



CENTRAL OTAGO DISTRICT COUNCIL

QR

QUARTERLY REPORT

JAN - MAR 2019



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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

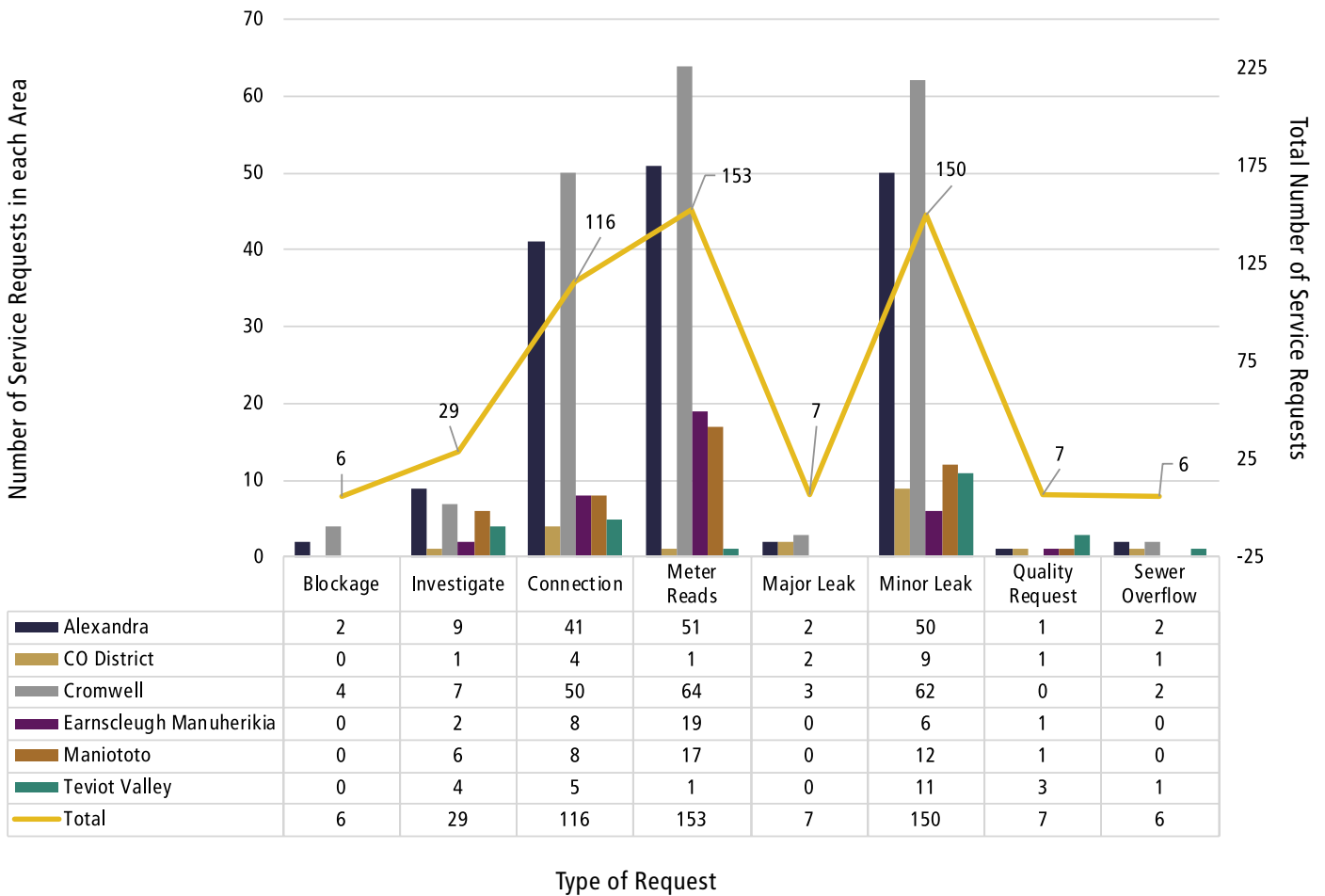


Three Waters

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; this is a continued trend. Connection issues generally relate to minor leaks around the water meter box.

Customer Service Requests - Jan-Feb-Mar 2019



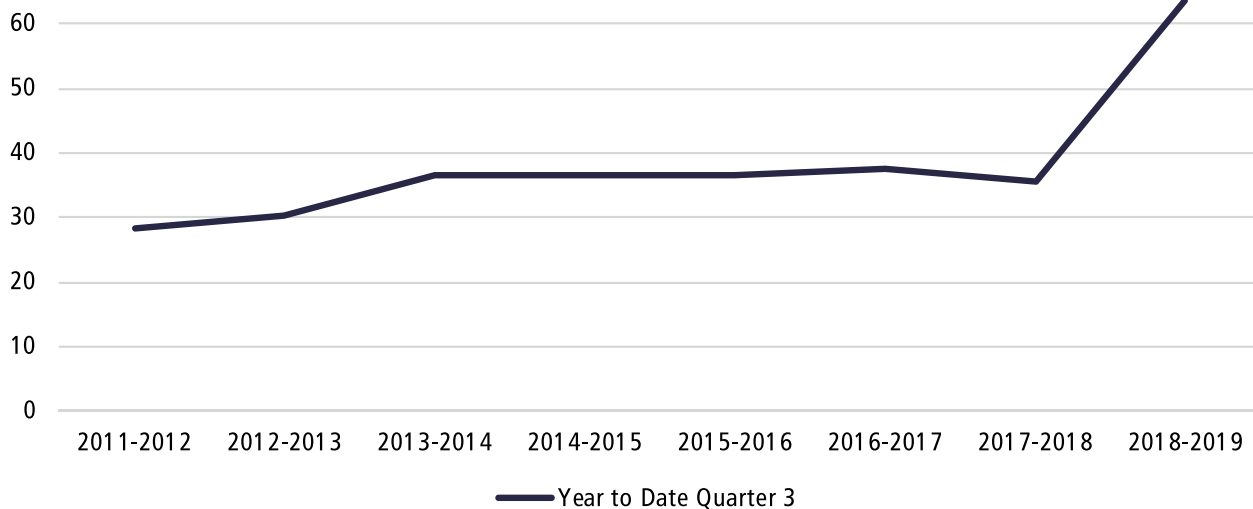
The high number of meter reads indicates the continued growth within the district where residents are requesting final meter reads prior to transfer of property ownership. The majority of these are in Cromwell and Alexandra.

Consents/Activity Levels

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

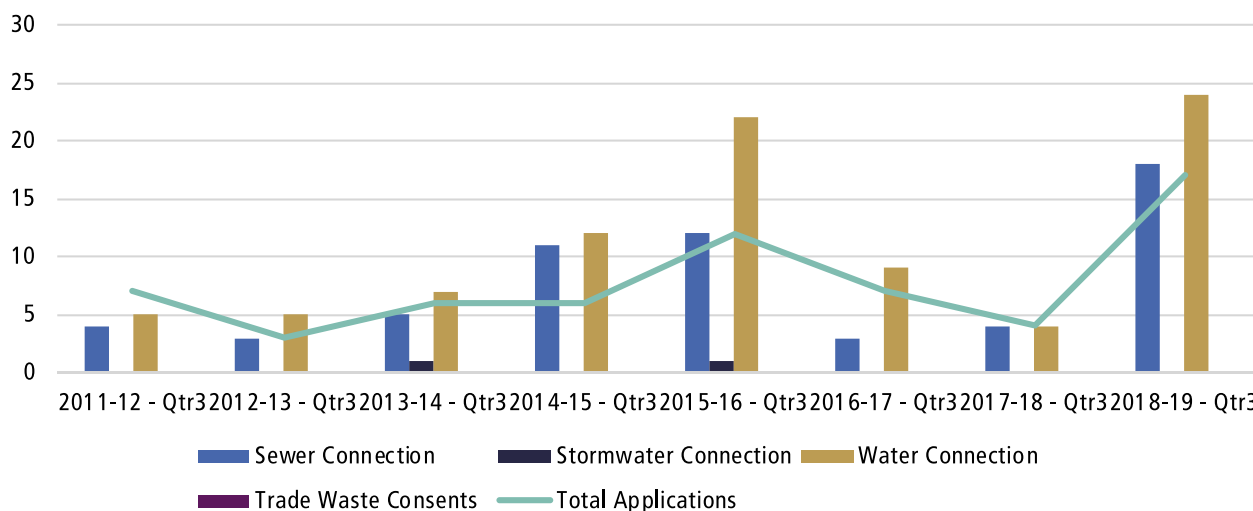
The graph below shows the total number of applications for the financial year to the end of March 2019. This shows a significant increase on previous years.

3 Water Applications Received



The applications received for this quarter shows an increase on quarter three from the last couple of years. This is due to several larger developments progressing and nearing completion of different stages.

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 in this quarter shows an increase in water and wastewater connections.

Response Times

Council is legally required to report against the time to arrive on site, and resolve issues for both urgent and non-urgent requests. This is a mandatory Department of Internal Affairs (DIA) non-financial measure. Definitions are provided by the DIA for urgent, non-urgent, arrival, and resolution. These definitions have not been applied correctly when the service request data has been collected and contractor times recorded.

The contractor and Council staff are now reviewing the service request data, the classification of urgent and non-urgent requests, and e-roads data to enable more robust reporting against this measure for the annual report.

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:



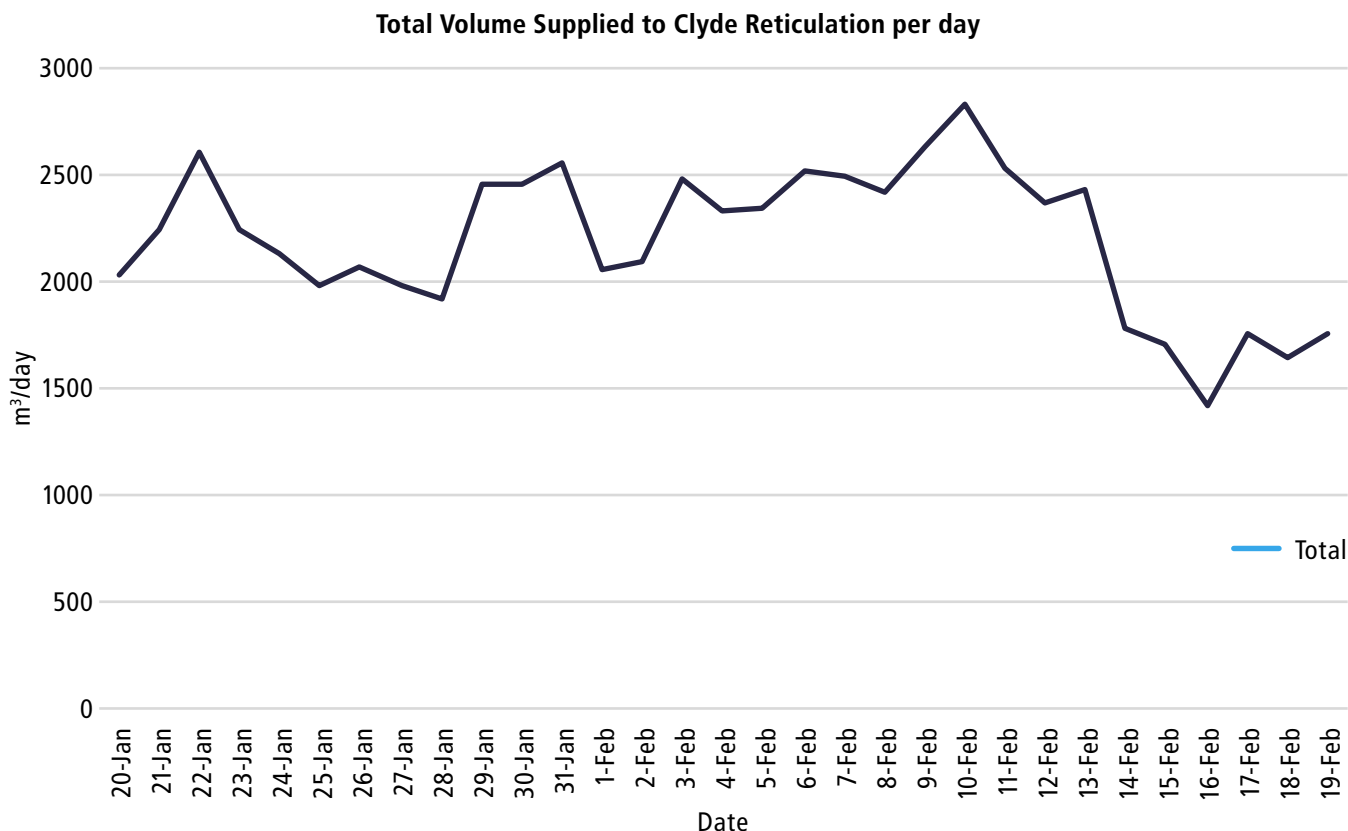
OVERVIEW OF WORK

Clyde Water Supply

Scada data records real time data on the water levels in the reservoirs. Monitoring of this data identified that there was a high demand occurring every night on the Clyde reservoir. This indicated that there was a leak issue within the network as flow rates typically drop significantly during the night.

Leak detection investigations were undertaken and numerous leaks were found. There were several larger leaks which were immediately repaired and the smaller leaks have been progressively repaired over the last month.

The graph below shows volume supplied from the reservoirs per day. The drop in daily usage can be clearly seen from 13 February when leak repair work commenced.



UPCOMING WORK

Naseby Water Treatment Plant

The Naseby water treatment plant upgrade is progressing well with upgrade design details completed and all the key equipment items required now on site. Physical works on site are expected to be completed next quarter. The upgrades are to enable the treatment process to fully meet the drinking water standards.

Omakau Water Supply

Further investigations are now progressing after agreements for land access were provided. This work will involve some test bores being drilled and treatment trials to confirm the quality and treatability of the water.

MAJOR PROJECTS

Lake Dunstan Water Supply

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

Fulton Hogan has continued with the pump tests and filter trials. Filter trials have established the presence of the Lindavia algae in Lake Dunstan. This algae will require a different filtration process to that originally proposed. Because Queenstown Lakes District Council has similar issues in both Lake Wanaka and Lake Wakatipu, discussions have begun to share information and research on the algae before deciding on a way forward.

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. The Department has indicated that we will have a response from them by the end of April 2019.

Lake Dunstan Water Supply and Clyde Waste Water Pipelines

The pipeline construction tender for the new water supply and wastewater pipelines started on 11 February and closed on 11 March 2019.

The tender evaluation team met to discuss the submissions on Monday 18 March under the guidance of a probity specialist.

A report regarding awarding the tender will go to the Three Waters Committee meeting on 15 May.

The resource consent for the river crossings (Waikerikeri Stream and Manuherikia River) and for the discharges to air and land from the valves along the pipeline route has also been lodged.

The response from the Otago Regional Council is expected in April.



Performance Measures: Water

Measure	Target	Q1	Q2	Q3	Comments
Time with water per customer per annum (planned and unplanned)	To maintain supply to customers for \geq 99% of the time	99.9%	99.9%	99.9%	Achieved
Average time to process a request to connect to the Council's water supply	\leq 5 working days	1	5	5	Achieved
Fault response time to urgent call-outs Attendance: Resolution:	Target median time to get to site \leq 1 hours Target median time to resolve \leq 4 hours	11 23	5 12		Service request definitions being reviewed and e-roads data recorded.
Fault response time to non-urgent call-outs Attendance: Resolution:	Target median time to get to site \leq 8 hours Target median time to resolve \leq 24 hours	45.55 48.20	35 37		Service request definitions being reviewed and e-roads data recorded.
Total number of customer complaints for: <ul style="list-style-type: none"> Water clarity Water taste Water odour Water pressure and flow Continuity of water supply Responses to water service requests 	\leq 13 per 1000 connections	0.88	1.75	2.3	Achieved
Compliance with the NZ Drinking Water Standards Part 4: Bacterial	Part 4: Bacterial Compliance All treatment plants to comply All distribution zones to comply	Part 4: All = Yes	Part 4: All = Yes	Part 4: All = Yes	Achieved All treatment plants and distribution zones Comply with Part 4 Bacterial Compliance.
Compliance with the NZ Drinking Water Standards Part 5: Protozoal	Compliance with Part 5: Protozoal All schemes to comply = No apart from Roxburgh	Part 5: All = No	Part 5: All = No	Part 5: All = No	Not achieved The Roxburgh treatment process now complies, however there was one incident where a fault with the control panel resulted in the turbidity exceeding the allowable level. While this had no impact on the safety of the water supply, it will result in a non-compliance rating. The control panel is being upgraded to rectify this.

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 Plant

Improvements to increase the quality of the treated wastewater discharge are progressing. This work has required the pond water to be slowly emptied. Solids and heavy organics are retained in the pond as part of the treatment process. Over many years this turns into a thick sludge. As part of the upgrade, the sludge was dried out and taken to landfill. The pond was then cleaned and smoothed out for the installation of a PVC lining. This lining ensures no wastewater can leak into the ground around the ponds. This work has been completed for pond two and it is now operational. The drying of sludge in pond one is well underway and lining will be completed before the end of the financial year.



Pond two during the lining process.



Pond two completed and back to normal operation.

UPCOMING WORK

Alexandra Wastewater Treatment Plant

Improvements to the aeration systems at the Alexandra wastewater treatment plant are underway. The new aerators have been ordered and delivery is expected in mid-May. The installation of this new equipment is required due to the current

aerators coming to the end of life and starting to have failure rates. The new aerators will provide an improvement to the treatment process and will result in improved quality of treated wastewater discharge.

MAJOR PROJECTS

Cromwell Wastewater Upgrade

The Cromwell ponds have behaved as expected over the summer with pond health stabilising. The plant outflow water quality is compliant with the new consent and e-coli discharge is now better than the river it flows into.

There are two remaining issues from the construction phase:

1. The supply of a new 'muffin monster' (a macerator for dealing with 'difficult' waste) for installation at the septic tank disposal site.
2. The construction of a new concrete pad under the inlet screen.

The 'muffin monster' is due to arrive in New Zealand in late March and will be installed on site as soon as possible.

While crews are mobilised to site to install the muffin monster, they will also complete the construction of the concrete slab under the inlet screen.

Downer began eight weeks performance testing of the new works in March. This is to fulfil the performance testing as required by the contract. This needed to be carried out during the high load period of the wine vintage to assess the impact of the vintage on the treatment plant and its' processes.

Performance Measures: Wastewater

Measure	Target	Q1	Q2	Q3	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 ≤ 10 per 1000 connections	3.33	5.76	7.17	Achieved
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	Nil	Achieved
Fault response times Attendance: Resolution:	Target median time to get to site ≤ 1 hours Target median time to resolve the problem ≤ 4 hours	1.0 7.17	0.75 4.63	1 3	Achieved Service request definitions being reviewed and e-roads data recorded
Number of dry weather sewerage overflows from sewerage scheme	Number of dry weather sewerage overflows ≤ 1 per 1000 connections	1.15	1.66	2.43	Not Achieved These have occurred due to pipes becoming blocked. Council staff are following up on the causes of these to enable a more proactive response to this issue

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:

**SUSTAINABLE
ENVIRONMENT**

**SAFE & HEALTHY
COMMUNITY**

OVERVIEW OF WORK

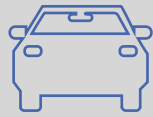


Ranfurly Stormwater

Council's maintenance contractor has been busy working on parts of the Ranfurly stormwater network. This has included clearing open drains which were getting clogged with silt. Stormwater inlet structures have been repaired after some were damaged in heavy rains late in 2018. The large main pipeline which passes through the Ranfurly stadium grounds has been removed and replaced with PVC pipes. This pipeline was badly blocked with roots. Council staff are undertaking inspections of the remaining network. This work will improve stormwater flows through the township.

Performance Measures: Stormwater

Measure	Target	Q1	Q2	Q3	Comments
Compliance with discharge consents	Number of abatement notices = 0 Number of infringement notices = 0 Number of enforcement orders = 0 Number of successful prosecutions = 0	Nil	Nil	Nil	Achieved
Number of flooding events that occurred	Target number of habitable floors affected ≤ 1 per 1000 properties	Nil	Nil	Nil	Achieved
Number habitable floors affected in flooding events	Target number of habitable floors affected ≤ 1 per 1000 properties per flood event	Nil	Nil	Nil	Achieved
Response time to attend flood events	Target median time to get to site ≤ 1 hours	N/A	N/A	N/A	Achieved
Number of complaints received about stormwater performance	Total number of customer complaints ≤ 2 per 1000 properties	0	1	1.43	Achieved



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:



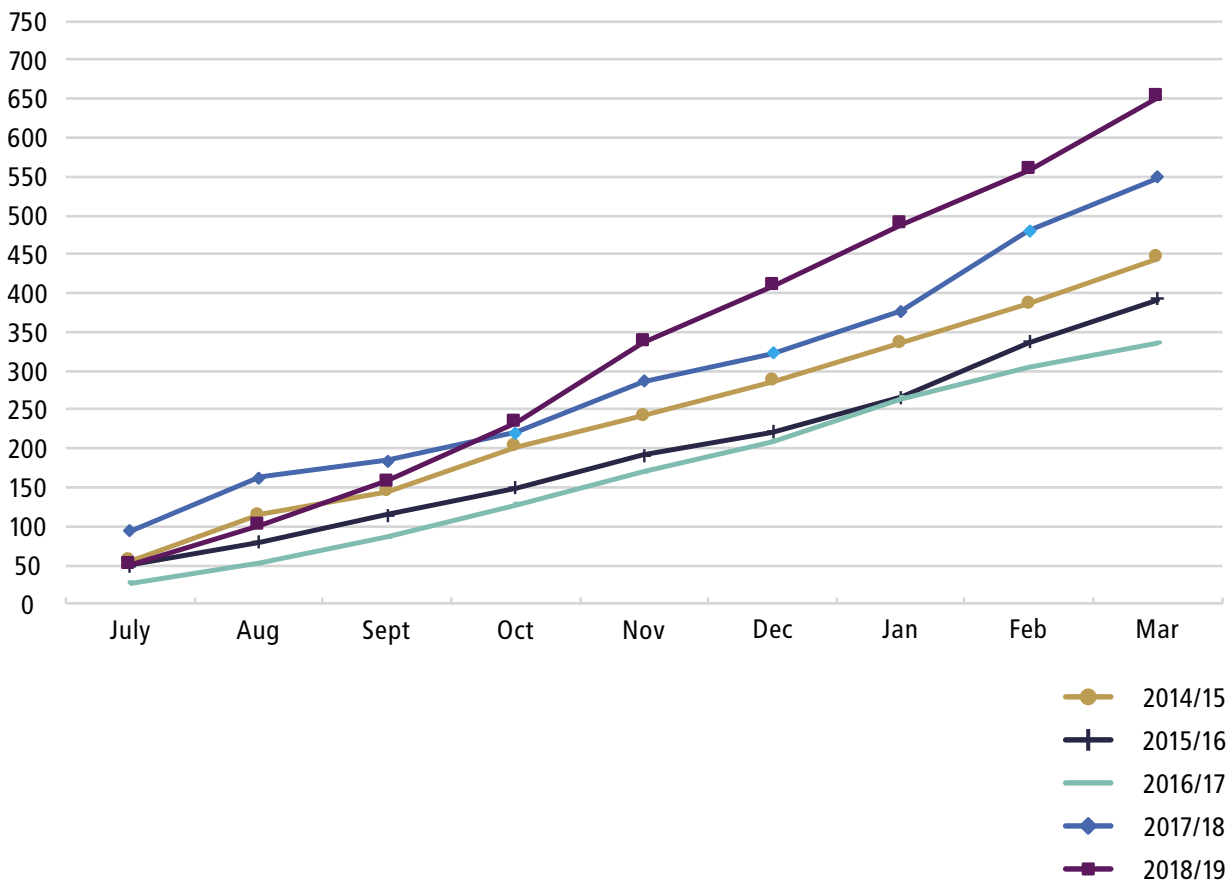
Customer Service Requests

Despite the flood events in July and November/December (which usually creates an increase in drainage calls), drainage calls are lower than last year. The evidence that significant flooding creates major challenges for the organisation is clear from public call data.

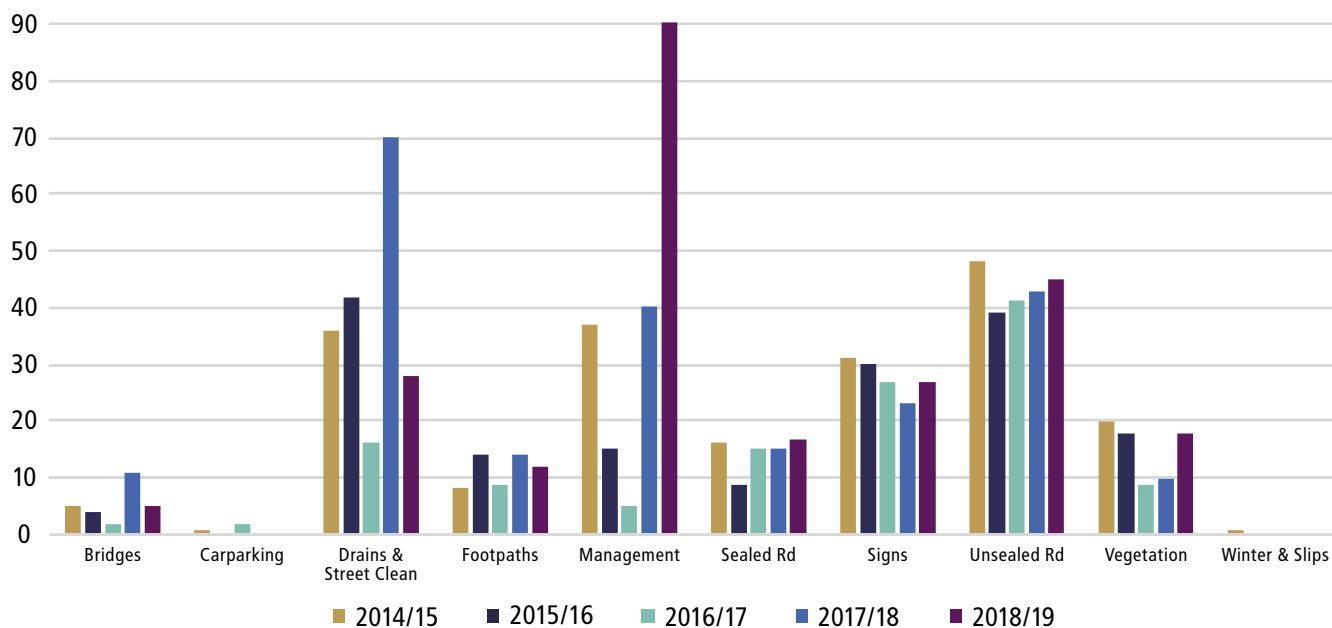
This last quarter has been relatively mild and warm with no significant weather events.

Number of calls	2014/15	2015/16	2016/17	2017/18	2018/19
Cumulative Total for 1st, 2nd and 3rd Quarters	490	393	336	549	652

Comparison of cumulative Annual Number of Calls



Calls by Type - 3rd Quarter



Timely Response

The comparison of the number of consent applications received and processed in 2018/19 and the number received in the same period of 2017/18 shows a continued high growth in demand. The total numbers of consent applications received in the first three quarters of each financial year have increased four-fold, between 2015/16 and 2018/19.

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	101	92	90	177	251
Corridor access requests (CARs)*	127	110	196	358	709
License to occupy	16	27	15	26	20
Yard encroachment	4	7	15	25	2
Vehicle crossings	28	31	91	52	31
Generic traffic management plans	14	20	18	25	15
Road closures	5	5	5	6	9
Cumulative Total for 1st, 2nd and 3rd Quarters	295	292	430	669	1037

Safety Outcomes

Changes to the national Crash Analysis System (CAS) by the New Zealand Transport Agency are now complete. The new tools offer significant improvements in mapping and analysing crash data. Council staff access the CAS system to report vehicle crash data and develop supporting evidence for road safety work.

CAS now automatically restricts access to data for crashes that remain the subject of any investigation. This information could previously be accessed and this change will have an impact on the timeliness of data for quarterly reporting.

Currently information officially available for district roads covers the 1st July – 31st December period, with two serious crashes recorded on the Central Otago District Council roading network. Data now available for the full 2018 period shows that the number of serious and fatal crashes was at the lowest level since 2014.

Tragically, two fatal crashes have occurred on local roads in the first three months of 2019. Both crashes are understood to have been a result of factors that are not related to the roading infrastructure. The two crash sites have been attended and inspected by council staff. This is standard practice for crashes resulting in a fatality.

Five-year Comparison of Annual Crash Statistics on Local Roads (from 1 January to 31 December)	2014	2015	2016	2017	2018
Number of serious crashes on local roads	6	10	6	10	7
Number of fatal crashes on local roads	1	0	2	1	1
Number of people seriously injured on local roads	6	10	7	11	7
Number of fatalities on local roads	1	0	2	1	1

2018/19 Renewals Programme

Reseal Programme

The remainder of the reseal programme was completed in Quarter 3, along with a number of additions which were added to the programme as both the cost of bitumen dropped and the crews delivered an efficient work package. Sections of the following roads were resealed:

- Becks School Road
- Danseys Pass Road
- Derwent Street
- Earnsclough Road
- Fraser Road
- Ida Valley Omakau Road
- Macdonald Street (Ophir)
- Mcpherson Road
- Mount Buster Road
- Russell Street Car Park
- Stafford Street
- Swimming Dam Car Park
- Roxburgh East Road/Teviot Road/Jedburgh Street (surface reinstatement at Jedburgh Street bridge)
- Boulton Road
- Danseys Pass Road
- Dungannon Street
- Ennel Street
- Hanning Road
- Laing Road
- Mcintosh Road (Earnsclough)
- Mee Road
- Ness Street
- Selkirk Place
- Strode Road
- Swindon Street
- Charlemont Street East
- Deaker Street (Omakau)
- Earne Street
- Eureka Road
- Harvey Street (Omakau)
- Larch Ave
- McNally Road
- Mitchell Street
- Ridge Road
- St Bathans Loop Road
- Swimming Dam Road
- Tay Street

Metalling Programme

The following roads were completed as part of the metalling programme:

- Alpha Street Pump Station Access Road
- Bendigo Loop Road
- Blue Mines Road
- Crawford Hills Road – to be completed and are programmed for this financial year
- Hawksburn Road
- Hawksburn Road (lookout)
- Jolly Road (Tarras)
- Lakefront Terrace
- Long Gully Road
- Maori Point Road
- Richards Beach Road
- Sandflat Road
- Thomson Gorge Road
- Beaumont Station Road - to be completed and are programmed for this financial year



Shaping and preparing Hawksburn Road for gravel

Due to efficient work programming and completion, elements of 2019/20 programme will be brought forward.

Eco Seal Programme

Sites eco sealed this season included all or parts of the following roads:

- Agnew Road
- Ferris Road
- Reef Road
- Vinegar Hill Road
- Auripo Road
- Hills Creek Road
- Ridge Road
- Booth Road
- Kelliher Lane
- Shephers Flat Road

The sites removed due to budget restraints were:

- Clunie Road
- Dunstan Creeks Road
- Ida Valley Station Road
- Swinburn Back Road
- Waipiata Naseby Road (was oiled therefore removed this season)
- Ida Valley Oturehua Road



Booth Road. Road was shaped and water channels installed to improve drainage and extend lifespan prior to eco sealing – January 2019

Bridges

Bridge 94 St Bathans Loop Road

We are still waiting for design work to be completed on Bridge 94. We then need to apply for a Building Consent Exemption. Fulton Hogan have been told that CODC expect this structure to be installed before the end of June this year.

Bridge 186 Jedburgh Street Bridge, Roxburgh

As previously reported, all the work has now been completed including realignment of the guardrail to allow safer passage for the Clutha Gold Trail cyclists as they transition from the trail itself to Teviot Road. The final sign off process is currently underway, and the speed restriction signs are to be removed. Closer visual inspection of the western abutment revealed some similarities in bridge movement and further investigation is being carried out to determine the extent of potential remedial works, though the cost of such work will be significantly cheaper than the eastern abutment project.



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



Guardrail realignment Jedburgh St Bridge



*Amberley style
LED light*

Street Lighting

The street light columns on the greenways have an unusual attachment assembly which requires a specific bracket to be manufactured. This has delayed the installation of the lights. Installation work is expected to begin in April and be completed by the end of May.

The Amberley style light outside the Warehouse on Tarbert Street has been changed to an LED unit and, following this success, a further 16 LED units are now awaiting installation. These will all be similar design lights in and around Tarbert Street, as well as the four lights either side of the Centennial Avenue pedestrian crossing near Brandon Street.

These final installations will complete the bulk change of the District's lighting stock to LED.

Low Cost Low Risk Roads (Minor Improvement Programme)

Fulton Hogan completed seal widening and drainage work on Richards Beach Road to accommodate increased traffic using the waste disposal facility.



Performance Measures: Roading

Measure	Target	Q1	Q2	Q3	Comments
Average length of time to issue a consent for access to a road	≤ 2 days	1.7 days	2.0 days	1.6 days	Achieved 1,037 consents processed. 1,681 days cumulative processing time to issue (Q1, Q2 and Q3).
Percentage of sealed local road network that is resurfaced	≥ 3.8% (20km) per annum	0	0.3% (1.8km)	4.7% (24.4km)	Achieved Anticipated 18-19 reseal length of 26.0km.
Number of service requests	< 600	157	406	652	Not Achieved Figures are cumulative and include all Road Management category calls.
Number of service requests from customers responded to within 10 days	≥ 90%	87%	81%	86%	Not Achieved Figures are cumulative and include all Road Management category calls. 13 public calls (including Road Management calls) outside of 10-day response time target in Q3.
Change from previous year in number of fatalities and serious injury crashes on local roading network	Stable or decreasing trend (current year)	1 serious crash	1 serious crash	1 serious crash	Achieved Official records are now made available at least 3 months behind.
	Trend (previous year)	4 Serious crashes	1 Fatal and 3 Serious crashes	No Fatal or Serious crashes	
Number of journeys impacted by unplanned events (Resilience)	< 16,423	156	17,791	18,591	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.

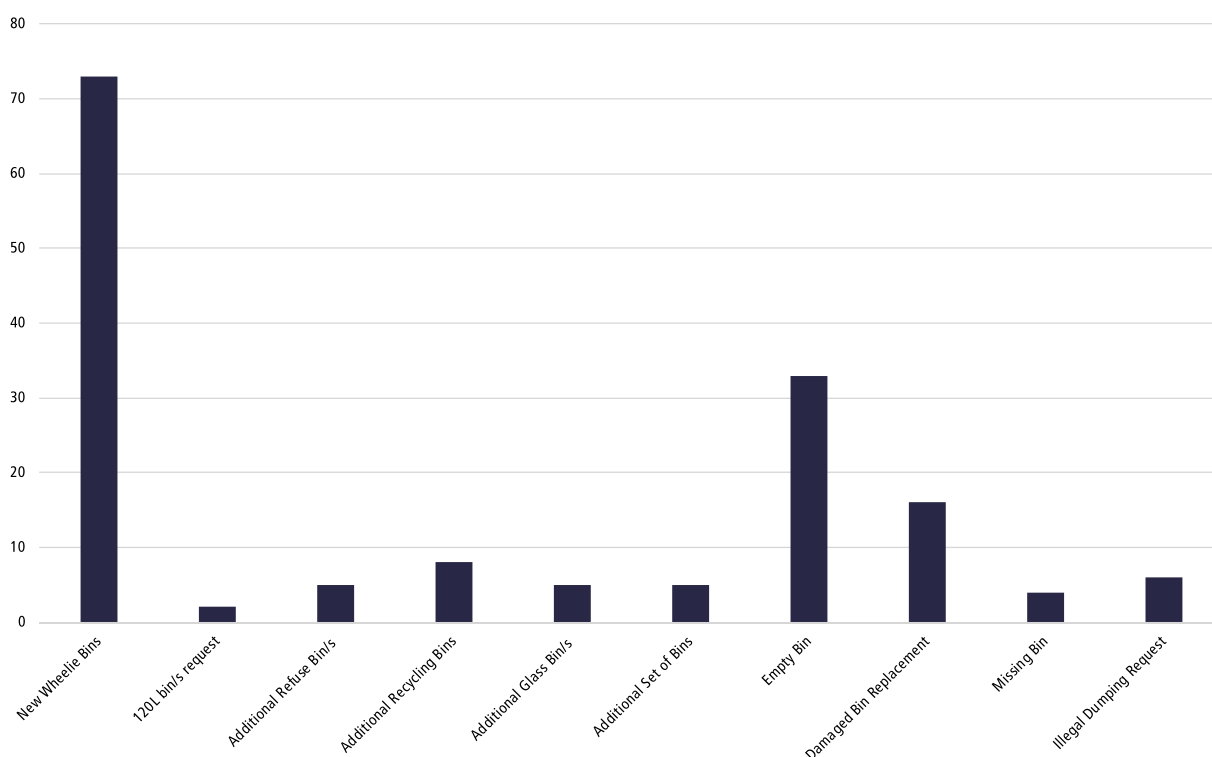
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Customer Service Requests

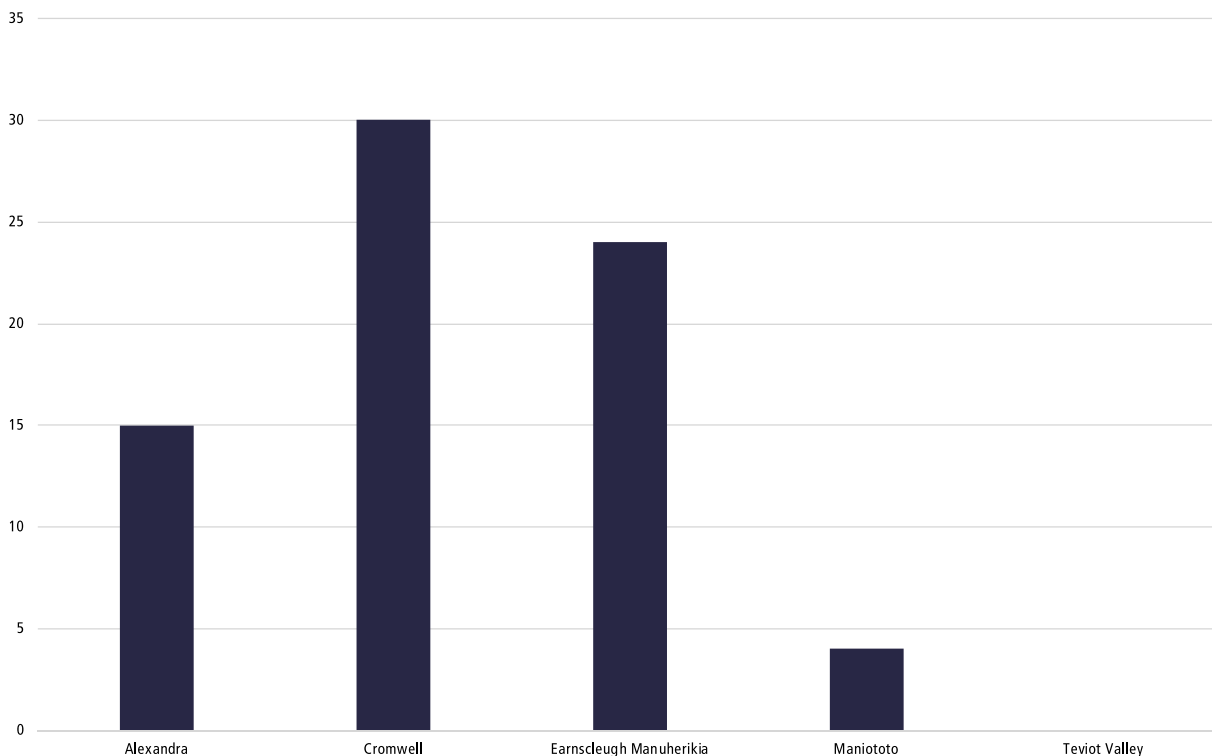
Analysis of customer service requests for waste services over this quarter show the majority of requests relate to new bin services.

Customer Service Requests: January - March 2019



New bin requests over this quarter reflect the extension of kerbside services along rural routes and 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

Clyde Glass Bins

Three glass skip bins supplied to Clyde residents for the holiday period were well received. The coloured separated bins contained very little contamination and were able to be recycled at Wastebusters.

Closed Landfill Inspection

The Environmental Engineering team and a Senior Environmental Officer from Otago Regional Council undertook inspections of the Cromwell, Alexandra, Tarras and Maniototo closed landfill sites. Closed landfills in the Maniototo are located at St Bathans, Naseby, Becks, Lauder, Oturehua, Patearoa, Ophir and Ranfurly.

Glass Crushing Parkburn Quarry

Discussion is underway with Fulton Hogan to undertake a glass crushing trial at Parkburn Quarry. The crushed glass will be tested for suitability as a sub-base for roads, footpaths or other uses such as trench bedding material. The Environmental Engineering team has prepared information on the upcoming trial outlining things the public can do to improve the quality of the recycled glass.

Education

REAP Community Education for Sustainable Living Programme

CO Reap attended the Otago and Roxburgh A&P shows with displays of waste-free living options such as composting, bokashi and 'Love Food Hate Waste'. There was a special focus on agricultural waste and recycling opportunities. This space was shared with the Haehaeta Natural Heritage Trust, showcasing their native replanting work.



The Central Otago EnviroSchools Programme

Clyde Primary School ran an 'Education Outside the Classroom' week. The senior school made 65 predator trapping boxes and learnt the best practices for trapping.



Development Engineering

The process of bringing development engineering functions back in-house has continued over this quarter, including:

- Development contribution assessments
- Engineering advice on significant subdivisions
- Subdivision inspections

Preparation of consent conditions remains with Stantec.

How we Measure Success	2018/19 Q2 Results	Our Aim Years 1-3	Comments	
Total quantity to landfill (tonnes p.a.)	2671 Tonnes (Previous Q last year 2069 Tonnes)	Incremental year on year reduction	There was a 29% increase in waste sent to the landfill compared to the same period the previous year.	x
Total amount generated per rateable property	3441Tonnes/13,787 Properties = 250 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 25% (50kg increase) in comparison with the corresponding period of the previous year.	x
Total amount recycled (tonnes p.a.)	770 Tonnes (Previous Q last year 664 Tonnes)	Incremental year on year increase	There was a 16% increase in the quantity of recycling recorded during the period compared to the same period in the previous year.	√
Resident satisfaction with waste services	94% Satisfaction (Previous Q last year 89% satisfaction)	Customer satisfaction ≥ 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 Consents Received during the Quarter

A total of 142 resource consent applications were received this quarter. This is down slightly from the 148 applications received last quarter and up from 132 received in the third quarter of last year.

Number of Resource Consents Processed

During the period 1 January to 31 March 2019 a total of 99 resource consents and five outline plans were processed. This is slightly up on the 96 consents processed for the same period last year, but down on the 140 consents processed in the previous quarter.

The consents issued in this period are as follows:

- 1 declined by Committee
- 13 granted by Committee
- 90 granted by delegated authority

Decision Processing Times

The non-notified delegated authority decisions issued in this quarter had an average processing time of 16.7 working days. Only 83% 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.

Other Planning Work

Council has received enquiries about private plan changes for residential development in both the Cromwell and Alexandra areas, which are yet to be lodged. The recommending planner's report for Plan Change 13 was circulated on 22 March and we await the evidence of other parties prior to the hearing scheduled for 10-14 June.

In Other News

The planning team hosted a summer student who was invaluable over the busy Christmas period. They have welcomed a new planner, Heong Ng, who joined the team on 27 March.

BUILDING CONTROL

Number of Building Consents Processed and Value of Building Work

In the period 1 January to 31 March 2019, a total of 240 building consents were issued at a value of \$49,965,975.

This reflects a significant increase of 33% (59) on the number of consents issued in the same quarter last year, with an additional \$25,858,863 increase in the value of consents issued.

While there was a 3% (7) reduction on the number of consents issued this quarter compared to the previous quarter, there was a \$1,751,751 increase in the values of the consents received.

Processing Times

In terms of statutory processing timeframes the average processing time for the quarter was eight working days. This is a significant reduction on the 11 working days in the previous quarter.

However, 97.92% of all consents were issued within the 20-day statutory timeframe.

Applications of Interest

1. Ranfurly Hospital received its Code of Compliance Certificate.
2. 19 unit apartment development on corner of Shortcut Road and SH6 in Cromwell.
3. Exemption granted for New Fraser River Penstock, Pipeline and Powerhouse on Earnsclough Station-8 Megawatt power generator.

4. A second 35000m² (3.5 hectares) covered greenhouse for Cherry Orchard.
5. Terrace School - a new administration block and technology block and upgrade of existing fire safety specified systems throughout all buildings.

LIMS

There were 178 LIMs issued during this quarter. This reflects a 10% (20) reduction when compared to the same quarter last year and a 12% (24) reduction compared with this year's previous quarter.

The average number of processing days to issue a LIM was four, compared with five in the previous quarter, with 100% issued within 10 days.

Staff

During this quarter, Gus Clark (Building Control Officer) retired on 29 February after 50 years of work. He specialised in plumbing and drainage.

Bylaws

A proposed new Alcohol Restriction Bylaw to reflect the Sale and Supply of Alcohol Act 2012 and the needs of our community regarding the Blossom Festival, Christmas and New Year's Eve is drafted for the Council meeting in May.

Dog Control

There have been eight infringements issued in this quarter for the 'failure to confine or control' a dog.

One dog has been classified as menacing, which has been opposed by the owner, with a proposed hearing on 15 May.

ENVIRONMENTAL HEALTH

Quality Management System – Food Act Functions

We are progressing with the development of an in-house Quality Management System manual with the aim of continuing to provide a one-stop-shop for the full range of functions available to territorial authorities under the Food Act.

Our aim is to have this operational by the end of June, ready for an audit of our systems by Ministry of Primary Industries (MPI) in August 2019.

Alcohol Licensing

District Licensing Committee

There were no District Licensing Committee hearings convened during this period.

Alcohol licensing quarterly statistics report

(Corresponding 2018 period in brackets)

Application Type	Risk Category				
	Very Low \$368.00	Low \$609.50	Medium \$816.50	High \$1,025.50	Very High \$1,207.50
On-licence new	0 (3)	1 (3)	4 (0)		
On-licence variation					
On-licence renewal		1 (3)	5 (0)		
Off-licence new	2 (0)	1 (1)	1 (0)		
Off-licence variation					
Off-licence renewal	2 (7)	0 (3)	3 (0)	1 (0)	
Club licence new					
Club licence variation					
Club licence renewal	1 (0)				
Total	5 (10)	3 (10)	13 (0)	1 (0)	

Annual fees received:

Application Type	Risk Category				
	Very Low \$161.00	Low \$391.00	Medium \$632.50	High \$1,035.00	Very High \$1,437.50
On-licence	0 (3)	10 (11)	10 (1)		
Off-licence	15 (15)	5 (8)	7 (1)		
Club licence	3 (2)	0 (1)	0 (0)		
Total	18 (20)	15 (20)	17 (2)		

Manager's Certificate applications received:

Manager's certificates - new (\$316.25)	22 (23)	5 (8)
Manager's certificates - renewal (\$316.25)	32 (36)	0 (1)
Total	54 (59)	15 (20)

Special Licence applications received:

	Class 1 - \$575.00	Class 2 - \$207.00	Class 3 - \$63.25
Special licences	2 (3)	5 (4)	36 (34)

Temporary Authority applications received:

Temporary Authority Orders \$296.70	4 (5)
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Licensing Fees

The effect of the Council decision to revoke the previous resolution to reduce the fees is starting to become noticeable with an increase of applications now falling into the medium risk category rather than low (\$207 instead of \$63.25).

COMMUNITY DEVELOPMENT**New Community Development Officer for the Teviot Valley Community Development Scheme**

The Teviot Valley Community Development Scheme governance group appointed Jane Casey as the new community development officer in March. Jane has a background in tourism sales and advice, most recently working at the Kawarau Mining Centre.

Teviot Valley's Community Development Scheme has approximately six months left to run. Jane's focus during this time will primarily be on the Valley's heritage collections and local stories, and she will be working closely with the Roxburgh District Museum Committee and similar community organisations.

Jane has taken over the 20-hours per week role from Jennie Clarke, who most capably managed the position since its inception in 2016. Over the past two years Jennie focussed on a range of topics, including understanding community integration of seasonal workers and supporting the marketing and development of the Valley's Roxburgh Gorge and Clutha Gold cycle trails.

Funding for the community development officer's position has come from a \$240,000 grant from the Department of Internal Affairs, which was awarded to the Teviot Valley in 2015.

Central Otago Heritage Trust

The Central Otago Heritage Trust has commenced work on the projects listed within the Central Otago Heritage Action Plan. The Trust coordinator is producing a quarterly newsletter for trust members that outlines heritage activities and initiatives that are currently happening in the region. Highlights for this quarter included the Otago Goldfields Heritage Trust Cavalcade in February (which attracted over 600 participants), and the release of the Clyde Museums Feasibility Study.

Another highlight for this quarter was the establishment of a Central Otago Oral History Working Group. This group will

take responsibility for training a team of volunteers to conduct interviews, research subjects, and manage the digital processes required to catalogue and store the interviews. The Working Group is looking to employ a paid part-time coordinator to manage the project.

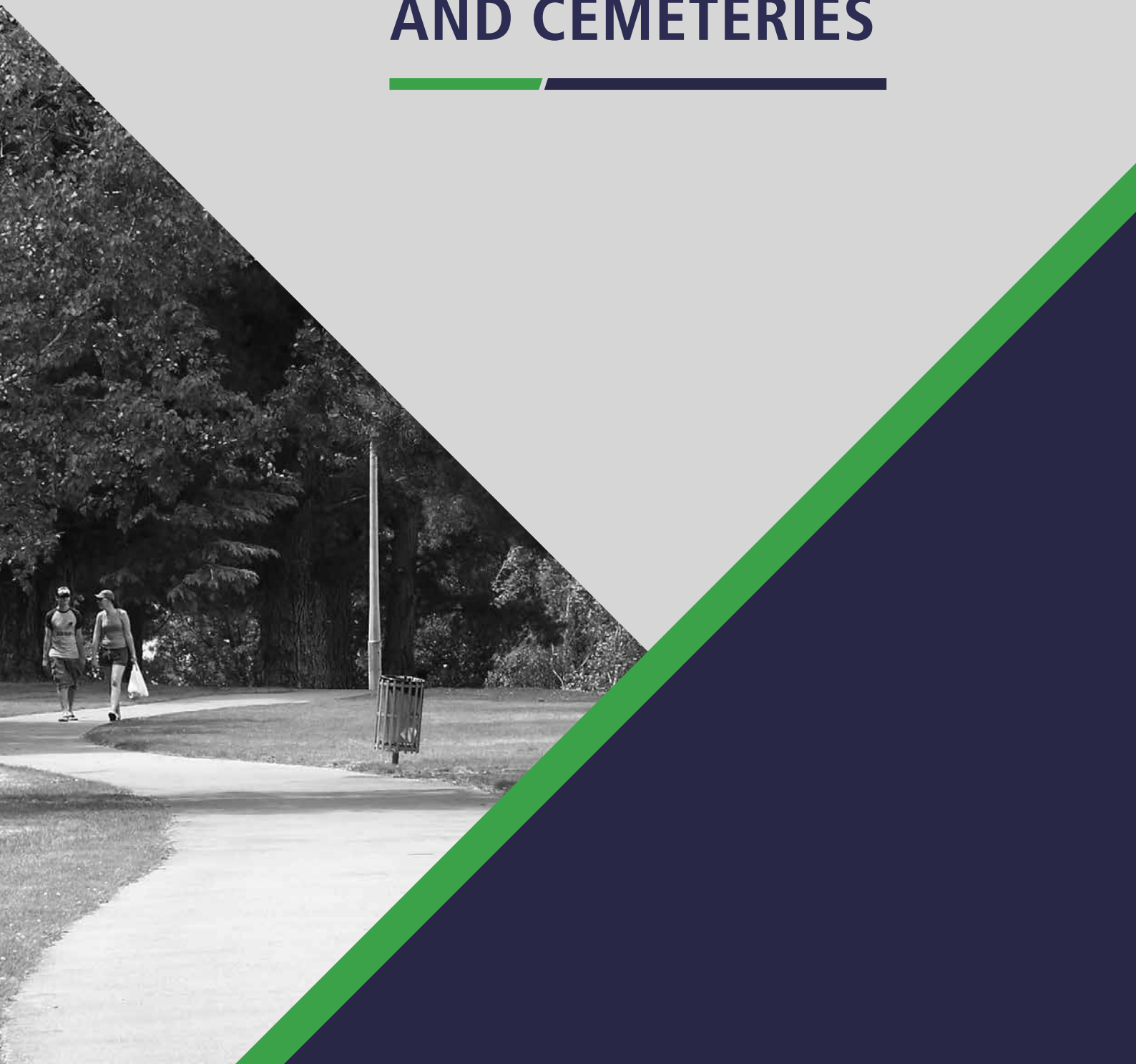
Lighting Policy for Council-owned Assets

The Central Otago District Council adopted a Lighting Policy in February that stipulates lighting standards and luminance thresholds for outdoor lighting on Council-owned buildings and assets. The policy was developed to ensure that Council's approach to outdoor lighting protects the quality of Central Otago's night skies by ensuring all light fittings provide only the intensity and area of illumination that is actually needed. This policy reinforces Council's decision two years ago to replace street lights across the District with energy efficient 3,000 Kelvin LED bulbs.

Central Otago District Council's Lighting Policy complies with International Dark Sky Lighting Standards, and demonstrates Council's active support of community-driven dark sky protection initiatives, such as Naseby Vision's initiative to become an internationally recognised IDA Dark Sky Community.



POOLS, PARKS AND CEMETERIES



POOLS, PARKS AND CEMETERIES

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

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

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

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

This activity contributes to the following community outcomes:



POOLS

Cromwell Swim Centre Statistics – January - March 2019

Type	January			February			March		
Concession/Membership									
Adult	Sold	Swims	Total \$	Sold	Swims	Total \$	Sold	Swims	Total \$
3 Month	3		\$522			\$0	4		\$696
6 Month	1		\$313	1		\$313	0		\$0
12 Month	1		\$522	1		\$522	1		\$522
11 Swim	17		\$887	14		\$730	15		\$783
23 Swim	7		\$730	10		\$1,044	6		\$626
Adult 11 Swim and Aqua	1		\$91	2		\$183	2		\$183
Total Adult sales			\$3,065			\$2,792			\$2,810

Cardholder									
3 Month	2		\$289	1		\$144	0		\$0
6 Month	0		\$0	0		\$0	0		\$0
12 Month	0		\$0	1		\$433	1		\$433
11 Swim	7		\$304	9		\$391	13		\$565
23 Swim	7		\$609	6		\$522	11		\$957
Cardholder 11 Swim and Aqua	1		\$83	6		\$496	5		\$413
Total Cardholder Sales			\$1,285			\$1,986			\$2,368

Child									
3 Month	0		\$0	0		\$0	0		\$0
6 Month	0		\$0	0		\$0	0		\$0
12 Month	0		\$0	1		\$261	0		\$0
11 Swim	8		\$209	2		\$52	5		\$130
23 Swim	5		\$261	1		\$52	0		\$0
Total Child Sales			\$470			\$365			\$130
Aqua Only									
11 Swim	3		\$117	5		\$196	1	11	\$45
Total Aqua Only Sales	12			30		\$143	7	11	\$45
Total Membership Sales - Total Raw Number, Total Swims, then Total \$	12	0	\$4,820	30	0	\$5,286	7	11	\$5,353

Type	January		February		March	
Casual Paid Admissions						
Type	#	Total \$	#	Total \$	#	Total \$
Single Adult	1,819	\$10,277	853	\$4,819	869	\$4,910
Single Cardholder	152	\$727	99	\$473	75	\$359
Single Child	1,562	\$4,483	581	\$1,667	681	\$1,954
Family Pass Sales 2A and 2C (See under Participation for numbers count)	95	\$1,355	19	\$271	16	\$228
Family Pass 1A and 4C (See under Participation for numbers count)	0		0	\$0	0	\$0
Aqua Aerobics Class Only	12	\$47	18	\$70	17	\$88

Golden Oldies Aqua	3	\$5		9		\$16	3	\$5	
Showers	363	\$1,390		231	\$845		167	\$640	
Total Casual Admissions		18,284		1,810	8,146	16	1,828	8,184	0

Type	January	February	March
Concession (11/23) and Member (3M, 6M, 12M) Visits			
Adult	17	28.00	28
Cardholder	152	23	30
Child	13	2	5
Aqua Numbers from Concession/ members - All categories	4	5	1
All Molyneux Numbers			
Total Participation from Concession/ Members	186	58	64

Central Swim School			
Private Lesson		19	18
Learn to Swim Programme - 4YO (Preschooler) and School Age		435	512
Learn to Swim Programme - Baby and Toddler (Adult in Water)		52	104
Swim Skills		1,660	265
Adult Lessons		0	0
Total Participation from Swim School	0	2,218	1,075

Free Swimmers			
Pre Schoolers	456	239	236
Free Adult Entry Card		0	
Free Child Entry Card	2	0	
Cromwell Swim Centre Staff Swim	1	1	1
Swim Assitance			
Plunket Voucher			
Green Prescription Free Swims			
Total Free Swimmer related entires	671	354	382

Numbers of Participating from Family Pass Sales			
Adults from Family Passes	47	9	8
Children From Family Passes	48	8	9
Total Pool Hire Related Entries	4	168	162
Pool Hire Related Entries			
Wendy Martin Numbers	410	410	410
Swim Club Numbers	364	634	643
General Other Lane Hire - Schools etc		1,625	135
Meeting Room Hire	2		8
Kayak Bill Tuesdays			
Charging Equipment			
Total Pool Hire Related Entries	138	1,547	1,263

Molyneux Aquatic Centre Statistics – January - March 2019

Type	January			February			March		
Concession/membership SALES									
Adult	Sold	Swims	Total \$	Sold	Swims	Total \$	Sold	Swims	Total \$
12 Month	2		\$1,043.48						
6 Month	1		\$313.04						
3 Month	5		\$869.55	1		\$173.91	5		\$869.55
11 Swim	34	374	\$1,773.78	25	275	\$1,304.25	21	231	\$521.74
23 Swim	6	138	\$626.10	10	230	\$1,043.50	13	299	\$1,356.55
Adult 11 Swim and Aqua	2	22	\$182.60	18	18	\$70.38			
Total Adult Sales	50	534	\$4,808.55	54	523	\$2,592.04	39	530	\$2,747.84

Senior									
12 Month				1		\$433.04	1		\$433.04
6 Month	1		\$260.87						
3 Month	2		\$288.70	1		\$144.35	1		\$144.35
11 Swim	20	220	\$869.60	25	275	\$1,087.00	19	209	\$826.12
23 Swim	14	322	\$1,217.44	7	161	\$608.72	11	121	\$956.56
Senior 11 Swim and Aqua	2		\$16.52						
Total Senior Sales	39	542	\$2,653.13	34	436	\$2,273.11	32	330	\$2,360.07

CSC/TS - Community Services Card/Tertiary Students									
12 Month									
6 Month									
3 Month									
11 Swim	1	11	\$43.48	2	22	\$86.96	5	55	\$217.40
23 Swim	1	23	\$86.96	1	23	\$86.96	1	23	\$86.96
CSC/TS 11 Swim and Aqua									
Showers	363	363	\$1,390.29				167	167	\$639.61
Total CSC/TS Sales	365	365	\$1,520.73	3	45	\$173.92	173	245	\$943.97

Child									
12 Month									
6 Month									
3 Month									
11 Swim	6	66	\$156.54	3	33	\$78.27	11	55	\$130.45
23 Swim	4	92	\$208.69	4	92	\$208.68	2	46	\$104.34
Total Child Sales	10	158	\$365.23	7	125	\$286.95	13	101	\$234.79

12 Month Family Card									
Total Aqua Only Sales	62		\$239.51	19		\$71.38	7	7	\$28.37

10 Swim	2		\$33.04	1	10	\$16.52			
Total Green Prescription Sales Only	2		\$33.04	1	10	\$16.52			
Total Membership Sales - Total Raw Number, Total Swims, then Total \$	994	1,234	\$8,066.42	217	1,084	\$5,223.48	521	968	\$5,371.07

Type	January		February		March	
Casual Paid Admissions						
Type	#	Total \$	#	Total \$	#	Total \$
Single Adult	1,819	\$10,277.35	853	\$4,819.45	869	\$4,909.85
Single Senior					225	\$1,075.50
Single CSC/TS	152	\$726.56	99	\$473.22	75	\$358.50
Single Child	1,562	\$4,482.94	581	\$1,667.47	681	\$1,954.47
Large Group Child Rate			42	\$73.04	135	
Aqua Aerobics Class and Entry Adult					1	\$9.13
Aqua Aerobics Class and Entry Senior	2	\$16.52			5	\$41.30
Aqua Aerobics Class Only	61	\$238.51	50	\$195.50	56	\$218.96

Family Pass 1+4	95	\$1,354.70				
Family Pass 2+2						

Other (Promotion, One Off, etc)						
Gym Stick						
Polis swim Test						
Summer Swim Camp						
Total Casual Admissions	3,691	\$17,096.58	1,625	\$7,228.68	2,047	\$8,567.71

Participation ONLY Related Statistics

Type	January		February		March	
Concession (11/22/45) and Member (12M) Visits						
Adult	48		36		40	
Senior	37		34		32	
CSC/TS	2		3		6	
Child	10		8		7	
Aqua Numbers from Concession/members - All categories	2		1		5	
Family Pass						
Cromwell Members						
Green Prescription Cards	2		1			
Total Participation from Concession/Members	101		83		90	

Central Swim School (In water actual participation not enrollments).

Private Lesson			7			7	
Learn to Swim Programme - 4YO (Preschooler) and School Age			622			690	
Learn to Swim Programme - Baby and Toddler (Adult in Water)			15	30		155	310
Swim Skills/River Safety			1,108			910	
Adult Lessons			0			0	
Total Participation from Swim School	0		1,782			2,072	

Free Swimmers									
Pre Schoolers	456			239			236		
Free Adult Entry Card									
Free Child Entry Card									
Green Prescription (of the 3x Free Entries)				1					
Swim Assitance									
Staff Swimming									
Gym Stick session									

Total Free Swimmer related entires	456			240			236		
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Pool Hire Related Entries									
Alexandra Swim Club				264			265		
Jo Blackie				210			268		
Junior Squad Club Nights									
Club Nights									
Multi Sport									
Swim Club Numbers (total from split catergories above)							533		
Dunstan High School									
The Terrace Primary School				962					
Alexandra Primary School				1,208					
St Gerards Primary School				145					
Clyde Primary School									
Other Schools									
All Schools (total from split catergories above)							0		
Kayak Polo Swimmers									

General Other Hire									
Total Pool Hire Related Entries	0			0			533		

PARKS

This period has been hot and dry with reliance on irrigation systems paramount to ensuring the survival of plants, trees and grass. A number of our irrigation systems have shown their age at times requiring significant maintenance or renewal works to be undertaken.

The dry weather has been particularly kind to our rose beds with all roses putting on very good flowering displays.

Council has awarded the new Open Spaces contract to Delta Infrastructure Services Ltd commencing 1 July 2019. Long-term Open Spaces contractor Asplundh will then cease their contract with Council.

Many capital works projects have been completed during the period including the installation of the Big Fruit playground in Cromwell with assistance from Central Lakes Trust. There have been new swings installed in Naseby as well as new playground safety matting being installed under the play equipment at Anderson Park in Cromwell.

The old man pine shelterbelt planting at the Alexandra Cemetery Reserve has been removed along Dunstan Road. This is to be fenced and planted once the new pipes have been installed to the Alexandra Reservoir.

Clutha Management

Council has been involved in the following events during this quarter:

- Coastguard New Zealand 'Old for New' lifejacket promotion held in Alexandra on January 12, in Cromwell on January 13, and in Clyde on January 15.
- Lake Dunstan Aquatic Weed Management meeting.
- Otago Regional Council spill response exercise.
- Otago Regional Council, biosecurity pamphlets and handout packs for cleaning vessels were handed out during the quarter.

Patrols

Patrols were carried out on the following days during January: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 19, 22 and 26.

CEMETERIES

Cemetery Quarterly Statistics

	Cemetery	Ashes	Internment
January 2019	Alexandra	1	2
	Cromwell	1	4
	Nevis	1	0
	Ranfurly	0	1
	TOTAL	3	7
February 2019	Alexandra	1	1
	Clyde	1	1
	Nevis	1	0
	Ranfurly	1	0
	TOTAL	4	2
March 2019	Alexandra	2	1
	Clyde	1	0
	Ranfurly	1	0
	TOTAL	4	1



PROPERTY AND COMMUNITY FACILITIES



PROPERTY AND COMMUNITY FACILITIES

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

We provide community housing, predominantly for the elderly. Council owns 98 flats located in Alexandra, Clyde, Cromwell, Ranfurly and Roxburgh.

We provide public toilets in towns across the district and at recreation facilities and parks.

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

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

We own and lease a variety of commercial and farm properties, and develop land for sale. The income from commercial property is used to fund other Council costs.

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

This activity contributes to the following community outcomes:



PROPERTY

Alexandra Airport Rent reviews

A new market rental valuation was recently obtained from Quotable Value for all existing hangar sites for the purpose of some three yearly rent reviews. The rental assessment is based on industrial land rates in Alexandra and a market yield.

As some rentals have not been reviewed since 2014 when sites were not serviced, the reviewed rental has increased.

An information sheet summarising how rentals have been set was sent to all lessees to help alleviate any concerns. Lessees were also invited to an informal discussion at the Alexandra Airport terminal building on 21 February 2019 where Council staff explained the assessments and answered questions.

Elderly Persons Housing

In early March a project was approved to lay tiles at the back door entrances of the Inniscort Street units in Cromwell. This will prevent water coming in under the doors during strong southerly rain.

A partial internal refurbishment has been completed at an older unit in Ranfurly, which is now tenanted.

Four Alexandra units have had board and batten insulation work completed to the interior of concrete block walls. There are five Alexandra units yet to have this work completed. Those units cannot be done because the window reveals are not large enough to accommodate board and battening. These units will be completed when they have been double glazed with larger window reveals in the next financial year.

Elderly persons' housing has a very good occupancy rate at present.

Area	Units	Occupancy rate-end of October - Dec 2018		Occupancy rate-end of January - March 2019	
		Tenanted	Occupancy rate	Tenanted	Occupancy rate
Alexandra	23	23	100%	23	100%
Clyde	3	3	100%	3	100%
Cromwell	31	30	97%	31	100%
Roxburgh	15	14	87%	13	100%
Ranfurlly	26	20	77%	22	85%
	98	89	91%	92	97%

Cromwell Mall Creek

In mid-January a water bill relating to the Cromwell Mall creek was received that was higher than expected. This was investigated and a faulty inverter switch associated with the system to top up the water supply tank was identified and fixed.

Moving forward, in addition to six monthly water meter reads the water meter will be checked by Property staff each month so any potential issues are identified early.

COMMUNITY FACILITIES



Becks Hall

With thanks to external funders Central Lakes Trust, Otago Community Trust and the Alexander McMillan Trust, the renovation project to upgrade the kitchenette and entrance way at the Becks Hall was completed in March.

Maniototo Arts Centre

Repair work to replace rotten soffits was undertaken mid-February. The Maniototo Arts Centre had new signage for the front of the building. Repairs were also made to the north boundary fence.

Maniototo Stadium and Rugby Clubrooms

The rugby clubrooms, toilets and foyer were tidied up with a new coat of paint towards the end of February.

Also, as part of the planned maintenance, the curtains in the clubrooms have been replaced and blinds have been installed in the stadium. The Maniototo Rugby Club contributed towards the cost of the curtains in the clubroom.



Ranfurly Swimming Pool

The new heat pump was installed at the pool at the end of March. This has noticeably improved the water temperature, especially on the colder nights and mornings. The opening times for the pool have been adjusted in the morning to accommodate the later dawn time. There will be further amendments once daylight saving ends. It is expected that the pool will remain open for the April school holidays, but will be dependent on weather conditions and water temperature.

OTHER PROPERTY

Vandalism

The level of vandalism has increased this quarter but this does tend to happen in phases.

Alpha Street Toilets

Over the Christmas period Council was notified via social media of vandalism at the Alpha Street public toilets.

Thankfully, the culprits were caught and made to repaint the wall to cover the vandalism.



Anderson Park Pavilion

During the third weekend of March there was a break-in at the Anderson Park Pavilion. The polycarbonate roof panels were damaged as well as damage being made to a door. A police report was filed and the police identified the culprits. Invoices for the damage will be taken to the police who will seek reimbursement from the culprits.

Lode Lane Toilets

Toilets seats and baby change tables have been ripped off multiple times.

Roxburgh Playground Toilets

Graffiti in the form of expletives was written on the walls towards the end of the quarter.

Lanes Dam Reserve Land Exchange

Part of the actual reserve is on private land. The Minister of Conservation has now approved the reserve exchange and the sale and purchase agreement to regularise the land ownership so all of the physical reserve is held by Council as reserve. The survey plan will now be undertaken and application for subdivision consent lodged.

Maniototo Farms Leases

The Maniototo Community Board gave final formal approval for the two leases at Maniototo Road and Wilson Road in February to proceed. Both leases are now signed with a commencement date of 1 April 2019 and provide an income to assist with funding the Board's \$2,000,000 grant for the Maniototo Hospital redevelopment.

Cemetery Road Land Sale – Worker Accommodation Development

Tilt slab panels were erected on site early January for the worker accommodation development.

The tilt slab walls are for the accommodation building in the foreground on the right (image overleaf). In total 30 tilt slab

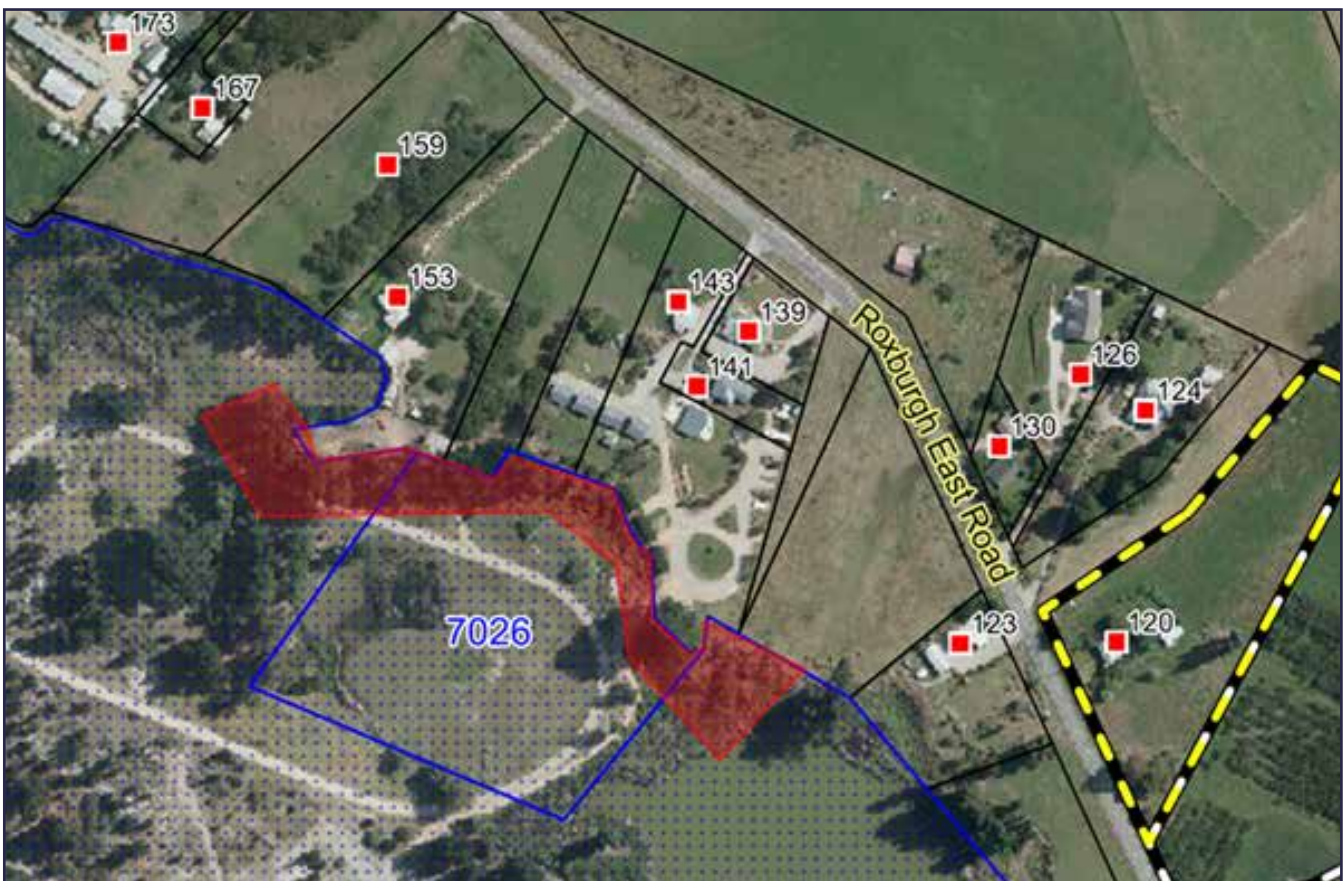


panels are being erected for this building. It is a 'reasonable progress' condition of the sale contract for the panels to be erected and for the concrete pad to be laid for the laundry building by 6 February 2019. The laundry building is the round building in the foreground below.

The final milestone is to complete the two accommodation buildings, the laundry, the kitchen building and access road from the north by 6 August 2020.

Local Purpose Reserve behind Clutha Gold Cottages

Concerns were raised in February regarding the trees along the boundary of the reserve behind the Clutha Gold Cottages in Roxburgh.



The trees have now been assessed as being safe and no immediate work is required. The report did suggest a plan should be developed for the removal of two large pine trees and replanting of the bank adjacent to the rear of the cottages. Council property staff are looking into this further.

Roxburgh Aerodrome

The Roxburgh Trotting Club held a Memorandum of Understanding to use the outer edge of the Roxburgh Aerodrome for horse training. The club decided to give notice to terminate the agreement at the beginning of February as the trainer,

who used the area the most, had a drop in the number of horses he was training.

The Molyneux Park House – Alexandra

The house in Alexandra was furnished at the end of March. This was funded from existing budgets.

The house is now used to assist staff recruitment, providing temporary accommodation while any new employee obtains personal housing. It is also able to be rented on a nightly rate for visiting consultants or contractor staff from time to time-to-time.

Alexandra Pines Land

The Alexandra Pines land off the end of Henderson Drive and adjacent to Dunstan Road is a 5 hectare area approved for residential development. The intention was to deer fence the block in readiness for felling of the trees in the block.

The concept plan for the development was also devised to final draft. The aim is to finalise the plan and have the subdivision plan prepared for resource consent to be applied for by the end of April.

Cromwell Gair Ave Development

By the final week of March, a total of 29 unconditional sale contracts had been signed for this development. The purchase prices in those total \$8,445,150 with an average sale price of \$291,212.

Titles were issued for 31 sections. Applications for final certification (224(c)) were also lodged for the remaining 47 sections.



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

Staff Movements

We farewelled Joan Entwisle from Cromwell library this quarter. Joan retired after 17 years' service. Joan was a true credit to the Cromwell library and will be missed – although we wish her all the best for her well-deserved retirement. With Joan's departure we welcome Annette Carter to the team. Julie Cathro has resigned from Clyde library and we welcome Shelley Ludlow and Liz South to Clyde library. Julie will continue to do casual work at Cromwell library.

Summer Reading Challenge



This year we created our own in-house summer reading challenge. The idea of doing the Reading Road Trip/ Panui Pukapuka came from Helen Rendall and with the help of the team at Alexandra Library, it came to life. Council's graphic designer Jocelyn Lacey did all the fantastic graphic design work. The booklet included games and activities as well as keeping a reading log.

Author Talk

The public enjoyed a session at Alexandra library with Catherine Robertson, author of several books based in New Zealand for the public at Alexandra library. Catherine's genre relates to easy, escapist reading. The session involved Catherine taking questions from the public and also talking about how she creates a book.

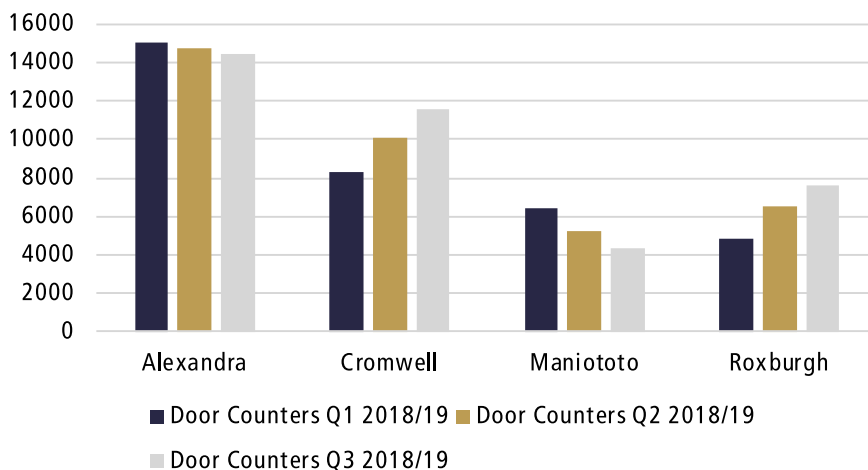


*Team Leader Gaye Anderson
thanking Catherine Robertson*



Author Catherine Robertson

Door Counters

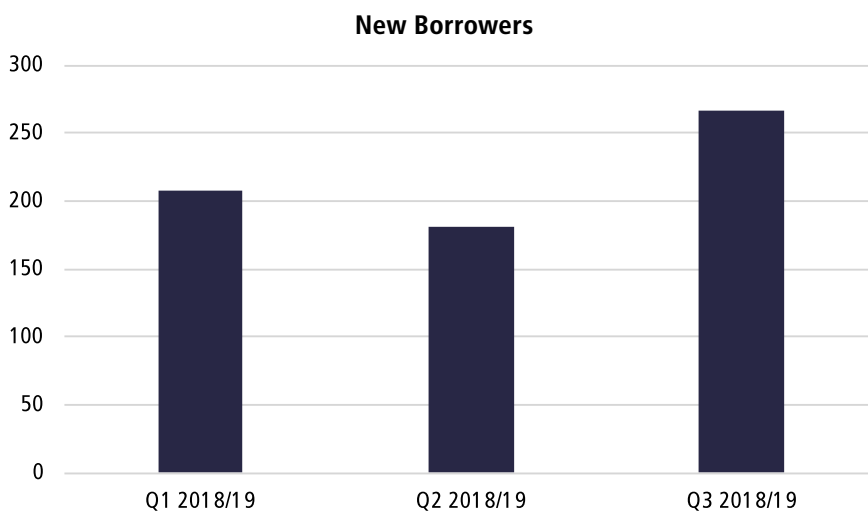


During this quarter visitor numbers increased by over 3% on the previous quarter. This was led by Cromwell Library (14.5% increase) and Roxburgh Service Centre (16%). During the summer quarter, we anticipate visitor numbers will increase as seasonal workers and holidaymakers make use of the Wi-Fi available in the libraries. Wet days, when orchard work is suspended, are noticeably busier in our library spaces.

Items Held

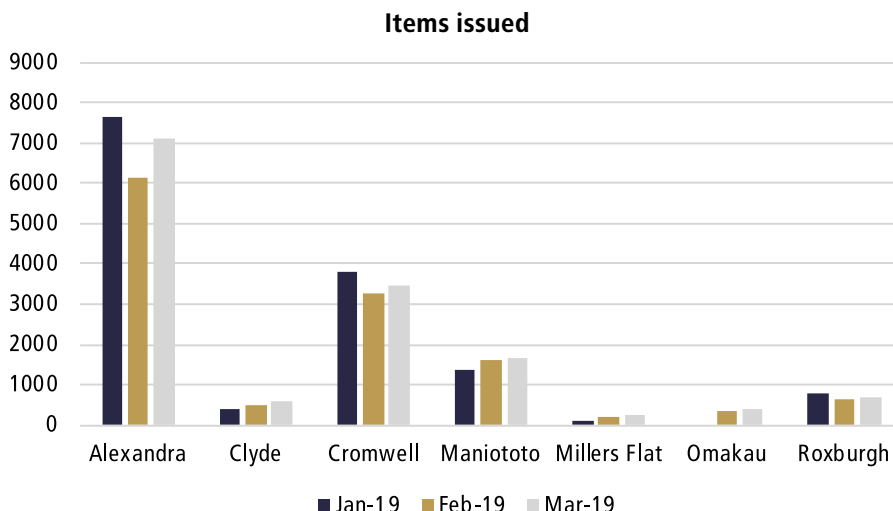
At 31 March 2019, Central Otago Libraries held 74,820 physical items across our seven branches. Alexandra holds the largest percentage of the collection (27,730) followed by Cromwell (16,216) and Maniototo (12,711).

New Borrowers



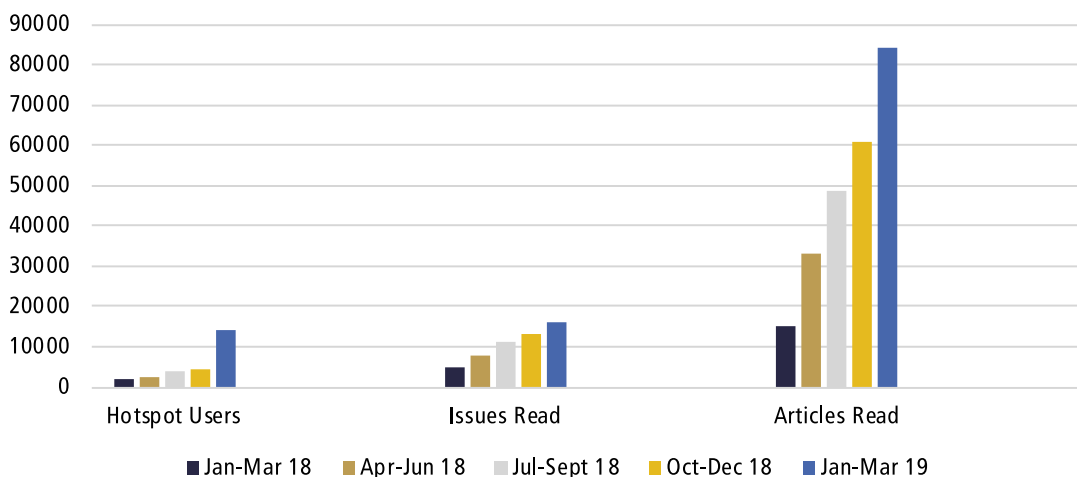
Central Otago had 267 new borrowers join our libraries in the January – March 2019 quarter, up from 181 new members in the previous quarter. Cromwell and Alexandra, with their larger populations, led the way with 106 and 102 new members respectively.

Items issued



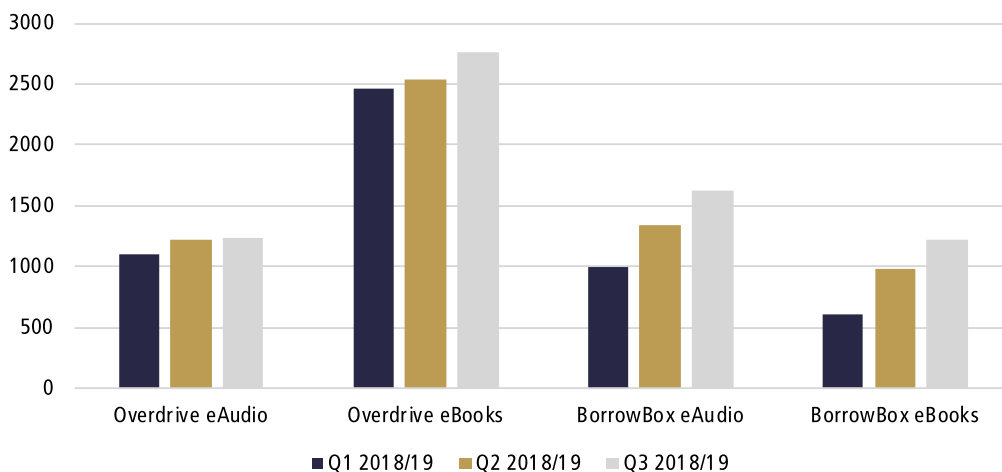
After a quieter February, the number of physical items issued rose in March, but were down on January's figures. 40,894 items were issued this quarter.

Press Reader



PressReader has been an outstanding success with users, issues and articles read growing steadily each quarter. We recorded 14,361 users reading over 84,000 articles between 1 January and 31 March 2019.

Digital Collections



Use of the two platforms delivering eBooks and eAudio books continues to build.

Overdrive eBooks and eAudio checkouts have each grown by 12.5% over the current financial year, BorrowBox eAudio by 61.9% and eBooks by almost 100% following the migration of content from ePlatform. 1,057 borrowers checked out 2,853 eAudiobooks and 3,990 eBooks over the January-March quarter.



REGIONAL IDENTITY, TOURISM AND ECONOMIC DEVELOPMENT



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:

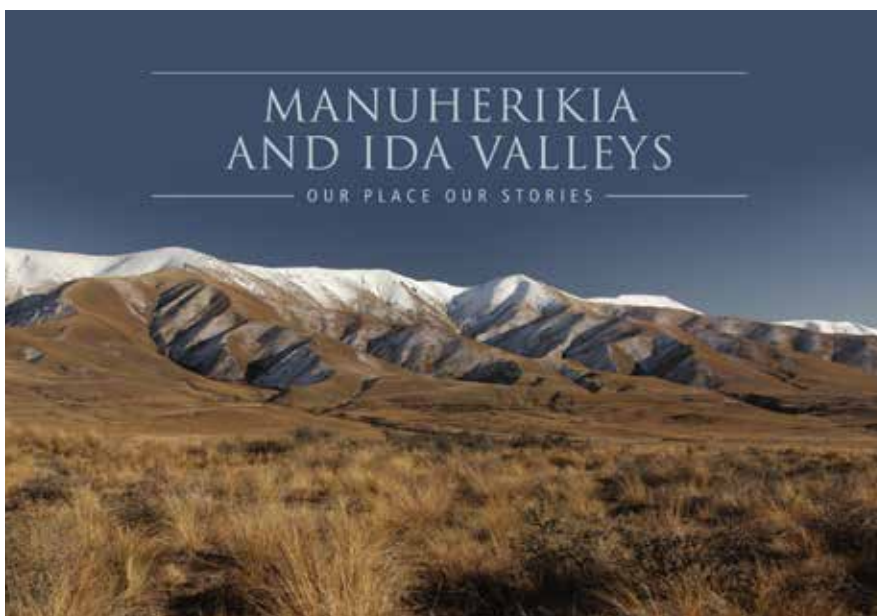


REGIONAL IDENTITY

Our Communities

Manuherikia and Ida Valleys

The A5 publication featuring the key stories for the Manuherikia and Ida Valleys is hot off the press. This is the second in a series of five that will feature the distinct communities that make up Central Otago. A special launch of the publication will be held to thank those who attended the workshops to identify the key qualities special about the area. Complimentary copies will be given to local businesses in the hospitality industry as a way of getting it distributed into the local community and beyond, but to also raise local awareness and ownership of the publication. Copies will also be available at all Central Otago i-Sites.



Like the Teviot Valley publication, the purpose of these booklets is to help build a sense of pride and appreciation amongst locals about the special qualities that set their place apart from other areas in Central Otago. It also gives visitors a greater awareness about the key aspects to the area that wouldn't necessarily be realised at first glance.

Maniototo

Developing the key stories for the Maniototo was a focus for this quarter. The overarching story for the Maniototo will feature on the website in the next quarter. The intention is to produce an A5 publication of the Maniototo's unique stories once the suite of images are sourced to complement each story.

Later in the year workshops will be held in the Alexandra and Earnsclough area to help identify the special qualities associated with this area.

Central Otago Awards

Entries and nominations for the 2019 Central Otago Awards opened on March 14 and will be open for a six week period. Judging will take place in early June and all finalists and Community Award recipients will be announced in late July.

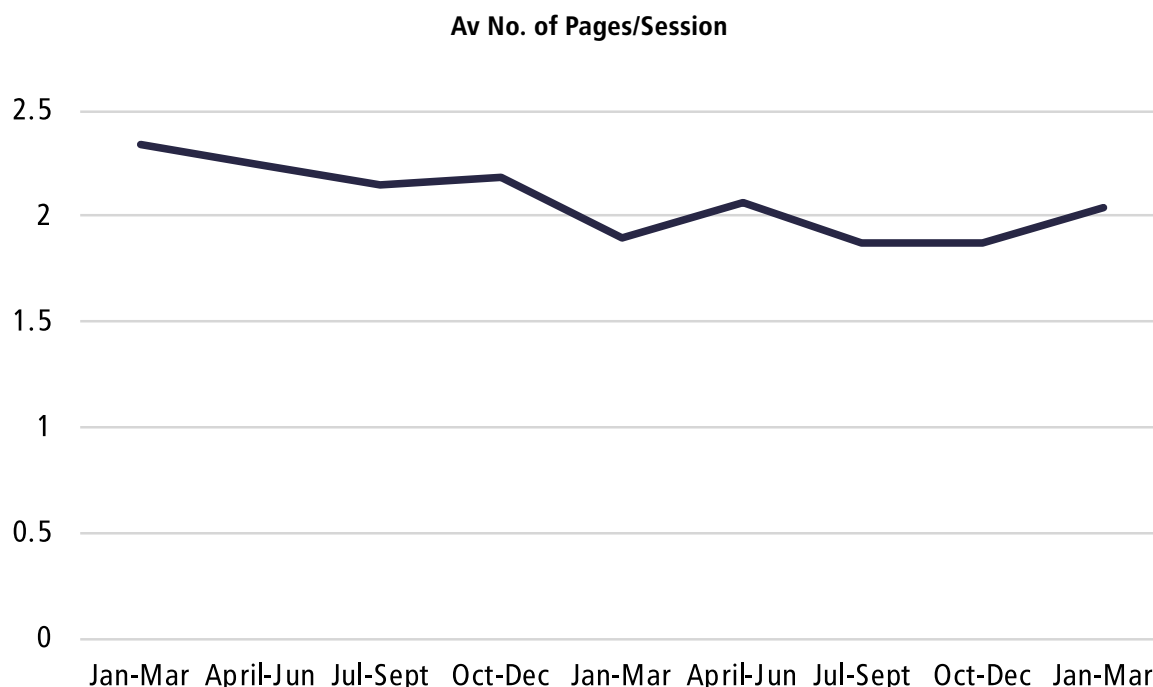
We are pleased to have secured Ian Taylor as the guest speaker on the night of the Awards Ceremony on Friday 6 September.

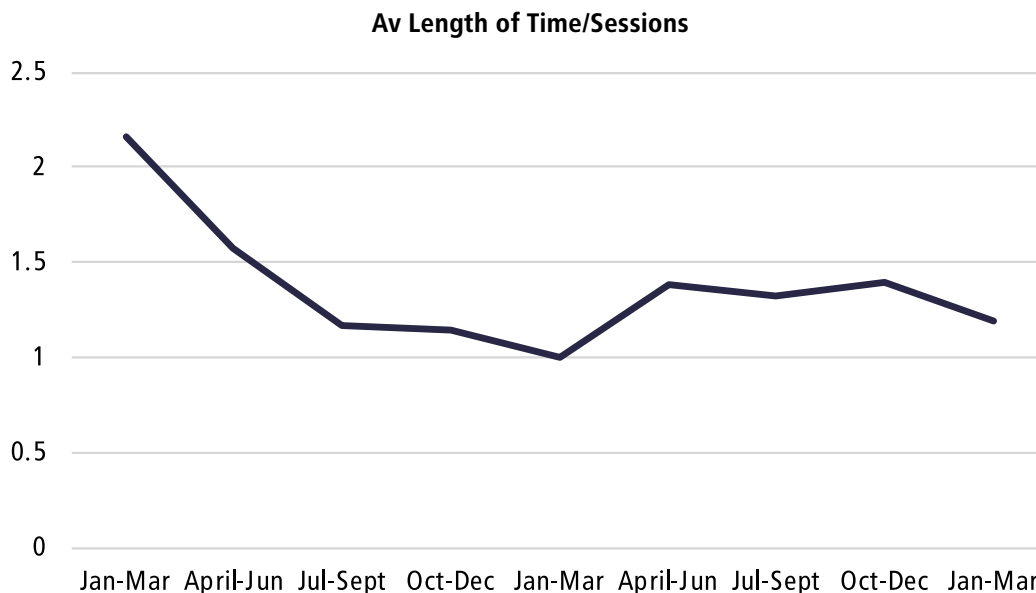
Cycle Trails

The regional identity manager is working with the Central Otago Queenstown Trail Trust to develop the unique positioning for the trail from the Wanaka Outlet to Clyde. Similar work was undertaken with the Clutha Gold and Roxburgh Gorge Trails and will help with having a consistent process for all Central Otago trails and that align to the Central Otago regional identity.

Regional Identity Website - www.aworldofdifference.co.nz

Analysis of the January – March quarter covers the average number of pages visited each session, the average length of time spent on this website and the key pages viewed.





The total number of visits for this quarter was 4,851. In terms of the key pages viewed, they were: 'Our Journey' (1:06mins), Central Otago Awards (1:25mins), Our Place (0:40mins), Our Stories (0:45mins) and Our Partners (1:02mins).

TOURISM

Travel Trade

Regional Tourism Organisation (RTO) Workshop

Tourism Central Otago's (TCO) Trade and Consumer Marketing Manager attended Tourism NZ's RTO Workshop in Sydney on 27-28 February. She met with 21 Australian Wholesalers many of whom are keen to develop varied routes for their Free Independent Tourist (FIT) market. TNZ's Australian management provided an in-market update stressing the importance of storytelling to convey the visitor experiences available in New Zealand.

Postponed: Australian Sales Agents Famil* and Training Day

Following the March 15 terror attack, the Tourism NZ led Australian Sales Agents' famil and Training Day in Christchurch was postponed. The programme will be rescheduled late 2019 and TCO will participate by hosting a famil group through the region and educating 100 Australian travel agents about Central Otago.

*A famil is a familiarisation or educational visit.

Media and PR

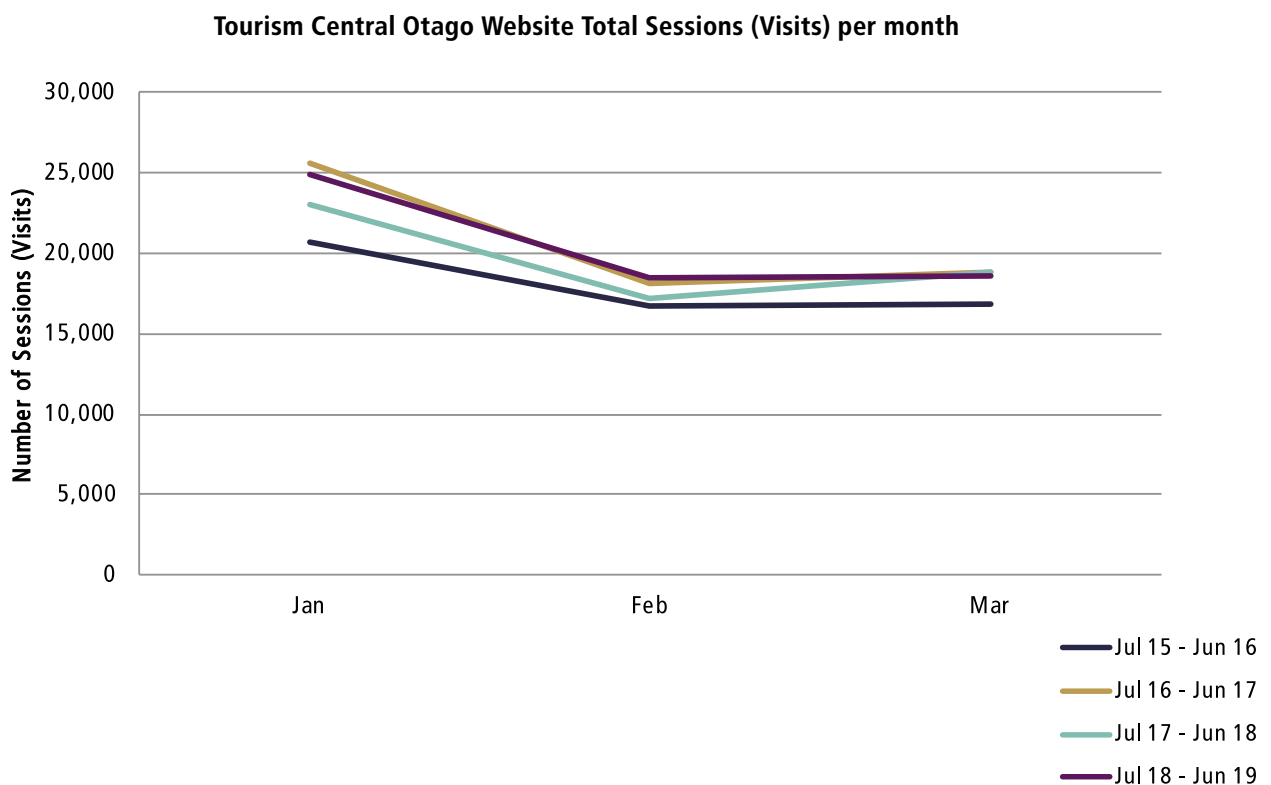
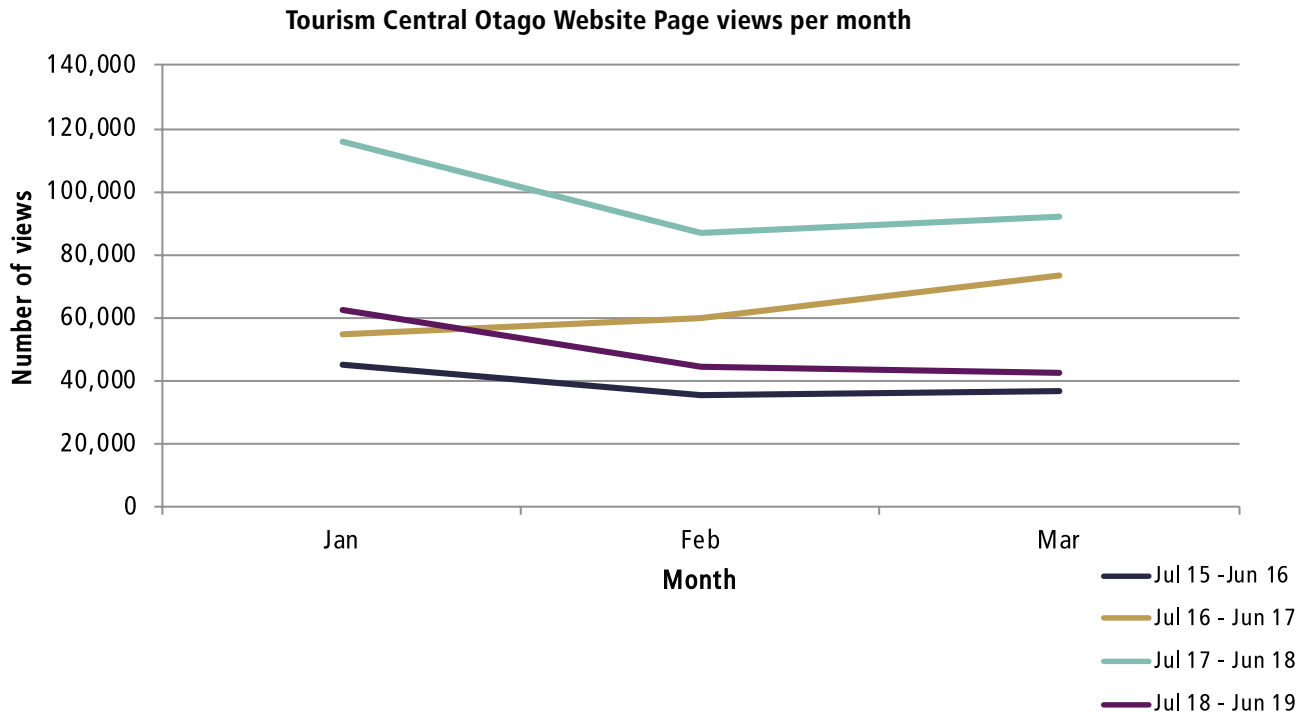
TCO's Media and Marketing Manager attended the Trav Media International Media Summit and Marketplace event in Sydney 21 – 22 February. TCO was located within a new destination zone with Tourism New Zealand, other participating regions and tourism businesses. A full appointment schedule was secured with dedicated travel media and there was a good level of interest in the region and our stories. As a participant it was possible to upload media releases and videos to the Trav Media closed media portal open to registered travel media. Six releases were developed and uploaded, together with two 'Through Local's Eyes' videos. All received a good number of 'views' and the release for the Four Barrels Walking Wine Trail was a feature article in pre-event E-News. TCO will continue to upload material through this platform as it feeds information to travel writers globally.

TCO hosted Social Media Influencer Nicola Easterby (pseudonym Polkadotpassport) on 1 – 10 February on a cycle famil. This incorporated the Otago Central Rail Trail and Roxburgh Gorge Trails, finishing with exploring the Cromwell basin wine area. Nicola created daily Instagram stories and published a very positive blog story which received good engagement through the centralotagonz Facebook page, with 90 shares.

TCO partnered with Enterprise Dunedin and Tourism Waitaki to attract and host five targeted Australian based media as part of the media programme associated with the ID Fashion event. TCO hosted the media over 2 days and 2 nights, 17 – 19 March. Media were from the Courier Mail, Better Homes and Gardens, 9 Travel, The Guardian and AWOL together with Seven Comm’s media agency representative. Unfortunately the situation unfolding in Christchurch at the same time meant that the Guardian journalist was sent to Christchurch so did not participate in the Central Otago part of the itinerary. The media will begin to publish articles from late April.

Central Otago NZ Website Statistics

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



VISITOR INFORMATION CENTRES

Overview

Overall visitor numbers to centres were down 13% over January - March compared with the same quarter in 2018.

The quarter's revenue is down 35% (\$143,065) on the same period last year. The decrease in revenue is due to less group bookings, softening international visitation and the increasing ease of booking online. This is also a national trend with the decrease in bookings being felt across the national i-SITE network.

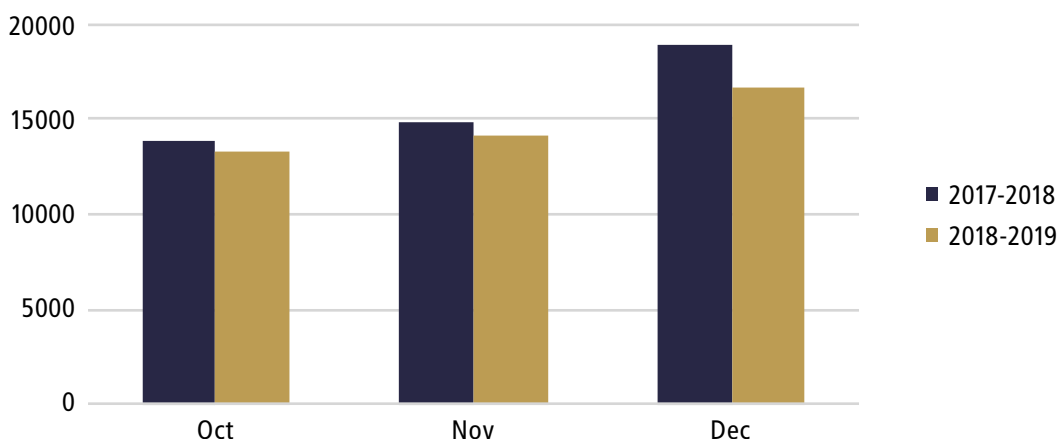
As part of the implementation of the Central Otago Tourism Strategy there will be a review completed of the Central Otago i-SITEs within the next 6 months to ensure that the model is fit for our community and visitor needs.

Ranfurly i-SITE staff opened a pop up i-SITE at the World Curling qualifier event held in Naseby in January.

i-SITE staff surveyed campers around Lake Dunstan for Parks and Recreation camping surveys which are used to inform responsible camping policies.

Central Otago i-SITEs were part of a national Responsible Camping Campaign that took place over this quarter. i-SITE staff influenced visitor behaviour through distribution of responsible camping kete and having engaging discussions with visitors about camping regulations and caring for our environment.

Visitor Numbers to Central Otago i-SITEs



Overview of Visitor Numbers

Alexandra

Visitor numbers decreased 15%. Overall proportion of spend by visitor origin were domestic visitors (35%) followed by locals (34%), and international visitors (30%).

Cromwell

Visitor numbers decreased 18% on the same period last year. Overall spend by origin was distributed between international visitors (57%), domestic (26%) and locals (17%).

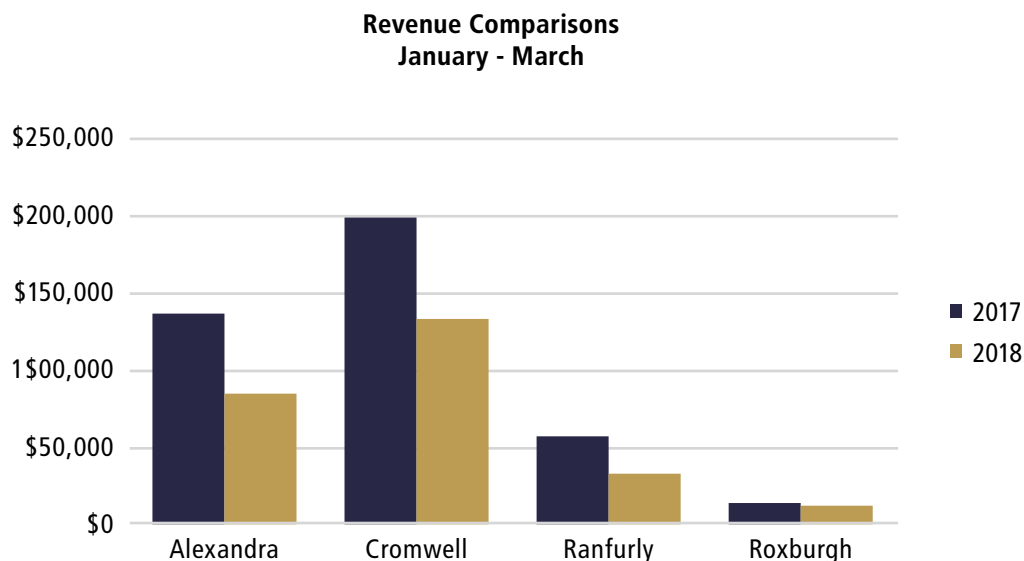
Ranfurly

Visitor numbers decreased 7%. Domestic visitors (74%) were the largest proportion of spend, followed by international visitors (19%) and locals (6%).

Roxburgh

Roxburgh Centre (library, service centre and i-SITE) visitor numbers increased 2%. Spend at the Roxburgh Centre was split between locals (17%), domestic visitors (52%) and international visitors (31%).

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 35% (\$142,895) against the same period last year due to a drop in the value of activity and accommodation bookings. Event ticket and retail sales held up well considering the decrease in visitors to the centres.

Event ticket sales increased 4% due to the growth in popularity of some key events such as the Craft Beer Festival. The majority of event ticket sales were at the Alexandra i-SITE.

Total retail sales decreased 2% 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 42% (\$143,064). Bookings accounted for 75% of revenue.

Alexandra:	Bookings decreased 48% compared with the same period last year.
Cromwell:	Bookings decreased 36% compared with the same period last year.
Ranfurly:	Bookings decreased 58% compared with the same period last year.
Roxburgh:	Bookings decreased 14% compared with the same period last year.

Retail Sales

Total retail sales for all four centres decreased by 1% from the same period last year.

Alexandra:	Retail sales stayed the same quarter compared to last year.
Cromwell:	Retail sales decreased 10% this quarter compared to last year.
Ranfurly:	Retail sales decreased 2% this quarter compared to last year.
Roxburgh:	Retail sales increased 33% this quarter compared to last year.

Event Sales

Event ticket sales increased 3% (\$895) this quarter compared to the same period last year.

ECONOMIC DEVELOPMENT

Economic Development Strategy

Central Otago District Council has adopted a four-year Economic Development Strategy. The 2019-2024 Central Otago Economic Development Strategy was endorsed at a Council meeting on 10 April 2019. Seventeen submissions were received to the draft strategy and minor changes were made to the strategy as a result of council consideration.

The Central Otago Economic Development Strategy aims to ensure that Central Otago is a place of dynamic business, creative, innovative talent and where locals and visitors come to experience our distinctive place – a world of difference.

The strategy contains eight key objectives: improving connectivity and infrastructure, being business friendly, developing affordable, accessible and attractive places, protecting and enhancing the landscape and environment, supporting diversity of age, skills and activities, fostering a smart, progressive and collaborative district, increasing prosperity and well-being across the district, and supporting the visitor economy in alignment with the Tourism Strategy. The strategy provides a robust economic profile and strategic framework that will drive economic development in the district till 2024.

The final Central Otago Economic Development Strategy is available on council's website at www.codc.govt.nz/consultation and at council service centres in Alexandra, Cromwell, Roxburgh and Ranfurly.

Central Otago Infometrics

In February 2019, Central Otago District Council received the Central Otago District Economic Profile produced by Infometrics Ltd, providing up-to-date data on what is happening in the district for the year ending March 2018. The Profile includes sections on the economy, employment, productivity, population, businesses, living standards and tourism.

Job growth in Central Otago was very strong in the year to March 2018, up 4.2% since 2017. The strongest it's been since 2009. The tourism spend also increased by 15% during the last year from \$171 million in 2017 to \$197 million in 2018.

Central Otago District's population was 21,000 in 2018, up 3.4% from a year earlier. New Zealand's total population grew by 1.9% over the same period.

Infometrics have also provided us with up-to-date data throughout our communities for the first time. To access this information click on the following link [Central Otago District Economic Community Profiles](#).



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

Further work went into the development of a CODC Communication and Engagement Strategy during the January-March quarter. This included internal consultation with activity managers. This piece of work aligns nicely with the formation of a new Community and Engagement unit – bringing the community development, communications and regional identity activities together to work more closely.

Council's graphic designer has been working on pulling together a Brand Guidelines document for Council to help CODC achieve a strong visual identity, as well as various templates to help staff contribute to this overall look and feel for Council.

At Council's 20 March meeting Councillors agreed that no formal public consultation was required for the Annual Plan 2019/20. The reason being that there are no "material or significant differences" in our Annual Plan from what was signalled for Year 2 in our 10-Year Plan.

In lieu of formal consultation, a communications and engagement campaign has been prepared to let our community know about how we are tracking with our 10-Year Plan projects. This campaign will be launched late April/early May.

The Autumn issue of The FlipSide biannual residents' newsletter was prepared in March for distribution mid-late April.

INFORMATION SERVICES

Central Otago Rural Aerials capture

Otago Aerial Imagery Consortium, made up of Otago Regional Council, Clutha District Council, Queenstown Lakes District Council and Central Otago District Council are undertaking aerial capture for the Otago region over a number of years.

The current programme for Central Otago is to capture rural aerials working with Clutha District Council. Thirty percent was captured over the 2018/19 summer months. Further progress will be made next summer, weather dependent.

All current aerials are available on the public Geographic Information System (GIS) on Council's website www.codc.govt.nz/maps.



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