



CENTRAL OTAGO DISTRICT COUNCIL

QR

QUARTERLY REPORT

OCT - DEC 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

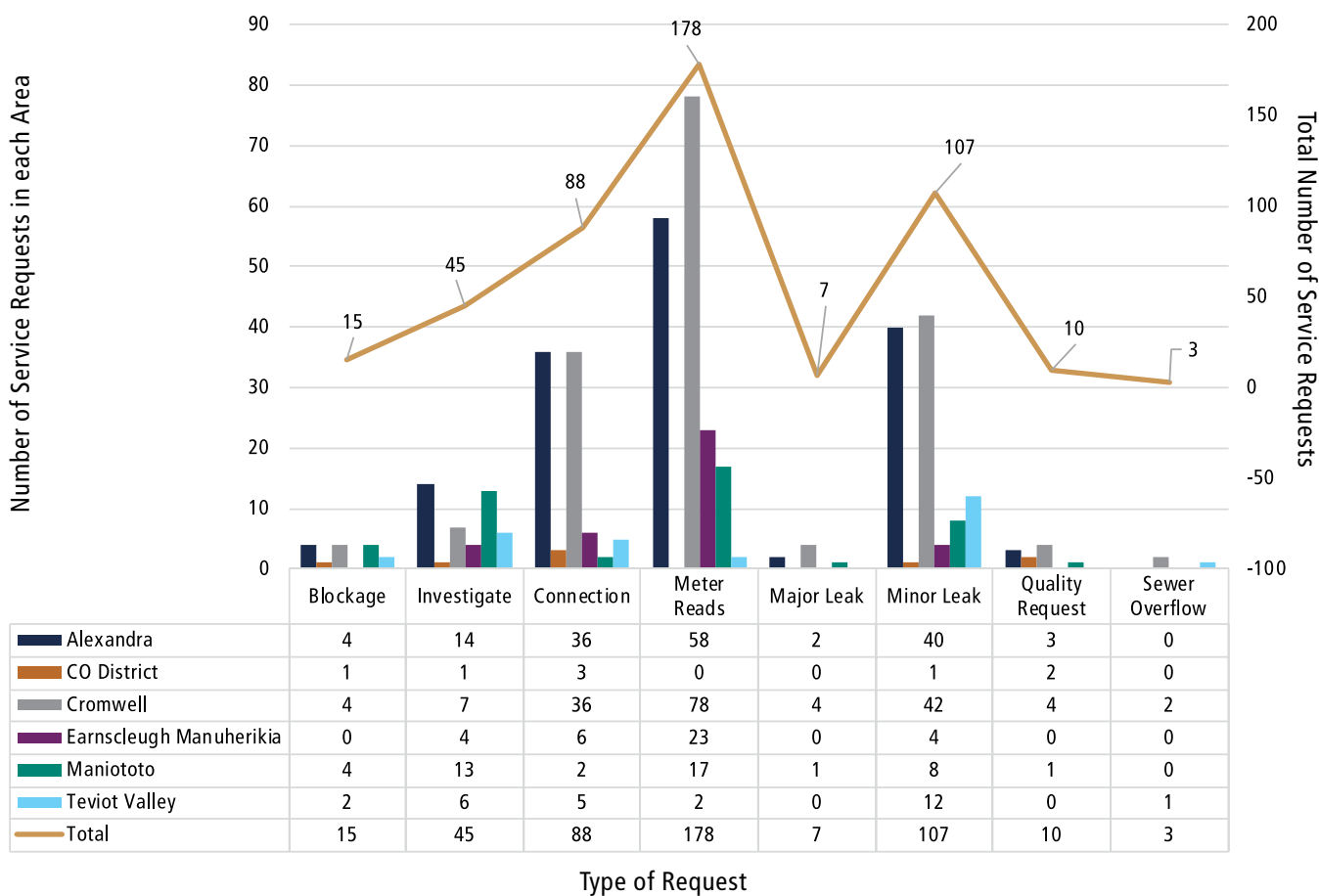


Three Waters

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 leaks, and 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 - Oct-Nov-Dec 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.

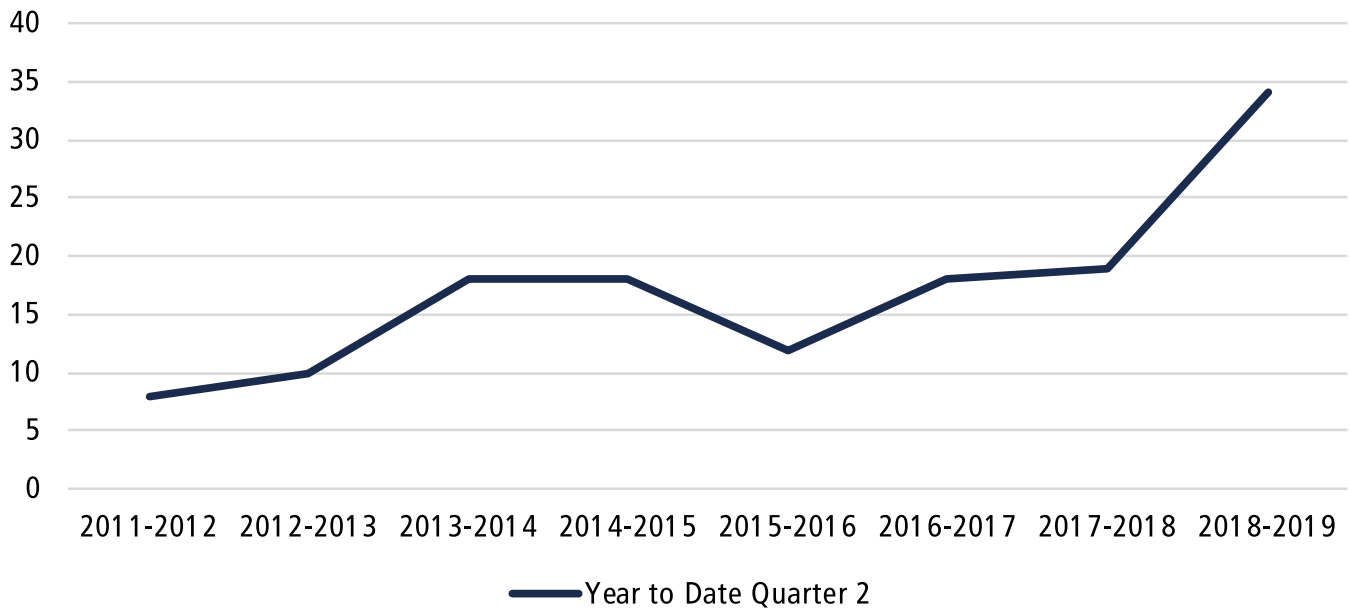
The high number of meter reads indicates the continued growth within the district where residents are requesting final meter reads prior to transfer of property ownership.

Consents/Activity Levels

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

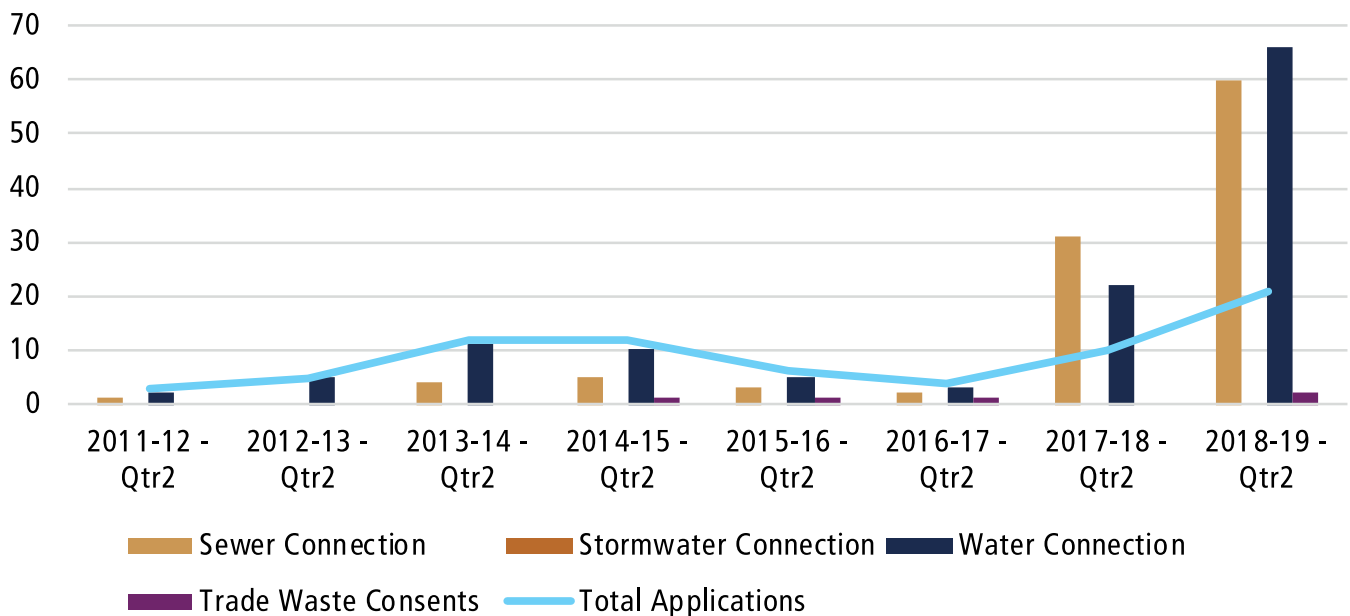
The graph below shows the total number of applications for the financial year to the end of December 2018. This shows an increase on previous years.

3 Water Applications Received



The applications received for this quarter shows an increase on the last couple of quarters.

Historic 3-Water Applications for Second Quarter



Connection applications can include a number of water, wastewater and stormwater connections on a single application. The total number of connection requests received during this quarter show an increase in water and wastewater connections. The total number of applications this quarter is an increase on Q2 volumes of previous years. The total number of connections is also the highest Q2 compared to the same quarter over the last few years. This is due to several larger developments progressing and nearing completion of different stages. The quantity of connection requests will likely reduce as the larger developments are completed however the total number of applications may remain constant.

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

Cromwell Water Treatment Plant

The decommissioning of old unused pipe work at the Cromwell water treatment plant has been completed. This pipe work was part of an old treatment process which had not been used for more than 10 years after the treatment plant was changed to use chlorine.

The work involved isolating the existing pipework and disconnecting from the old treatment system. This has created more space at the treatment plant which can be better utilised for future upgrades.



Old pipe work at the Cromwell Water Treatment Plant.

UPCOMING WORK

Naseby Water Treatment Plant

Improvements to the Naseby water treatment plant are progressing this quarter. This work will involve improvements to various treatment processes, control improvements and installation of ultraviolet disinfection. The work will allow the plant to fully meet drinking water standards and is intended to eliminate boil water notices. Several larger items have already been ordered with physical works to begin in the next few weeks.

MAJOR PROJECTS

Lake Dunstan Water Supply

Stantec are working on the Lake Dunstan Water Supply detailed design. This work has focussed on the pipeline design.

Fulton Hogan have continued with the pump tests and filter trials. The trials have shown that the water in the lake has material suspended in it which is clogging the filters. The University of Otago are working with Stantec to define the source and composition of the material. Once the clogging material is identified work will start again on water treatment plant design.

Other work that has progressed this quarter includes:

- The ecological assessment for the balance tank site was completed and 'at risk' plants identified and marked.
- The hearing for the re-designation of Council land where the water treatment plant and the balance tank will be placed was heard before an independent commissioner - there were no objections to the change.
- The draft detailed design of the pipeline route has been completed and is now being reviewed by external parties (NZTA, Department of Conservation and Contact Energy). Draft tender documents have been completed and have been reviewed by Council staff in anticipation of a tender period in February 2019.
- The resource consent application for the pipelines has been filed, including affected party approvals.
- The Department of Conservation concession application for the pipelines to be placed in the rail trail was filed on 4 December 2018.

Performance Measures: Water

Measure	Target	Q1	Q2	Q3	Q4	Comments
Percentage of budgeted capital works completed annually	To complete more than 90% of budgeted capital works	80%	60%			Year to date expenditure vs annual plan revised budget. Some delay to larger projects.
Time with water per customer per annum (planned and unplanned)	To maintain supply to customers for ≥ 99% of the time	99.9%	99.9%			
Average time to process a request to connect to the Council's water supply	≤ 5 working days	1	5			
Fault response time to urgent call-outs Attendance:	Target median time to get to site ≤ 1 hours	11.5	5.8			Year to date. Some issues with recording of time to be addressed with the contractor.
	Resolution: Target median time to resolve ≤ 4 hours	23.85	12			
Fault response time to non-urgent call-outs Attendance:	Target median time to get to site ≤ 8 hours	45.55	35			Year to date. Some issues with recording of time to be addressed with the contractor, however response times are not meeting the target and needs to be addressed.
	Resolution: Target median time to resolve ≤ 24 hours	48.20	37			
Total number of customer complaints for: •water clarity •water taste •water odour •water pressure and flow •continuity of water supply •responses to water service requests	≤ 13 per 1000 connections	0.88	1.75			
Compliance with the NZ Drinking Water Standards Part 4: Bacterial	Part 4: Bacterial Compliance All treatment plants to comply	Part 4: All = Yes	Part 4: All = Yes			All treatment plants and distribution zones comply with Part 4 Bacterial Compliance.
	All distribution zones to comply					
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	Part 5: All = No			No treatment plants comply with Part 5 Protozoal Compliance.

Wastewater

Central Otago's vision for wastewater services is to deliver safe and compliant wastewater networks which 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:



OVERVIEW OF WORK

Omakau Wastewater Treatment Ponds

The relining at the Omakau Wastewater Treatment Plant is ongoing and proceeding well, despite the setbacks from the flood event in November.

The lining of the ponds will ensure that the ponds do not leak. Work on Pond 2 has been completed, tested and is now back in normal operation. Work on Pond 1 repairs, desludging and lining will begin in the next quarter.



Image of Pond 2 during the installation of the liner.

Teviot Valley Dump Station

The Teviot Valley Campervan Dump Station has been renewed along with the surrounding entranceway being sealed just before the Christmas break. This will provide a much cleaner and safer disposal point for campervan wastewater.

Alexandra Waste Water Plant

The newly installed inlet screen and grit removal system at Alexandra has been commissioned and operational for several weeks.

This new piece of equipment is far more efficient in removal of solids and contaminants that get mixed with the wastewater.

The system not only screens larger contaminants but also finer grit/sand and small stones that ingress into the sewer are removed allowing the plant itself to deal with the liquid better. The water team is very happy with its excellent performance so far.

The old trailers had to be replaced with new stainless steel sealed trailers, as wastewater is extremely corrosive and the old units had reached their end of life after serving for many years.



New inlet works and screenings trailer.

Wastewater Pumping Station at Dunorling Street

A progressive upgrade of the hardware at Dunorling Street pump station has started.

The rails which guide the pumps down into the wet well have degraded and needed to be replaced. These rails allow quick servicing of the pumps in the event of a pump blockage. The rails have now been replaced.

Work will next begin on the connections to the riser pipes which take the wastewater to the treatment plant. This work will require careful planning to undertake the work safely during low flow conditions.

MAJOR PROJECTS

Cromwell Wastewater Upgrade

The Final Completion Certificates for both the Bannockburn wastewater transfer project and the Cromwell sludge removal contract were issued in December 2018.



Bannockburn pump station which transfers wastewater to the Cromwell treatment ponds. Wastewater is no longer discharged from the Bannockburn area to the Kawarau Arm of Lake Dunstan.



Sludge bags before covering. Removal of the sludge was the first step in the upgrade of the Cromwell wastewater ponds.

The Cromwell ponds have taken some time to recover from the pollution incident which changed the biodynamics of the ponds in September. The source of the pollution remains unknown. By the end of December the pond health was showing signs of improvement.

A new grinding pump has been ordered to enable the septage receival site to manage the content that is being deposited from septic tanks. The pump comes from Sweden and there is a significant lead in time for this item. The septic tankers are having to revert to pumping into the manhole on Richards Beach Road in the interim. This is not ideal and this work is expected to be completed by the end of March 2019.

The official opening of the upgraded wastewater plant was held on 28 November with invited guests, elected members and media. There was a presentation and the first official screening of Council commissioned video that outlined why the project was undertaken. The Mayor cut the official toilet paper ribbon and guests could view the internal works of the membrane building.



Elected members viewing the treatment plant



The internal filters at the waste water treatment plant.

In mid-December a major milestone was reached when the lake quality testing (done where the treatment plant discharges to the Kawarau Arm of Lake Dunstan) showed full compliance with the new consent conditions.

Clyde Wastewater Project

The Clyde wastewater project will consist of a (mainly) gravity fed reticulation system flowing to a pump station and emergency storage facility. The pump station then feeds the wastewater to a pipeline that will flow via the rail trail to the Alexandra wastewater treatment plant.

In December, a concept design workshop was held for the pump station. The final decision on the site for this pump station is yet to be decided and a report is going to the Vincent Community Board for further discussion.

The draft detailed design for the wastewater pipeline has been received. It has been submitted to the Department of Conservation as part of the concession to have pipes in the rail trail. Construction of this pipeline will be included in the Lake Dunstan Water Supply pipeline contract that will be tendered in February.

The pipeline design currently runs to the western bank of the Manuherikia River at River St. The section of pipeline from River St to the Alexandra wastewater treatment plant will be designed in 2019 when ground investigations have been undertaken in the Manuherikia River bed.

The draft tender documents for design of the reticulation in Clyde are currently being reviewed. It is expected that this contract will be tendered in February alongside the main pipeline contract.

Archaeological, topographical and ground investigations are underway in Clyde. These will provide information required for the design process.

The resource consent application for the ground investigations and treatment of Stage 1 at the Alexandra Wastewater Treatment Plant has been filed with the Otago Regional Council. If consents are provided by July 2019, then construction on the reticulation in Clyde could commence around August. A detailed timeline for construction will be prepared once consents have been issued and the reticulation contractor has been appointed.

Performance Measures: Wastewater

Measure	Target	Q1	Q2	Q3	Q4	Comments
Total number of customer complaints for: <ul style="list-style-type: none"> • Odour • Faults • Blockages • Responses to wastewater service requests 	Total number of customer complaints \leq 10 per 1000 connections	4.86	8.32			Year to date
Percentage of budgeted capital works completed annually	To complete more than 90% of budgeted capital	95%	107%			Year to date expenditure vs annual plan revised budget.
Compliance with discharge consents	Number of abatement notices = 0 Number of infringement notices = 0 Number of enforcement orders = 0 Number of convictions = 0	Nil	Nil			
Fault response times Attendance: Resolution:	Target median time to get to site \leq 1 hours Target median time to resolve the problem \leq 4 hours	1.0 7.17	0.75 4.63			Year to date. 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 \leq 1 per 1000 connections	1.15	1.66			

Stormwater

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

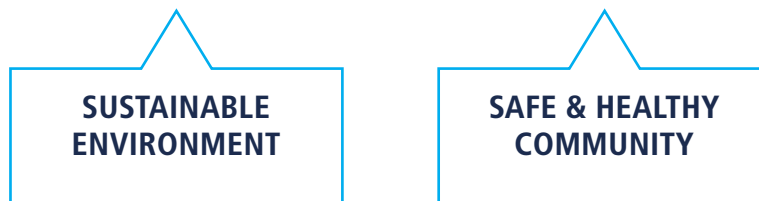
The stormwater activity enables the collection, conveyance, and disposal of stormwater within the following towns across the district: Cromwell, Alexandra, Roxburgh, Omakau and Ranfurly.

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:



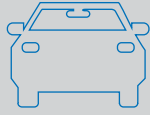
OVERVIEW OF WORK

Ranfurly Stormwater

A root blocked stormwater pipe in Ranfurly Stadium is being replaced this quarter. This work will improve the stormwater flows through Ranfurly during heavy rain events.

Performance Measures: Stormwater

Measure	Target	Q1	Q2	Q3	Q4	Comments
Percentage of budgeted capital works completed annually	To complete more than 90% of budgeted capital works	72%	169%			Year to date expenditure vs annual plan revised budget. Works being completed early.
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	Nil			
Number of flooding events that occurred	Target number of habitable floors affected ≤ 1 per 1000 properties	Nil	Nil			
Number habitable floors affected in flooding events	Target number of habitable floors affected ≤ 1 per 1000 properties per flood event	Nil	Nil			
Response time to attend flood events	Target median time to get to site ≤ 1 hours	N/A	N/A			
Number of complaints received about stormwater performance	Total number of customer complaints ≤ 2 per 1000 properties	0	1			



ROADING



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:



Timely Intervention

In November Central Otago had two weather events experiencing both late season snow and significant rainfall. Snowmelt and intense rainfall resulted in a large number of road closures in the district. Severe damage to the roading network occurred in some locations.

Following the initial emergency response during the event, both council staff and the maintenance contractor have worked to inspect the damage and prioritise the repairs programme. The focus of the team was to manage public safety, and then ensure roads could re-open as quickly as possible. Priority repairs to reinstate scouring and washout damage caused by the flooding have been completed in November and December. This work has been required on both sealed and unsealed roads, mostly in the Maniototo and Manuherikia areas.

At the peak of the flooding on both the Manuherikia and Taieri rivers (as well as some of the creeks and burns) 35 roads were closed. The length of the closures varied from approximately half a day to 29 days (Auripo Road). The total impact on travel on local roads from November’s flooding has been estimated at 16,679 journeys.



Tima Burn Road – Oven Hill Creek flooding at Bridge 178



Paerau Road – Taieri River at peak flood levels



Maniototo Road - Flooding of the Taieri River at Halls Ford bridge



Snow falling in Naseby (November 2018)



Ida Valley-Omakau Road – flooding of the Manuherikia River requiring full road closure

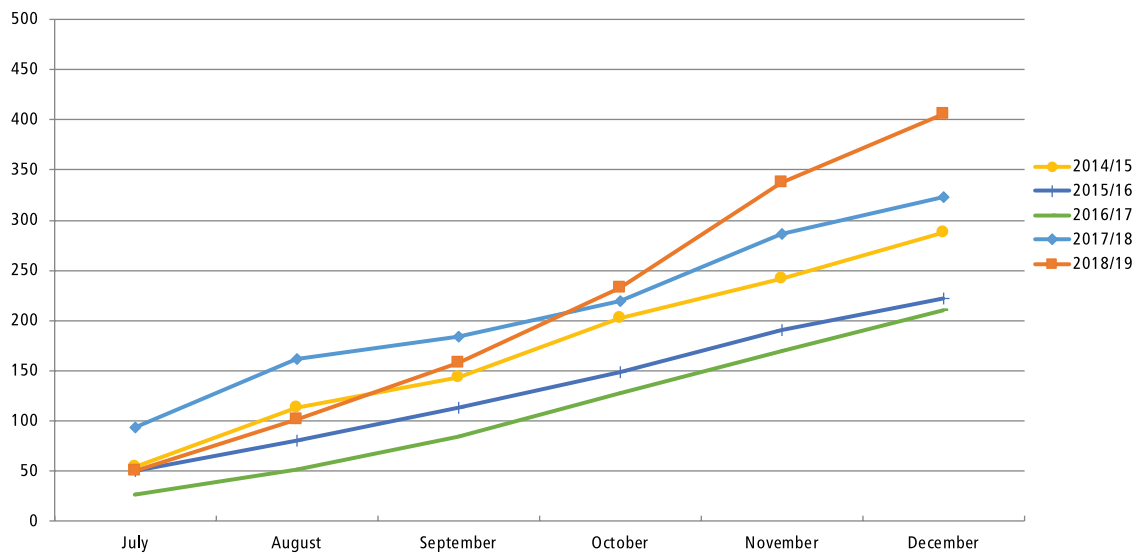
Customer Service Requests

A total of 249 customer calls for the second quarter of 2018/19 is an increase of 110 on the same period last year. Cumulative call levels are also significantly higher due to the volume of calls received in Q2.

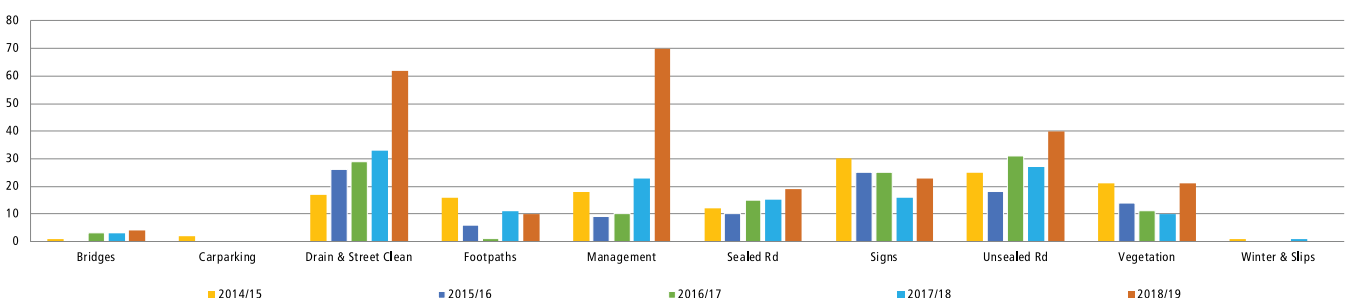
Major flooding events within the first two quarters of both 2017/18 and 2018/19 explain some of the increase in call volumes council has received when compared with the last five years. Much of the increase is due to a significant rise in the number of customer service requests related to drainage issues and a huge increase in the number of calls regarding roading administration and network management.

Number of calls	2014/15	2015/16	2016/17	2017/18	2018/19
Cumulative Total for 1st and 2nd Quarters	287	222	210	323	406

Comparison of Cumulative Annual Number of Calls



Calls by Type - 2nd Quarter



Quick Response

The number of consent applications received and processed in 2018/19 has almost doubled from the number received in the same period of 2017/18. The total numbers of consent applications have increased by 350% in the last five years.

Average response times in 2018/19 have remained within the two-day target despite the growth in application numbers.

Type of Consent	Number of Applications Received				
	2014/15	2015/16	2016/17	2017/18	2018/19
Traffic management plans	70	64	54	119	177
Corridor access requests (CARs)*	88	73	133	195	497
License to occupy	12	19	6	23	11
Yard encroachment	2	7	12	19	2
Vehicle crossings	22	20	66	36	30
Generic traffic management plans	8	14	12	10	13
Road closures	5	5	3	4	7
Cumulative Total for 1st and 2nd Quarters	207	202	286	406	737

* Corridor Access Requests were formerly called Road Opening Notices.

Safety Outcomes

One serious crash occurred on local roads managed by Council during the second quarter of this year. This crash involved a motorbike hitting a fallen tree in dark and wet conditions on Auripo Road in the Manuhērikia.

Provisionally two serious crashes have occurred on local roads in the current 2018/19 Financial Year (1 July – 31 December 2018).

Five-year Comparison of Annual Crash Statistics on Local Roads (from 1 July to 30 June)	2013/14	2014/15	2015/16	2016/17	2017/18
Number of serious crashes on local roads	5	5	11	9	8
Number of fatal crashes on local roads	1	0	0	2	2
Number of people seriously injured on local roads	5	5	12	9	9
Number of fatalities on local roads	1	0	0	2	2

2018/19 Renewals Programme

Reseal Programme

Pre-reseal repairs have continued in Q2. There have been some delays to the original programmed work due to November's flood event. This has required prioritisation of urgent repairs to other sealed roads.

Programmed reseals commenced in Naseby and Ranfurly in late-November. Swimming Dam Road (including the car parking area), Ness Street, Mitchell Street and Stafford Street have all been completed prior to Christmas.

Metalling Programme

Metalling works commenced in the Tarras area in Q2, working from the Philips Road pit.

Programmed metalling at Jollys Road and Long Gully Road was completed prior to Christmas.



Grading on Pery Street, Ranfurly – pre-reseal repairs

Eco Seal Programme

The eco seal programme was delayed due to flooding but sites for eco-seal treatment have now been marked and programmed for mid-late January.

Footpath and Drainage Renewals

Work has been completed on a number of greenways in Cromwell to repair footpaths damaged by tree roots.

- Waenga Drive Gair Greenway
- Waenga Drive Cairnmuir Greenway
- Anderson Park Greenway
- Swimming Pool Greenway

In early December McNulty Road kerb and footpath was repaired under the unsubsidised maintenance and renewal budget. Earne and Derwent Street kerb was also replaced.



Kerb replacement on Derwent Street. Old kerb being removed ready for new kerb pour.

Bridges

Bridge 94 St Bathans Loop Road

Two flood events in November resulted in the closure of the bridge. The second event washed out material from the previously damaged abutment. This caused the bridge to slump (see picture below). This damage is irreparable, even to allow for continued temporary safe access. The planned wash over culvert was constructed in December to maintain access for the local community.

The bridge design and fabrication company Stahlton, working with Fulton Hogan, is currently completing designs for the replacement bridge structure. Geotechnical investigations for the completion of design work were carried-out in this quarter. The proposed replacement bridge will have a two-lane, 11 metre-span deck over Station Creek. Fulton Hogan will carry out the construction of the new bridge during this financial year.



Bridge 94 slumping badly on the right. Flood waters gouged bank behind and under the right wing wall and abutment



Temporary road crossing and culvert at Bridge 94, St Bathans Loop

Bridge 186 Jedburgh Street Bridge, Roxburgh

Construction work to return the bridge to full service commenced in October 2018 and was completed by the end of this quarter. The remedial work was carried out by Council's road maintenance contractor, Fulton Hogan.

The work involved the realignment of the main sewer pipe from Roxburgh to the treatment ponds, the replacement of the bearing plates and pads, reconstruction of the back wall of the bridge (attached to the abutment wall itself), and drilling into the rock on the east side of Roxburgh East Road.

Tendons and ground anchors have been installed which effectively attaches the bridge to the rock via a concrete ground beam.

The speed humps have been removed, however until the structural work has been signed off the speed limit remains in place. This is expected to be by the end of January 2019.

Guardrail on Teviot Road will be realigned for safer transition from the cycle trail to the bridge this financial year.



Subcontractors undertaking drilling of seismic linkage bar holes at Jedburgh Bridge

Street Lighting

Greenway lights throughout Cromwell, Alexandra and Clyde are being changed to new LED lights. The replacement units are expected to arrive in February. Installation work is planned to commence in March 2019. This work will substantially complete the LED upgrade of streetlights on local roads across the district.

Work to replace special or decorative lights (architectural town centre streetlights, historic art deco style lights or "carriage lamp" style lights) is still under investigation. These lights have to be assessed on a case-by-case basis. These are costly to replace and often require input from the original suppliers to determine if an LED option is available. Currently a retro-fit LED light compatible with the Alexandra CBD street lighting is being trialled.

All planned LED upgrade work on Central Otago District roads is on-target to be completed this financial year.

Low Cost Low Risk Roads (Minor Improvement Programme)

Works to seal and asphalt the turning head area and access to the dump station and septage receival areas on Richards Beach Road were completed during this quarter, once weather conditions were suitable for carrying-out surfacing work.

Work to reseal areas of both the Naseby Swimming Dam car park and Russell Street car park have also been undertaken this quarter.

Significant changes to the funding of Minor Improvement Programmes across New Zealand were introduced by the New Zealand Transport Agency during this quarter. The new National Priority Programmes category may result in Central Otago District Council being able to carry-out more minor improvements targeting safety, walking and cycling projects. Information has been provided to council regarding the potential for the additional investment, and staff are working with the NZTA to confirm projects that will be delivered by June 2021.

Performance Measures: Roading

Measure	Target	Q1	Q2	Comments
Average length of time to issue a consent for access to a road	≤ 2 days	1.7 days *	2.0 days	737 consents processed. 1367 days cumulative processing time to issue (Q1 and Q2). * Q1 average adjusted for consents processed for whole of September 2018.
Percentage of sealed local road network that is resurfaced	≥ 3.8% (20km) per annum	0	0.3% (1.8km)	Anticipated 18-19 reseal length of 26.0km.
Number of service requests	< 600	157 *	406	Figures are cumulative and include all Road Management category calls. * Q1 total adjusted for calls not included from final week of September 2018.
Number of service requests from customers responded to within 10 days	≥ 90%	87%	78%	57/258 (including Road Management calls) outside of 10 day target in Q2.
Change from previous year in number of fatalities and serious injury crashes on local roading network	Stable or decreasing trend	1 serious crash	1 serious crash	Q1 figures are 2017-18 Q4 compared with 2016-17 Q4. Q2 figures are 2018-19 Q1 compared with 2017-18 Q1. Official records are 3 months behind
		4 serious crashes	4 serious crashes	
Number of journeys impacted by unplanned events (Resilience)	< 16,423	156	17,791	Not Achieved Q2 figure includes all November flood event closures. Figures are cumulative and measure road closures as a result of resilience issues on the network.



ENVIRONMENTAL SERVICES



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.

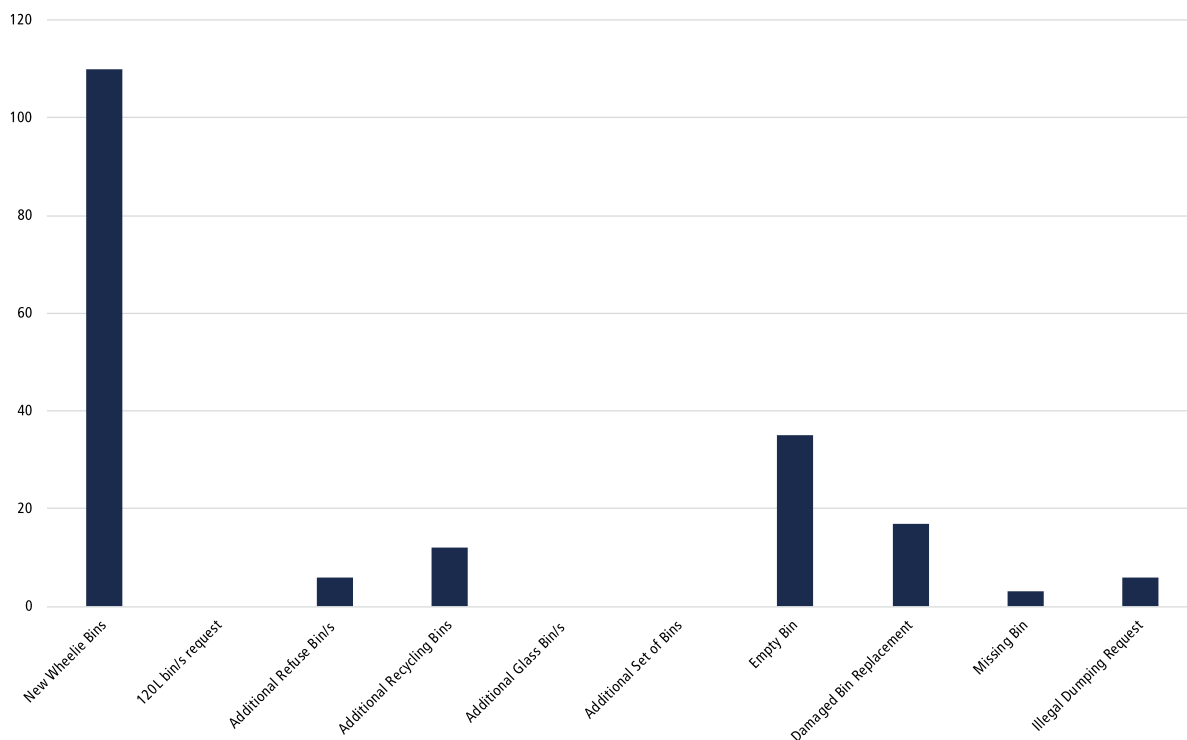
This activity contributes to the following community outcomes:



Customer Service Requests

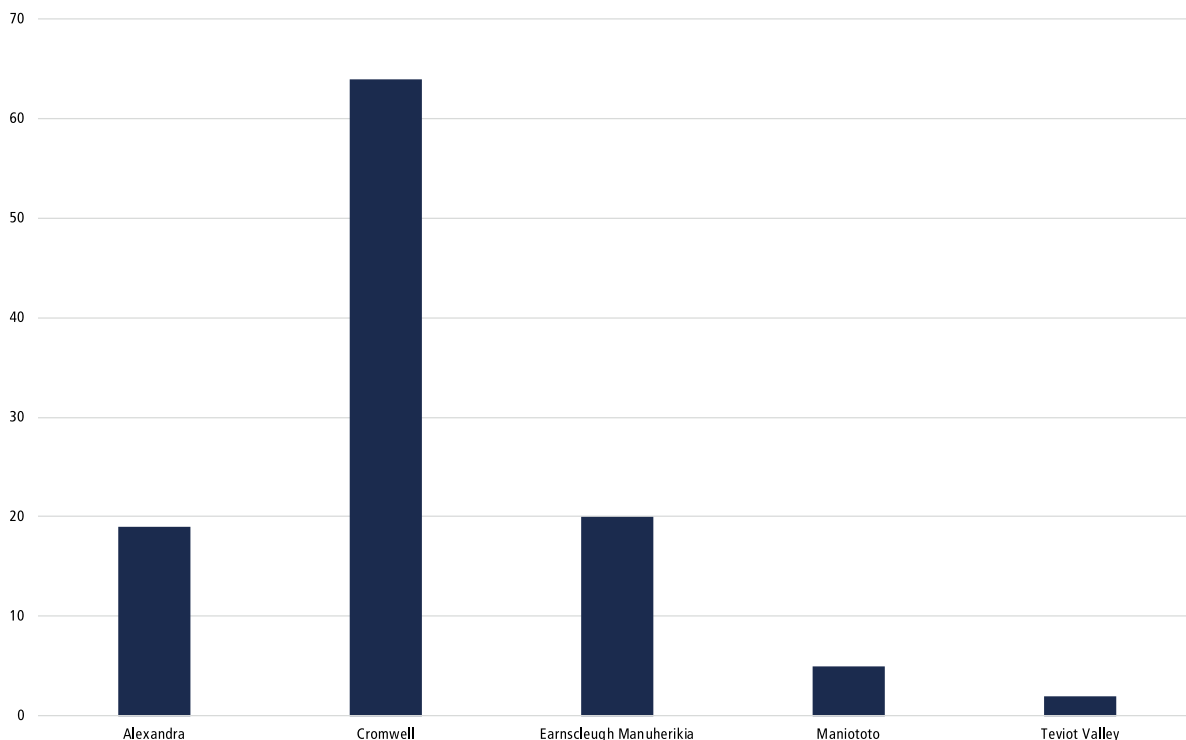
The majority of customer service requests for waste services this quarter relate to new bin services.

Customer Service Requests: October - December 2018



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

New Wheelie Bins: October - December 2018



Waste Management

Film Project

Filming was undertaken in collaboration with AllWaste and Smart Environmental to tell the story of recycling by Central Otago District Council. The video, created by public relations company Purple Sherbet, will be used as a tool to communicate the steps that Central Otago recycling goes through kerbside to recycling plant with Smart Environmental.

Glass Recycling Clyde

Glass skip bins were provided to Clyde residents for the busy holiday period. The bins were located opposite the Dunstan Golf Club and glass was able to be colour-separated into green, clear and brown.

Greenwaste Mulching

Mulching of the greenwaste at Alexandra and Cromwell Transfer Stations was undertaken prior to Christmas. Mulching of the Roxburgh greenwaste is planned for March-April 2019.

Hazardous Waste Disposal Depots

Hazardous waste depots have been established at the Alexandra and Cromwell transfer stations. Hazardous waste will be accepted by prior arrangement, as the approved handlers are required to be on site.

Disposal options for hazardous waste:

- Depot will accept up to 20kg or 20L of hazardous waste for a flat fee of \$10.



Mulching of greenwaste at Cromwell Transfer Station



New hazardous waste depot at Alexandra Transfer Station

- Greater than 20kg or 20L - \$10 per kg/L for each kg/L over 20kg/L up to a maximum of 100kg or 100L.

Closed Landfill Monitoring

Closed landfill monitoring was carried out in December. Council staff undertook site inspections in Alexandra and Clyde groundwater monitoring with the environmental scientist from ENGeo.

Education

REAP Community Education for Sustainable Living Programme

Kate Mead, of Waste Free Parenting and Living presented four workshops in Central Otago. The workshops covered ideas and tips minimising waste at home and in the workplace.

COReap and Bodeker Scientific co-hosted a community discussion on climate change at Monteiths. The event was attended by 37 people.

COReap spoke at Alexandra Probus 14 Group on recycling and in particular the challenges in recycling plastic at home. The group were encouraged to reduce their use of plastic and in return for this were gifted a zero-waste product (beeswax wrap, bamboo toothbrush, bamboo clothes pegs) to start them on their journey.



The Central Otago Enviroschools Programme

Five schools were actively involved during Thyme Festival week. The Enviroschools HUB was well attended, with children from local schools examining the biodiversity in our local region.

Schools and Early Learning Services were asked to contribute to Thyme Festival with letters to the future and robots made from recycled and upcycled materials.



Development Engineering

Further work is continuing to bring development engineering in-house. As of 19 November all new development contribution calculations are being done internally.

Performance Measures: Environmental Engineering

How we Measure Success	2018/19 Q2 Results	Our Aim Years 1-3	Comments	
Total quantity to landfill (tonnes p.a.)	2632 Tonnes (Previous Q last year 2069 Tonnes)	Incremental year on year reduction	There was a 27% increase in waste sent to the landfill compared to the same period the previous year. This increase includes the growth in demand at the transfer stations and the increase in the number of kerbside collection wheelie bins. Glass tonnage to landfill since the rejection of Central Otago District Council glass in Q2 2017-18 from Parkburn Quarry has increased in the landfill totals. This amounts to 72.05 tonnes for this quarter. Construction and Demolition Waste is diverted from the Cromwell Transfer Station and amounts to 281.73 tonnes for Q2. Wastewater sludge and screenings is also accounted for in this total. This amounts to 54.12 tonnes.	x
Total amount generated per rateable property	3334 Tonnes/13,787 Properties = 241 kg / property (Previous Q last year 202 kg/property)	Incremental year on year reduction (measured as rubbish + recycling)	The total tonnage of waste and recyclables generated per rateable property increased by 19% (39 kg) in comparison with the corresponding period of the previous year.	x
Total amount recycled (tonnes p.a.)	702 Tonnes (Previous Q last year 476 Tonnes)	Incremental year on year increase	There was a 47% increase in the quantity of recycling recorded during the period compared to the same period in the previous year. This corresponds to the increase in number of kerbside mixed recycling wheelie bins.	√
Resident satisfaction with waste services	94% Satisfaction (Previous Q last year 89% satisfaction)	Customer satisfaction ≥ 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.

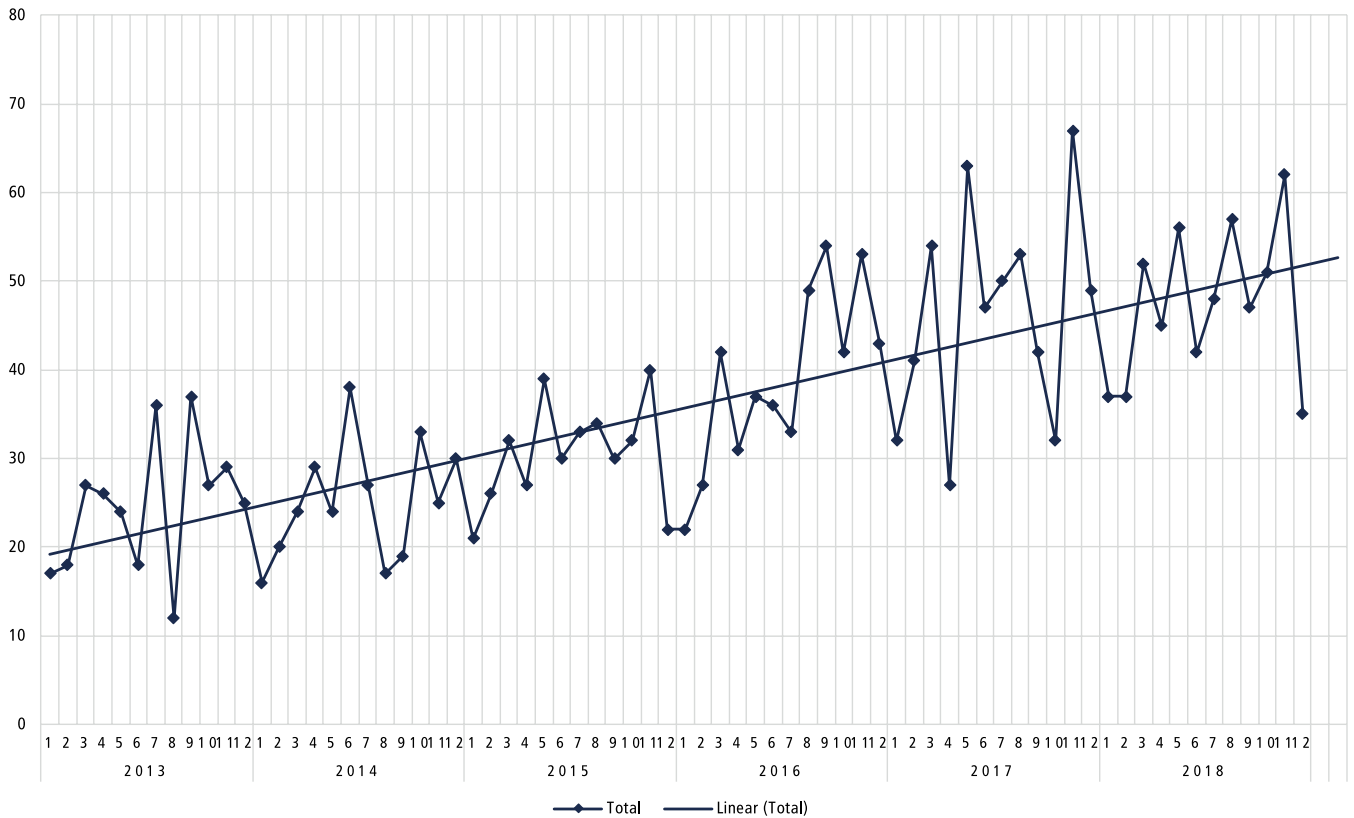
Community development is about enabling local communities to determine the future direction of their place and the projects that they are passionate about. The aim of community development is to actively involve people in building their own sustainable and resilient communities that reflect the values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

This activity contributes to the following community outcomes:



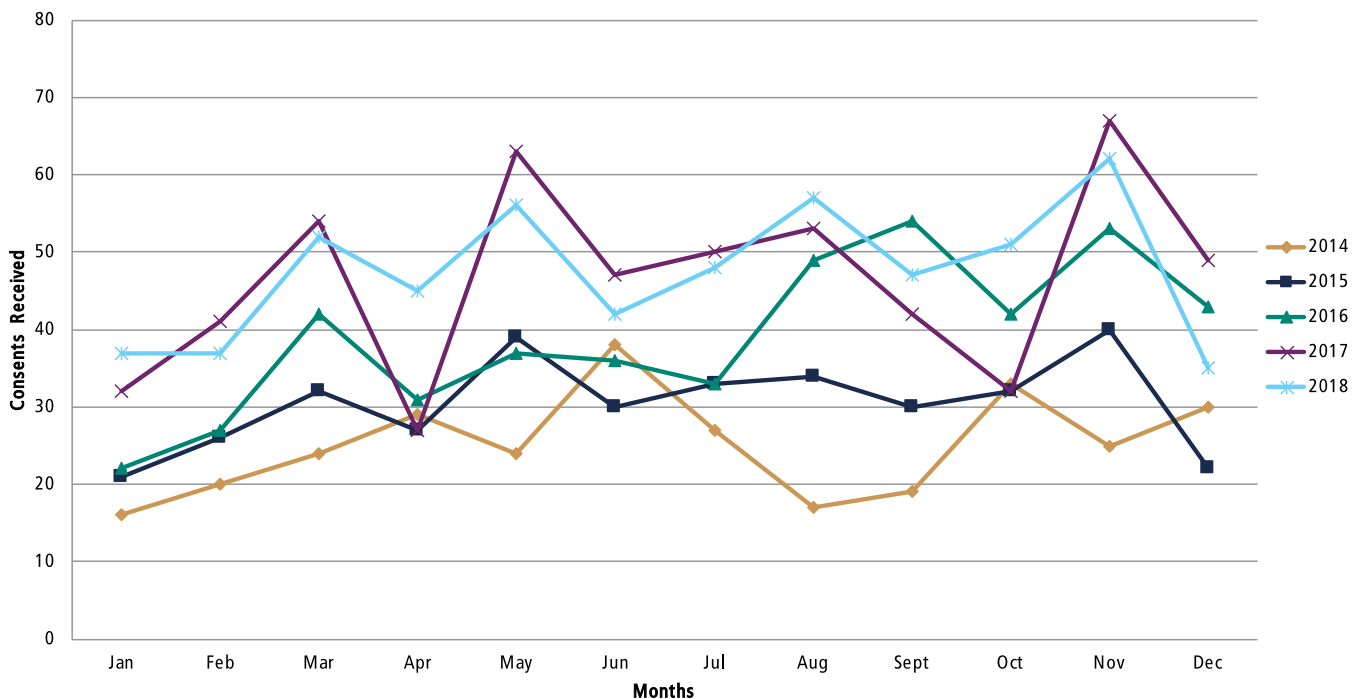
PLANNING

Resource Consent Activity



The above graph shows the number of resource consents received since 2013 and illustrates a steep upward trend. This continues to put pressure on resources and processing timeframes. The start of the quarter saw a significant increase in the number of resource consents received however numbers reduced during December. This is also reflected in the graph below which compares the number of resource consents received per a month since 2014. Trends indicate that generally there is a decrease in the number of resource consents received in December.

Resource Consents received per month



Resource Consents Received during the Quarter

A total of 148 resource consent applications were received this quarter which is up 39.9% on the first quarter of this year and is the same number of applications received for the same quarter in 2017.

A number of applications are incomplete or do not contain sufficient information to process which causes delays and additional time spent on processing.

Number of Resource Consents Processed

In the period 1 October - 31 December 2018, a total of 140 resource consents were processed. The consents issued in this period are as follows:

- 2 declined by Committee
- 22 granted by Committee
- 116 granted by delegated authority

This is an increase in the number of consents processed in the same quarter in 2017, where 125 consents were processed (10.7% increase in the number of consents processed).

The complexity of applications are also increasing with more resource consents going to hearing. There were 24 resource consents that went to hearing this quarter, compared to 11 applications in the same quarter in 2017. This is a 54.2% increase in the number of applications being heard by Council's Hearings Panel.

Decision Processing Times

The non-notified delegated authority decisions issued in this quarter had an average processing time of 19.36 days. Only 80% of non-notified delegated authority consents during this quarter have been processed within statutory timeframes. This is a reflection on the complexity of applications being received resulting in additional time and resources. Council are still advertising actively for an additional planner.

Other Planning Work

Cromwell Masterplan – throughout October and November a series of information sessions were held in Cromwell and a total of 477 people responded to a survey giving feedback on options for future development in the Cromwell Basin over the next 30 years. The survey analysis was presented to the Cromwell Community Board at a workshop on 17 December and a final business case will be put before the Cromwell Community Board in March 2019. Survey results and analysis can be found on the Project Updates page of Council's website.

Water Treatment Designation for Clyde – following a hearing conducted by independent Commissioner Gary Rae, an area of land in Clyde has been approved for designation for "Water Treatment" purposes. This marks an important step in paving the way for Council's planned upgrades to the Alexandra/Clyde water supply.

Cromwell to Clyde Cycle Trail – a day-long hearing for the cycle trail was overseen by Independent Commissioner Gary Rae on 4 December. Following the hearing the Commissioner requested further information from the applicant and the hearing was officially closed on 21 December. The Commissioner's decision is expected to be released by the end of January 2019.

In Other News

The planning team are looking forward to welcoming their new manager! David Campbell, currently the Regulatory Services Manager of Clutha District Council, has formally accepted the position and is expected to join the team on 28 January.

BUILDING CONTROL

Number of Building Consents Processed and Value of Building Work

In the period 1 October to 31 December 2018, a total of 247 building consents were issued at a value of \$48,438,929.

This reflects a 3% (7) increase on the number of consents issued in the same quarter last year, with an additional \$5,351,399 increase in the value of consents issued.

There was a 14% (40) reduction on the number of consents issued this quarter compared to the previous quarter however there was only a \$1,168,587 reduction in the value, which reflects a general increase in the level of complexity in the consent applications received this quarter.

Processing Times

In terms of statutory processing timeframes, the average processing time for the quarter was 11 working days which is well within the statutory requirement of 20 working days.

99.19% of all consents were issued within the 20-day statutory timeframe.

Applications of Interest

1. New hydro dam and power house proposed for upper Fraser River.
2. New radar facility for space junk consented for Naseby.
3. New café 'Industry Lane Eatery' on rail trail opening early next week (part of the Raggedy Range development on Russell Street).
4. New cellar door & wine tasting facility at Mount Pisa proposed.
5. Four houses in for consent for new Gair Ave subdivision to date.
6. Construction has commenced on the Harvest Road workers accommodation complex in Cromwell.

LIMS

During the last quarter there were 202 LIMs issued. This reflects a 5% (11) reduction when compared to the same quarter last year, but a 24% (39) increase on this year's previous quarter.

The average number of processing days to issue a LIM was 5, with 100% issued within 10 days, compared to the previous month of an average of 13 processing days to issue a LIM and 99% issued within 10 days.

Staff

With the resignation of the Building Control Team Leader, the new position of Regulatory Services Manager was created to oversee Building Control, Environmental Health, Alcohol Licensing, Dog Control and other regulatory functions, as of 10 December 2018.

Bylaws

Work has started on a new Alcohol Restriction Bylaw to reflect the Sale and Supply of Alcohol Act 2012 and the needs of our community regarding the Blossom Festival.

Dog Control

There have been 54 infringements issued in this quarter for failure to register a dog.

There were two dog attacks this quarter. A Husky attacked another dog causing injuries. This resulted in the dog being re-located to Husky Rescue, Christchurch.

A person was attacked by a dog on the river track from Alexandra to Clyde as reported in the media. Having undertaken media/social media releases, no details have come to light of who the owner of the dog is which has prevented further action on this matter.

ENVIRONMENTAL HEALTH

Alcohol Licensing

District Licensing Committee

An application to the Alcohol Regulatory and Licensing Authority appealing the decision of the District Licensing Committee was withdrawn and the subsequent appeal hearing cancelled. The matters of concern were resolved by the applicant, an on-licence restaurant in Alexandra, relocating their business to a more commercially oriented location as opposed to bordering a residential area.

Alcohol Licensing Quarterly Statistics

1 October to 31 December

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	5	2	1	2	1	0				
On-licence variation										
On-licence renewal	3	3	2	7						
Off-licence new	3	1	1	1						
Off-licence variation										
Off-licence renewal	9	6	1	3	2	0				
Club licence new										
Club licence variation										
Club licence renewal	1	3								
Total number	21	15	5	13	3	0				

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 new	5	2	1	2	1	0				
On-licence variation										
On-licence renewal	3	3	2	7						
Off-licence new	3	1	1	1						
Off-licence variation										
Off-licence renewal	9	6	1	3	2	0				
Club licence new										
Club licence variation										
Club licence renewal	1	3								
Total number	21	15	5	13	3	0				

Manager's Certificate applications received

Cost - \$316.25	2018	2017
Manager's Certificates - New	46	21
Manager's Certificates – Renewal	35	30
Total number	81	51

Special Licence applications received

	Class 1 - \$575.00		Class 2 - \$207.00		Class 3 - \$63.25	
	2018	2017	2018	2017	2018	2017
Special licences	12	12	8	12	18	19

Temporary Authority applications received

	2018	2017
Temporary Authority Orders \$296.70	7	8

Licensing Fees

On 12 December 2018, Council reviewed a decision adopted in 2014 to reduce fees and resolved to revoke that decision and align the fees with those specified in the Sale and Supply of Alcohol (Fees) Regulations 2013. They also resolved to continue to assign the fees payable for an off-licence endorsed for remote sales only, to a fee category that is 1 level lower than specified in the Regulations.

The decision took effect on 1 January 2019.

COMMUNITY DEVELOPMENT**Central Stories Museum and Gallery**

A scoping study on current and potential uses of the Central Stories museum and gallery, conducted by McElrea Consulting, was presented to Council in October. Council took over the ownership of the community facility in 2017 and resolved to commission a scoping study to identify the primary purpose of the building, understand current usage, and identify opportunities for future development and occupancy that will enhance the building's value for Alexandra and the wider community.

The scoping study included a community survey that gathered public opinion on the future use of the Central Stories building. Over 1,500 responses were received. Feedback indicated a consensus that Central Stories was a good location for the museum, art gallery, i-SITE, and cinema, though there is a need for better (more flexible) use of space. Suggestions were provided for additional services that could complement and enhance the community facility – 44% of respondents believed the library should be included within Central Stories, while 56% thought the facilities should be kept separate.

The report provided a series of development options for Council to consider. Council staff have now been tasked with developing a business case to assess these options. The business case will assist decision makers in selecting the best option for creating a sustainable community facility that the district will continue to be proud of.

New community plan for Patearoa and the Upper Taieri districts

Community representatives from the Patearoa and Upper Taieri region are driving the development of a new community plan for their area. The actions within the region's first community plan, written back in 2007, have nearly all been actioned. In the meantime, new people have moved into the area and a number of new community opportunities have arisen. The community is now being asked their opinion on these and other topics. A community survey was circulated in August/September, and Council staff facilitated a community workshop in November. The information gathered from both of these forums will provide the content for the new community plan. This document is currently being written and will be made available for community review and comment early in the New Year.



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:



**THRIVING
ECONOMY**



**SUSTAINABLE
ENVIRONMENT**



**SAFE & HEALTHY
COMMUNITY**

POOLS

Cromwell Swim Centre Statistics – October - December 2018

Type	October			November			December			Any Notes	YTD \$\$\$
Concession/Membership SALES											
Adult	Sold	Swims	Total \$	Sold	Swims	Total \$	Sold	Swims	Total \$		
3 Month	0						3		\$522		
6 Month	1		\$313								
12 Month				1		\$522					
11 Swim	19	209	\$991	18	198	\$939	23	253	\$1,200		
23 Swim	5	115	\$522	4	92	\$417	5	115	\$522		
Adult 11 Swim and Aqua	1	11	\$91	2	22	\$183	1	11	\$91		
Total Adult sales	26	335	\$1,917	25	312	\$2,061	32	379	\$2,335		
Card Holder											
3 Month	2	132	\$289	3		\$433					
6 Month				1		\$261					
12 Month	1		\$313								
11 Swim	12	132	\$522	11	121	\$478	7	77	\$304		
23 Swim	14	322	\$1,217	10	230	\$870	9	207	\$783		
Cardholder 11 Swim and Aqua	3	33	\$248	7	77	\$578	2	22	\$165		
Total Cardholder Sales	32	619	\$2,589	32	428	\$2,620	18	306	\$1,252		
Child											
3 Month											
6 Month											
12 Month	1	12	\$433								
11 Swim	6	66	\$157	3	33	\$78	2	22	\$52		
23 Swim	2	46	\$104	1	23	\$52	5	115	\$261		
Total Child Sales	8	124	\$694	4	56	\$130	7	137	\$313		
Aqua Only											
11 Swim	2	22	\$248	1	11	\$39	17	187	\$66		
Total Aqua Only Sales	2	22	\$248	1	11	\$39	17	187	\$66		
Total Membership Sales	68	1,100	\$5,448	62	807	\$4,851	74	1,009	\$3,966		
-Total Raw Number, Total Swims, then Total \$											

Type	October		November		December		Any Notes	YTD #s
Casual Paid Admissions								
Type	#	Total \$	#	Total \$	#	Total \$		
Single Adult	826	\$4,667	931	\$5,260	1,282	\$7,243		
Single Cardholder	48	\$229	66	\$315	75	\$359		
Single Child	1,428	\$4,098	511	\$1,467	933	\$2,678		
Family Pass Sales 2A and 2C (See under Participation for numbers count)	12	\$171	5	\$71	30	\$428		
Family Pass 1A and 4C (See under Participation for numbers count)	3	\$43						
Aqua Aerobics Class Only	53	\$207	19	\$74	17	\$66		
Golden Oldies Aqua	6	\$10			2	\$3		
Showers	149	\$571	337	\$1,291	350	\$1,341		
Total Casual Admissions	2,525	9,997	1,869	8,479		12,118		0

Type	October		November		December		Any Notes	YTD #s
Concession (11/23) and Member (3M, 6M, 12M) Visits								
Adult								
Cardholder	48		66		75			
Child								
Aqua Numbers from Concession/members - All categories								
All Moly Numbers								
Total Participation from Concession/Members	48		66		75			

Central Swim School (In water actual participation not enrollments).								
Private Lesson	23		32		67			
Learn to Swim Programme - 4YO (Preschooler) and School Age	254		359		236			
Learn to Swim Programme - Baby and Toddler (Adult in Water)	63	126	78	156	67	134		
Swim Skills					1,904			
Adult Lessons	2		4		2			
Total Participation from Swim School	405		551		2,343			

Free Swimmers					
Pre Schoolers	224	179	279		
Free Adult Entry Card	56	4	1		
Free Child Entry Card	77	3	1		
Cromwell Swim Centre Staff Swim	14	23	14		
Swim Assitance					
Plunket Voucher					
Green Prescription Free Swims					
Total Free Swimmer related entires	371	209	295		

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

Pool Hire Related Entries					
Wendy Martin Numbers	362	609	145		
Swim Club Numbers	314	323	119		
General Other Lane Hire - Schools etc	147	179			
Meeting Room Hire	4	0	7		
Kayak Bill Tuesdays	10	3			
Charging Equipment			6		
Total Pool Hire Related Entries	837	1,114	277		
	4,180	3,809	5,677		13,666

POOLS

Molyneux Aquatic Centre Statistics – October - December 2018

Type Molyneux Pool	October			November			December		
Concession/Membership SALES									
Adult	Sold	Swims	Total \$	Sold	Swims	Total \$	Sold	Swims	Total \$
12 Month	1		\$521.74	0					
6 Month				0					
3 Month				4	92	\$695.64	7		\$347.82
11 Swim	16	176	\$834.72	17	187	\$886.89	27	297	\$1,408.59
23 Swim	12	276	\$1,252.20	10	230	\$1,043.50	7	161	\$730.45
Adult 11 Swim and Aqua	1	11	\$91.30						
Total Adult Sales	30	463	\$2,699.96		509	\$2,626.03		458	\$2,486.86
Senior									
12 Month									
6 Month									
3 Month	1		\$144.35				2		\$288.70
11 Swim	18	198	\$782.64	22	242	\$956.56	18	198	\$782.64
23 Swim	5	115	\$434.80	7	161	\$608.72	6	138	\$521.76
Senior 11 Swim and Aqua				1	11	\$82.61	1		\$8.26
Total Senior Sales	24	313	\$1,361.79		414	\$1,647.89		336	\$1,601.36
CSC/TS - Community Sevices Card/Tertiary Students									
12 Month									
6 Month									
3 Month				1		\$144.35			
11 Swim	1	11	\$43.48	2	22	\$86.96	2	22	\$86.96
23 Swim				7	161	\$608.72	2	46	\$173.92
CSC/TS 11 Swim and Aqua									
Showers		219	\$838.77		443	\$1,696.67		504	\$1,968.61
Total CSC/TS Sales	1	230	\$882.25		626	\$2,536.70		572	\$2,229.49
Child									
12 Month									
6 Month									
3 Month									
11 Swim	5	55	\$130.00				8	88	\$208.72
23 Swim	1	23	\$52.17	3	69	\$156.51	4	92	\$173.92
Total Child Sales	6	78	\$182.17		69	\$156.51	12	180	\$382.64
12 Month Family Card									
Total Aqua Only Sales		78	\$436.68						
10 Swim									
Total Green Prescription Sales Only									
Total Membership Sales - Total Raw Number, Total Swims, then Total \$	61	932	\$4,680.60	0	992	\$4,430.43	12	974	\$4,470.86

Type	October		November		December	
Casual Paid Admissions						
Type	#	Total \$	#	Total \$	#	Total \$
Single Adult		\$4,666.90		\$5,260.15		\$7,243.30
Single Senior		\$425.42		?		?
Single CSC/TS		\$148.18		\$315.48		\$358.50
Single Child		\$148.28		\$1,466.57		\$2,677.71
Large Group Child Rate		\$394.78				
Aqua Aerobics Class and Entry Adult		\$9.13		\$0.00		\$18.26
Aqua Areobics Class and Entrey Senior		\$207.24		\$90.86		\$8.26
Aqua Aerobics Class Only		\$97.25		\$172.04		\$215.05
	#	Total \$	#	Total \$	#	Total \$
Family Pass 1+4		\$42.78		\$0.00		
Family Pass 2+2		\$28.52				
				\$0.00		

Other (Promotion, One Off, etc)						
Gym Stick						
Polis swim Test						
Summer Swim Camp						
Total Casual Admissions	0	\$6,168.48	0	\$7,305.10	0	\$10,521.08

Participation ONLY Related Statistics

Type	October		November		December	
Concession (11/22/45) and Member (12M) Visits						
Adult	843		931		1,282	
Senior	89		?		?	
CSC/TS	48		66		75	
Child	14,582		511		933	
Aqua Numbers from Concession/members - All categories	81		84			
Family Pass					30	
Cromwell Members						
Green Prescription Cards						
Total Participation from Concession/Members	15,643		1,592		2,320	

Central Swim School (In water actual participation not enrollments).						
Private Lesson	11		18		10	
Learn to Swim Programme - 4YO (Preschooler) and School Age	292		392		245	
Learn to Swim Programme - Baby and Toddler (Adult in Water)	70	140	102	204	88	176
Swim Skills/River Safety					1,368	
Adult Lessons	0		0		0	
Total Participation from Swim School	513		716		1,887	

Free Swimmers			
Pre Schoolers	224	179	279
Free Adult Entry Card			
Free Child Entry Card			
Green Prescription (of the 3x Free Entries)			
Swim Assitance			
Staff Swimming			
Gym Stick session			

Total Free Swimmer related entires	224	179	279
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Pool Hire Related Entries			
Alexandra Swim Club	89	?	?
Jo Blackie	92	?	?
Junior Squad Club Nights			?
Club Nights	40	?	?
Multi Sport			
Swim Club Numbers (total from split catergories above)			
Dunstan High School	670	393	196
The Terrace Primary School		28	36
Alexandra Primary School	131	47	
St Gerards Primary School		41	
Clyde Primary School		41	
Other Schools			
All Schools (total from split catergories above)			
Kayak Polo Swimmers			

General Other Hire			
Total Pool Hire Related Entries	0	0	0
	16,380	2,487	4,486

PARKS

Unseasonably high and frequent rainfall through this period presented challenges for the routine maintenance of parks and reserves.

50 trees were planted across sites at Clyde, Alexandra and Roxburgh as a joint project with Council and Rotary. For Council it was a replacement tree planting programme, for Rotary it was planting a tree to recognise each member in the group as part of an international initiative to celebrate 75 years of Rotary.

This year the Rotary funded project saw 17 trees planted by families along the Centennial Avenue verge off the state highway just beyond the junction with Boundary Road.

Council's Parks team, Alexandra RSA and Rotary worked on a project to design and install an Armistice Memorial at Richards Park at the junction with Tarbert Street and Shannon Street, Alexandra. Ten flowering cherry trees were



Trees planted at Seaton Square, Clyde, as part of the Rotary project

planted as part of this and members of the community purchased these trees to remember/honour a family member who served in the Great War.

A great bedding display of poppies was achieved at the Alexandra War Memorial over the Armistice period.



The Armistice Memorial at Richards Park



Planting the Armistice family memorial trees



Poppies in bloom on 24 October 2018 at Alexandra War Memorial



Clutha at Alexandra Boat Ramp (submerged) – November 8 2018

Clutha River at Rotary Park, Alexandra

River levels rose significantly after two days of rain in November. This had an impact on the parks and reserves mowing schedule.



Lanes Dam water levels at 8 November 2018

Lanes Dam water levels, Aronui Road, Bridge Hill

Water loss at Lanes Dam has been ongoing this season. Council is investigating options with an irrigation specialist with the view to find a permanent fix to the leaks. Water is being lost through the far wall, hidden on the top left of the image.



The Ironman Mountain Bike Race Village at Molyneux Park

Ironman Pioneer Race

The Ironman Pioneer Race was hosted in Central Otago with race villages set up at Molyneux Park and Bannockburn Domain.

Parks and Open Space contract

The tender process began for the new Parks and Open Space Contract, commencing 1 July 2019. Three contractors have been shortlisted with full Request for Proposals due by the end of January 2019.



The new toddler play area at the Big Fruit, with shade sails

Big Fruit playgrounds

The new junior and toddler playgrounds at the Big Fruit area in Cromwell were completed and open to the public for the Christmas/summer holiday period.

Freedom Camping monitoring

A LINZ funded lakeside initiative started during the period to monitor freedom camping along lakeside approved camping sites. This initiative allowed trespass notices to be issued to people who had stayed longer than the permitted period. Cougar Security undertake the enforcement and will also inspect Council areas on request. Cougar have also been redirecting non-self-contained campers to permitted areas.

Clutha Management

An Education and Enforcement Patrol was carried out on Lake Dunstan during the reporting period with vessels monitoring the Clyde arm of the lake, Jacksons beach to Old Cromwell, Bannockburn to Pisa Moorings and the head of the lake at Bendigo. This was most successful in promoting safe boating with no serious incidents being detected or reported.

Dates the patrol was carried out:

Labour weekend October 2018 - 20, 21, 22

December 2018 – 4, 7, 15, 22, 23, 24, 26, 27, 28, 29, 30, 31

CEMETERIES

Cemetery Quarterly Report

	Cemetery	Ashes	Interment
October 2018	Alexandra	3	4
	Omakau/Blacks	2	0
	Ranfurly	1	0
	TOTAL	6	4
November 2018	Alexandra	0	1
	Cromwell	0	2
	Naseby	0	1
	Omakau/Blacks	0	2
	TOTAL	0	6
December 2018	Alexandra	1	0
	Clyde	1	0
	Cromwell	1	0
	TOTAL	3	0



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:

**THRIVING
ECONOMY**

**SUSTAINABLE
ENVIRONMENT**

**SAFE & HEALTHY
COMMUNITY**

PROPERTY

William Fraser Building Renovation

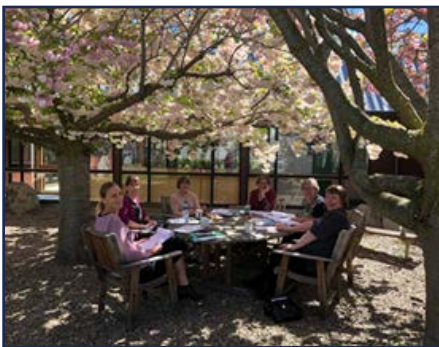
The Planning and Environmental Health teams relocated to the Portacom at the beginning of October. The move was celebrated with the Mayor officially opening the Portacom office.

This was followed by the Property Team, the Planning and Environment Executive Manager and Executive Assistant moving in the second week of October to the empty shop in Council's commercial building in Tarbert Street. The shop is adjacent to the Thrive Produce store. This allowed the first stage of redevelopment at the William Fraser building to commence. After a final clear of furniture, construction began on 22 October. A redesign of the structural engineering plans delayed the start slightly. This was required as the engineer had assumed that the cross bracing to the ceiling could be done within the ceiling without removing the existing ceiling linings. The contractor identified that this was incorrect and a redesign was needed which included ply bracing to the ceiling and new gib ceiling linings.

Staff have been very accommodating with their temporary office locations, making the most of alternative areas for meetings (courtyard and the Community Hall), and accepting some construction noise.

Painting got underway at the beginning of December. Teams are due to move into this area in the first week of February.





Staff utilising the courtyard space for a meeting



The Planning Team host a meeting in the Community Hall



The refurbishment in progress.

Ranfurly Railway Station Building Refurbishment

Refurbishment of the Ranfurly Railway Station building took place at the beginning of October. This included tidying up internal wall linings, repainting the showroom and installing a new work desktop. The second-hand carpet from the Mosgiel Library which was laid in 2004 was replaced and a new three-dimensional "A World of Difference" sign was highlighted with LED lighting.



Waipiata Domain

The concrete ramp to the new unisex single pan toilet was laid during the first week of October.

The Waipiata Domain continues to be a popular place for travellers to stop and enjoy the tranquillity that Waipiata has to offer. Self-contained campers are allowed to camp on the Domain.

Vandalism - Public Toilets

The beginning of October saw an increase in vandalism of the public toilets in our region.

Council owned toilets next to the Dunstan Rowing Club building were tagged during the second week of October. This was reported to police.

The Dunorling Street toilet at the Boat Ramp in Alexandra had the door counter wiring ripped out.

The Lode Lane toilets in Cromwell had two of the toilet seats ripped off as well as both changing tables being damaged beyond repair.

This continued to happen throughout November with the destruction of toilet seats, toilet roll holders, soap dispensers and hand dryers throughout the region. One weekend even saw the remnants of toilet roll dispensers being rolled down the hill below the Alexandra Lookout.

A motion sensor camera was installed outside the toilet where repeat offending was occurring in an attempt to catch the culprit. This was successful and images of a suspicious person were given to police following another incident at the beginning of December. Further action is occurring with that person. Other offenders have not been identified.

The baby changing table at the Pioneer Park toilets was also ripped off the wall and stolen over the Christmas/New Year period.



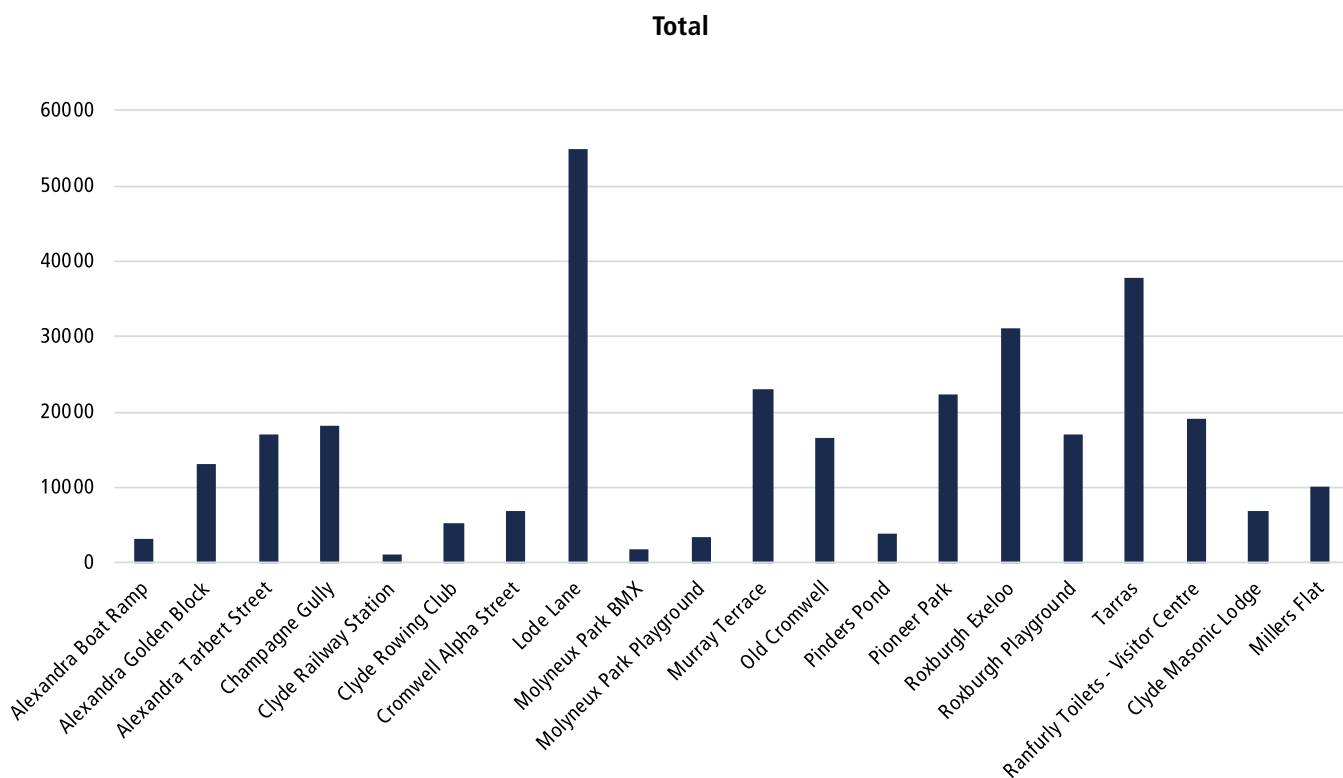
Alexandra Community Centre Refurbishment

The old carpet was removed from the Alexandra Community Centre theatre during the first week of November. This was replaced with carpet tiles to match the theatre foyer and entrance. The job is 99.9% complete. Due to the number of angles and cutting required, they were 6 tiles short within the pit that houses the piano. These are on order and will be installed once they arrive.



Public Toilet Counters

The below table shows use from 1 October 2018 to 31 December 2018. Usage numbers this quarter have increased by 114,617 compared to the previous quarter.



COMMUNITY FACILITIES

Central Stories Building, Alexandra

The Central Stories Building in Alexandra has been undertaking repairs this quarter. Re-roofing of the flat areas of the roof and repair and painting of exterior cladding was completed in early October. The scaffolding came down on Thursday 8 November, in time for Remembrance Day celebrations that weekend.

The timber fins leading into the I-Site entrance were washed, sanded and stained. Due to a lack of maintenance of the fins, the surface condition had become worn and pitted which resulted in the completed finish not being as new.



Earthquake Prone Buildings

The development of the risk framework for Council owned earthquake prone buildings has been delayed while it's confirmed which buildings are required for emergency management purposes.

Buildings used for emergency management are defined as 'priority buildings' under legislation and require a higher level of strengthening. There can be significant cost implications for the higher level of earthquake strengthening required.

A large number of Council owned buildings are included in the Community Response plans for the District. The Emergency Management Officer (EMO) was therefore asked to review the suitability of some of the buildings listed.

The EMO also requested clarification from the Ministry of Business, Innovation and Employment (MBIE) of the definition of 'priority buildings' under the legislation. The EMO considered the intention of the legislation may have been to only include buildings in National or Regional Emergency Plans, not local.

Defining which Council buildings are 'priority buildings' under the legislation is a key step in the development of the risk framework.

Cromwell Mall – Christmas Decorations

The Christmas decorations were put up throughout the mall at the end of November.



Ranfurly Swimming Pool

The Ranfurly Swimming Pool opened for the season on Saturday 1 December. As well as the normal activities, the Maniototo Amateur Swimming Club have re-established their club nights.

The heat pump was serviced and Council are looking at a cost effective and suitable upgrade or replacement of this as identified in the 10-Year Plan.

Tarras Community Hall – Mezzanine Floor

During an inspection of the Tarras Community Hall, it was noted that a manhole led to a previously unknown mezzanine floor. It has been there for many years and would most likely have been built by volunteers. This has now been closed off as there may be some structural issues. Council have arranged for an inspection and report by structural engineers, BM Consulting Wanaka.

OTHER PROPERTY

Cromwell Youth Art Project

School students and the public worked hard painting murals at the "Across the Bridge" event held in Bannockburn at the start of October. There was a lot of positive feedback from everyone involved.



Maniototo Healthcare Facility – Council grant of \$2,000,000

During the last quarter, the Maniototo community worked through options to fund the \$2,000,000 Council grant to upgrade the Maniototo Healthcare Facility.

At a meeting on 27 September 2018, the Maniototo Community Board considered a range of options to fund the \$2,000,000 grant to the Maniototo Healthcare Facility and agreed on a preferred option.

The preferred option to fund the grant was subject to the Board's ratification following public consultation with Maniototo residents on all options.

The consultation period commenced on Wednesday 10 October 2018 and a Statement of Proposal was available at the Ranfurly Service Centre and on Council's website. A letter was also sent out to all Maniototo ratepayers with a full explanation of the funding options.

Drop in sessions were held at the Maniototo Service Centre in November for the public to ask questions and find out more information. Council staff and the Board Chairperson attended.

A consultation document setting out options was publicly available with the submission period closing 12 November. In total 156 submissions were received. The Maniototo Community Board considered the submissions at their meeting on 6 December and resolved to fund the grant by a mix of land sales income, farm lease income and rates.

Sale of Land at Ree Crescent

The sale contract for 4.7 hectares of industrial land at Ree Crescent in Cromwell, dated 20 September 2017, was settled on 3 October 2018. The net proceeds of sale to Council was \$3,486,874.86.

Early access was given to the purchasing company, at its own risk, to commence development of the sections to enable purchasers of Lots to establish their businesses as soon as possible.

Clyde Museum Feasibility Study – Community Consultation of Future Options

Work has been progressing on the Clyde Museum Feasibility Study to look at options for the future development of the buildings and collections that form the Clyde Museum. See www.codc.govt.nz/clydemuseums for background information of the collection reports, conservation plans and feedback from the I Love Clyde Heritage Day which was held in July.

The next stage of community engagement was launched on Sunday 28 October at Clyde Memorial Hall. The options were publically released and we sought public feedback on these.

Approximately 30 people attended along with Vincent Community Board members, the Mayor, and volunteers from the Clyde Museum Group.



Local Authority Property Association (LAPA) Conference 2018



The Property Team before attending the 50s inspired Gala dinner.

The Property Team attended the annual LAPA conference, held in Invercargill, from 31 October - 2 November.

The conference consisted of training seminars to increase the team's skills and knowledge base and was a great opportunity for the team and its two new members to connect.

The property team visited the St James Theatre in Gore, on their return trip from attending the LAPA conference in Invercargill.

Of particular interest was the new stage equipment as the Alexandra, Clyde, and Roxburgh Theatres have projects to upgrade their equipment at various stages of design. The Team was impressed to see what the Gore community achieved at their theatre.



SERVICE CENTRES AND LIBRARIES



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.

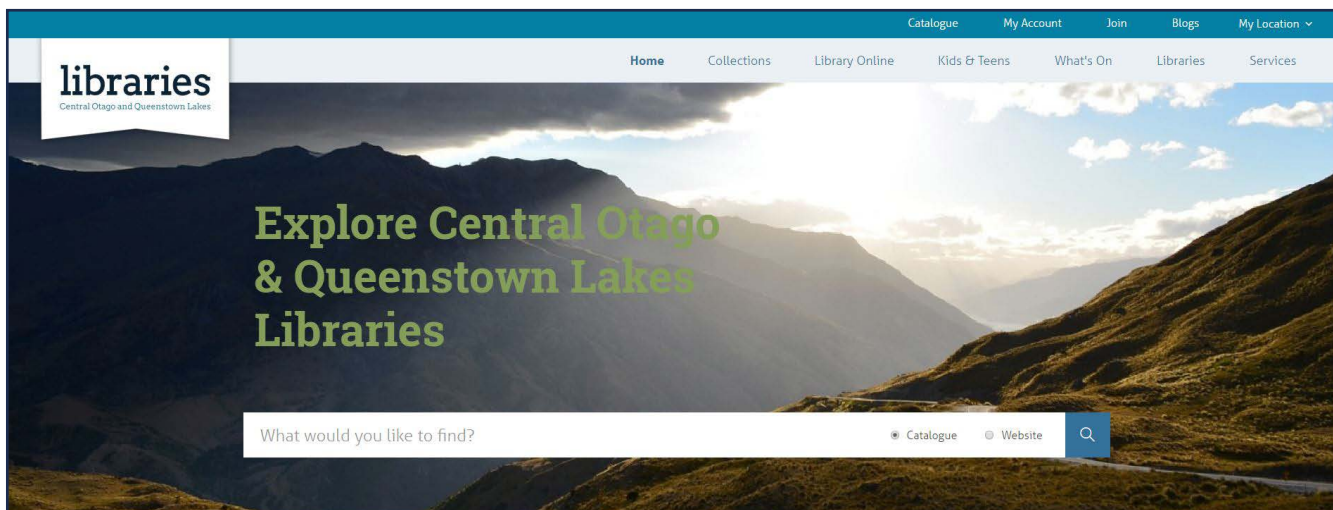
This activity contributes to the following community outcomes:



LIBRARIES

New website for Central Otago & Queenstown Lakes Libraries

The new platform was successfully launched in late November. The site is user friendly with most information just one click away. There are links to events and blogs that our team will keep updated regularly. You can view this amazing site at <https://codc-qldc.govt.nz/>.



Naming of our Mascot

Central Otago District Libraries are pleased to introduce our new mascot, Baxter. Baxter is now on the Central Otago & Queenstown Lakes Libraries website for all to see. We enlisted the help of children from right across the district to choose a suitable name for our new mascot. We received 297 suggestions and the winner was Amber Keele from Cromwell. We celebrated at the Cromwell library with a party and a gift for Amber.



Staff movements

We farewelled Carolyn Willems in December and wish her all the best for her retirement. We have appointed a new Team Leader for Cromwell and welcome Moniza Fenton to the team. Moniza joins the team on Monday 4th February 2019.

Stepping Up

Stepping Up has been running successfully at Alexandra library over the last three months. This is a programme designed to help those wanting to learn basic skills on a variety of digital modules from Computer Basics and Online Newspapers through to researching ancestry. People register for a course with a maximum of six per class and two library team members run the session. Anecdotal feedback is that the staff are doing a fabulous job and the participants appreciate the classes.



Celebrating Christmas

Excitement was in the air as Santa visited four of our libraries in the week before Christmas. Children made some fun decorations as they waited for him to arrive, and then received a bookmark and lolly bag from him.



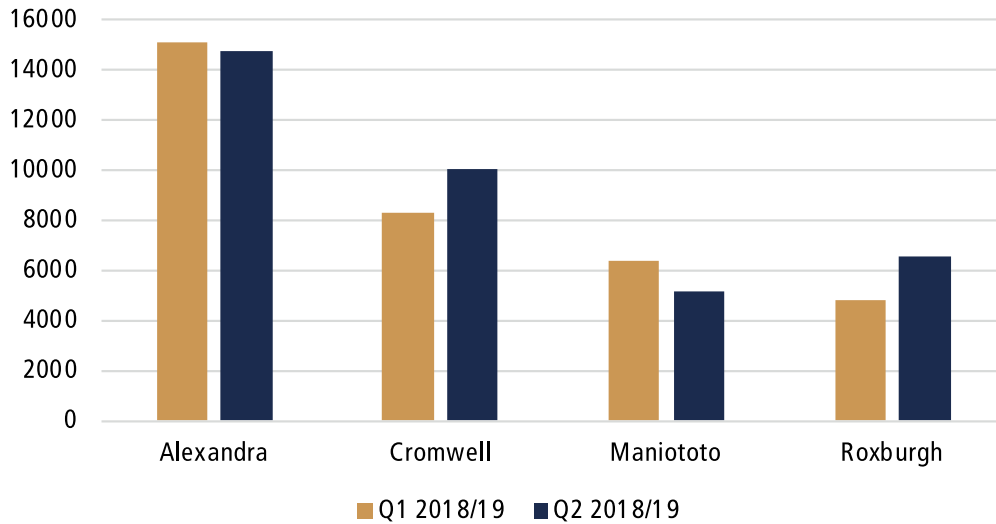
Statistics

Visitors

Visitors to the four largest Central Otago Libraries increased by 5.5% on the previous quarter. Cromwell (21%) and Roxburgh (35.7%) showed the increase we anticipate with the start of the summer season while Alexandra and Maniototo showed a decrease in visitor numbers as weather warms up. Omakau, Millers Flat and Clyde libraries do not have door counters.

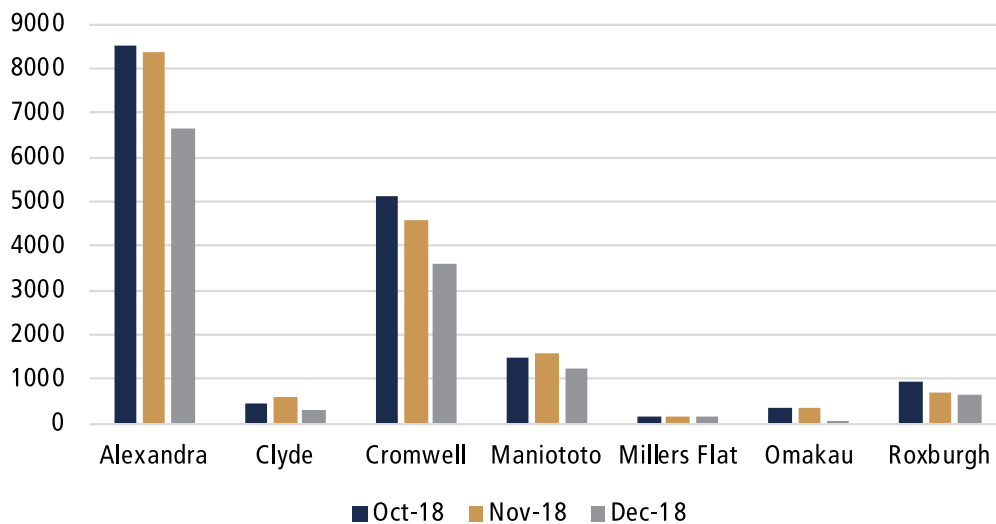
Overall visitor numbers were down 4.6% on the same quarter in 2017.

Door Counter Numbers



Items Issued

Items Issued by Month



Monthly checkouts of physical items continues to be varied and, as expected, numbers decline as the weather improves. 45,823 items were issued at our branches this quarter; the team renewed 3286 items and checked in (discharged) 45,169 over the same period. Library members renewed 2,425 items through the website and self-service kiosks.

Items Held

Central Otago Libraries holds 76,603 physical items. 2,288 items including books, DVDs, magazines and audio books on CD, were added to the libraries' collections during the quarter while 3,356 items were removed from the circulation as our collectionHQ module identifies items that are no longer circulating or are out of date. We note that Adult Non-Fiction is reducing in popularity and fiction readership is growing as borrowers enjoy more recreational reading.

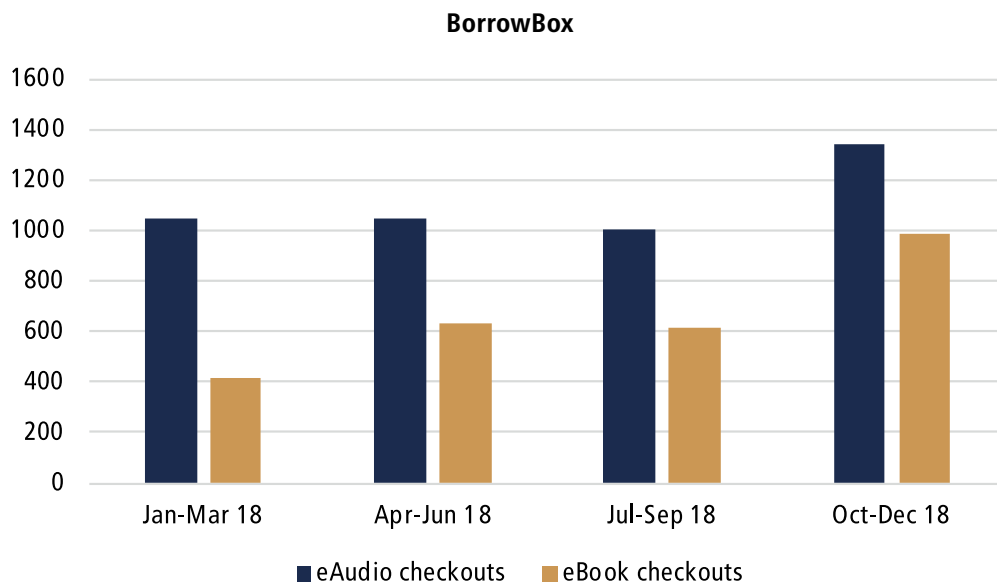
Borrowers

Between October and December, 181 new members joined Central Otago Libraries. In the last 24 months, 6,632 members have borrowed from the libraries.

Digital Collections

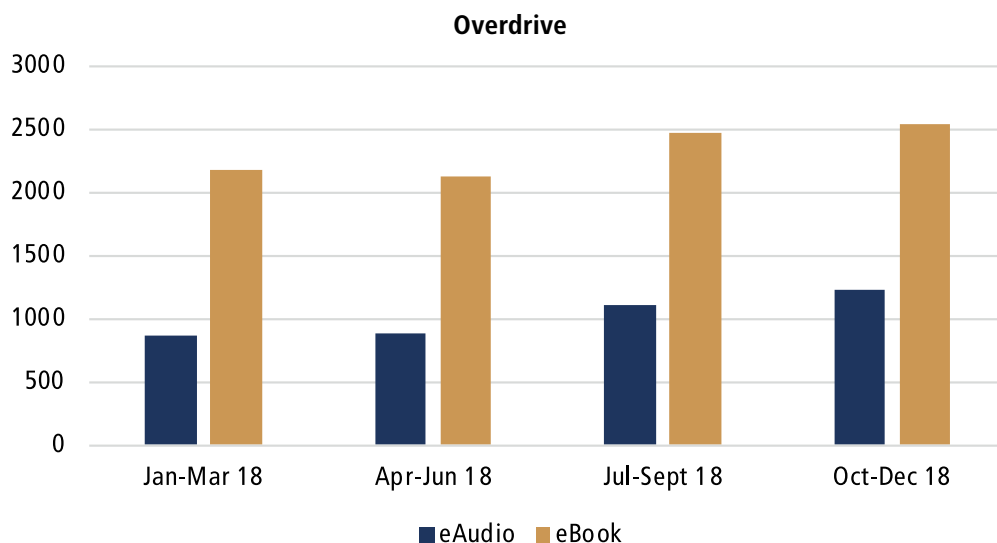
The following statistics are from collections and borrowers from across Central Otago and Queenstown Lakes.

BorrowBox



Checkouts of eAudio books through the Bolinda BorrowBox platform increased by 28% to 1342 checkouts in the Oct-Dec quarter. Active borrowers increased by 73% to 230. During the same period checkouts of eBooks rose by over 135%. This was due, in part, to an increased number of titles on offer after migrating the Wheelers ePlatform content to BorrowBox. BorrowBox eBook active users rose to 243 from 111 over the year.

Overdrive

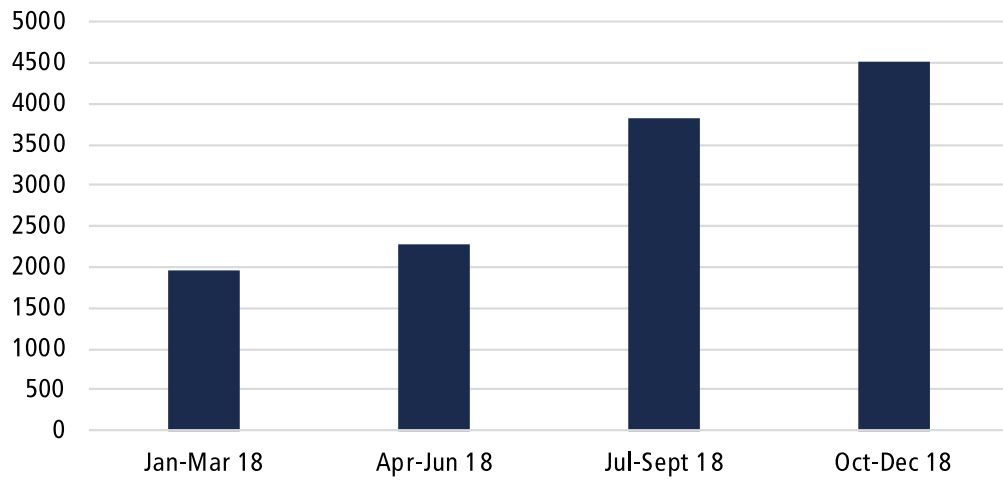


Our second platform, Overdrive, also shows significant increase in usage over 2018 with eAudio checkouts up 41.5%, eBooks increased by 16.9%, borrower numbers up 26.7% (from 344 to 436 and 128 new users in the Oct-Dec quarter).

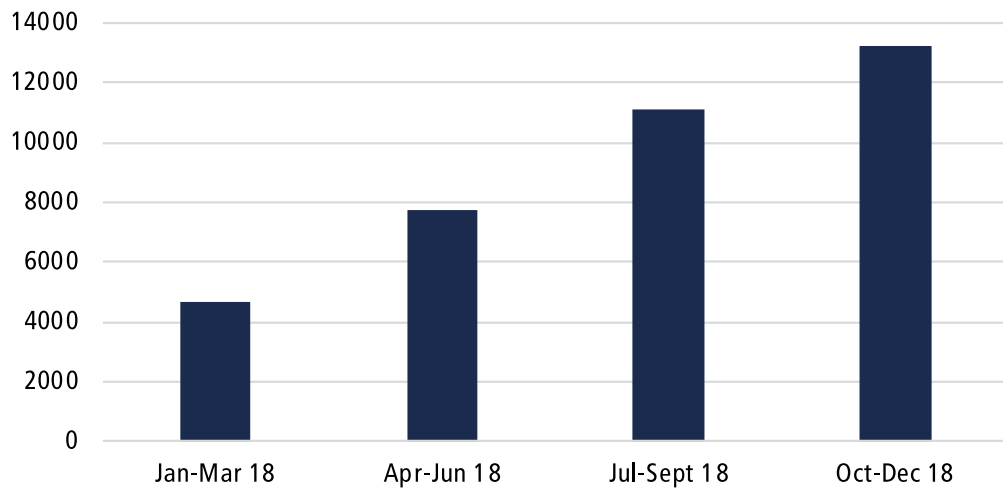
PressReader

Readership continues to grow rapidly. During the first three months of 2018, 1959 people accessed PressReader. During the last three months, this had increased by 130% to 4514 users. Issues read increased by 183% to 13,253 and articles read rose by over 300% to 60,820. Most popular publications continue to be the Otago Daily Times and Southland Times with over 10,000 hits during the year. 963 different newspaper and magazine titles were accessed over the year.

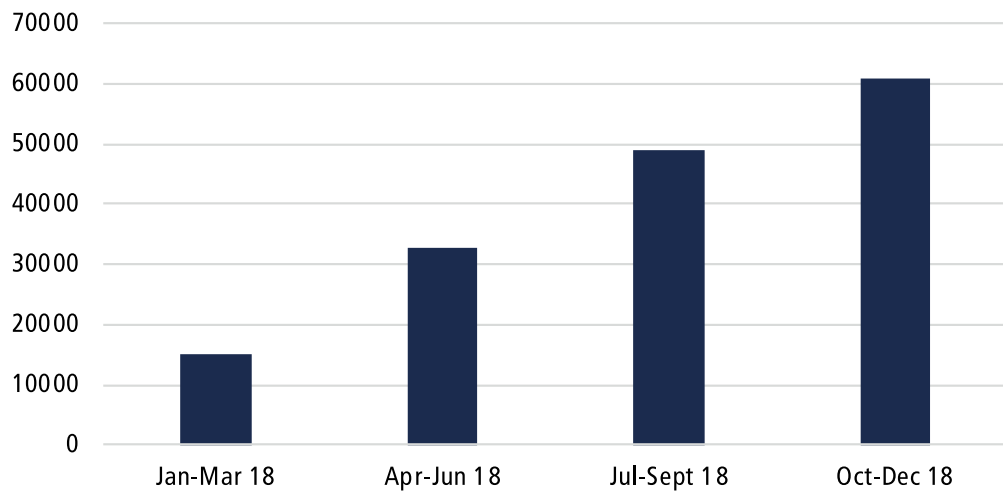
Hotspot Users



Issues Read



Articles Read





REGIONAL IDENTITY, TOURISM AND ECONOMIC DEVELOPMENT



Otago Southland

SEE Otago SOUTHLAND TO LIFE

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

Wakaru with its dramatic beaches, mountains, and plenty of lakes and rivers offers a wide range of activities for all ages and abilities. Wakaru is a beautiful area with its own history, and is a great place to visit and enjoy the outdoors.

Visit the Otago Southland Region's beautiful coastline. The region's coastline is a beautiful area with its own history, and is a great place to visit and enjoy the outdoors.

Visit the most beautiful part of New Zealand - Fiordland. Home to the Milford, Fjords and Doubtful Sound, you'll find some of the most beautiful scenery in New Zealand. Whether you're looking for a scenic drive or a peaceful walk, you'll find it all in Fiordland.



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. 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

Regional identity partner profiles

The latest regional identity partner profiles to feature on the regional identity website are Basil, Parsley and Partners, Millers Flat Holiday Park and Paulina's Restaurant & Bar - <https://www.aworldofdifference.co.nz/our-partners>.

Facebook posts highlighted these profiles with the idea of giving a wider audience insights into how local businesses are integrating the regional values into their everyday practices and be challenged to do likewise. On average there were 2799 views for each profile.



PAULINA'S RESTAURANT & BAR

The warmth and love of family farmhouse meals inspired Chilean-born Paulina Corvalan to establish her own restaurant where food and stories could be shared.

[READ STORY](#)

BASIL, PARSLEY & PARTNERS

Bob Tovey always knew he wanted to grow something. It turned out to be fine, fresh culinary herbs.

[READ STORY](#)



MILLERS FLAT HOLIDAY PARK

Looking for a business opportunity on the fun side of life led Marise and John May to Millers Flat.

[READ STORY](#)

Our Communities

Teviot Valley

A special launch of the Teviot Valley publication was held as a way of thanking the people who were part of the original workshops determining the key stories for the Teviot Valley. After the launch, complementary copies were given to local businesses in the hospitality industry as a way of getting it distributed into the local community and beyond. Copies were also made available at the local i-SITE.

Manuherikia and Ida Valleys

Finalising the image set to complement the Manuherikia and Ida Valley stories is all but complete. The most challenging image set to capture being the Lake Manuherikia story; however, once this is finalised the design layout can proceed. The intention is to have this new publication available for purchase by April, and like the process for the Teviot Valley, a complimentary copy will be given to local businesses in the hospitality industry as a means of distribution.

Maniototo

A key focus for this quarter has been identifying the key stories for the Maniototo. A couple of workshops were held in late November and the feedback has now been distilled down to the key attributes and stories for the area. Each story has been researched and will be developed over the next two quarters.

Central Otago Awards

Preparation for the 2019 Central Otago Awards is underway and will begin in earnest during the next quarter. Having these Awards is an opportunity for the community of Central Otago to recognise and celebrate the amazing contribution, talents and achievements in excellence and innovation in this community. The success of these Awards is about all about participation.

The Awards ceremony is planned for Friday 6 September when all finalists and winners will be recognised and honoured on the night.

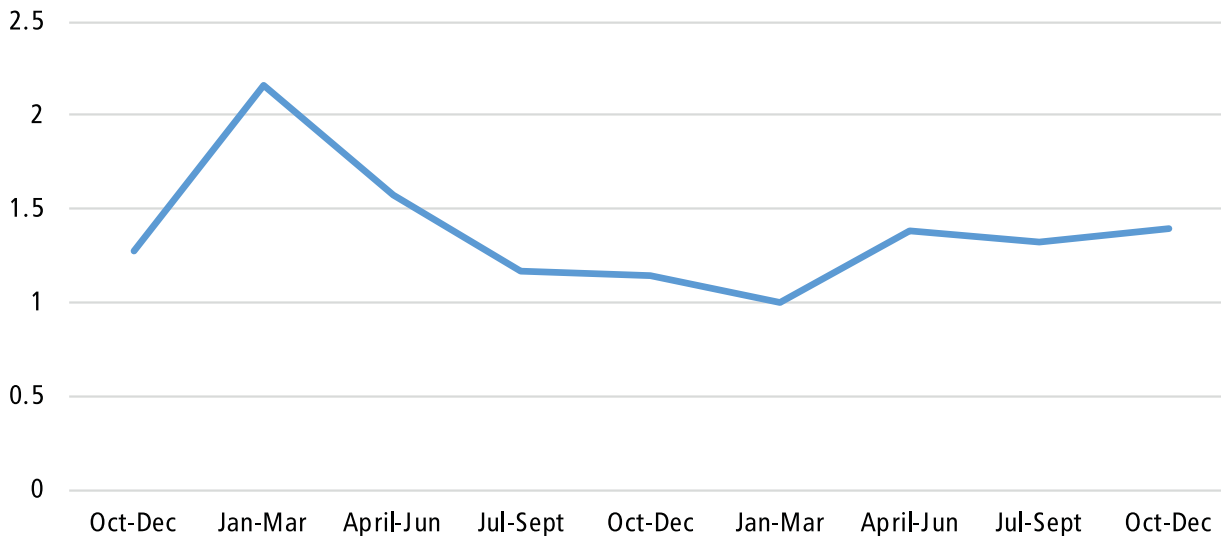
Our Stories

A literature research on the key themes contributing to the Central Otago goldmining story was undertaken and will be drafted during this quarter. Once this is finalised, images will be sourced to complement the story and will then feature on the regional identity website.

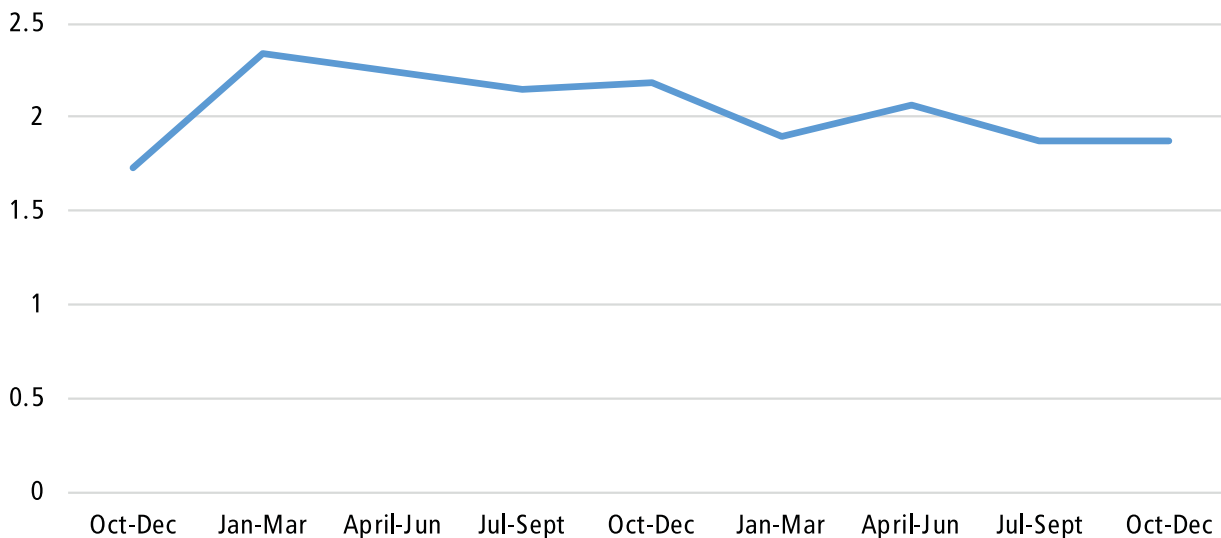
A World of Difference - www.aworldofdifference.co.nz

The Central Otago regional identity website analysis for the October – December quarter cover the average number of pages visited each session, the average length of time spent on this website and the key website pages viewed.

Av. length of time/session



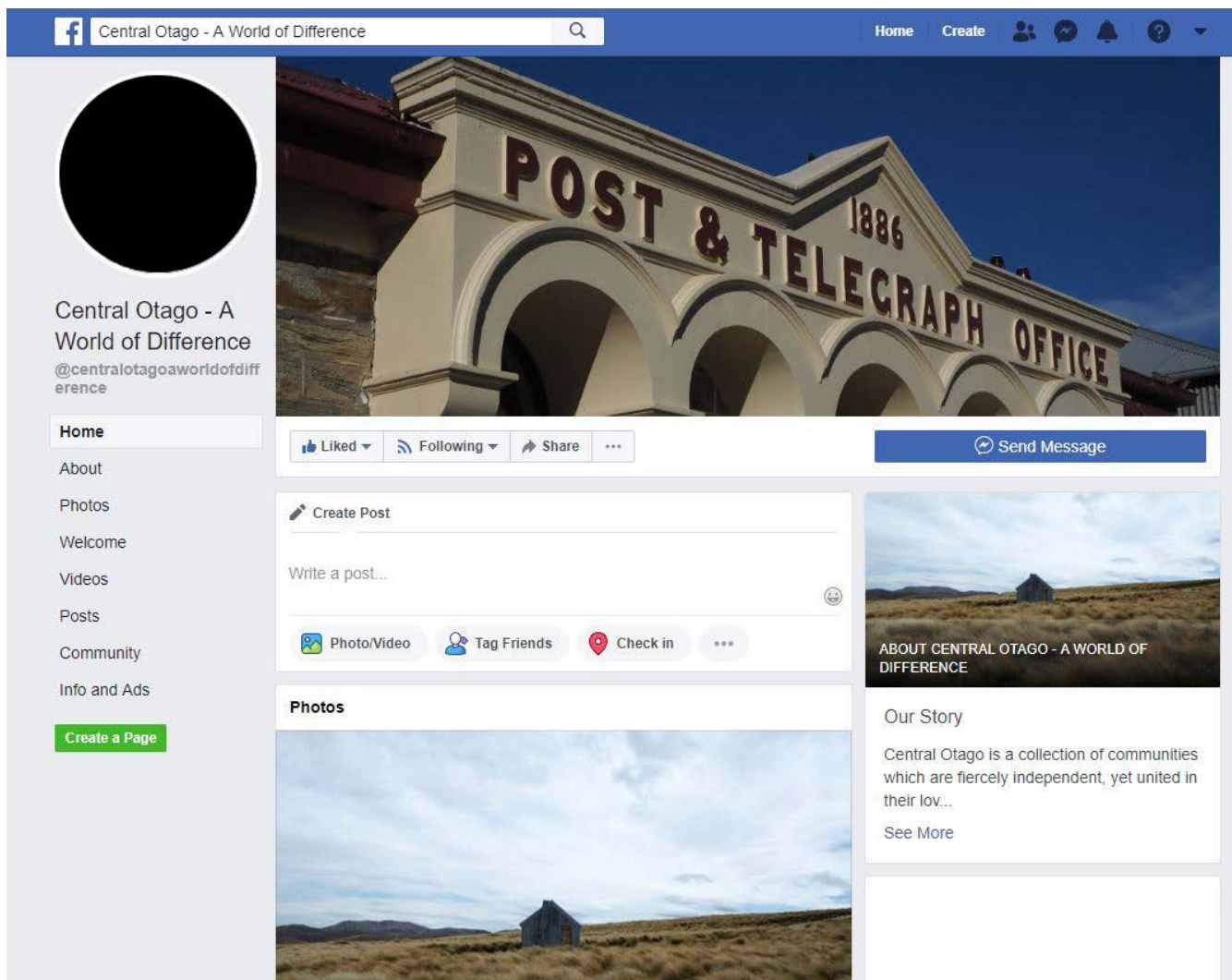
Av. no. of pages/sessions



The total number of visits for this quarter was 5,097. In terms of the key pages viewed, they were: 'Our Journey' (1.40), followed by Paulina's Restaurant and Bar (2.53mins.), Our Partners (1.19mins.) Our Stories (0:44mins) and The Central App (6.57mins).

Facebook

As a way of highlighting some of the special qualities associated with Central Otago, a Facebook post is done each week on the regional identity Facebook page. Using this platform is way to trigger people's memories and be reminded of the things that makes this place special and why it is A World of Difference.



TOURISM

Travel Trade

Singapore/Malaysia Incentive Managers' FAMIL

Tourism NZ Business Events Manager South & South East Asia escorted nine Incentive Managers from Singapore and Malaysia to Central Otago in October 2018. Each manager was interested in sourcing incentive activities suitable for their respective clientele ranging from 50-800 people per visit. Each manager would bring approximately 25 groups into New Zealand annually.

North American FAMIL

Tourism Central Otago's trade marketing manager hosted a group of North American Travel Wholesalers on a FAMIL through Central Otago in November 2018. A number of the group had not visited New Zealand so were interested in understanding less known regions, seeing new products and experiencing both adventure activities and premium experiences.

ANZCRO Product Manager FAMIL

The Product Manager for ANZCRO Australia and their Head of Reservations visited Central Otago on a FAMIL in November 2018. Their itinerary covered a lot in 24 hours including accommodation site inspections and a range of visitor experiences. The FAMIL provided insight into the comprehensive range of activities and accommodation options available in the region, with both representatives commenting that Central Otago was a perfect place to book their clients for a relaxing escape away.



Consumer Shows

Marathon EXPOS

For the first time TCO had a presence at the pre-event race expo's for both the Auckland Marathon (26 – 27 October) and the Queenstown Marathon (15 – 16 November). TCO had stronger engagement with people registering at the Queenstown marathon where many were in holiday mode, compared to Auckland where people were generally trying to complete their registration in a more rushed way. There was strong interest in Central Otago's cycling experiences, plus events with appeal to runners and cyclists.

Media & PR

TCO assisted the production company for the newly released Air NZ safety video to identify a location that met their client's requirements, and to provide key community contacts for elements of the shoot. The final location selected was Naseby, with curling being one of the more clearly identifiable scenes.

TVNZ's Seven Sharp also worked with TCO on ideas for locations they could feature in their 'Stay with Us' series. The producer chose Naseby and the story went to air on December 19. The story can be viewed [here](#).

TCO hosted two media as part of Tourism New Zealand's International Media Programme in November. They were Freelance travel writers from the Indian market Amrita Das and Anita Rao Kashi, both of which have done multiple social media posts using Instagram and Facebook.

After hosting North and South senior writer Mike White in September a story about the annual Wooden Cup clash between St Bathans and Becks featured in the November edition.

An eleven page feature on Central Otago as a food and wine destination was published in the December edition of Food and Travel UK. The story is strongly linked to 'A World of Difference' and is a result of TCO hosting the writer and photographer back in March 2017.

Central Otago Visitor Guide & Map

TCO produced and printed a new look visitor guide and map that incorporates the new design elements and copy writing style. Copies can be picked up from local i-Sites or Tourism Central Otago. An online version can be viewed at this [link](#).

The guide features a new map style and is designed to inspire and motivate people to explore throughout Central Otago and to encourage enquiries to centralotagonz.com or Central Otago i-Sites. An initial print run of 55,000 were dispatched to brochure distribution outlets in mid-December and initial feedback has been very positive with operators saying they are popular with visitors and that the design is user friendly.

An operator event was held at Orchard Garden on Tuesday 18 December to launch the new guide. This event also provided an opportunity for operators to meet Sue Sullivan, Chair of the newly appointed Tourism Advisory Board and two other Board members who could attend.

TCO and i-Site staff delivered brochures to as many accommodation and activity providers as possible prior to the Christmas holiday period.

Campaigns, Events & Workshops

Eat.Taste.Central

The second edition of Tourism Central Otago's Food & Wine campaign Eat.Taste.Central was held between 14 September and 23 October. Central Otago café and restaurant staff baked, roasted, seared, brewed and fermented their way to offer 34 dishes and 32 matching beverages from all over Central Otago.

This year's supreme winner is the 48 Hour Braised Short Beef Rib at Olivers Restaurant in Clyde.

Convenor of Judges Michelle McHugh from MiNDFOOD Media said that the standard of the dishes that the panel judged over two days was incredibly high.

See <https://www.centralotagonz.com/eat-taste-central/2018-awards> for full results.

The Pioneer Mountain Bike Race

Tourism Central Otago and the CODC Parks & Reserves team supported the organisers of the Pioneer Mountain Bike Stage Race to bring four days of their six day stage race to Central Otago at the end of November (an additional two days were based in Queenstown).

Molyneux Park in Alexandra was the race village for two days and used the entire grounds to cater for this event. Over 600 tents were set up, then dismantled again the next morning to be shifted to Anderson's Farm in Bannockburn for an additional two nights.

The race was a great opportunity to highlight Central Otago's strength's as a cycling and event destination by using a mix of our Great Rides (Otago Central Rail Trail & Roxburgh Gorge) and single-track trails located on public and private land. The event is looking to return to Central Otago again in December 2019.

A selection of videos from the event can be found here - <https://vimeo.com/thepioneer>

Industry Seminars

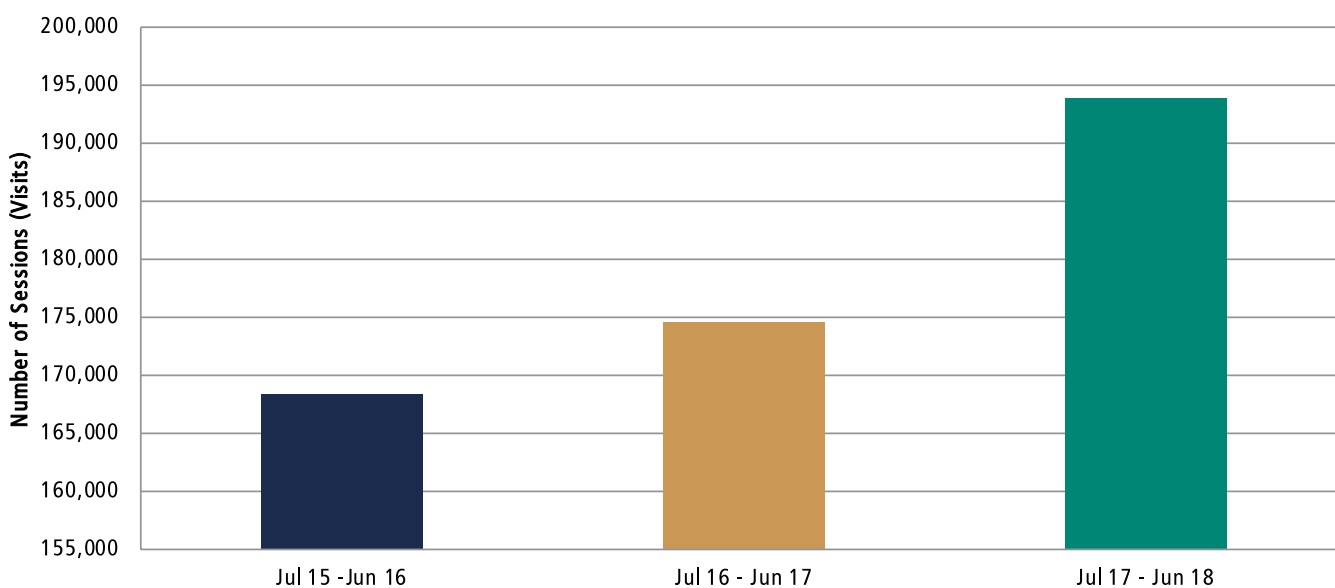
Young TEC Leadership Day and Tourism Export Council Symposium

TCO Digital Marketing Manager attended the Young TEC Leadership Day which was an intensive full day leadership course for future tourism leaders. It offered them the chance to develop their personal effectiveness and ensure they aimed for high performance. This event was followed by the annual Tourism Export Council Symposium with a focus on how Tourism is 'contributing toward a better world'.

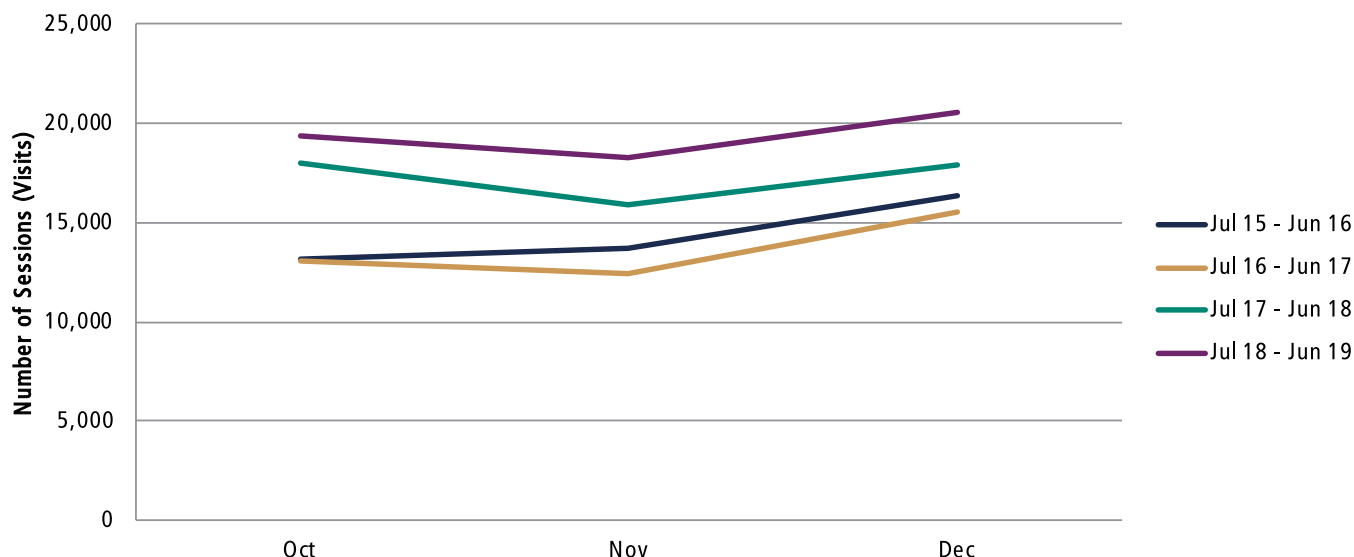
Central Otago NZ Website Statistics

The Central Otago NZ website (www.centralotagonz.com) has continued to grow in relation to 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 Total Sessions (Visits) per year



Tourism Central Otago Website Total Sessions (Visits) per month



VISITOR INFORMATION CENTRES

Overview

Overall visitor numbers to centres were down an estimated 4% compared with the 2017 October - December quarter.

This quarter's revenue is down 24% (\$56,415) on the same period last year. The decrease in revenue is partly due to \$25,000 worth of accommodation being booked for a film crew through the Ranfurly i-SITE in 2017, this was not repeated in 2018.

Ranfurly i-SITE Refurbishment complete and looking great!

The Ranfurly i-SITE Refurbishment was completed on time, within budget and is receiving great feedback from visitors, locals and staff. The i-SITE was temporarily relocated to the Art Deco Museum while the renovations took place.

New Alexandra i-SITE Team Leader

Promil Sharma joined as the Alexandra i-SITE Team Leader in December.

Cromwell Free Wi-Fi

The i-SITEs together with IS, Libraries, and Cromwell Promotions worked together to coordinate a free Wi-Fi service for the Cromwell Mall to improve the visitor experience and promote the region.

Cromwell i-SITE chosen for Responsible Camping Campaign

The Cromwell i-SITE was chosen as one of 10 i-SITEs nationwide to take part in a national responsible camping campaign. The campaign promotes responsible camping and involves free Wi-Fi being provided from the Cromwell i-SITE. For visitors to access the free Wi-Fi they need to watch a short video on responsible camping and will be encouraged to visit camping.org.nz. The i-SITE will also have kete to give out to campers who come into the i-SITE and book camping related product. The Responsible Camping initiative started on 1 December and is funded by i-SITE NZ and Tourism NZ.

Locals Weekend

Central Otago's 2nd annual Locals' Weekend was held on 13 and 14 October. There were 23 activities on offer at special prices (25-100% off) for residents of Otago and Southland. The event, organised by the Central Otago i-SITEs, is aimed at encouraging locals to experience the wonderful activities on offer in Central Otago and in doing so becoming knowledgeable ambassadors on the things to do in Central. Locals Weekend was promoted across Otago and Southland via print, radio, digital media and the Otago and Southland i-SITEs.

Cromwell i-SITE chosen for What Now Treasure Hunt

What Now kids television show chose Cromwell i-SITE to be one of 10 i-SITEs around the country participating in their holiday treasure hunt. What Now played a 30 second graphic promo twice in the show which showed a map of NZ with the i-SITE logos letting kids know where their treasures are hidden. Prizes were supplied by i-SITE NZ.

Southern Region i-SITE managers meeting

i-SITE managers from Otago and Southland met in Naseby for their quarterly regional meeting. As part of the meeting managers got the chance to try curling and hear about the new Night Sky tours.

Overview of Visitor Numbers

Alexandra

Alexandra experienced a faulty door counter in October resulting in 3 weeks of data missing. Door count data has been averaged to provide an estimated decrease in door numbers by 2%. Overall proportion of spend by visitor origin were locals (35%), followed by domestic visitors (37%) and international visitors (28%).

Cromwell

Visitor numbers decreased 12% on the same period last year. Overall spend by origin was distributed between locals (24%), domestic (24%) and international visitors (52%).

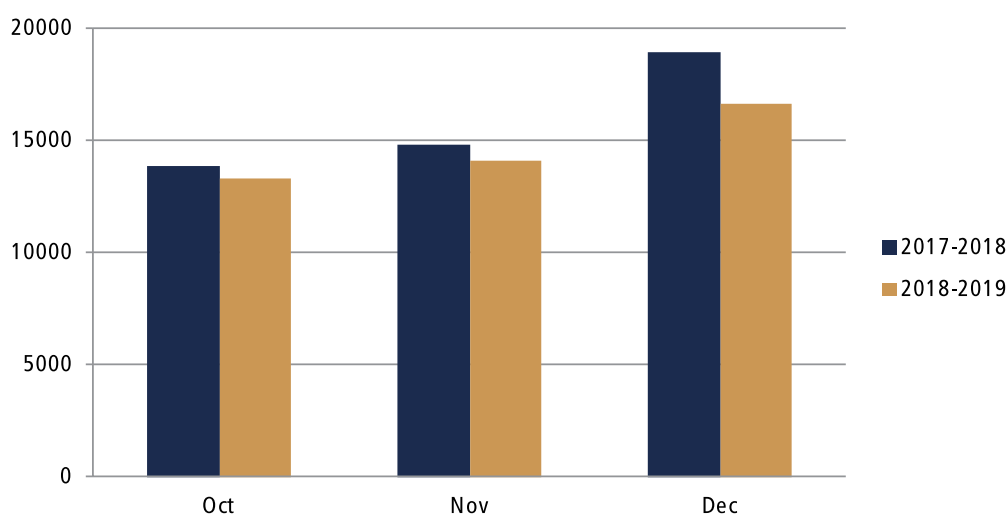
Ranfurly

Door count data was not recorded while the i-SITE was operating from a temporary location (Oct 2018); however, visitor numbers were estimated to have decreased by 5% over this period due in part to the wet start to summer. Domestic visitors (70%) were the largest proportion of spend, followed by international visitors (17%) and locals (13%).

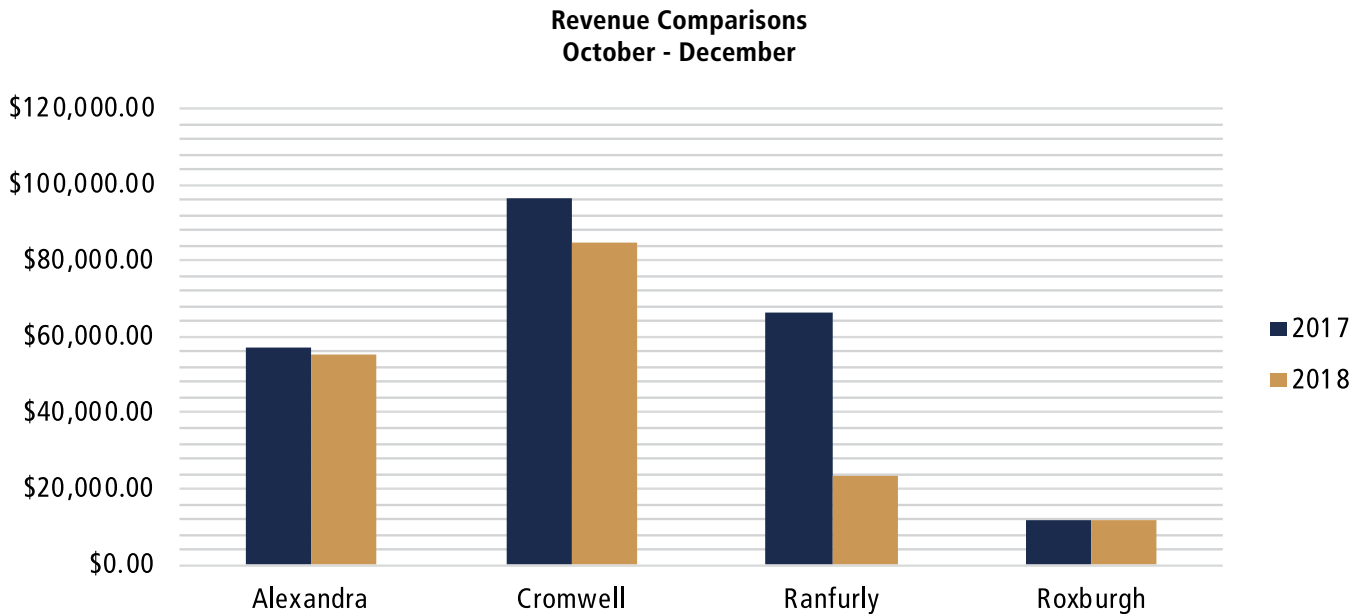
Roxburgh

Roxburgh Centre (library, service centre and i-SITE) visitor numbers decreased 9%. The decrease in foot traffic is due to the high amount of foot traffic the Centre received while it was used as the coordination centre for the Roxburgh floods in 2017. Spend at the Roxburgh Centre was split between locals (58%), domestic visitors (26%) and international visitors (15%).

Visitor Numbers to Central Otago i-SITEs



Revenue



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

Overall revenue decreased 24% (\$56,415) against the same period last year due to a drop in the value of activity and accommodation bookings, and retail sold. Part of the drop in accommodation bookings this quarter is due to a large one off film crew booking being made in 2017.

Event ticket sales increased 233% (\$12,177) due to the i-SITEs selling a greater number of events and a higher number of tickets to regular events. The majority of ticket sales were at the Alexandra and Cromwell i-SITEs.

Total retail sales decreased 11% on last year, retail sales are made up of retail merchandise, stamps and Fish and Game licenses.

Bookings

Total bookings for all centres decreased by 35% (\$64,088). Bookings accounted for 69% of revenue.

Alexandra: Bookings decreased 16% compared with the same period last year.
 Cromwell: Bookings decreased 19% compared with the same period last year.
 Ranfurly: Bookings decreased 77% compared with the same period last year.
 Roxburgh: Bookings increased 18% compared with the same period last year.

Retail Sales

Total retail sales for all four centres decreased by 11% (\$4,504) from the same period last year.

Alexandra: Retail sales decreased 8% this quarter compared to last year.
 Cromwell: Retail sales decreased 16% this quarter compared to last year.
 Ranfurly: Retail sales decreased 14% this quarter compared to last year.
 Roxburgh: Retail sales decreased 5% this quarter compared to last year.

Event Sales

Event ticket sales increased 233% (\$12,177) this quarter compared to the same period last year.

ECONOMIC DEVELOPMENT

Economic Development Strategy

Central Otago District Council will be seeking public feedback on its Draft Central Otago Economic Development Strategy 2018-2023 during the next quarter.

The purpose of the strategy is to identify where we can positively influence economic growth over the next five years and improve the economic, social, environmental and cultural well-being of Central Otago. An action plan will sit alongside the strategy to detail how the strategy will be applied, and its success measured and monitored.

The Draft Central Otago Economic Development Strategy will be available on Council's website at www.codc.govt.nz/consultation and at Council service centres in Alexandra, Cromwell, Roxburgh and Ranfurly. The strategy will be open for consultation during February 2019.

Otago Regional Economic Development Framework

In 2018, Central Otago District Council along with the Economic Development units from Otago's four other local authorities and representatives from Otago Regional Council, came together to form the Otago Regional Economic Development (ORED) Working Group. The purpose of the group is to identify and progress economic development opportunities to improve growth in the Otago region.

Collaboration across Otago on economic development initiatives has previously been challenging due to the size and diversity of the region, and the relatively small scale of economic development units within each local authority. Finding common ground was the first and most essential step towards successful and sustainable collaboration.

To identify and map this common ground, the Working Group has developed a strategic Framework that is currently in its draft stages.

The framework is intended to:

- Help guide decision making that is in the best interests of the Otago regional economy.
- Help stakeholders have confidence that initiatives reflect local aspirations and expectations, as well as being strategically aligned with New Zealand's future direction.
- Allow the region to advance projects which may be eligible for funding through the Government's Provincial Growth Fund (PGF), by providing the Crown with assurance that these initiatives are strategically aligned and regionally supported.

The Framework is intended to be a living document that will be tested, reviewed and updated in consultation with stakeholders over the longer term.

The document is intended to be finalised in early 2019 at which time it will be released to the public.

Central Otago Labour Market Governance Group

The Central Otago Labour Market Governance Group (COLMGG) has met and considered the Central Otago Labour Survey Horticulture and Viticulture 2018.

An action plan has been developed from the recommendations in the report. Some key projects from the survey include:

- Present the results of the survey to Horticulture New Zealand, Immigration New Zealand and Ministry of Business Innovation and Employment officials.
- Undertake a research project to further understand the drivers and dynamics of the backpacker market.
- Growers explore opportunities presented by engaging underutilised workers in the community (such as older people and parents with young children) and revisiting traditional employment models to allow for more flexible working conditions and roles.
- Growers explore options for working co-operatively or in partnership to develop accommodation and around the provision of human resources for their business.

- Explore opportunities for workforce coordination and collaboration between sectors.
- The COLMGG leads an initiative to work with training organisations, including the Otago Polytechnic Cromwell Campus and local high schools to develop training options that are relevant for the future of the sectors. This needs to address the ongoing shortage of supervisors, managers, machine operators and tractor drivers in both sectors.
- The COLMGG work with COWA and Central Otago Fruitgrowers to develop orchard and vineyard visit programmes for schools to encourage understanding and interest in the sectors.

Some of these recommendations are already being actioned by various organisations. The Central Otago Labour Market Governance Group are researching options to fund a labour co-ordinator to progress some of the key projects.

Infometrics - latest figures

Central Otago Economy experienced a 4.2% increase in filled jobs over the March 2018 year with 510 new positions created, according to the latest report from Infometrics.

Job growth in the district is now accelerating at the fastest pace since 2009, led by the construction industry, administrative and support services and agriculture, horticulture and viticulture. Professional, scientific and technical services are also reflected in the figures as an emerging growth industry for Central Otago.

The buoyant job market was accompanied by an expansion of Central Otago's economy, with a 4.3% increase in GDP for the March 2018 year, compared to national growth of 3.2%. Agriculture, horticulture and viticulture are the leading industries followed by construction. The tourism industry is also growing contributing to 8.7% of Central Otago's GDP compared with 8.2% ten years ago.

Economic output in Central Otago district's tourism industry increased by 11% in 2018, compared with a 8.1% increase nationally. Our population has also experienced its highest rate of growth in the last year since 2003 (3.4%) with our resident population now at 21,000. For the full report, please click [here](#).



GOVERNANCE AND CORPORATE SERVICES



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

Communication and Stakeholder Engagement Strategy

The development of a three-year Central Otago District Council Communication and Stakeholder Engagement Strategy began with a half-day brainstorming workshop in December. Staff from communications, community development, customer services, human resources, information services and policy teams gathered to look at how to enhance this aspect of our business.



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