<b>Total Adult sales</b>	<b>25</b>	<b>311</b>	<b>\$1,409</b>	<b>30</b>	<b>390</b>	<b>\$2,118</b>	<b>25</b>	<b>292</b>	<b>\$1,356</b>	
<b>Card Holder</b>										
3 Month	0	0	\$0	6	0	\$144	1		\$144	
6 Month	0	0	\$0	0	0	\$0	0		\$0	
12 Month	0	0	\$0	0	0	\$0	1		\$433	
11 Swim	7	77	\$304	6	66	\$261	9	99	\$391	
23 Swim	4	92	\$348	6	138	\$522	6	138	\$522	
Cardholder 11 Swim and Aqua	4	44	\$330	6	66	\$496	7	0	\$0	
<b>Total Cardholder Sales</b>	<b>15</b>	<b>213</b>	<b>\$982</b>	<b>24</b>	<b>270</b>	<b>\$1,423</b>	<b>24</b>	<b>237</b>	<b>\$1,490</b>	
<b>Child</b>										
3 Month	0	0	\$0	0	0	\$0	0		\$0	\$0
6 Month	0	0	\$0	0	0	\$0	0		\$0	\$0
12 Month	0	0	\$0	0	0	\$0	0		\$0	\$0
11 Swim	3	33	\$78	2	22	\$52	1	23	\$26	\$156
23 Swim	1	23	\$52	1	23	\$52	1	23	\$52	\$156
<b>Total Child Sales</b>	<b>4</b>	<b>56</b>	<b>\$130</b>	<b>3</b>	<b>45</b>	<b>\$104</b>	<b>2</b>	<b>46</b>	<b>\$78</b>	<b>\$312</b>
<b>Aqua Only</b>										
11 Swim	4	44	\$157	3	473	\$117	1	11	\$578	\$852
<b>Total Aqua Only Sales</b>	<b>4</b>	<b>44</b>	<b>\$157</b>	<b>3</b>	<b>473</b>	<b>\$117</b>	<b>1</b>	<b>11</b>	<b>\$578</b>	<b>\$852</b>
<b>Total Membership Sales - Total Raw Number, Total Swims, then Total \$</b>	<b>48</b>	<b>624</b>	<b>\$2,678</b>	<b>60</b>	<b>1,178</b>	<b>\$3,762</b>	<b>52</b>	<b>586</b>	<b>\$3,502</b>	<b>\$9,942</b>

Type	July		August		September		YTD #’s
<b>Casual Paid Admissions</b>							
<b>Type</b>	<b>#</b>	<b>Total \$</b>	<b>#</b>	<b>Total \$</b>	<b>#</b>	<b>Total \$</b>	
Single Adult	689	\$3,874	709	\$4,006	593	\$3,350	11,230
Single Cardholder	27	\$129	42	\$201	64	\$306	636
Single Child	744	\$2,129	541	\$1,553	545	\$1,564	5,246
Family Pass Sales 2A and 2C (See under Participation for numbers count)	0	\$0	2	\$29	11	\$157	186
Family Pass 1A and 4C (See under Participation for numbers count)	1	\$14	1	\$14	1	\$14	43
Aqua Aerobics Class Only	14	\$55	23	\$90	18	\$19	164
Showers	37	\$140	24	\$92	52	\$199	431
<b>Total Casual Admissions</b>	<b>1,512</b>	<b>6,341</b>	<b>1,342</b>	<b>5,985</b>	<b>1,284</b>	<b>5,609</b>	<b>17,934</b>

Type	July	August	September	YTD #'s
<b>Concession (11/23) and Member (3M, 6M, 12M) Visits</b>				
Adult	21	357	0	378
Cardholder	11	204	0	215
Child	4	45	0	49
Aqua Numbers from Concession/members - All categories				0
All Moly Numbers				0
<b>Total Participation from Concession/Members</b>	<b>36</b>	<b>606</b>	<b>0</b>	<b>642</b>

<b>Central Swim School (In water actual participation not enrollments).</b>				
Private Lesson	22	61	57	
Learn to Swim Programme - 4YO (Preschooler) and School Age	137	447	433	
Learn to Swim Programme - Baby and Toddler (Adult in Water)	28	56	124	248
Adult Lessons	0	0	0	
<b>Total Participation from Swim School</b>	<b>215</b>	<b>756</b>	<b>746</b>	

<b>Free Swimmers</b>				
Pre Schoolers	188	175	181	
Free Adult Entry Card	0	0	0	
Free Child Entry Card	0	0	0	
Cromwell Swim Centre Staff Swim	0	0	0	
Golden Oldies Aqua	0	0	11	
Kayak-Bill Tuesdays	0	0	13	
Green Prescription Free Swims	0	0	0	
<b>Total Free Swimmer related entires</b>	<b>188</b>	<b>175</b>	<b>205</b>	

<b>Numbers of Pariticipation from Family Pass Sales</b>				
Adults from Family Passes				
Children From Family Passes				
<b>Total Pool Hire Related Entries</b>	<b>0</b>	<b>0</b>	<b>0</b>	

<b>Pool Hire Related Entries</b>				
Wendy Martin Numbers	525	536	536	
Swim Club Numbers	320	323	323	
General Other Lane Hire - Schools etc			248	
<b>Total Pool Hire Related Entries</b>	<b>845</b>	<b>859</b>	<b>746</b>	

## Molyneux Aquatic Centre Statistics – July – September 2018

Type	July		August		September		YTD \$\$\$
<b>Concession/Membership SALES</b>							
<b>Adult</b>	<b>Swims</b>	<b>Total \$</b>	<b>Swims</b>	<b>Total \$</b>	<b>Swims</b>	<b>Total \$</b>	
12 Month			1	\$521.74	1	\$521.74	\$1,043
6 Month			1	\$313.04			\$313
3 Month	2	\$347.82	5	\$869.55	3	\$521.73	\$1,739
11 Swim	17	\$886.89	11	\$1,043.40	23	\$1,199.91	\$3,130
23 Swim	8	\$834.80	6	\$626.10	11	\$1,147.85	\$2,609
Adult 11 Swim and Aqua							\$0
<b>Total Adult Sales</b>							<b>\$0</b>
<b>Senior</b>							
12 Month	2	\$866.08					\$866
6 Month							\$0
3 Month	1	\$144.35	3	\$433.05	1	\$144.35	\$722
11 Swim	8	\$347.84	12	\$512.76	11	\$565.24	\$1,426
23 Swim	8	\$695.68	8	\$695.68	6	\$521.76	\$1,913
Senior 11 Swim and Aqua					4	\$330.44	\$330
<b>Total Senior Sales</b>							<b>\$0</b>
<b>CSC/TS - Community Sevices Card/Tertiary Students</b>							
12 Month							\$0
6 Month							\$0
3 Month							\$0
11 Swim	1	\$43.48	2	\$86.96	2	\$86.96	\$217
23 Swim	1	\$86.96			1	\$86.96	\$174
CSC/TS 11 Swim and Aqua							\$0
<b>Total CSC/TS Sales</b>							<b>\$0</b>
<b>Child</b>							
12 Month					1	\$260.87	\$261
6 Month							\$0
3 Month							\$0
11 Swim	2	\$52.18	3	\$78.27	9	\$234.81	\$365
23 Swim	1	\$52.17	3	\$156.51	2	\$104.34	\$313
<b>Total Child Sales</b>							<b>\$0</b>
12 Month Family Card							\$0
<b>Total Aqua Only Sales</b>					<b>69</b>	<b>\$269.79</b>	<b>\$270</b>
10 Swim					1	\$16.52	\$17
<b>Total Green Prescription Sales Only</b>					<b>1</b>		<b>\$0</b>
<b>Total Membership Sales - Total Raw Number, Total Swims, then Total \$</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>69</b>	<b>\$269.79</b>	<b>\$270</b>
<b>Type</b>	<b>July</b>		<b>August</b>		<b>September</b>		<b>YTD \$\$\$</b>
Casual Paid Admissions							
Type	Total \$		Total \$		Total \$		
Single Adult	\$2,327.80		\$3,672.52		\$4,147.10		\$10,147.42

Single Senior	\$162.52	\$320.26	\$320.26	\$803.04			
Single CSC/TS	\$138.62	\$138.62	\$181.64	\$458.88			
Single Child	\$1,193.91	\$1,799.49	\$2,181.17	\$5,174.57			
Large Group Child Rate		\$135.66	\$88.70	\$224.36			
Aqua Aerobics Class and Entry Adult		\$18.26	\$9.13	\$27.39			
Aqua Aerobics Class and Entry Senior		\$24.78		\$24.78			
Aqua Aerobics Class Only	\$97.75	\$191.59	\$278.92	\$568.26			
	<b>Total \$</b>	<b>Total \$</b>	<b>Total \$</b>				
Family Pass 1+4		\$71.30	\$114.08	\$185.38			
Family Pass 2+2		\$256.68	\$285.20	\$541.88			
<b>Other (Promotion, One Off, etc)</b>							
Gym Stick							
Polis swim Test							
Summer Swim Camp							
<b>Total Casual Admissions</b>	<b>\$3,920.60</b>	<b>\$6,629.16</b>	<b>\$7,606.20</b>	<b>\$18,155.96</b>			
<b>Participation ONLY Related Statistics</b>							
<b>Type</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>YTD #'s</b>			
<b>Concession (11/22/45) and Member (12M) Visits</b>							
Adult	412	650	734	1,796			
Senior	34	67	67	168			
CSC/TS	29	29	38	96			
Child	416	627	760	1,803			
Aqua Numbers from Concession/ members - All categories	25			25			
Family Pass				0			
Cromwell Members				0			
Green Prescription Cards	2	1		3			
<b>Total Participation from Concession/Members</b>	<b>918</b>	<b>1,374</b>	<b>1,599</b>	<b>3,891</b>			
<b>Central Swim School</b>							
Private Lesson	17	48	448	513			
Learn to Swim Programme - 4YO (Preschooler) and School Age	204	659	627	1,490			
Learn to Swim Programme - Baby and Toddler (Adult in Water)	31	62	92	184	107	214	690
Swim Skills/River Safety			3,189	3,189			
Adult Lessons	0	0	0	0			
<b>Total Participation from Swim School</b>	<b>314</b>	<b>983</b>	<b>4,585</b>	<b>5,882</b>			
<b>Free Swimmers</b>							
Pre Schoolers	94	129	159	382			
Free Adult Entry Card		2	3	5			
Free Child Entry Card		1	2	3			

Green Prescription (of the 3x Free Entries)			1	1
Swim Assitance	2	4	9	15
Staff Swimming	1	1		2
Gym Stick session				0
<b>Total Free Swimmer related entires</b>	<b>97</b>	<b>137</b>	<b>174</b>	<b>408</b>
<b>Pool Hire Related Entries</b>				
Alexandra Swim Club	15	175	260	450
Jo Blackie	92	473	168	733
Junior Squad Club Nights	122			122
Club Nights		16		16
Multi Sport				0
<b>Swim Club Numbers (total from split catergories above)</b>				
Dunstan High School		11		11
The Terrace Primary School	163	147	312	622
Alexandra Primary School	115	207	289	611
St Gerards Primary School	39	95	113	247
Clyde Primary School	29	67	59	155
Other Schools		127		127
<b>All Schools (total from split catergories above)</b>				
Kayak Polo Swimmers				0
				0
General Other Hire				0
<b>Total Pool Hire Related Entries</b>				<b>3,094</b>

## PARKS

### Rankers

The tables below show an increase in camper and visitor movements in nearly all areas. This is an expected trend at this time of year as we move out of Winter and into Spring.

Pinders Pond	Jul-18	Aug-18	Sep-18
CO Region Table	303	357	402
Roxburgh Location	39	37	59
No Camping Facility	70	100	73
Overnight Campervan Parking	412	494	534

Waipiata Domain	Jul-18	Aug-18	Sep-18
CO Region	71	68	90
Ranfurlly Location	46	36	67
Basic Camping Facility	74	87	56
Overnight Campervan Parking	191	191	213

Molyneux Aquatic Centre	Jul-18	Aug-18	Sep-18
CO Region	306	372	432
Alexandra Location	61	57	88
Spa/Thermal Pools	292	344	559
Molyneux Aquatic Centre	659	773	1079

Bendigo	Jul-18	Aug-18	Sep-18
CO Region	80	172	402
Alexandra Location	57	51	88
No Camping	42	72	59
Overnight Campervan Parking	179	295	549

## CEMETERIES

### Cemetery Quarterly Report

	July 18	August 18	September 18
Alexandra	Grave 1	Grave 0	Grave 2
	Ashes 0	Ashes 0	Ashes 1
Clyde	Grave 0	Grave 0	Grave 0
	Ashes 0	Ashes 0	Ashes 2
Cromwell	Grave 3	Grave 2	Grave 2
	Ashes 0	Ashes 2	Ashes 0
Naseby	Grave 0	Grave 0	Grave 0
	Ashes 0	Ashes 0	Ashes 1
Omakau	Grave 0	Grave 1	Grave 0
	Ashes 0	Ashes 0	Ashes 0
Ranfurlly	Grave 0	Grave 0	Grave 1
	Ashes 0	Ashes 0	Ashes 0
<b>Total</b>	<b>4</b>	<b>4</b>	<b>9</b>





# PROPERTY AND COMMUNITY FACILITIES



## PROPERTY AND COMMUNITY FACILITIES

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

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 provide a main operational office and customer service centre in Alexandra, Service Centres in Cromwell, Ranfurly and Roxburgh.

We manage the assets at the airports at Alexandra, Cromwell and Roxburgh.

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 hold a number of land parcels, currently being used as forestry blocks. These forests also provide an amenity value for the community for walking and biking. Some have potential for other land use in the future as recognised by their zonings in the District Plan.

**This activity contributes to the following community outcomes:**



## PROPERTY

### William Fraser Building Renovation

Central Otago District Council's main offices in Alexandra are set for a revamp over the coming 12 months with the Council's reception area the first area programmed for refurbishment.

Council acquired the William Fraser building just after the 1989 local government amalgamations. The finance area was refurbished in 2012/13 and Council Chambers in 2015/16. The remainder of the building occupied by CODC, which hasn't been renovated in 20-30 years, will be refurbished as part of the current renovation programme.

The aim of the \$760,000 project is to provide a modern, effective office environment that will alleviate current staff congestion and fragmentation. It will provide some capacity for future growth should that be required to meet demand from increased development and population growth in the district. Additional meeting rooms will also be created and a modern welcoming reception to improve customer service.

From Monday 10 September the public have been directed to a temporary reception – still on Dunorling Street but back at the former Otago Regional Council entrance. It is expected the community will have its first chance to see the revamped reception space in December.

### Cromwell Swim Centre

A new office was created at the Cromwell Swim Centre to relocate Sport Central from the Cromwell Service Centre. The new area was created by dividing three metres off the Cromwell Swim Centre meeting room. Sport Central now has its own access including a new pathway from Barry Avenue, gate and external door.

Improved storage has also been included for the pool meeting room by way of a custom built storage unit. This allows plenty of room to store tables, chairs and a desk.

The move was completed at the beginning of August.



## Cromwell Youth Art Project

This is a joint initiative between the Central Otago District Arts Trust, the Central Otago District Council and the Otago Community Trust. The Cromwell Youth Art Project aimed to encourage education, participation and development in the arts for young people of Central Otago. It also offered an opportunity to beautify public spaces throughout the district.

Central Otago art educator Maxine Williams has been guiding a group of creative young school-aged students through a series of weekly workshops. Maxine said the workshops were well received by the students and described the students as “fizzing” when they came to the workshops each week.

The final phase of the workshops focused on developing a concept and designing a mural that represented the thoughts, feeling and interests of the participants, and how they viewed Central Otago.

Students and the public joined together to paint the designs at the ‘Across the Bridge’ event in Bannockburn at the end of September.

## Maniototo Farms lease opportunity

As part of identifying options to fund the \$2,000,000 grant to the Maniototo Healthcare Facility a Request for Proposal to lease Council’s two farm blocks at Lower Gimmerburn was advertised in June 2018.

Nine parties were interested and on 16 August the Maniototo Community Board selected two preferred parties for the leasing of the two farms based on the highest offers.

On 27 September the Board considered the final options for funding the grant of \$2,000,000 for the development of the Maniototo Healthcare Facility. The Board’s preferred option was to lease both farms to fund a loan and the balance of the grant to be funded from land sales and a loan funded by rates. A Statement of Proposal was issued for public feedback.

The public consultation period is for one month from 10 October and submissions will then be considered by the Board on 6 December.

## COMMUNITY FACILITIES

### Clyde Museum Feasibility Study

The first community workshop of the Clyde Museum Feasibility Study occurred on Sunday 8 July. The workshop was presented to the public as an “I love Clyde Heritage Day”.

All three museums were opened to the public (cordons were in place to keep the public out of the unsafe areas of the Briar Herb Museum) and brochures were given out to walk around the 4th museum – “Clyde’s Historic Precinct”. Local café owners and businesses came on board with “Historic Day Specials”.

With a little help from Mother Nature turning on the sun, the day was a huge success. Museum volunteers estimated at least 200 people came through the museum doors.

Local businesses also reported a welcome bump in sales during what would have been a quiet week for them.

Boards with the four key questions (below) were filled in with post-it notes on the day.

The four key questions were:

- Is having a museum in Clyde important to you and why?
- What would you like to see in your Clyde Museums?
- Did you have a favourite item on display in the Clyde Museums today? What was it and why?
- Is there a story you would like the museums to tell?

Andrea Farminer of Origin Consulting, who is developing the feasibility study, was present during the event. She commented that in all the projects she had worked on this was one of the most successful ways in which she has seen the community engaged.



The "I love Clyde" Heritage Day public feedback report by Origin Consultants and the Clyde museum's Conservation Plans can be viewed here: [https://www.codc.govt.nz/your-council/project-updates/clyde\\_museums/Pages/default.aspx](https://www.codc.govt.nz/your-council/project-updates/clyde_museums/Pages/default.aspx)

A big thanks to Central Lakes Trust who funded these conservation plans for the buildings.

An optioneering workshop for key stakeholders (VCB, Clyde Historical Museum Inc, CLT, Lotteries) will take place before the Vincent Community Board meeting on 16 October. This will be followed by the public consultation of the options on Sunday 28 October 11am – 1pm at the Clyde Community Hall.

## Cromwell Men's Shed

Members of the Cromwell Lions Club are looking into the possibility of creating a Men's Shed in Cromwell. The definition of a Men's Shed courtesy the Men's Shed New Zealand website is a shed that "brings men together in one community space to share their skills, have a laugh, and work on practical tasks individually (personal projects) or as a group (for the shed or community)".

Alexandra has a Men's Shed which is located in Molyneux Park adjacent to the bike park. This group is involved with various community projects, which includes building Blossom Festival floats each year.

The initial concept is to have the Cromwell Men's Shed in a purpose built building within the Neplusultra Reserve, somewhere near the Vintage Car Club. Before the Cromwell Lions Club formally apply for a lease within the Reserve, they are going to work on gauging the community's interest in such a club in Cromwell being established.

## Molyneux Stadium - Floor Repair and Resurfacing

The project to repair and resurface the stadium floor was completed and the gymnasium was available to users from Monday 23 July.

A fan speed controller was installed to the underfloor system to ensure the humidity in the subfloor stays consistent



preventing further splitting of the hardwood floors.

The product used to resurface the gymnasium floor was Handley Sports Finish, which is an oil-based polyurethane. This provides users with a high gloss, non-slip finish.



### Tarras Hall

A new oven was installed as per the 2018/2019 annual budget in late July.

The old oven was taking two hours longer to heat up food than normal. The new oven is to the right in the picture (right). The oven to the left is owned by the Tarras Golf Club.



The old water pump also stopped working at this time. Mclellan's Plumbing quickly responded and managed to get a replacement in and working only minutes before 70+ people attended a conference at the Hall.

### Alexandra, Clyde and Roxburgh Theatres - Stage Equipment Upgrade Project

In early August, Council property staff met with various parties onsite at the Alexandra Theatre to discuss the theatre project upgrades, which were all in various stages of progress.

Alexandra Theatre – this is in the final stage of engineering design. There were a few minor items to be worked through on site. The engineer is aiming to have the design work along with an updated cost estimate to Council by the end of October.

Clyde Theatre – the engineer has been on site. Design work and cost estimates are to be with Council by the end of October.

Roxburgh Theatre – a report was heard by the Teviot Valley Community Board in September. This report outlined what is required for the stage upgrade, what user consultation has been carried out and a request for funding towards the engineer taking the next step of the design and updated cost estimate. The Board resolved to approve funding of the engineer's report and this is currently underway.

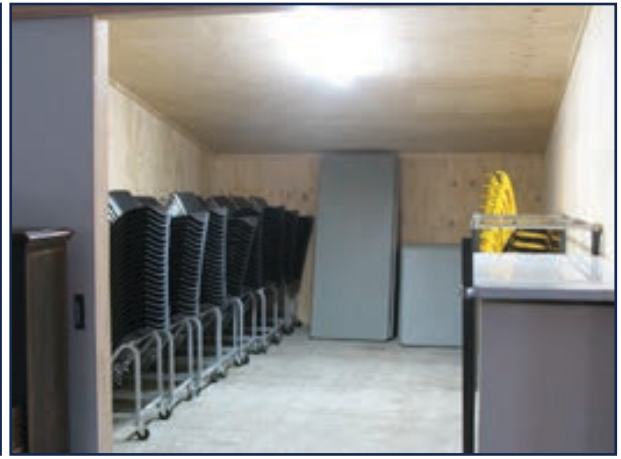


### Central Stories

A large redundant air conditioning unit was removed from the roof of the Central Stories Building during the first week of August. The cost of the unit's removal was paid for by the Central Cultural Centre Trust.

A report to consider funding an urgent project to attend to heating, ventilation and air conditioning plant repairs, Butynol roof replacement and repairs and repainting of the plaster exterior was heard by the Vincent Community Board in September. Joint funding with the Central Cultural Centre Trust was approved and the project is currently underway.





### Lowburn Hall

The Lowburn Hall Societies project of building a storage room off the hall is now complete.

The Lowburn Hall Society ran the project themselves and raised the required funds for the addition from the Cromwell Community Board, Central Lakes Trust, Pub Charity, and the Otago Community Trust.

Shown above, is the space now available to the various user groups with the furniture stored out of the way.

### Elderly Persons' Housing

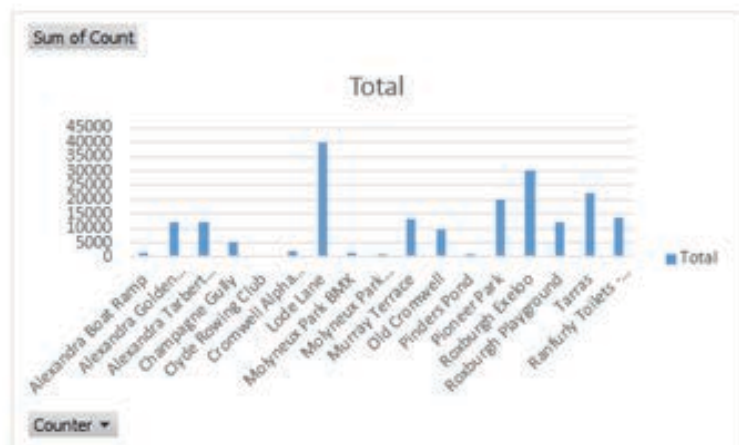
The overall occupation rate has increased from the last quarter. Cromwell units are back up to 100%. There are still people on the waiting list for both Alexandra and Cromwell however some on the waiting list for Cromwell have stated they will only consider a tenancy at the Goodger Court units.

Area	Units	Occupancy rate - end of April - June		Occupancy rate - end of July - September 2018	
		2018	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%	13	87%
Ranfurlly	26	20	77%	22	85%
	<b>98</b>	<b>89</b>	<b>91%</b>	<b>92</b>	<b>95%</b>

### Public Toilet Counters

The below table shows use from 1 July 2018 to 30 September 2018.

Row Labels	Sum of Count
Alexandra Boat Ramp	1581
Alexandra Golden Block	12265
Alexandra Tarbert Street	12471
Champagne Gully	5260
Clyde Rowing Club	494
Cromwell Alpha Street	2204
Lode Lane	39741
Molyneux Park BMX	1319
Molyneux Park Playground	1214
Murray Terrace	13115
Old Cromwell	9329
Pinders Pond	814
Pioneer Park	20247
Roxburgh Exeloo	30148
Roxburgh Playground	12190
Tarras	22075
Ranfurlly Toilets - Visitor Centre	13733
<b>Grand Total</b>	<b>198200</b>



## Pioneer Park Toilets

Pioneer Park toilets have had heavy duty pneumatic cisterns and flush buttons installed to all pans. This is due to regular maintenance costs becoming prohibitive and poor access to the cistern and associated plumbing.

Work completed includes cutting wall tiles, installing the new cisterns and flush mounting a stainless steel panel to the wall.

We now have full access to all services relating to the toilet block. All parts come with a five year manufacturer's warranty.







# SERVICE CENTRES AND LIBRARIES

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## SERVICE CENTRES AND LIBRARIES

Council provides front-line customer services team in its main Alexandra office and its three service centres in Cromwell, Roxburgh and Ranfurly. We are committed to putting our customers first. Our aim is to provide our community with the best customer experience that includes fast, efficient, accurate and friendly results.

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

**This activity contributes to the following community outcomes:**



## LIBRARIES

### Meet our new Mascot!

Inspire – Connect – Captivate is our vision and part of this is creating a wonderful new mascot that will connect libraries to our community. We still have not named our beautiful boy as we are doing a shout out to our junior readers to help us name him. It's exciting to have something fun and creative that junior borrowers can relate to when coming in to one of our libraries around the district.



### Yarn 2gether

Alexandra Library's Yarn 2gether happens every Thursday from 11 am-1pm. This is a great opportunity to bring your knitting or crochet along and meet some wonderfully like-minded people to sit and knit or crochet while enjoying company. This has been popular and Helen Rendall has been doing a superb job running this session each Thursday.

### Human Library

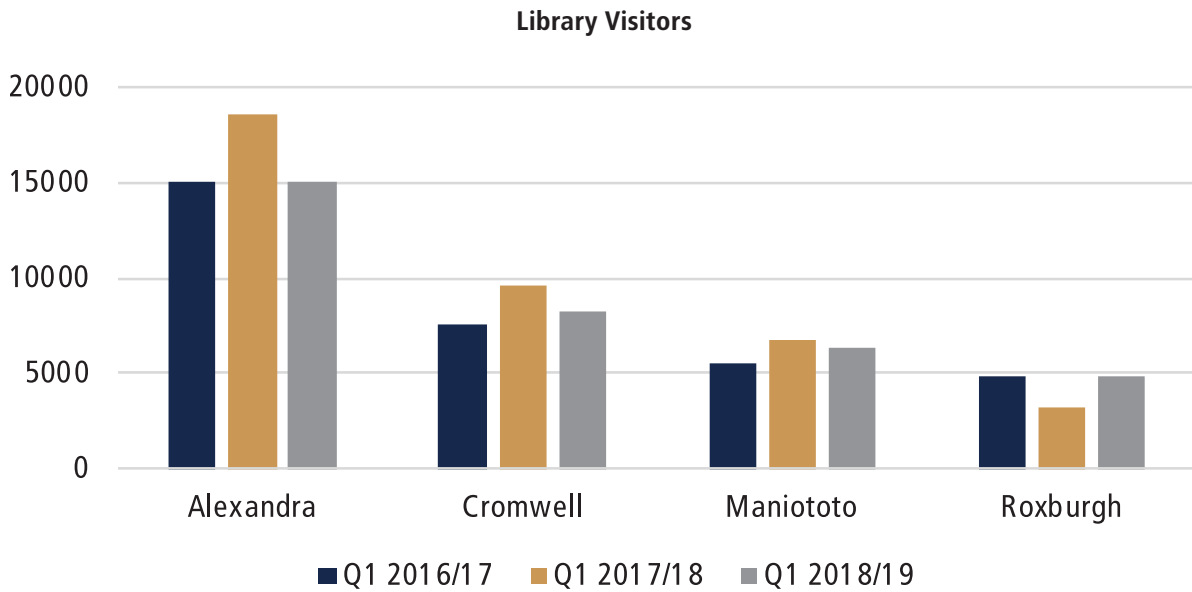
Once again this year we are having the Human Library as part of the Thyme Festival. This year there is a total of 14 human books that you are able to check out, that all have a different story to tell. The Human Library is a worldwide initiative that helps break down barriers within our communities by allowing you to talk face-to-face with a person. This gives the opportunity to ask questions about their life experience.

### Blossom Festival

Central Otago Libraries had a fun day out in the park where the team promoted the services available at your local library. This ranged from telling people about PressReader, Digital Services, children's programmes, Housebound Services and presenting our new mascot. It was great to be part of this community event.

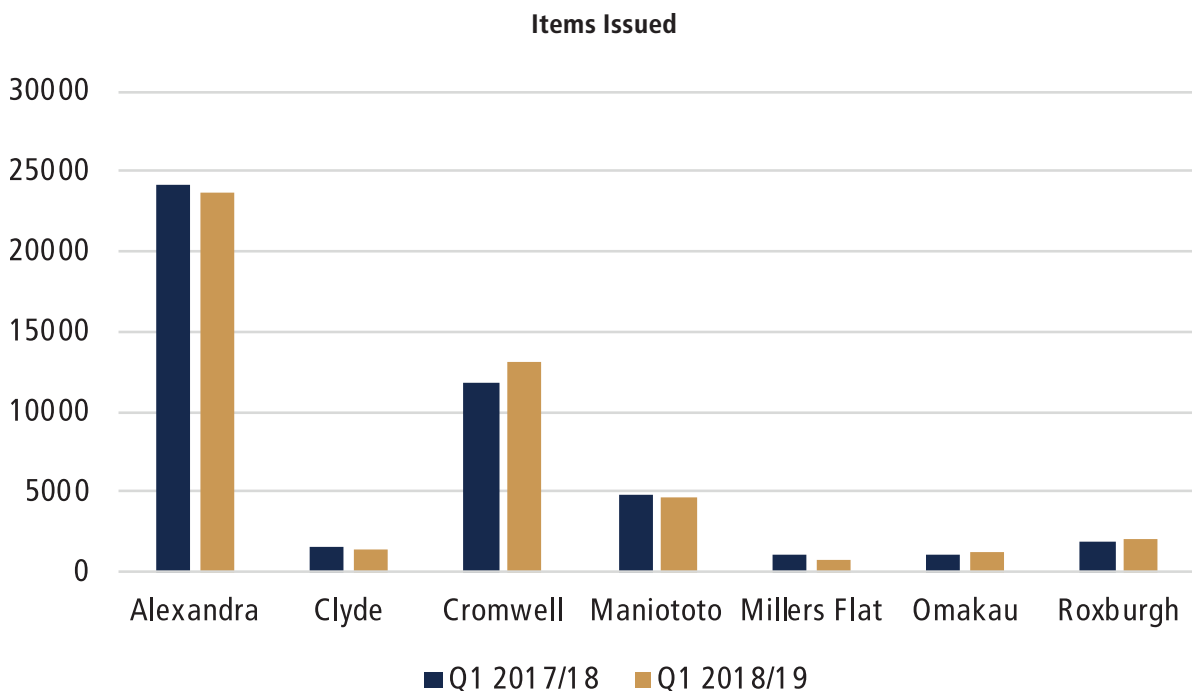
## Library Visitors

34,599 people visited our four main libraries during July, August and September 2018. This was an increase of 4% on the same period in 2016, but a 9% reduction in the number of library visitors in the same period last year when General Elections polling stations were in several of our branches.



## Physical Items Issued

46,710 physical items were issued through our libraries this quarter, up slightly (0.6%) on the same quarter last year. Cromwell, Omakau and Roxburgh libraries all had an increase in issues, while Alexandra, Clyde, Maniototo and Millers Flat libraries had declines on the same period in 2017.



## New Borrowers

In this quarter Central Otago Libraries welcomed 230 new members, including 115 adult borrowers and 74 junior borrowers. The balance are temporary, teacher and digital memberships. This compares with 205 new members joining in the previous quarter. Central Otago Libraries has 6,785 borrowers who have used the library in the last 24 months.

## New Items Added

2,119 new items have been added to our libraries' collections this quarter including books, magazines and DVDs.

## Items Held

As at 30 September 2018 Central Otago Libraries holds 79,112 items across all physical collections compared with 79,342 items at the same time last year.

## Digital Collections

### ePlatform

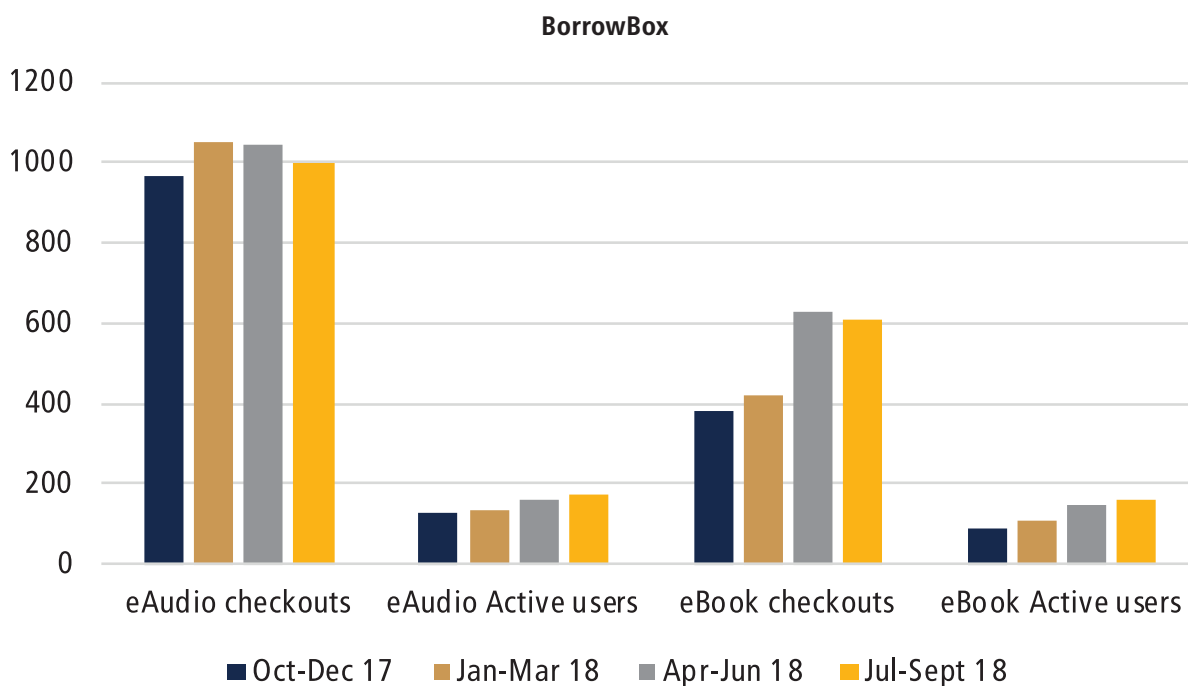
As ePlatform did not have the anticipated uptake, Central Otago and Queenstown Lakes Libraries have decided to move our holdings to BorrowBox, effective 1 October 2018.

Reducing the number of platforms available will make searching easier for our borrowers. Migrating the content comes at no cost to Central Otago and Queenstown Lakes Libraries.

### BorrowBox

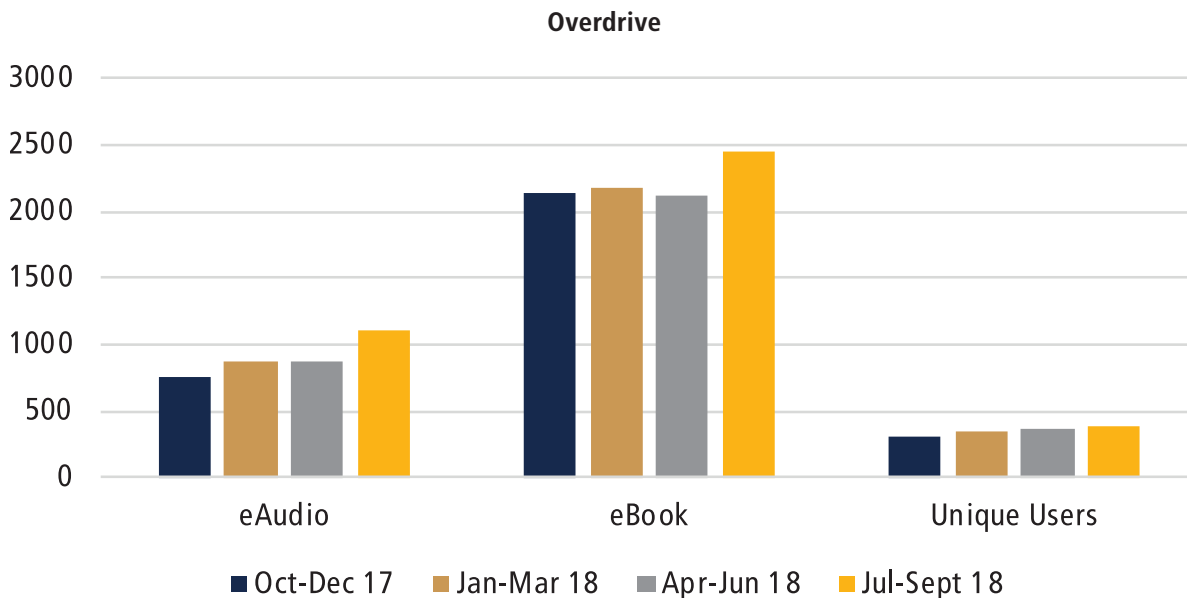
During this quarter, eAudio titles have had 1,000 loans to 922 borrowers, averaging 100 active users per day. Most popular titles are contemporary fiction and sagas, followed by thrillers, crime and mysteries.

In the same period, eBooks have had 612 loans to 159 active users and anticipate this increasing as our borrowers find the new titles shifted from ePlatform.



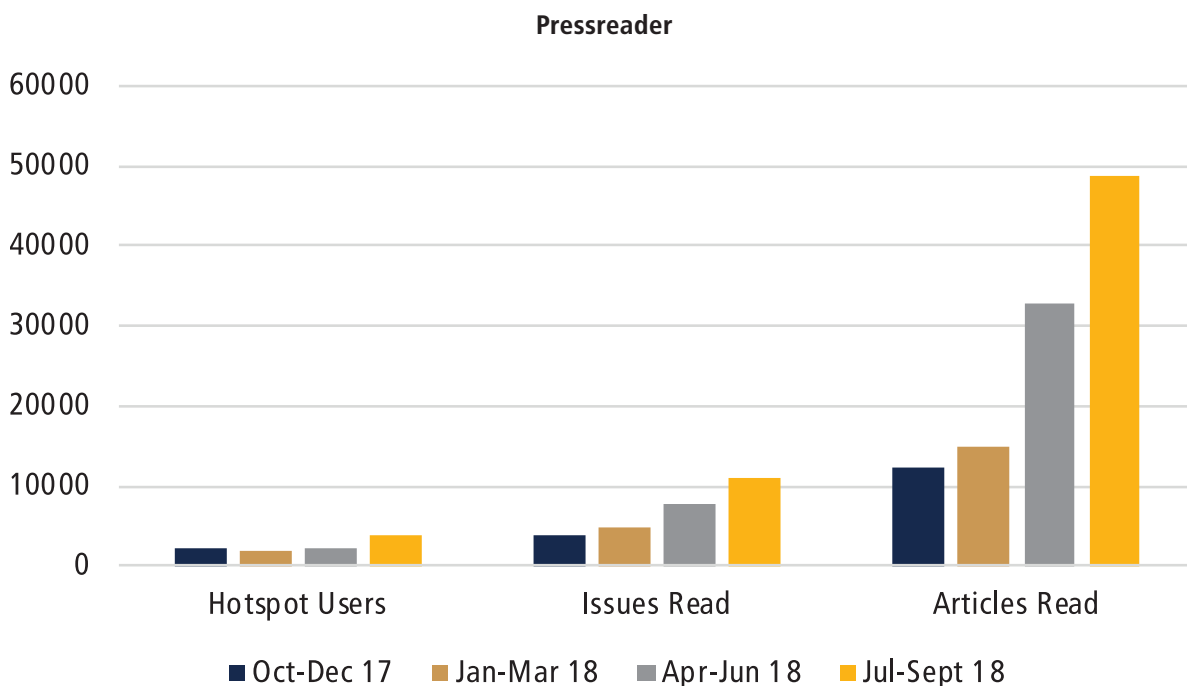
## Overdrive

Our second platform for delivery of eBooks and eAudiobooks is Overdrive. Central Otago and Queenstown Lakes Libraries are in a consortium with the majority of South Island libraries, known as the South Island Downloadable Zone. Overdrive introduced a new app, "Libby", which is far more user-friendly than its predecessor and we are seeing consistent growth on this platform.



## PressReader

Pressreader has shown rapid growth in the year since its introduction. In the last quarter, the number of users has grown by 67% to 3,810 unique users, issues read grew by 42.7% to over 11,000 and articles read increased by 48% to 48,792. Local newspapers and magazines continue to be the most downloaded, but we see newspapers from all parts of the world accessed regularly.





# REGIONAL IDENTITY, TOURISM AND ECONOMIC DEVELOPMENT



BE NOTICED  
OPPORTUNITIES to promote  
your business here. See us.

Otago Southland

## SEE SOMETHING DIFFERENT TO SEE Otago Southland

Discover the diverse range of experiences in Otago, Southland and Fiordland.

Available with its impressive beaches, ski resorts, and scenery of World War II significance, Otago and Southland offer a wide range of experiences. Discover the diverse range of experiences in Otago, Southland and Fiordland.

Travel the Southern Corridor connecting Dunedin to Queenstown. This scenic route takes you through some of the most beautiful and special villages and towns in New Zealand. The landscape is magical thanks to its lush forests, high green rolling hills and dramatic fjords. Don't be afraid to venture into the wild and beautiful South. It's the most beautiful part of New Zealand.

Discover the most dramatic part of New Zealand — Fiordland. Home to the Milford, Kepler and Doubtful Sounds, you'll be amazed at the beauty of the fjords and lakes. Whether you're hiking or taking a scenic flight, you'll be amazed at the beauty of the fjords and lakes. Whether you're hiking or taking a scenic flight, you'll be amazed at the beauty of the fjords and lakes.



# REGIONAL IDENTITY, TOURISM AND ECONOMIC DEVELOPMENT

Tourism Central Otago coordinates and facilitates the marketing of the Central Otago region as a visitor destination both within New Zealand and internationally to increase the spread and spend of visitors in the region and contribute to the strength of the regional economy.

Central Otago Visitor Centres (i-SITES) contribute to the authenticity and quality of the experience that visitors have in Central Otago by providing local advice and booking services for things to do and see in the region.

Community grants provide funding to groups wishing to host cultural, creative, sporting and community based events, or undertake activities that will enhance the experiences of locals and visitors alike, or support community organisations and initiatives.

Council manages the regional identity on behalf of the community. The Central Otago Regional Identity helps define the unique characteristics and values of our region. It's a definition of who we are, what we value and what we want to protect. It also provides a platform to tell the unique stories of Central Otago – [www.aworldofdifference.co.nz](http://www.aworldofdifference.co.nz). The intention is that these special qualities are embraced and celebrated by all sectors of the community.

The vision that drives the Council's economic development effort is to foster a thriving and sustainable district economy that creates a positive and productive environment for our people to lead healthy, happy and successful lives. The Council role in essence is that of an enabler, directly in terms of the various activities Council actually controls, in areas where it can influence through facilitation, coordination, provision of support services, grants and seed funding, and where it is able to apply interest via advocacy, lobbying and education.

**This activity contributes to the following community outcomes:**

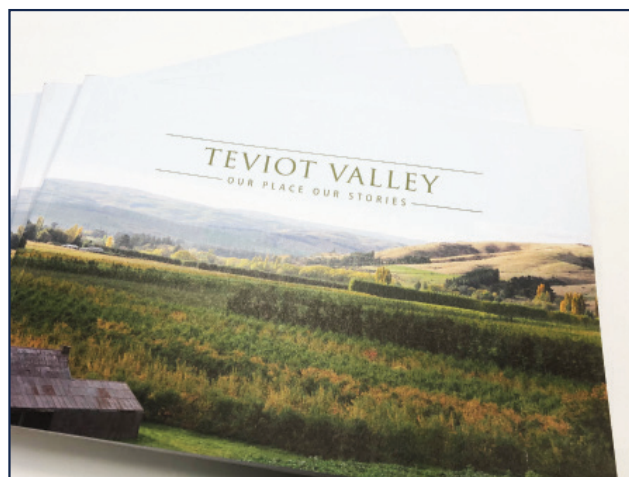


## REGIONAL IDENTITY

### Our Communities

A key focus this quarter has been finalising the design layout for the Teviot Valley publication featuring the key stories unique to the area. This publication is now printed and will be available for purchase through the Roxburgh i-SITE and a number of retail outlets in the Teviot Valley.

The A5 design used for the Teviot Valley publication will now be replicated for other local communities, featuring their own unique stories. In total there will be a suite of five booklets, and these will help reinforce the positioning that Central Otago is a collection of distinct communities which are fiercely independent yet united in their love of the region.



The next publication to be developed is for the Manuherikia and Ida Valleys and features their 12 unique stories. Many images have been sourced and a draft will be produced during the next quarter. Work is well underway for organising a couple of workshops in late November in the Maniototo. From these workshops the key stories will be identified, researched and developed with the overarching story included on the regional identity website.

### Our Stories

Another story to be developed is the Central Otago goldmining story. This represents one of the rich threads that has



shaped our region. This story will capture the people and some of the characters, the places and its challenges, the innovations, and the successes and failures that have influenced our goldmining story. It involves literature research and interviews to help develop the themes as well as sourcing images to complement the story. The story will then feature on the regional identity website.


### Regional identity partner profiles

Developing the profiles for our regional identity partners is an ongoing piece of work. The latest profiles to feature on the regional identity website are Dear Lissy Photography and Lake Roxburgh Lodge. These were highlighted on Facebook to give a wider audience insights into local businesses who are great advocates for our region and to see examples of how the regional values are integrated into everyday practices. On average there were nearly 2640 views for each profile.


## DEAR LISSY

Capturing life's fleeting yet pivotal moments is a privilege and a passion for Alexandra-based wedding photographer, Alyssa Drake.

READ STORY



Dear Lissy



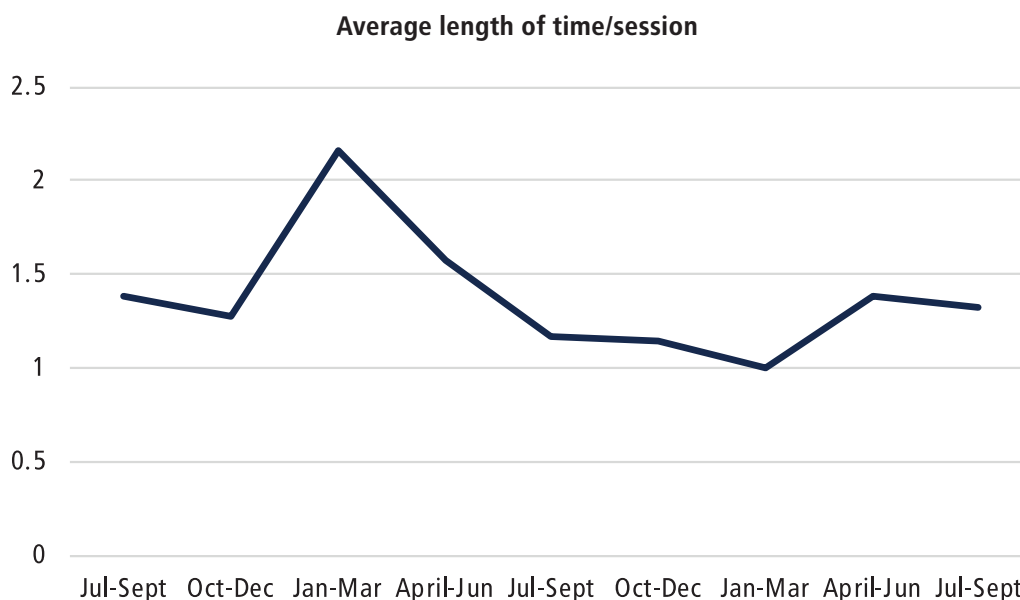
## LAKE ROXBURGH LODGE

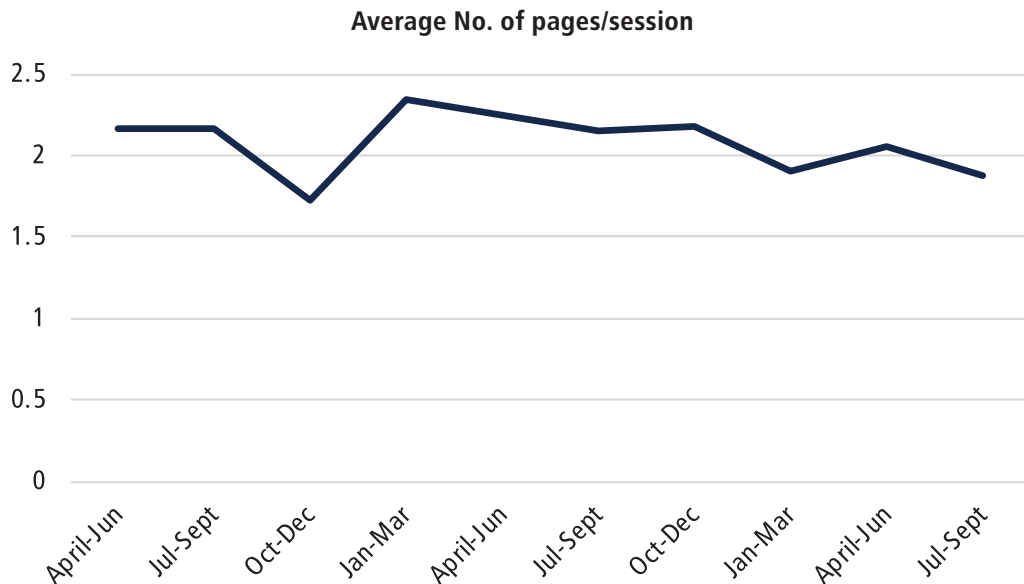
Kim and Phil Winterbottom jumped in 'boots and all' when they bought Lake Roxburgh Lodge, creating a special place their guests say feels like coming home.

READ STORY

### A World of Difference Website

Website analysis for www.aworldofdifference.co.nz for the July – Sept quarter cover the average number of pages visited each session, the average length of time spent on this website and the key web pages viewed.





The total number of visits for this quarter was 5,208. The key pages viewed were 'Our Journey' (1.09mins), the Manuherikia and Ida Valley Stories (2.50mins), Our Place (0.43mins), Teviot Valley (3:02mins) and Lake Roxburgh Lodge (2.18mins). Facebook posts tend to be the strongest driver of traffic to the regional identity website.

## TOURISM

### Travel Trade

#### Flight Centre Trade Training

Tourism Central Otago (TCO) Trade and Consumer Marketing Manager hosted four training sessions for Flight Centre's Global Procurement and Infinity Holidays teams in early July. Fourteen attendees participated in the training from the New Zealand sales team and product team as well as marketing staff. The sessions were spread over several hours, allowing smaller groups to attend each training, creating a more interactive session and delivering improved product knowledge on Central Otago accommodation, activities and experiences.

#### South Island Journeys Campaign 2018-2019 – Trade Training

Now in its fifth year, the South Island Journeys (SIJ) campaign launched in Australia on 10 September with sales continuing to 4 November. A pre-campaign training roadshow was held in Brisbane, Melbourne and Sydney from 3-5 September and Tourism Central Otago (TCO) Trade Marketing Manager attended to deliver Central Otago content.

The campaign promotes the travel period of March to May 2019, five self-drive journeys all commencing in Christchurch. Central Otago activities and accommodation are included within the 'Discover the South' five day Journey.

Campaign partners are Tourism NZ, Christchurch International Airport Limited (CIAL), Expedia, Air New Zealand, Britz and SOUTH a membership-based collaboration of 14 South Island Regional Tourism Organisations. The total campaign value was \$1.5m with Tourism NZ injecting an additional \$200K to promote three existing South Island cycle trails, including the Otago Central Rail Trail.

Andrew Waddel, TNZ's new general manager Australia, said the campaign aimed to highlight the variety of journeys and experiences available to the Australian traveller.

"Australia is our largest international holiday market and visitors tend to stay on average 10 days, which is a perfect length of time to explore parts of the South Island – particularly in autumn. Christchurch is the ideal gateway for a South Island holiday, with direct flights from Australia's main centres, including Perth."

## Indonesian Incentive Managers' FAMIL

A group of eight Indonesian Incentive Managers, with their hosts from Tourism NZ and Virgin Airways visited Central Otago on 11 September. TCO Trade Marketing Manager hosted the group while they were in the region. The incentive managers were interested in seeing activities and products suitable for group sizes ranging from 50 to 700 people.



## Media and PR

### TNZ/South Island Journeys and GoPro International

TCO hosted seven social media influencers travelling on two itineraries in Central Otago on 23 September. These influencers were brought to New Zealand in a joint campaign between Tourism NZ, Christchurch International Airport and GoPro International, to launch new GoPro technology. This is the first time NZ has had the opportunity to be involved in a global launch in conjunction with GoPro. Timed to co-ordinate with the launch of the South Island Journeys campaign in Australia, Central Otago was fortunate to feature on two of the six South Island itineraries.

## Industry Seminars

### MBIE – Digital Enablement Workshop – Wellington

TCO Digital Marketing Officer attended an MBIE run workshop looking at what approaches would work to encourage more non-tech small businesses (SMEs) in New Zealand to use technology to increase their productivity.

MBIE in partnership with 'Digital Journeys' were testing "package" of knowledge and other resources that will allow trusted intermediaries to support and inform their clients/members in a range of event settings, such as a one-to-one meeting, or an event run for local tourism operators by a regional tourism organisation.

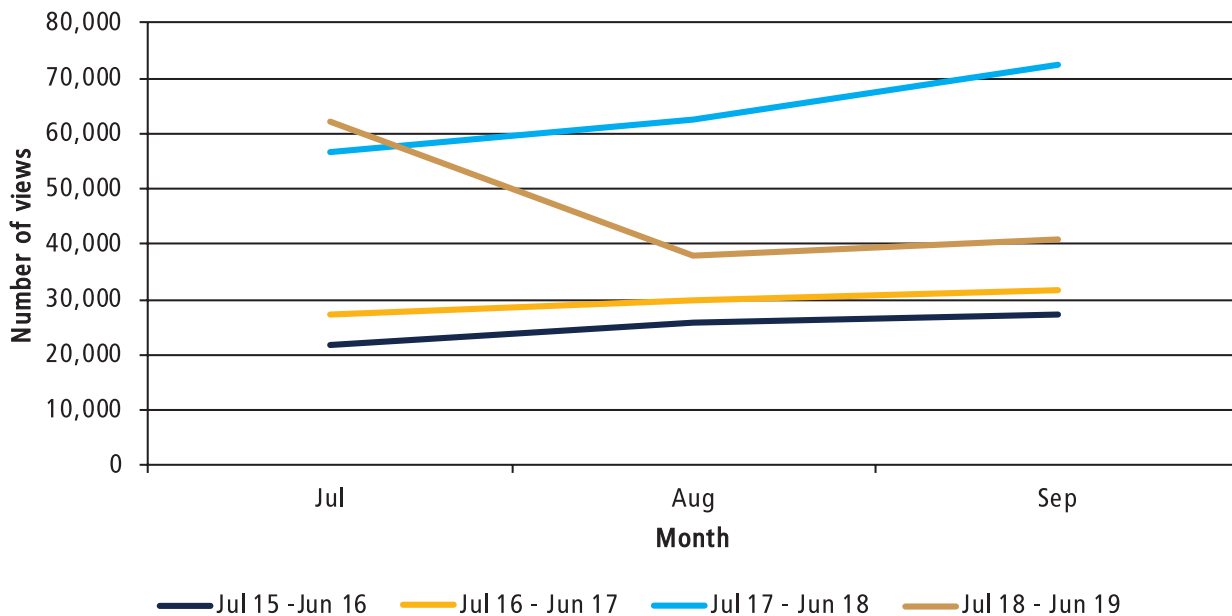
### Regional Tourism New Zealand AGM & Tourism Connect Workshop

Tourism Central Otago staff attended the annual Regional Tourism New Zealand AGM and Tourism Connect workshop in early September. Hosted by the RTNZ and Tourism New Zealand the event focussed on market updates from Tourism New Zealand's international offices and presentations from Air New Zealand, Miles Partnership, Google and MBIE.

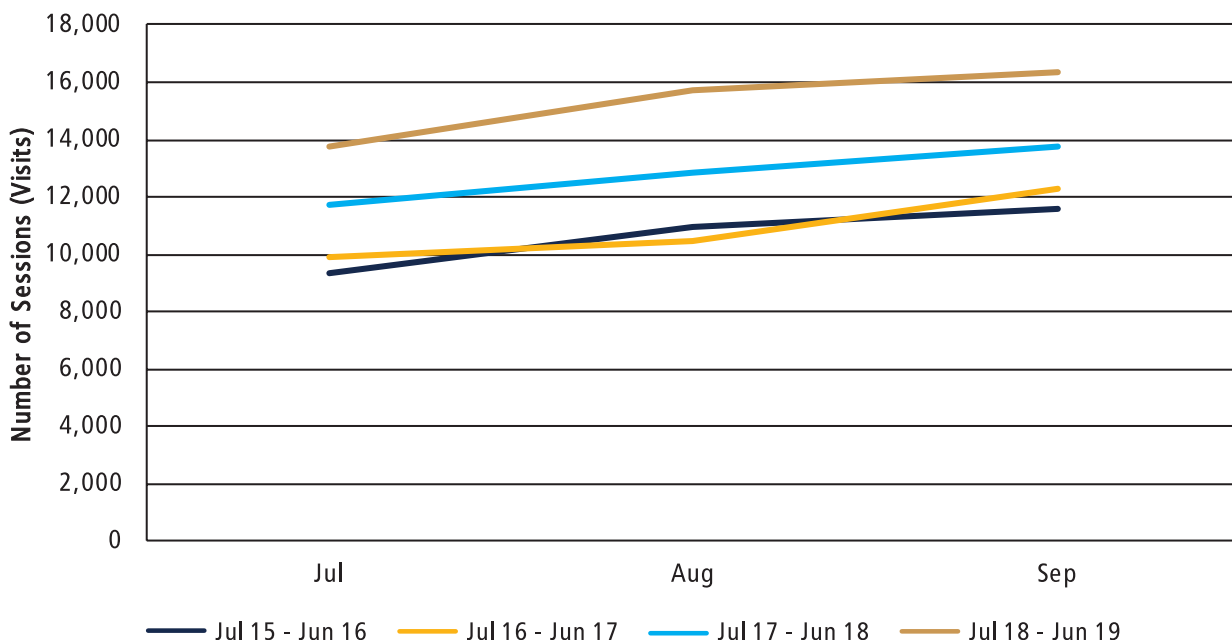
## Central Otago NZ Website Statistics

The Central Otago NZ website ([www.centralotagonz.com](http://www.centralotagonz.com)) has continued to grow in relation user sessions (visits) over the quarter. A significant realignment of the page views following a Google Analytics algorithm update on 8 August 2018 has brought numbers back to a level similar to the 2016/2017 year.

**Tourism Central Otago Website Page views per month**



**Tourism Central Otago Website Total Sessions (Visits) per month**



## VISITOR INFORMATION CENTRES

### Overview

Overall visitor numbers to centres were down 3% compared with the 2017 July - September quarter.

This quarter's revenue is down 19% (\$25,057) on the same period last year.

The i-SITE Manager and Cromwell Team Leader attended the national i-SITE Conference in Greymouth in September. The 'Future Focused' themed conference looked at how the network can better utilise technology, the role the network plays in ensuring visitors have the best experience in New Zealand and how we can influence responsible traveller behaviour.

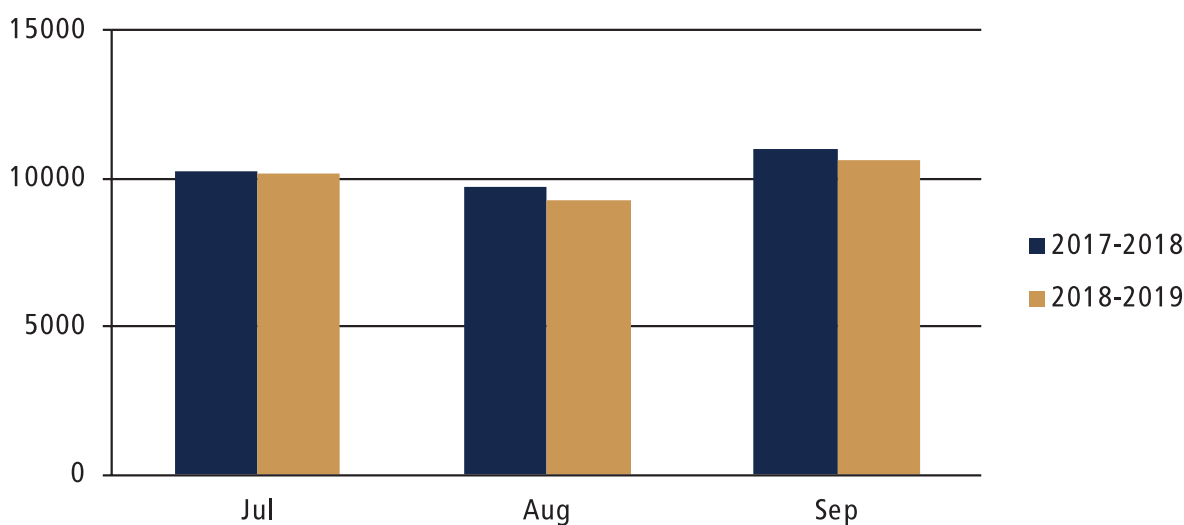
Final preparations for the refurbishment of the Ranfurly i-SITE took place over this quarter with the refurbishments beginning on 28 September.

The Ranfurly i-SITE recorded the second highest percentage growth in sales nationally for the month of September.

New event ticketing software was trialled on two of our largest events in Central Otago (The Blossom Festival and WoolOn). The system performed extremely well enabling a faster ticketing process over the counter and allowing online inventory to link with physical store sales.

Jenny Worth - Alexandra Team Leader was farewelled at the end of September after 10 years in the role. Jenny took up a role with Tourism Central Otago.

Visitor Numbers to Central Otago i-SITES



### Visitor Numbers

#### Alexandra

Visitor numbers decreased by 2%. Overall spend by origin was distributed between locals (74%), domestic (18%) and international visitors (8%).

#### Cromwel

Visitor numbers decreased 14% on the same period last year. Overall spend by visitor origin were locals (60%), followed by domestic visitors (13%) and international visitors (27%).

#### Ranfurly

Visitor numbers increased 9%. Domestic visitors (61%) were the largest proportion of spend, followed by locals (24%) and international visitors (16%).

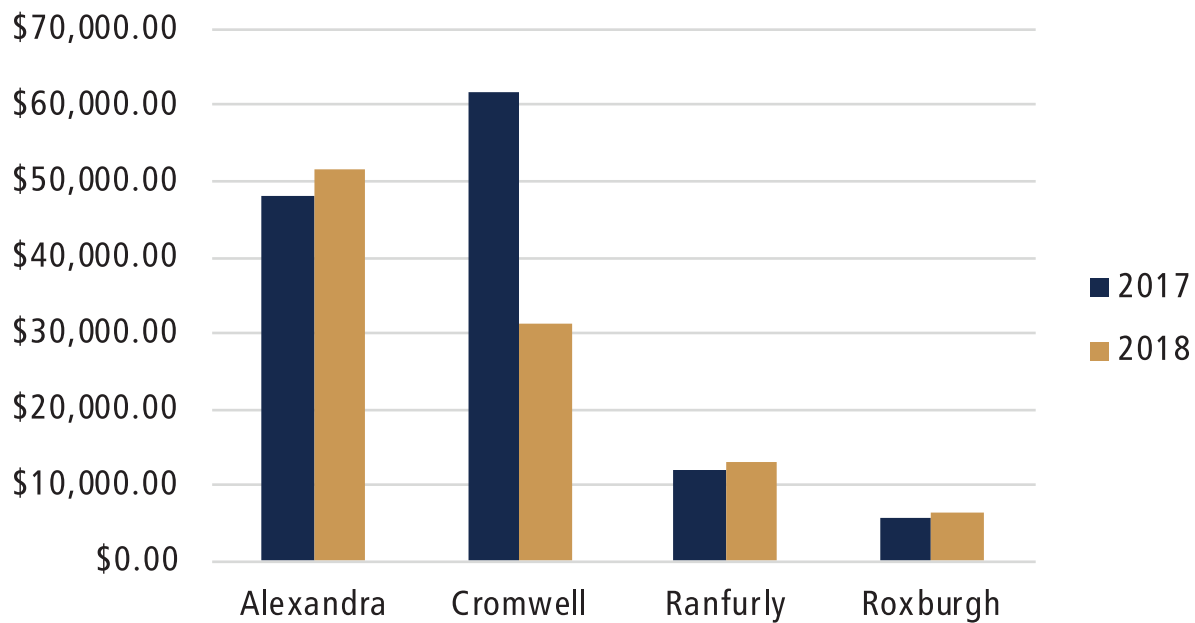
#### Roxburgh

Roxburgh Centre (library, service centre and visitor centre) visitor numbers increased 3%. Spend at the Roxburgh Centre was split between locals (64%), domestic visitors (29%) and international visitors (7%).



## Revenue

Revenue Comparisons July - September



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

Overall revenue decreased 19% (\$25,057) against the same period last year due to a drop in the number of activity and accommodation bookings made.

Event ticket sales increased 34% (\$10,016) for the quarter due to the timing of ticket sales for WoolOn falling in this quarter (this happened earlier last year). The WoolOn tickets were mainly sold through the Alexandra i-SITE offsetting a decrease in accommodation and activity bookings.

Total retail sales decreased 5% on last year, a 29% increase in sales of retail merchandise was offset by a decrease in the sales of stamps and Fish and Game licenses. A retail strategy implemented in 2017 to grow retail merchandise sales continues to have a positive effect.

Visitor Sales by Origin		
July – September	2017	2018
Local - Central Otago	53%	63%
Domestic	30%	24%
International	18%	13%

## Bookings

Total bookings for all centres decreased by 40% (\$34,467). Bookings accounted for 51% of revenue.

- Alexandra: Bookings decreased 35% compared with the same period last year.
- Cromwell: Bookings decreased 57% compared with the same period last year.
- Ranfurly: Bookings increased 5% compared with the same period last year.
- Roxburgh: Bookings decreased 5% compared with the same period last year.

## Retail Sales

Total retail sales for all four centres decreased by 5% (\$605) from the same period last year.

Alexandra:	Retail sales decreased 2% this quarter compared to last year.
Cromwell:	Retail sales decreased 31% this quarter compared to last year.
Ranfurly:	Retail sales increased 8% this quarter compared to last year.
Roxburgh:	Retail sales decreased 34% this quarter compared to last year.

## Event Sales

Event ticket sales increased 39% (\$10,016) this quarter compared to the same period last year.

## ECONOMIC DEVELOPMENT

### Central Otago Export Forum

China's "Belt and Road Initiative" was the focus of the August meeting of the Central Otago Export Forum. Stephen Jacobi, Executive Director of the New Zealand China Council, spoke about the report his organisation has prepared on the Belt and Road Initiative.

The report identifies a number of opportunities for New Zealand to engage with the Belt and Road Initiative. Opportunities aimed at promoting trade amongst countries included in the Belt and Road Initiative are of interest to Central Otago but there is also potential for our district under the Creative Sector heading given the importance of the film and screen sector to our local economy. Some of the ideas for engagement under the Innovation heading also present opportunities for the district.

### Central Otago Labour Survey – Horticulture and Viticulture 2018

The Labour Survey report commissioned by the Central Otago Labour Market Governance Group has been released. Key facts include plans for 465 hectares of new cherry plantings in the next four to five years, with feasibility studies under way for an additional 495 hectares.

The Central Otago vineyard estate will grow by 14 per cent to 2,275 hectares over the same period. The peak horticulture harvest period labour demand is expected to grow by 1,186 to 5,050 workers. Peak harvest labour demand for the viticulture sector is expected to grow by 123 to 1,148 workers.

The report identifies a significant shortage of seasonal worker accommodation to cater for peak harvest demand from both sectors. Despite efforts by the industry to increase the supply of beds it is forecast there will be a shortfall of 2,298 beds by the 2021/22 season.

Permanent employees across both sectors have grown by 614 (19%) over the last three years. Regional Seasonal Employment workers from the Pacific Islands, and backpackers on working holidays remain key components of the seasonal workforce. Included in the 13 recommendations contained in the report is the proposal that as a community we need to acknowledge the ongoing value of these seasonal groups to our region and to find ways to celebrate their contribution.

### Alpine Energy

Backhaul fibre, sometimes called the "plumbing of the internet" because it is what links distant sites, connects towns to other towns, connects mobile phone cell sites and connects all of New Zealand via the international gateways in Northland to the world, is getting a boost in Central Otago thanks to the work of Alpine Energy. The South Canterbury lines company through its ADN division already owns a backhaul fibre network in the district that connects Naseby, Clyde and Alexandra.

The company recently shared with Council its plans for expanding this network. Installations are planned from Clyde to Cromwell, Alexandra to Roxburgh and beyond and Naseby to Palmerston via Ranfurly. If these builds occur they will give Central Otago District some of the best ultra-fast broadband backhaul infrastructure in the country and create the opportunity for enterprises that need access to high quality big-data capability to locate here.



## LeoLabs Inc.

Californian based LeoLabs Inc. has announced plans to include Central Otago in its worldwide network of ground-based, phased-array radars to track objects in low Earth orbit (LEO). As the LEO ecosystem around our planet gets more congested, the risk of collisions increases, and the need to map the orbits of spacecraft, satellites and space debris grows with every launch. LeoLabs Inc. provides a global radar network and data services platform to help satellite operators deploy their services safely. Other radars in the company network are located at the Poker Flat Research Range near Fairbanks, Alaska and near Midland, Texas. Construction of the Central Otago radar will commence shortly and is expected to be operational in the second half of 2019.



# GOVERNANCE AND CORPORATE SERVICES

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## 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 administration activities.

**This activity contributes to the following community outcomes:**



## COMMUNICATIONS

### Digital Media

Page views on our Council website totalled 146,002 for this quarter (up 5% on the same quarter last year). The CODC Facebook page reached 4354 likes by the end of the quarter.

### Communications Activity

The communications team was worked to help promote the following during this quarter:

- Central Otago District Council Representation Review process
- Cromwell Masterplan – phase 1 community engagement (information gathering phase)
- Clyde Museums Feasibility Study

The team was also busy preparing the Spring edition of *The FlipSide* residents' and ratepayers' newsletter, compiling 17/18 activity highlights for the Annual Report and contributed towards a debrief on this year's 10-Year Plan process to see what learnings can be taken forward to future 10-Year Plan and Annual Plan processes.



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