



CENTRAL OTAGO DISTRICT COUNCIL

QR

QUARTERLY REPORT

APR - JUN 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

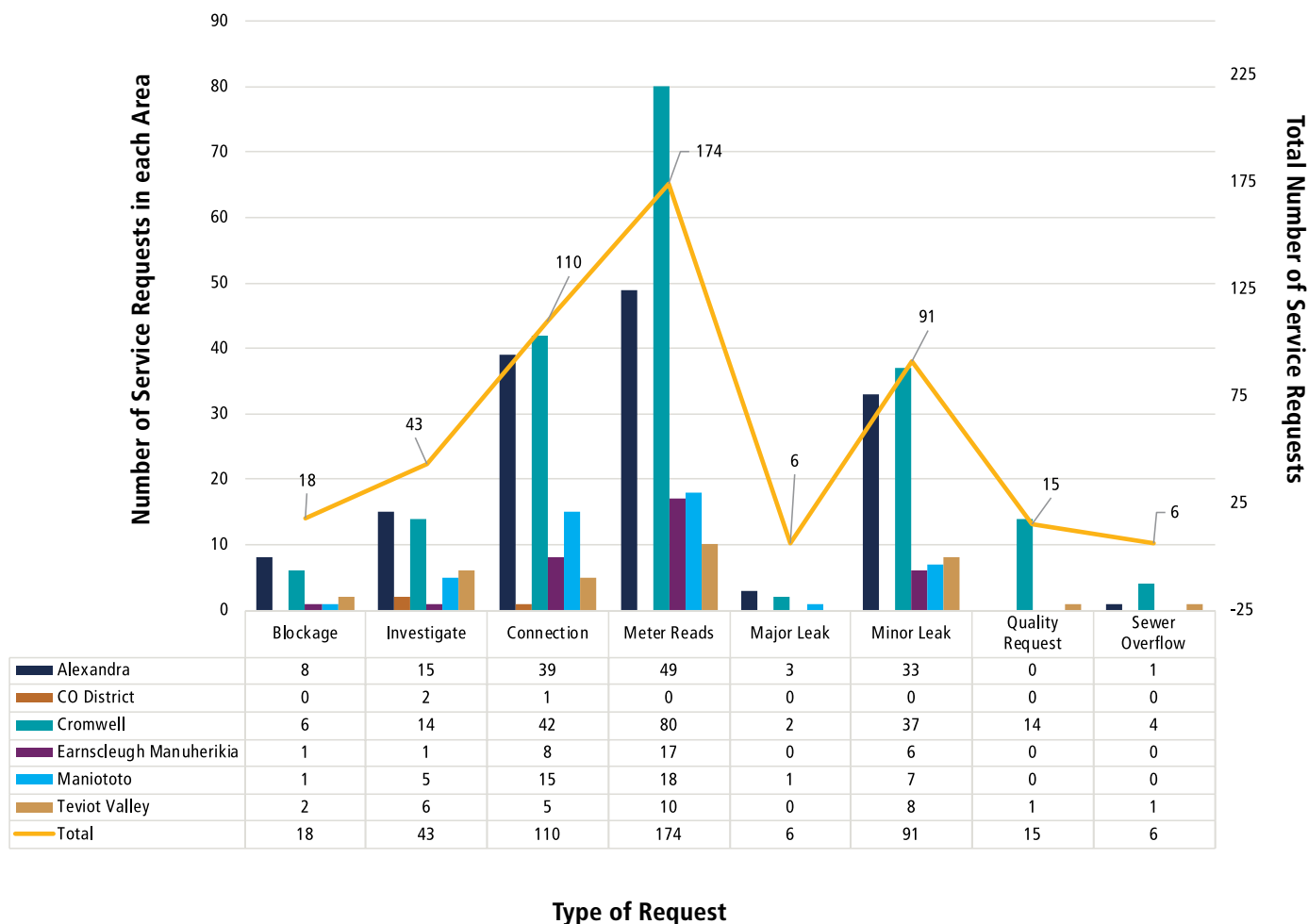


Three Waters

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

Customer Service Requests - Apr - May - Jun 2019



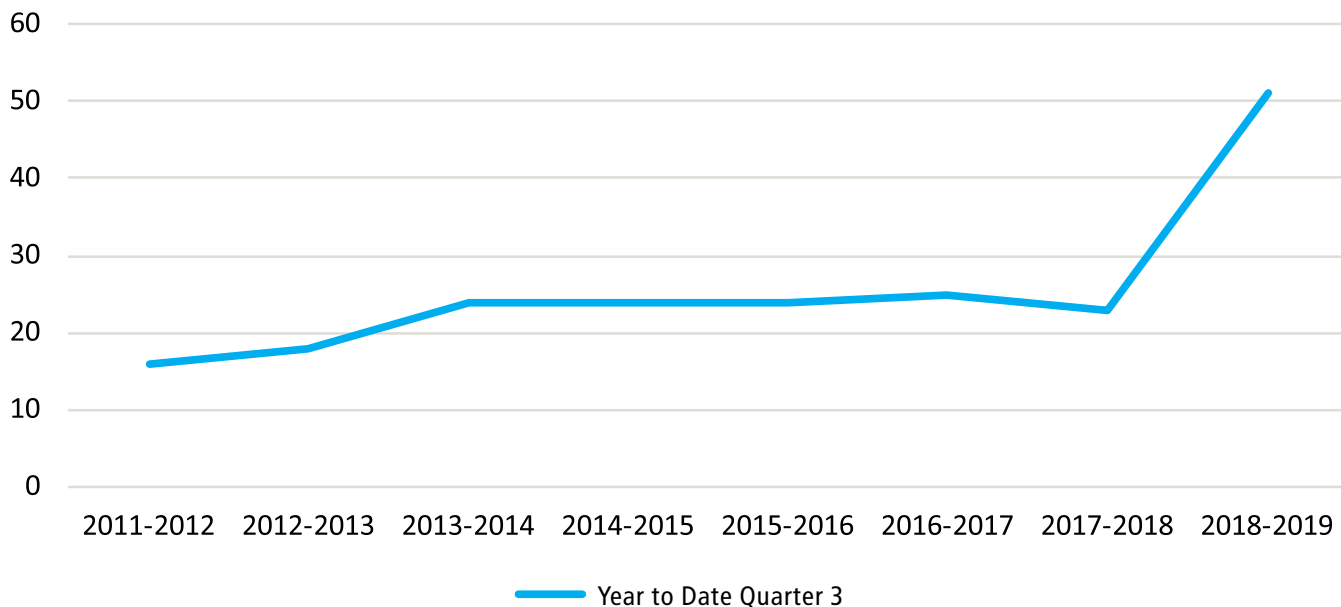
The high number of meter reads indicates the continued growth within the district where residents are requesting final meter reads prior to transfer of property ownership.

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.

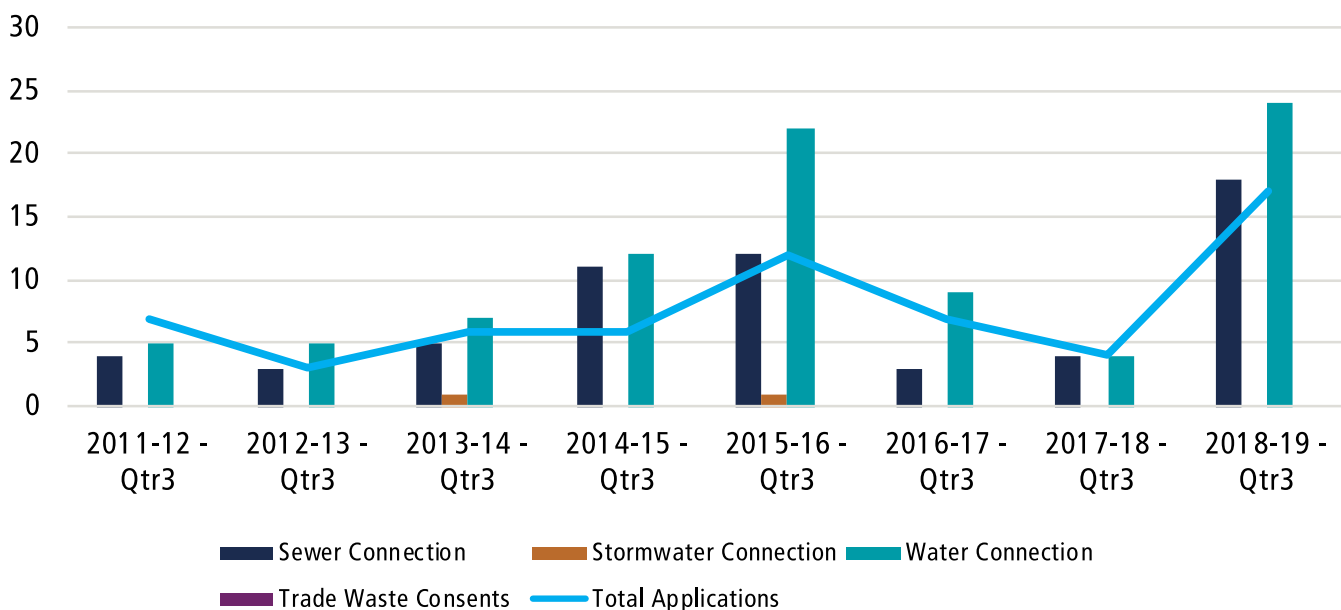
The graph below shows the total number of applications for the 2018/2019 financial year. This shows a continuing increase on previous years.

3 Water Applications Received



The total applications received for the past year is an increase on all previous years since 2011/2012.

Historic 3-Water Applications for Fourth 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 a slight decrease in water connections, with wastewater connections remaining steady compared to the same quarter in 2017/2018. The total number of applications is an increase on previous years with a total of 326 connections being applied for in 2018/2019. This is due to several larger developments continuing and nearing completion of different stages. The quantity of connections being applied for 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



Hard stand for the relocation of the mixing tank.

Naseby Water

The Naseby water treatment plant upgrade is progressing well. The main parts including the UV treatment device has arrived. Pipework and valves are being prepared for changeover and a hardstand area has been constructed for the relocation of a mixing tank. Changes to the electrical switchboard are being progressed which includes re-programming the control system. This work will continue into the next quarter with plant commissioning expected in December.



Roxburgh Bore 1 pumping to the river.

Roxburgh Water

The Roxburgh water supply bore field was impacted in the 2017 and 2018 heavy rain events. This left only one bore with water suitable for treatment. Test pumping on the original bore at the Roxburgh bore field was completed to check the quality of the bore water. This bore was taken off-line several years ago due to high turbidity (dirty water). The testing was completed to evaluate the possible use of this bore as an emergency supply should the main bore fail. Testing has confirmed that the water is not ideal for use as a permanent supply bore however it is within drinking water standard acceptable values. This will be monitored over the next few months to confirm the suitability as an emergency bore.

Cromwell Water Supply

The booster pumps at the Cromwell water treatment plant were lifted for detailed examination after recent electrical inspections revealed a possible weakness. Motor and cable repairs have been completed and pumps have been re-installed.



Cromwell booster pumps being lifted for inspection.

Ranfurly Water Supply

The new Ranfurly reservoir bypass tanks were tested on the supply network during the last quarter. These tanks provide a by-pass of the main reservoir to allow routine maintenance, like cleaning or upgrades, without shutting off supply to Ranfurly township.

The operational testing of the bypass tanks was successful. The tanks continued to supply water to Ranfurly with no pressure or flow issues reported.

The testing identified a small programming control issue. This will be modified and a repeat test will be planned for this quarter to confirm the changes are working correctly.



Bore field where water is drawn from approximately 25m underground beside Lake Dunstan near Clyde.

MAJOR PROJECTS

Lake Dunstan Water Supply

The filter trial programme has revealed that cartridge filters will be susceptible to rapid blocking. These trials also revealed the presence of *Lindavia*. *Lindavia intermedia* is an extremely small freshwater algae species that floats in the water of lakes and has the potential to create the algae 'lake snow'.

Although this presents a challenge it is a benefit that Central Otago District Council has early warning of this issue. Further trials of more sophisticated filtration plant are now being planned for summer.

Lindavia is not a health risk but is a nuisance where it causes blockages in filtration systems both in public utility and domestic situations. This is currently being experienced by users in the Lake Wanaka area.

We are working on a Memorandum of Understanding with Queenstown Lakes District Council to share research and design costs and ultimately may be able to reduce procurement costs by economy of scale.

While filtration options are trialled, an interim water treatment scheme will be installed at Lake Dunstan that will connect to the new pipelines. This scheme will temporarily supply water with markedly lower levels of lime to Alexandra customers. Council approved the concept of this scheme and will be presented with options and costs at a later date.

A video was filmed to communicate to the public the Lake Dunstan project and the pipe line installation. The video was put out to the wider community on both Council's website and Facebook page and has been very well received.

Lake Dunstan Water Supply and Clyde Wastewater Pipelines

The pipeline construction tender was awarded to Fulton Hogan on 15 May. All necessary Department of Conservation concessions and Otago Regional Council consents are in place and work began on 20 May. This started in the section of the future Alexandra cemetery and beside the Otago Central Rail Trail on Dunstan Road.

The work through the future cemetery land was undertaken first to enable the Salvation Army to move the community garden into this space before spring.

Fulton Hogan will be operating with two separate pipe welding sites, a crew backfilling completed sections and another crew excavating next sections.



Pipeline route on the Otago Central Rail Trail.



Pipeline route to the Northern Reservoir.

A project newsletter called "In the Pipeline" has been produced to update and inform the public of the progress and any important notifications regarding the works. There will be pamphlets left at each end of the works on a project billboard adjacent to the Rail Trail. View the newsletter [here](#).



Omakau Water

A land access agreement for a section of property near the Mawhinney Road site north of Omakau has now been completed.

Three investigation/monitoring bores have been installed at the Mawhinney Road water source site. The results from the drilling and test pumping have been very positive. The project will now progress to testing water for treatability and some further testing to confirm continuity of supply.

Initial results are promising and a resource consent will now be sought for further bore testing and filter trials.

*Drilling being completed at
Mawhinney Road.*

Measure		Target				Q1	Q2	Q3	Q4	Comments
Percentage of budgeted capital works completed annually	To complete more than 90% of budgeted capital works	56%	44%	34%	37%	Year to date expenditure vs annual plan revised budget. Some delays to major projects.				
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%	99.9%	Year to date.				
Average time to process a request to connect to the Council's water supply	≤ 5 working days	1	5	5	4	Year to date.				
Fault response time to urgent call-outs Attendance: Resolution:	Target median time to get to site ≤ 1 hours Target median time to resolve ≤ 4 hours	11 23	5 12	11 21	6 22	Year to date. Some issues with recording of time to be addressed with the contractor.				
Fault response time to non-urgent call-outs Attendance: Resolution:	Target median time to get to site ≤ 8 hours Target median time to resolve ≤ 24 hours	45.55 48.20	35 37	27 26	26 25	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.				
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	2.3	2.6					
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	Part 4: All = Yes	All treatment plants and distribution zones Comply with Part 4 Bacterial Compliance.				
Compliance with the NZ Drinking Water Standards Part 5: Protozoal	Compliance with Part 5: Protozoal All schemes to comply = No apart from Roxburgh	Part 5: All = No	Part 5: All = No	Part 5: All = No	Part 5: All = No	No treatment plants comply with Part 5 Protozoal Compliance. Roxburgh Treatment plant is operating to the standard but with a data recording error, working to resolve this issue.				

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

Wastewater Pipe Relining

The wastewater pipe renewals tender has been awarded to Reline NZ Ltd. This work will involve the installation of PVC sleeves to reline faulty, problematic or failing wastewater pipes. The relining of these pipes will greatly reduce groundwater infiltration into the wastewater network and reduce the potential for blockages.

The contract will also include some additional smoke testing of the Alexandra and Cromwell networks to identify any stormwater connections to the wastewater networks. These connections have a direct and immediate impact on the network and treatment plants during a rain event. Addressing these direct stormwater connections will help reduce overflows and will also extend the life of the treatment plants.

Relining works will be continuing in Alexandra, Roxburgh and Ranfurly from August 2019.



CCTV video inspections prior to the relining work.



Installation of the liner being completed.

Omakau Wastewater

The drying of sludge in pond one is almost complete with sludge removal works and pond lining being programmed for the next few weeks. This is subject to favourable weather conditions.



Dried sludge in pond one ready to be removed.

Access easements have now been signed and installation of power cables is being programmed. There is currently no power available to the site. Power is required for upgrades to improve monitoring of the site and additional equipment to improve the treatment process.

The installation of the liner for pond one has now been completed. This project will now move on to the previously planned upgrades including aerator installation.



Installation of the liner to pond one at Omakau Wastewater Treatment Plant

Ranfurly Wastewater

The final stage of the inlet screen replacement at the Ranfurly wastewater treatment plant is being completed. This involves a connection for septage deliveries to the Ranfurly plant. The old method of accepting these at Ranfurly is no longer approved in our resource consent. The new screen connects direct to the screen with flow monitoring and valve control similar to the new Cromwell facility. There is generally only a small amount of septage deliveries however this will allow us to monitor and record quantities to better understand this demand.



Testing the septage connection system.

Also at the Ranfurly wastewater treatment plant, regular maintenance operators found a fault in the trickle filter motor. The trickle filter is used to reduce pollutants like organic material and nitrates in the wastewater flows. A motor is fitted to a rotating arm to slowly disperse wastewater across the filter material. The motor was repaired, a twisted power supply cable and rotating connector were both replaced, and the filter is now back in operation.



Ranfurly wastewater treatment plant trickle filter.

Alexandra Wastewater

The project to replace the failing aerators at the Alexandra wastewater treatment plant is now nearing completion. The upgrade required various changes to accommodate the additional control equipment. Electrical switchboard changes are being prepared and space was required in the control room for additional variable speed drives (motor control electrical equipment). The service water pumps required relocation outside of the main building to provide the additional space. The water service pumps have been installed in a new shed in a more suitable location.

Electrical switchboard changes and the motor control centre have been installed. The motor control centre contains the variable speed drives (VSD's) which control the speed of the motors and pumps. This enables efficiency gains and better

system control by slowing down the motors during lower demands or flows.

Trench excavation for power and control cables for the aerators was completed by hydro excavation. This was required due to the large amount of underground services throughout the treatment site.

The aeration ditch was prepared for the installation of the aerators. This required lowering the aeration ditch to remove some of the redundant items and clear a build-up of grit. The new inlet screen that was installed a year ago is now capturing and removing a large percentage of grit. The first aerator has been installed with the remaining aerators and mixers to be installed in July. Commissioning and plant controls will also be programmed in July/August.



Removal of the old inlet screen.



Relocated service water pumps in new shed.



Motor Control Centre showing the VSD's mounted on the wall.



Hydro excavation works at the Alexandra wastewater treatment plant.



First aerator in the aeration ditch and operating.

UPCOMING WORK

Alexandra and Cromwell Wastewater

Smoke testing of the Alexandra and Cromwell wastewater networks will be conducted during the next quarter. Media releases will advise the community in Alexandra and Cromwell, as well as letters sent to residents who will be directly affected.

This work helps identify where stormwater may be entering the wastewater network from direct connections, surface flows, or ponding water.

Residents will be contacted to have these issues addressed so the stormwater inflows can be stopped from entering the wastewater network.

The reduction of stormwater inflow will help with reducing wastewater overflows in heavy rain events and improve the capacity and treatment processes at the wastewater treatment plants.

MAJOR PROJECTS

Cromwell Wastewater Upgrade

On 27 June, CODC was awarded the IPWEA Environment and Sustainability Award for the combined Bannockburn and Cromwell wastewater projects.

In the words of the award submission:



Samantha Gain President, IPWEA NZ presented the award to the Project team which Julie Muir and Simon Norton proudly accepted on behalf of Council.

The success of this project goes beyond the fact that it was finished ahead of schedule, under budget and exceeded all regulatory requirements to provide safe, clean urban wastewater discharges.

What is less obvious to ratepayers, but of far more consequence for future generations, is the positive environmental and sustainability practices demonstrated, and the tangible benefits delivered as part of the Cromwell WWTP Upgrade.

The benefits delivered include new native planting, restoration of surrounding embankments and future proofing them against earthquake damage, removal of chemicals from the filtering process and creation of an environment that saw E.coli levels improve by 1000 times. Other benefits included restoration of land at Bannockburn and increased community engagement and ownership around sustainability.

This was an exceptional outcome for one of the largest capital projects undertaken by Council in the last ten years.

Cromwell wastewater treatment plant continues to run under the design-build-operate contract with Downer.

In May there were significant issues with odour coming from the ponds that were persistent and strong enough to lead to public complaints. Despite extensive investigations, the cause of the odour could not be pinned to one event or issue. Downer are working through maintenance of the aerators and the ponds are being closely monitored by Central Otago District Council operations.

There was also an electrical failure of the pond aerator system in late May which resulted in some additional odour calls being received. The aerator system is now operating but was offline for around 24 hours while the control system was replaced and the electrical fault was isolated.



Aerators on Cromwell oxidation ponds

A "muffin monster" has now been installed at the Richards Beach Road septage reception facility. This unit has been added into the system to reduce pump blockages in the storage tank. The muffin monster grinds all incoming septage until virtually no solids remain.



The blue muffin monster can be seen next to the rock trap.



Example of muffin monster blades.

Clyde Wastewater Reticulation

The Clyde wastewater pump station is currently being designed by Stantec. The Clyde wastewater reticulation design is currently being tendered and will close on 8 August.

This tender is for the design of all three stages of the project with the receipt of construction documents for Stage One due to be ready in October 2019.

Timeline for the project:

Request for proposal to Tenderlink	4 July 2019
Deadline for proposals	15 August 2019, 3pm
Complete tender assessment	22 August 2019
Respondents notified of award of contract	29 August 2019
Anticipated contract start date	5 September 2019
Construction documents	17 December 2019

Once design services are procured an increase in community engagement will begin. This will provide clarity for the people of Clyde around work programmes and how Council and its suppliers will operate.

Clyde Historic Precinct

The first Project Control Group meeting was held on 28 May 2019. The first steps are procuring developed design which will occur between July and October 2019. This design will be co-ordinated with the Clyde reticulation works to ensure as little disruption to the public and businesses as possible.

Measure	Target	Q1	Q2	Q3	Q4	Comments
Total number of customer complaints for: • Odour • Faults • Blockages • Responses to wastewater service requests	Total number of customer complaints ≤ 10 per 1000 connections	3	5	7	10	Year to date.
Percentage of budgeted capital works completed annually	Total number of customer complaints ≤ 10 per 1000 connections	47%	50%	45%	64%	Year to date expenditure vs annual plan revised budget. Some delays to major projects.
Compliance with discharge consents	Total number of customer complaints ≤ 10 per 1000 connections	Nil	Nil	Nil	Nil	
Fault response times Attendance: Resolution:	Total number of customer complaints ≤ 10 per 1000 connections	1.0	0.75	1	0.75	Year to date.
		7.17	4.63	3	3.22	Recording of attendance and resolution times improving. Continued work required to improve data capture.
Number of dry weather sewerage overflows from sewerage scheme	Total number of customer complaints ≤ 10 per 1000 connections	1.15	1.66	2.43	3.2	Slight increase due to blockages within the network. These overflows are generally to ground and do not enter waterways.

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:



Measure	Target	Q1	Q2	Q3	Q4	Comments
Percentage of budgeted capital works completed annually	To complete more than 90% of budgeted capital works	30%	69%	84%	65%	Year to date expenditure vs annual plan revised budget. Delay to work programme.
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	Nil	
Number of flooding events that occurred	Target number of habitable floors affected ≤ 1 per 1000 properties	Nil	Nil	Nil	Nil	
Number habitable floors affected in flooding events	Target number of habitable floors affected ≤ 1 per 1000 properties per flood event	Nil	Nil	Nil	Nil	
Response time to attend flood events	Target median time to get to site ≤ 1 hours	N/A	N/A	N/A	N/A	
Number of complaints received about stormwater performance	Total number of customer complaints ≤ 2 per 1000 properties	0	1	1.43	1.97	



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

Road management calls cover a range of administrative enquiries, general feedback and requests received from the public. Abandoned vehicle calls have been included since 1 July 2018, which have increased the overall number of management calls by 30%.

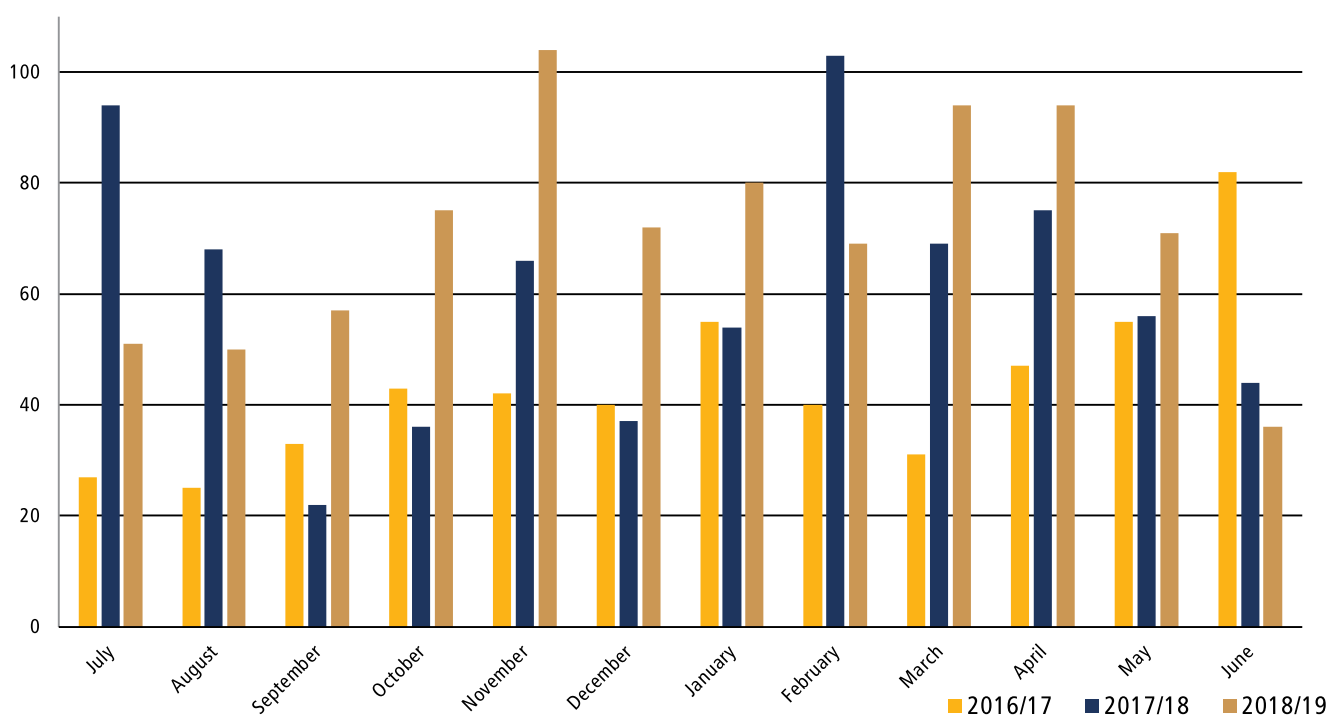
Improved recording and reporting processes have been established, which could be resulting in much higher call numbers. Road management public call totals were previously recorded at a level of less than 100 calls a year, but have increased to 260 public calls for the 2018/19 financial year.

The overall number of public calls for the year is very high, and the performance measure of call response within 10 days has fallen below 90%. Thirteen percent of public calls in 2018/19 did not have a documented response recorded within the 10-day period.

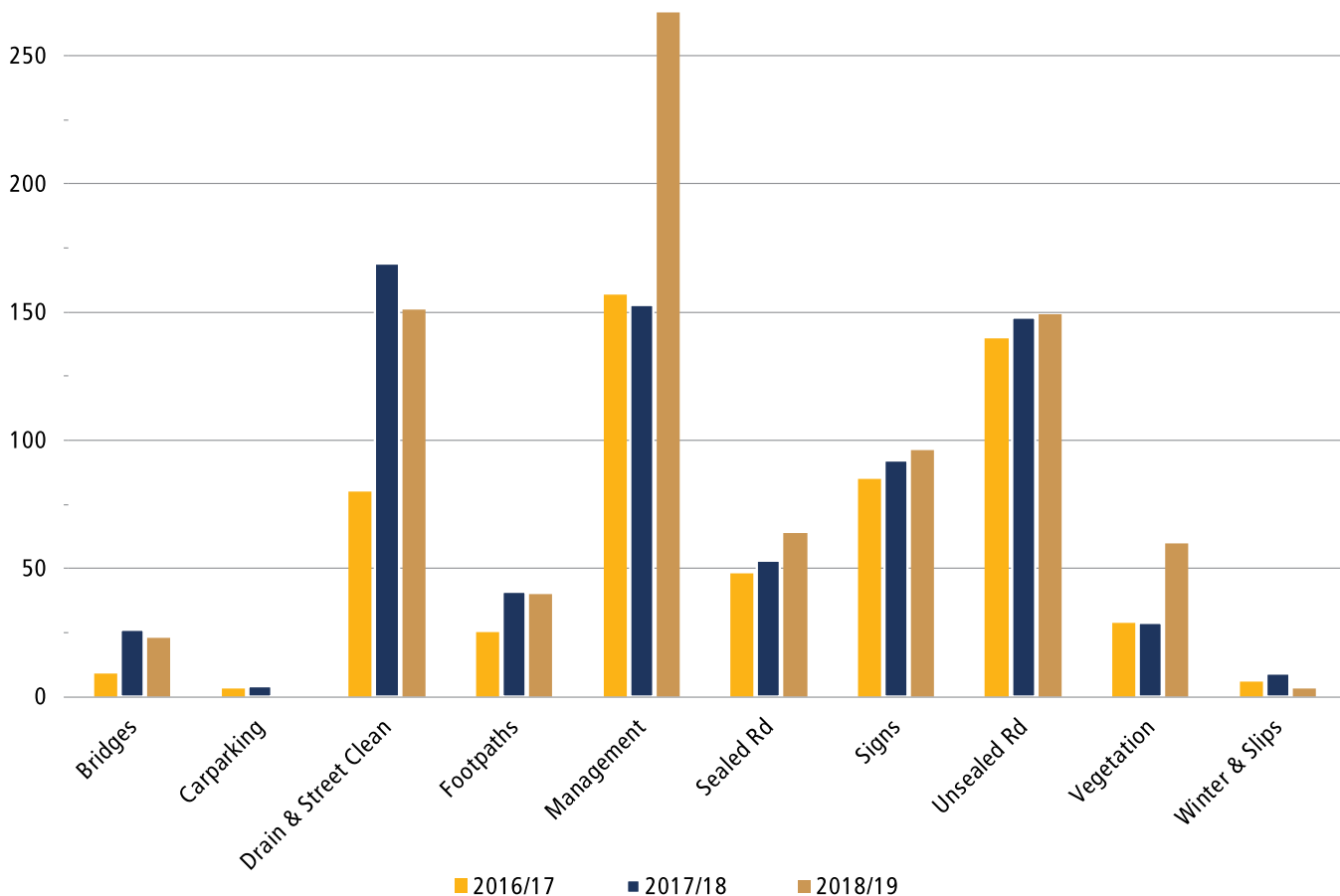
Roading activity areas showing increased volumes of complaints between 2017/18 and 2018/19 are for sealed road faults and vegetation complaints. Most other activities are showing decreases in calls, but from previous highs recorded in 2017/18.

Number of calls	2014/15	2015/16	2016/17	2017/18	2018/19
Cumulative Total for Financial Year	661	529	520	724	853

Comparison of Annual Number of Calls by Month



Comparison of Annual Public Call Volume by Type



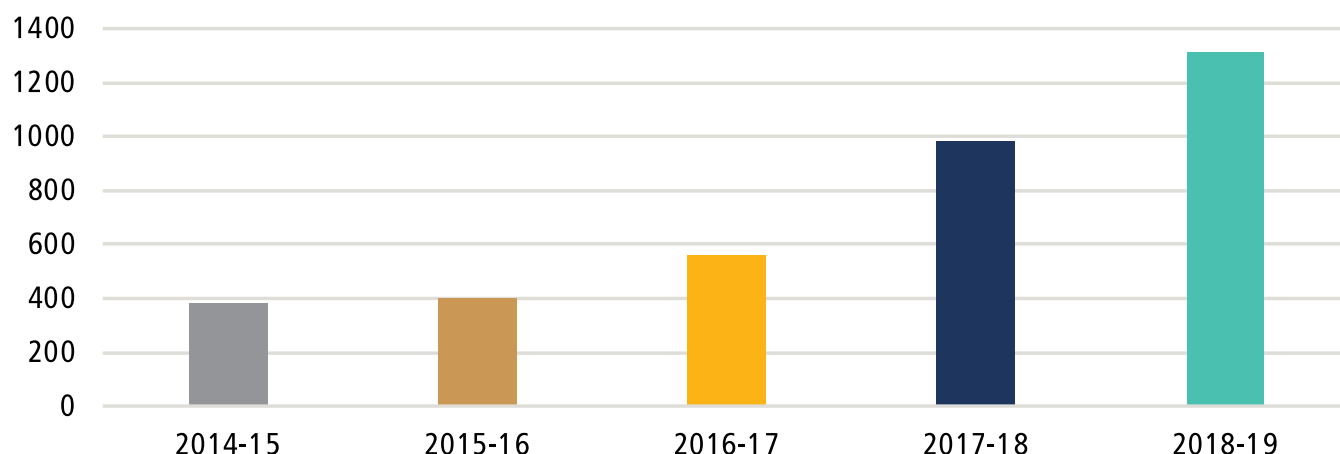
Timely Response

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 number of consent applications received in each of the last three years has increased on average by 50% each year.

Average response times throughout 2018/19 have remained within the two-day target, despite the huge growth in application numbers. New systems introduced at the start of the 2018/19 financial year enable the large volumes of traffic management plan and corridor access request approvals to be managed efficiently.

Type of Consent	Number of Applications Received				
	2014/15	2015/16	2016/17	2017/18	2018/19
Traffic management plans	127	112	124	234	323
Corridor access requests (CARs)*	170	148	245	587	889
License to occupy	23	33	23	33	25
Yard encroachment	6	12	22	31	3
Vehicle crossings	34	63	116	60	42
Generic traffic management plans	17	23	21	30	19
Road closures	6	6	6	9	10
Cumulative Total for Financial Year	383	397	557	984	1311

Comparative Consent Numbers for Financial Year



Safety Outcomes

Changes to the national Crash Analysis System (CAS) by the New Zealand Transport Agency are now complete and this has been in operation since January 2019. The old system and reporting officially shutdown in February 2019. The new tools offer significant improvements in mapping and analysing crash data, with daily updates now available. 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. These crashes were previously included. This will result in reports of quarterly data being subject to changes. We have already experienced how these changes can affect reports on Central Otago district roading. One fatal crash – which occurred in January 2019 – is now removed from the Crash Analysis System, as the crash was caused by a medical event and not by any roading, environmental or driver factors.

Although one fatal crash occurred on the Central Otago District Council roading network during the reporting period, the number of serious and fatal crashes is at the lowest level since 2014. Crash statistics on the Central Otago State Highway network record similarly low numbers of serious and fatal crashes during this period.

Five-year comparison of 12-month crash statistics on district road (from 1 April 2018 to 31 March 2019)	2014/15	2015/16	2016/17	2017/18	2018/19
Number of serious crashes on local roads	7	10	7	11	6
Number of fatal crashes on local roads	0	0	2	2	1
Number of people seriously injured on local roads	7	11	7	12	6
Number of fatalities on local roads	0	0	2	2	1

2018/19 Renewals Programme

Reseal Programme

Costs of resealing on the Central Otago District Council roading network were lower in 2018/19 than anticipated due to the price of bitumen dropping and the efficient work of the sealing crew.

The Activity Management Plan planned a reseal length of 20km for 2018/19. The length achieved was 26.7km. The reseal programme for 2018/19 and what was completed is:

Road	Area	Programmed Length (m)	Completed Length (m)
Boulton Road	Earnsclough	757	757
Earnsclough Road	Earnsclough	2895	2895
Eureka Road	Earnsclough	Provisional	460
Fraser Road	Earnsclough	Provisional	1155
Hanning Road	Earnsclough	712	712
Laing Road	Earnsclough	Provisional	956
McIntosh Road (Earnsclough)	Earnsclough	1,545	1545
McPherson Road	Earnsclough	2040	2030
Strode Road	Earnsclough	Provisional	1548
Charlemont Street East	Maniototo	616	616
Danseys Pass Road	Maniototo	922	922
Derwent Street	Maniototo	1321	287
Dungannon Street	Maniototo	1342	1342
Earne Street	Maniototo	114	114
Ennel Street	Maniototo	131	131
Larch Ave	Maniototo	100	100
Mitchell Street	Maniototo	426	426
Ness Street	Maniototo	271	271
Ranfurly-Naseby Road	Maniototo	360	Removed
Stafford Street	Maniototo	431	431
Swimming Dam Road	Maniototo	582	582
Swimming Dam Road Cpark	Maniototo	Not on programme	94
Tay Street	Maniototo	200	200
Becks School Road	Manuherikia	50	50
Deaker Street (Omakau)	Manuherikia	120	120
Harvey Street (Omakau)	Manuherikia	235	235
Ida Valley Omakau Road	Manuherikia	1373	1373
McNally Road	Manuherikia	118	118
Mee Road	Manuherikia	50	44
St Bathans Loop Road	Manuherikia	3966	3925
Swindon Street	Manuherikia	737	737
Unnamed Street (Off Swindon Street)	Manuherikia	54	Removed
Macdonald Street (Off Swindon Street)	Manuherikia	Not on programme	102
Selkirk Place	Roxburgh	386	385
Mount Buster Road	Maniototo	Included with Danseys	40
Ridge Road	Maniototo	Included with Danseys	67
TOTAL		21854m	24770m

Metalling Programme

Sections of the following roads were re-metalled in 2018/19:

- Alpha Street Pump Station Access Road
- Bendigo Loop Road
- Blue Mines Road
- Crawford Hills Road (Galloway)
- Hawksburn Road
- Hawksburn Road (Lookout access)
- Jolly Road (Tarras)
- Long Gully Road
- Maori Point Road
- Richards Beach Road
- Sandflat Road
- Thomson Gorge Road (Ardgour Road/Tarras section)

In addition, the following sections of road were added to the programme and completed in the fourth quarter:

- Lakefront Terrace (Northburn)
- Beaumont Station Road

Fraser Dam Road was also re-metalled during this year. Pioneer Energy undertook work to maintain and repair the road during the recent energy network upgrade which required overweight heavy vehicle access.

Eco Seal Programme

The following sites were eco sealed in 2018/19. These roads were metalled in 2017/18.

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

The following sites were not able to be done due to budget constraints, but will be prioritised for 2019/20:

- Clunie Road
- Dunstan Creek Road
- Ida Valley Oturehua Road
- Ida Valley Station Road
- Swinburn Back Road
- Waipiata Naseby Road (was oiled therefore removed in 2018/19)
- Mundell Road
- Noones Road
- Cambrian Road

Bridges

Bridge 94 St Bathans Loop Road

Flooding resulted in scouring that undermined the true right abutment wall leading to partial structure collapse which meant that the bridge had to be taken out of service and replaced.



Demolition of Bridge 94 – St Bathans Loop Road, May 2019.



Installation of the new Bridge 94, St Bathans Loop Road, June 2019.



New Bridge 94 almost complete, St Bathans Loop Road - July 2019.

Tweed Street Foot Bridge, Roxburgh

The Tweed Street Bridge was damaged during the 2017 flood event. The bridge was demolished to allow removal of debris. The new bridge is designed to be removed in the event of future floods. The replacement bridge was fabricated at the Fulton Hogan workshop in Alexandra and craned into place in June 2019.



Tweed Street foot bridge, Roxburgh, June 2019



Tweed Street foot bridge, Roxburgh, July 2019

Street Lighting



LED light, Pioneer Park, Alexandra

Pictured to the left is a replacement LED unit in Pioneer Park, Alexandra. This unit is one of around 90 which have been installed in Alexandra (Pioneer Park), Clyde and throughout the greenway networks in Cromwell. These 29 watt LED lights have a translucent diffuser to deliver more light to the surrounding area. Recent upgrade installation work includes all the Amberley type lanterns in Tarbert Street, and the four lights in Centennial Avenue near the Brandon Street pedestrian crossing. These are now 27 watt LED units.

These lights complete the current district-wide LED upgrade. Approximately 1900 of the total network of 2100 maintained street lights have now been converted to low power LED lights. The remainder are a mixture of community amenity lighting schemes and ornamental street lighting installed on some roads and sub-divisions. These lights are economically unfeasible to convert and will require complete replacement. These special lights would not qualify for the 85% subsidy received from NZTA.

State Highway lighting and Council-owned lighting schemes (such as Cromwell Mall) were not included in the LED streetlight upgrade programme, but are expected to be completed by NZTA and others in the next two years.



McNulty Road, Cromwell

Low Cost Low Risk Roads

McNulty Road

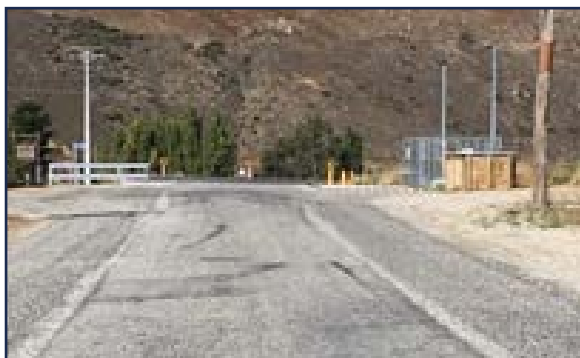
Construction of new footpath and drainage on McNulty Road began this quarter.

This footpath on the northern side of McNulty Road will provide pedestrian access between Hosking Drive and Pinot Gris Place. As part of this project, several new mud tanks and soak pits have been installed to prevent stormwater runoff flooding private properties. The project is expected to be completed in July 2019 with a total cost of \$360,000.

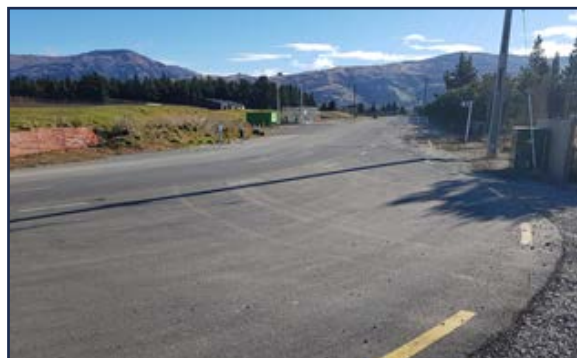
Richards Beach Road

Since the first stage of the roading upgrades to service the campervan effluent site at Richards Beach Road has been widened, sealed and re-marked. This has been staged to tie-in with:

- The completion of the Cromwell Wastewater Treatment Plant;
- The Otago Polytechnic site expansion at Richards Beach Road/Bannockburn Road; and
- Improvements to roading necessary to service existing residents, as a result of these developments.



Richards Beach Road April 2019.



The turning head at Richards Beach Road June 2019.

Completed footpath improvement sites

Work was carried out on footpaths this quarter at the following sites:

- Killarney St – new 55m path on the southern side of Killarney St near the roundabout
- Kelso St – maintenance of concrete slabs as they had turned into a tripping hazard
- Cromwell Greenways – sections of maintenance due to tree root damage, total 145m
- Hotop Place Greenway – new 80m path located between Hotop Place and the existing greenway system
- Clyde Greenways – sections of maintenance due to tree root damage, total 81m
- Wishart Crescent – renewal of old 17m section
- Waenga Drive – renewal of old 20m section
- Austral Place – renewal of old 21m section

Measure	Target	Comments				
		Q1	Q2	Q3	Q4	
Average length of time to issue a consent for access to a road	≤ 2 days	1.7 days	2.0 days	1.6 days	1.6 days	Achieved 1,311 consents processed. 2,110 days.
Percentage of sealed local road network that is resurfaced	≥ 3.8% (20km) per annum	0	0.3% (1.8km)	4.7% (24.4km)	4.8% (25.3km)	Achieved
Number of service requests	< 600	157	406	652	853	Not Achieved 260 calls out of 853 classified as "Road Management" call type.
Number of service requests from customers responded to within 10 days	≥ 90%	87%	81%	86%	87%	Not Achieved 113 calls out of 853 outside of performance measure target.
Change from previous year in number of fatalities and serious injury crashes on local road network	Stable or decreasing trend (current year)	1 serious crash	1 serious crash	2 serious crashes	1 fatal and 2 serious crashes	Achieved Reporting is delayed by one quarter. 7 fatal and serious crashes = decrease of 6 from previous year (April 2017 – March 2018).
	Trend (previous year)	4 serious crashes	1 fatal and 3 serious crashes	No fatal or serious crashes	1 fatal and 4 serious crashes	
Number of journeys impacted by unplanned events (resilience)	< 16,423	156	17,791	18,591	19,141	Not Achieved Flood event in November/December 2018 resulted in 16,679 journeys impacted.



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.

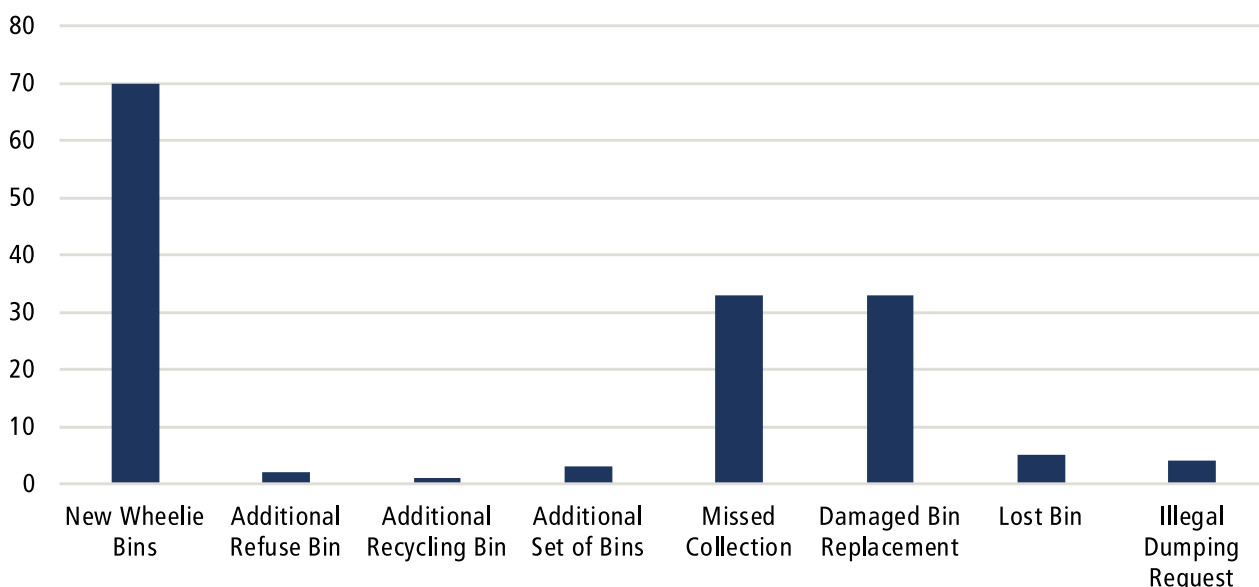
This activity contributes to the following community outcomes:



Customer Service Requests

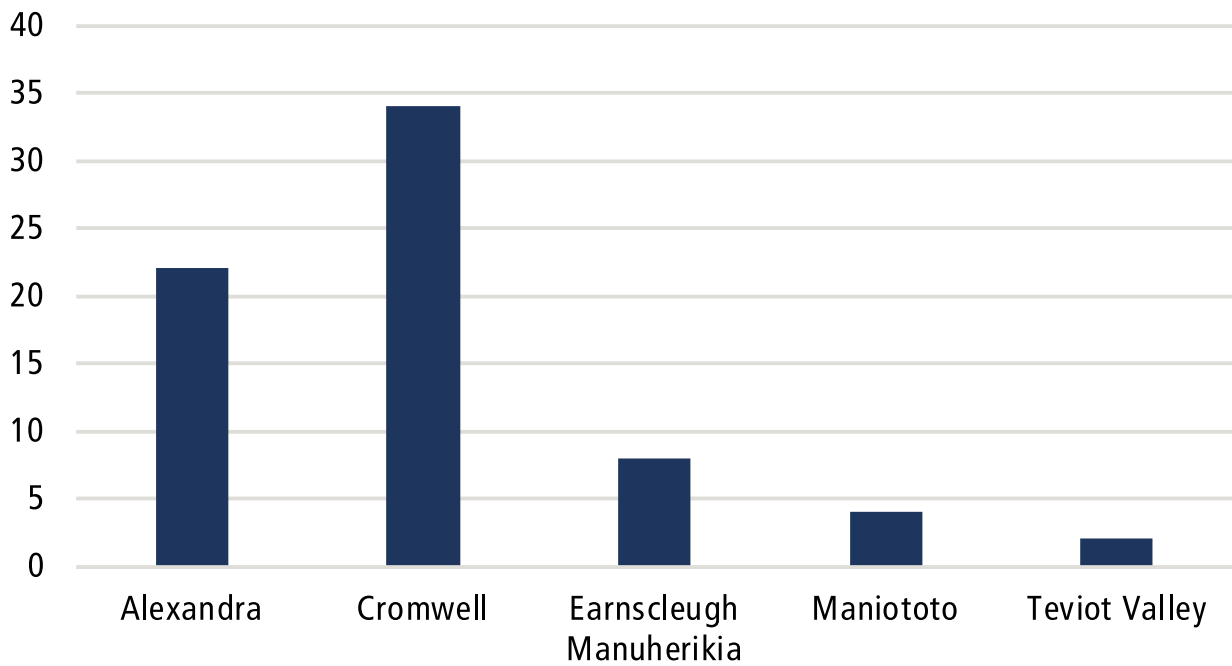
Analysis of customer service requests for waste services over this quarter show the majority of requests relate to new bin services. There has been an increase in the number of damaged bins in comparison to the previous quarter.

Customer Service Requests April - June 2019



New bin requests over this quarter reflect the continued uptake of kerbside services along rural routes. High growth areas are reflected by the large number of new bins in Cromwell and Alexandra.

New Wheelie Bins April - June 2019



Waste Management

Clean Glass Film Project

Filming was undertaken in collaboration with AllWaste, Fulton Hogan and Wastebusters to educate the public on glass recycling. It's important to remember that only clean glass bottles and jars can go in the blue bin and if in doubt – leave it out! With our glass bin contamination at 20% we all need to work together to get the contamination level down below 5% to make a glass crushing trial viable. This 'crushed glass' can be repurposed in Council's roading and construction work. This video forms part of a series giving residents information on our kerbside recycling service.

**CLEAN
GLASS
BOTTLES &
JARS ONLY**



**NO LIDS, DRINKING GLASSES,
HEATPROOF GLASS OR WINDOW GLASS**

Transfer Station Contract

A four-year contract for the operation of our Transfer Stations has been negotiated with AllWaste. This will see the continued operation of the transfer station undertaken by AllWaste alongside their current contracts for kerbside refuse and recycling collection.

As part of the transfer station negotiations with AllWaste the kerbside collection contracts end dates have been reduced to allow alignment of waste services contracts. All of Council’s waste services contracts are set to end 30 June 2023.

Education

REAP Community Education for Sustainable Living Programme



Plastic Free July is the month to start making conscious decisions to help our planet, however small the change. Staff at Central Otago District Council took part in a bees wax wrap session pledging to help the planet for Plastic Free July.



A lunchbox library was set up in the Alexandra office available for all to use. The idea is to use these when you go out to get your takeaways to reduce single-use plastics.

The Central Otago Enviroschools Programme



Maniototo Area School conducted a school wide inquiry into their recycling practices. A full day was spent with each of the junior classes and some of the senior students identifying the current situation, exploring alternatives and looking at actions that could be taken.

There was in-depth discussion around the current situation that so many of the students are brought up with (many from farms where burn holes are still usual practice) and why this practice may not be appropriate for much of their 'waste' today.

This day highlighted that there is a lot of work to be done in rural communities, but the positives from this are that the students are identifying for themselves positive changes they can make and the changes they are seeing within their community.

Development Engineering

Sub-division engineering is continuing to provide a high workload with lots of development in the region. The environmental engineering team is having more involvement with the hearings panel giving evidence to support planning and help decision making. It is important Council apply its engineering standards consistently to ensure a high standard of development occurs.

Completing site-inspections internally has provided greater quality assurance for Council for vested assets. The team is conducting more regular inspections throughout the construction phase of the development and ensuring Council's standards are adhered to.

How we Measure Success	2018/19 Results	Our Aim Years 1-3	Comments	
Total quantity to landfill (tonnes p.a.)	9,989* tonnes Previous year (9,208 tonnes)	Incremental year-on-year reduction	There was an increase of 8% (781 tonnes) more material sent to landfill this year compared to the same period last year. This increase included growth in demand at the transfer stations and an increase in the number of kerbside collection wheelie bins. Glass collected through kerbside collection (858 tonnes) has been sent to landfill due to high levels of contamination. Construction and demolition waste accounts for 949 tonnes of waste sent to landfill. Wastewater sludge and screenings accounts for 814 tonnes of waste sent to landfill this year.	x
Total amount generated per rateable property	11,933* tonnes / 13,787 rateable properties = 866kg per property	Incremental year-on-year reduction (measured as rubbish + recycling)	The total tonnage of waste and recyclables generated per rateable property remained consistent in comparison with the corresponding period of the previous year.	x
Total amount recycled (tonnes p.a.)	1,944 Tonnes Previous year (2,061 Tonnes)	Incremental year-on-year increase	There was a 6% decrease (117 tonnes) in the quantity of recycling compared to the same period last year. The tonnage includes all material taken to the recycling drop off facilities and collected in the kerbside collection bins. It does not include scrap metal and greenwaste also diverted from landfill. Due to glass being sent to landfill in 2018/19 it has not been included in these totals.	v
Resident satisfaction with waste services	93-80% satisfaction	Customer satisfaction \geq 90%	The 'CODC Residents Survey August 2019' report indicated an 80% satisfaction with Council's 'Waste Minimisation Education' service.	v

*This data excludes 1,489 tonnes of solids removed from Omakau wastewater treatment plant.



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 135 resource consent applications were received this quarter which is down slightly from the 142 applications received last quarter. It is also down from the 150 received in the fourth quarter last year.

Number of Resource Consents Processed

In the period 1 March - 30 June 2019 a total of 103 resource consents were processed. This is slightly up on the 96 consents processed for the same period last year and up on the 99 consents processed last quarter.

The consents issued in this period are as follows:

- 2 declined by Committee
- 12 granted by Committee
- 88 granted by delegated authority
- 2 appeals received on resource consent decisions
- 5 consents returned incomplete (not counted in the total)

Decision Processing Times

The non-notified delegated authority decisions issued in this quarter had an average processing time of 17.2 working days. Only 67% of non-notified delegated authority consents during this quarter have been processed within statutory timeframes. All but five consents were processed under 30 working days. This is a reflection on the complexity of applications being received resulting in additional time and resources, particularly with hearings for Plan Change 13 also occurring during the period.

Notified consents were all processed within the statutory timeframes and averaged 94 days.

Other Planning Work

Council has received enquiries about private plan changes for residential development in both the Cromwell and Alexandra areas, one of which was lodged and will be reported to the August Planning and Environment Committee meeting in August. The hearing for Plan Change 13 was held from 10-14 June and then had to be reconvened for early July due to insufficient time to get through all of the submissions.

In Other News

The planning team received the resignation of Sarah Davidson, who will be leaving in late July to join the ORC consent team based in Alexandra.

BUILDING CONTROL

LIMS

There were 201 LIMs issued in the fourth quarter which is a 13% increase on the number of LIMs received in the third quarter.

100% were issued within 10 days.

Ministry for Business, Innovation and Employment (MBIE)

The Ministry for Business, Innovation and Employment have undertaken our bi-annual audit of our procedures and Quality Assurance System implementation regarding building consents and inspections.

Twenty-four general non-compliances were determined.

Statistics for this quarter are:

- 22% increase in the number of consents issued in the fourth quarter compared to the third quarter and a 4% increase overall at year-end compared to the previous financial year.

- 17% reduction in the value of consented works (\$8 million) in the fourth quarter compared to the third quarter, but a 13% increase in the value of consented works (up \$21 million) at year-end compared to the previous financial year.

Staffing

There are currently three Building Control Officer vacancies.

There were two new Regulatory Support – Building roles created to assist with the building consent workload, of which one position has been filled and the second is currently being re-advertised.

In addition we also created a new Regulatory Support – Alcohol & Environmental Health role to assist these teams and to meet our statutory responsibilities.

Bylaws

The Alcohol Restrictions in Public Places Bylaw has completed public consultation and received seven submissions in support. This will go to the Council Meeting on 14 August recommending its adoption.

Dog Control

There were 80 service requests in the fourth quarter, which is a 13% reduction compared to the third quarter.

The annual Dog Control Act - Section 10A report which reviews dog control activities throughout the year is currently being written and will be reported to Council in August.

A hearing was held regarding the opposition of a dog being classified as "menacing". The hearing decision was adjourned until August while further information regarding the dog's behaviour is obtained.

ENVIRONMENTAL HEALTH

Alcohol Licensing

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	1 (0)	(3)	2 (0)		
On-licence variation					
On-licence renewal	(1)	3 (4)	3 (0)		
Off-licence new	2 (0)	(1)	1 (0)		
Off-licence variation					
Off-licence renewal	3 (4)	(5)	3 (0)		
Club licence new					
Club licence variation					
Club licence renewal	(3)	(1)			
Total number	6 (8)	3 (14)	9 (0)		

Annual fees received:

Application Type	Risk Category				
	Very Low \$161.00	Low \$391.00	Medium \$362.50	High \$1,035.00	Very High \$1,437.50
On-licence	1 (3)	3 (11)	12 (2)		
Off-licence	10 (13)	1 (10)	10 (0)		
Club licence	(4)	(1)			
Total number	11 (20)	4 (22)	22 (2)		

Manager's Certificate applications received:

Manager's certificates - new (\$316.25)	18 (19)
Manager's certificates - renewal (\$316.25)	43 (37)
Total number	61 (56)

Special Licence applications received:

	Class 1 - \$575.00	Class 2 - \$207.00	Class 3 - \$63.25
Special licences	1 (0)	12 (7)	7 (12)

Temporary Authority applications received:

Temporary Authority Orders \$296.70	3 (3)
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Food Premises

Since March 2016, the number of food premises registering with us has exceeded our ability to keep up with the auditing of these premises. We now have 15% more premises registered with us than were previously on our books, and a significant amount of multiple audits are required as operators are introduced to the new regime.

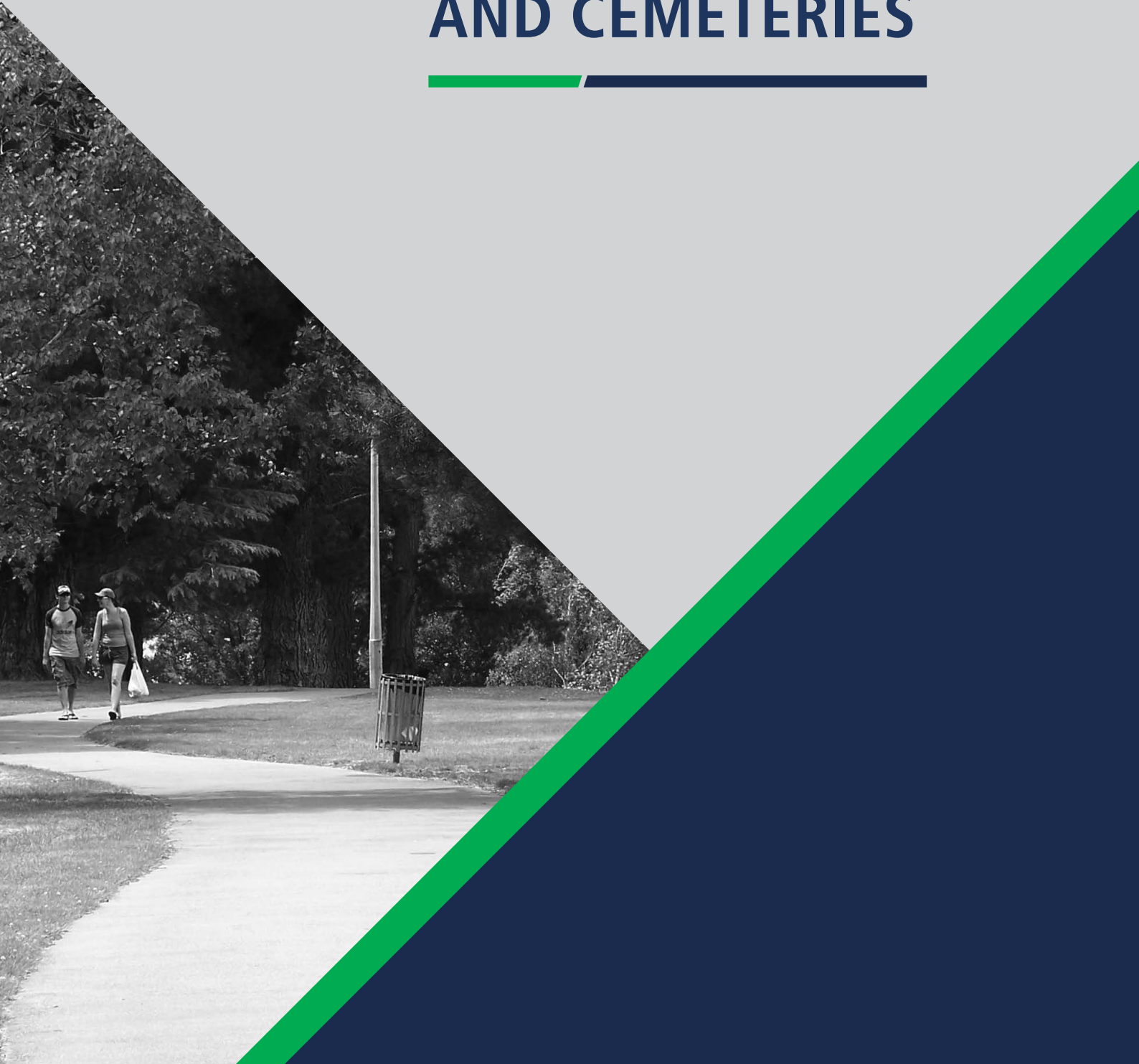
The backlog of audits we had this time last year (approx. 70) has been reduced to approximately 40. With the resources we currently have available, we expect to continue to clear the backlog.

Registered Premises

All other registered premises including hairdressers, camping grounds and funeral directors have been inspected during this period.



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:



Overview

- Aqua fitness classes have increased over the quarter at both Cromwell Swim Centre and Molyneux Aquatic Centre.
- Kayak polo at Molyneux Aquatic Centre has also seen an increase in numbers.
- Central Swim School numbers over this quarter are tracking the same as the same quarter in previous years. Work to increase numbers in the next quarter is underway.
- Ice-In-Line ice rink next to the Molyneux Aquatic Centre has seen good energy consumption savings at the pool.

POOLS

Cromwell Swim Centre Statistics – April - June 2019

Type	April			May			June			YTD \$\$\$	
Concession/Membership SALES											
Adult		Sold	Swims	Total \$	Sold	Swims	Total \$	Sold	Swims	Total \$	
3 Month	DE,F	1		\$174	0		\$0	1		\$174	\$348
6 Month	DE,F	0		\$0	0		\$0	0		\$0	\$0
12 Month	DE,F	1		\$522	1		\$522	0		\$0	\$1,043
11 Swim	DE,F	21		\$1,096	11		\$574	13		\$678	\$2,348
23 Swim	DE,F	5		\$522	10		\$1,044	12		\$1,252	\$2,817
Adult 11 Swim and Aqua	DE,F	2		\$165	2		\$183	2		\$183	\$530
Total Adult sales	F			\$1,266			\$2,322			\$2,287	\$7,087

Card Holder											
3 Month	DE,F	1		\$144	2		\$289	0		\$0	\$433
6 Month	DE,F	0		\$0	0		\$0	0		\$0	\$0
12 Month	DE,F	1		\$522	0		\$0	0		\$0	\$522
11 Swim	DE,F	8		\$348	9		\$391	10		\$435	\$1,174
23 Swim	DE,F	7		\$609	11		\$957	7		\$609	\$2,174
Cardholder 11 Swim and Aqua	DE,F	2		\$165	5		\$413	3		\$248	\$826
Total Cardholder Sales	F			\$2,314			\$2,050			\$1,292	\$5,656

Child											
3 Month	DE,F	0		\$0	0		\$0	0		\$0	\$0
6 Month	DE,F	0		\$0	0		\$0	0		\$0	\$0
12 Month	DE,F	0		\$0	0		\$0	0		\$0	\$0
11 Swim	DE,F	5		\$130	2		\$52	3		\$78	\$260
23 Swim	DE,F	0		\$0	2		\$104	2		\$104	\$208
Total Child Sales	F			\$130			\$156			\$182	\$468

Aqua Only											
11 Swim	DE,F	3		\$117	3		\$117	3		\$117	\$352
Total Aqua Only Sales	F	1		\$117			\$117			\$117	\$352

Total Membership Sales - Total Raw Number, Total Swims, then Total \$	F	1	0	\$3,827	0	117	\$234	0	0	\$1,292	\$5,353
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Type	April			May			June			YTD \$\$\$	
Casual Paid Admissions											
Type		#	Total \$		#	Total \$		#	Total \$		
Single Adult	DE,F	895	\$5,057		568	\$3,209		541	\$3,057		\$11,323
Single Cardholder	DE,F	101	\$483		66	\$315		70	\$335		\$1,133
Single Child	DE,F	878	\$2,520		375	\$1,076		402	\$1,154		\$4,750
Family Pass Sales 2A and 2C (See under Participation for numbers count)	DE,F	20	\$285		12	\$171		9	\$128		\$585
Family Pass 1A and 4C (See under Participation for numbers count)	DE,F		\$0		0	\$0		0	\$0		\$0
Aqua Aerobics Class Only	DE,F	10	\$39		20	\$78		10	\$39		\$156
Golden Oldies Aqua		1		\$2	4		\$7	4		\$7	\$0
Showers	DE,F		\$869			\$440		40	\$153		\$1,463
Total Casual Admissions		\$1,905	\$9,253	\$2	\$1,045	\$5,291	\$7	\$1,076	\$,866	\$7	\$19,409

Type	April			May			June			YTD \$\$\$	
Concession (11/23) and Member (3M, 6M, 12M) Visits											
Adult	DE+	8			20			25			
Cardholder	DE+	18			27			34			
Child	DE+	5			5			5			
Aqua Numbers from Concession/ members - All categories	DE+	2			2			3			
All Moly Numbers	DE+										
Total Participation from Concession/ Members		33			54			67			

Central Swim School (In water actual participation not enrollments).											
Private Lesson	DE	10			8			8			
Learn to Swim Programme - 4YO (Preschooler) and School Age	DE+	246			387			317			
Learn to Swim Programme - Baby and Toddler (Adult in Water)	DE (T)	64	128		37	74		26	52		
Swim Skills	DE	366			800			640			
Adult Lessons	DE	0			4			4			
Total Participation from Swim School		750			1,273			1,021			

Free Swimmers						
Pre Schoolers	DE	224		138	135	
Free Adult Entry Card	DE	3		6	0	
Free Child Entry Card	DE	4		1	0	
Cromwell Swim Centre Staff Swim	DE	1		1	0	
Swim Assitance	DE					
Plunket Voucher	DE					
Green Prescription Free Swims	DE					
Total Free Swimmer related entires						

Numbers of Pariticipation from Family Pass Sales						
Adults from Family Passes	DE	3		6	0	
Children From Family Passes	DE	4		1	0	
Total Pool Hire Related Entries		2		2	4	

Pool Hire Related Entries						
Wendy Martin Numbers	DE	498		498	498	
Swim Club Numbers	DE	643		643	643	
General Other Lane Hire - Schools etc	DE					
Meeting Room Hire		2		9	4	17
Kayak Bill Tuesdays				5	9	2
Charging Equipment						
Total Pool Hire Related Entries						

Molyneux Aquatic Centre Statistics – April - June 2019

Type		April			May			June			YTD \$\$\$
Concession/Membership SALES											
Adult		Sold	Swims	Total \$	Sold	Swims	Total \$	Sold	Swims	Total \$	
12 Month	DE,F	1	1	\$521.74				1		\$521.74	\$1,043
6 Month	DE,F	1	1	\$313.04				1		\$313.04	\$626
3 Month	DE,F	4	4	\$695.64	4	4	\$695.64	1		\$173.91	\$1,565
11 Swim	DE,F	19	437	\$992.10	20	220	\$1,043.40	24	264	\$1,252.08	\$3,288
23 Swim	DE,F	11	121	\$1,147.85	15	345	\$1,565.25	10	230	\$1,043.50	\$3,757
Adult 11 Swim and Aqua	DE,F	1	11	\$9.13	5	55	\$413.05	1	11	\$82.61	\$505
Total Adult Sales	F	37	575	\$2,983.86	44	624	\$3,917.35	38	505	\$3,386.88	\$10,288

Senior											
12 Month	DE,F										\$0
6 Month	DE,F										\$0
3 Month	DE,F	1	1	\$144.35	1	1	\$144.35	2		\$288.70	\$577
11 Swim	DE,F	12	132	\$521.76	18	198	\$782.64	14	154	\$608.72	\$1,913
23 Swim	DE,F	8	184	\$695.68	8	184	\$695.68	5	115	\$434.80	\$1,826
Senior 11 Swim and Aqua	DE,F	2	22	\$16.52	1	11	\$91.30	1	11	\$82.61	\$190
Total Senior Sales	F	23	339	\$1,378.31	28	394	\$1,713.97	22	280	\$1,694.83	\$4,787

CSC/TS - Community Services Card/Tertiary Students											
12 Month	DE,F										\$0
6 Month	DE,F										\$0
3 Month	DE,F										\$0
11 Swim	DE,F	3	33	\$130.44	8	88	\$374.84	1	11	\$43.48	\$549
23 Swim	DE,F	1	23	\$86.96	1	23	\$86.96				\$174
CSC/TS 11 Swim and Aqua	DE,F										\$0
Showers		126	126	\$482.58	76	76	\$291.08	41	157		\$774
Total CSC/TS Sales	F							42		\$43.48	\$43

Child											
12 Month	DE,F				1	1	\$260.87				\$261
6 Month	DE,F										\$0
3 Month	DE,F				1	1	\$86.96				\$87
11 Swim	DE,F	4	44	\$104.36	2	22	\$52.18				\$157
23 Swim	DE,F	1	23	\$52.17	1	23	\$52.17				\$104
Total Child Sales	F	5	67	\$156.53	5	47	\$452.18				\$609

12 Month Family Card	DE,F										\$0
Total Aqua Only Sales	F										\$0

10 Swim	DE,F										\$0
Total Green Prescription Sales Only	F	1	10	\$16.52	1	10	\$16.52	1	10	\$16.52	\$50

Total Membership Sales - Total Raw Number, Total Swims, then Total \$	F	66	981	\$4,518.70	78	1,065	\$6,083.50	103	785	\$5,081.71	\$15,684
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Type	April			May			June		YTD #'s
Casual Paid Admissions									
Type		#	Total \$	#	Total \$	#	Total \$		
Single Adult	DE,F	934	\$5,277.10	568	\$3,209.20	541	\$3,056.65		\$11,542.95
Single Senior	DE,F	144	\$688.32	87	\$415.86	66	\$315.48		\$1,419.66
Single CSC/TS	DE,F	34	\$162.52	10	\$867.96	18	\$86.04		\$1,116.52
Single Child	DE,F	1,424	\$4,086.88	497	\$1,426.39	580	\$1,664.59		\$7,177.86
Large Group Child Rate	DE,F	32	\$55.65	220		160	\$278.26		\$333.91
Aqua Aerobics Class and Entry Adult	DE,F	1	\$9.13	1	\$91.30	2	\$18.26		\$118.69
Aqua Aerobics Class and Entry Senior	DE,F	2	\$16.52	5	\$413.03	7	\$57.82		\$487.37
Aqua Aerobics Class Only	DE,F	67	\$261.97	20	\$78.20	79	\$308.89		\$649.06
		#	Total \$	#					
Family Pass 1+4	DE,F	6	\$85.56	1	\$14.26	1	\$14.26		\$114
Family Pass 2+2	DE,F	44	\$627.44	5	\$71.30	9	\$128.34		\$827
	DE,F								\$0
	DE,F								\$0
	DE,F								\$0
	DE,F								\$0
Other (Promotion, One Off, etc)				#					
Gym Stick	DE,F								

Polis swim Test	DE,F								
Summer Swim Camp	DE,F								
Total Casual Admissions	F	2,688	\$11,271.09	1,414	\$6,587.50	1,463	\$5,928.59		0

Participation ONLY Related Statistics									
Type	April			May			June		YTD #'s
Concession (11/22/45) and Member (12M) Visits									
Adult	DE+	36		39		37			
Senior	DE+	21		27		21			
CSC/TS	DE+	4		10		1			
Child	DE+	5		5		0			
Aqua Numbers from Concession/ members - All categories	DE+	1		1		88			
Family Pass									
Cromwell Members	DE+								
Green Prescription Cards	DE					1			
Total Participation from Concession/ Members		67		82		148			

Central Swim School (In water actual participation not enrollments).									
Private Lesson	DE	4				15		15	
Learn to Swim Programme - 4YO (Preschooler) and School Age	DE+	346		201		663		356	
Learn to Swim Programme - Baby and Toddler (Adult in Water)	DE+ (T)	72	144			74	148	53	106
Swim Skills/River Safety	DE			326		1,313		1,056	
Adult Lessons	DE	0				0		5	
Total Participation from Swim School		566				2,213		1,591	

Free Swimmers									
Pre Schoolers	DE	193				86		135	
Free Adult Entry Card	DE								
Free Child Entry Card	DE								
Green Prescription (of the 3x Free Entries)	DE	1				1			
Swim Assistance	DE								
Staff Swimming									
Gym Stick session									
Total Free Swimmer related entires		194				87		135	

Pool Hire Related Entries									
Alexandra Swim Club	DE	222				284		330	
Jo Blackie	DE	98				34		81	
Junior Squad Club Nights	DE								
Club Nights	DE	34				40		28	
Multi Sport	DE								
Swim Club Numbers (total from split categories above)	T	354				358		439	
Dunstan High School	DE								
The Terrace Primary School	DE								
Alexandra Primary School	DE								
St Gerards Primary School	DE								
Clyde Primary School	DE								
Other Schools	DE								
All Schools (total from split categories above)	T	0				0		0	

Kayak Polo Swimmers	DE			116		364				
General Other Hire	DE									
Total Pool Hire Related Entries		354		474		803				

PARKS

This quarter saw long-term maintenance contractor Asplundh finish their contract with Council on 30 June. Delta commenced their contract on 1 July.

Maintenance of open spaces were challenged by a very wet May. Sports fields were still able to be used for all regular bookings. Irrigation systems have been winterised.

Capital Projects

Capital projects completed during this quarter include:

- Removal of the southern shelter belt at the Blacks Omakau Cemetery. The pines were replaced with a new fence and a row of Hornbeam trees.
- The installation of two seats on Scotland Street and a drinking fountain in King George Park, Roxburgh.
- The installation of a new slide on Lake Roxburgh Village Park.
- The installation of stone pillars at the main entrance into Ranfurly Cemetery.
- The replacement of the Lowburn Hall Reserve adventure playground structure.
- The repair and replacement of seating around the Naseby Swimming Dam.

Clutha Management

Summary report for end of season and end of contract 2019

At the end of the season the following pontoons were inspected and removed for maintenance:

- Fernbrook Pontoon
- Bannockburn Pontoon
- Weatherall Creek Pontoon

Swim areas

The intermediary buoys and ropes have been removed for winter from the following swim areas:

- Pisa Moorings
- Fernbrook
- Alpha Street
- Weatherall Creek
- Champaign Gully (short line out from beach to slow boats down.)

CEMETERIES

Cemetery Quarterly Statistics

	Cemetery	Ashes	Internment
April 2019	Alexandra	1	1
	Clyde	0	1
	Ranfurly	0	3
	TOTAL	1	5
May 2019	Alexandra	4	1
	Clyde	3	1
	Ranfurly	2	0
	TOTAL	9	2
June 2019	There were no interments for June.		



PROPERTY AND COMMUNITY FACILITIES



PROPERTY AND COMMUNITY FACILITIES

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

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

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

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

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

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

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

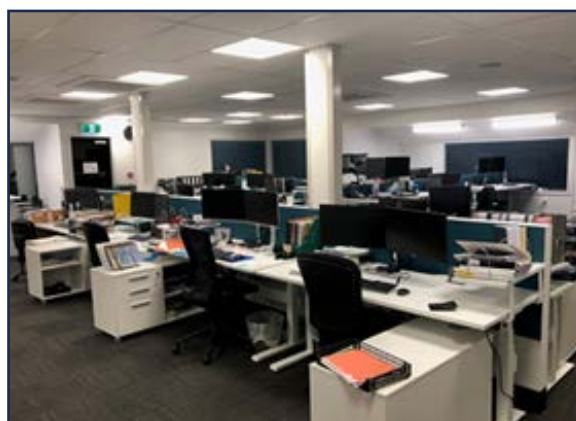
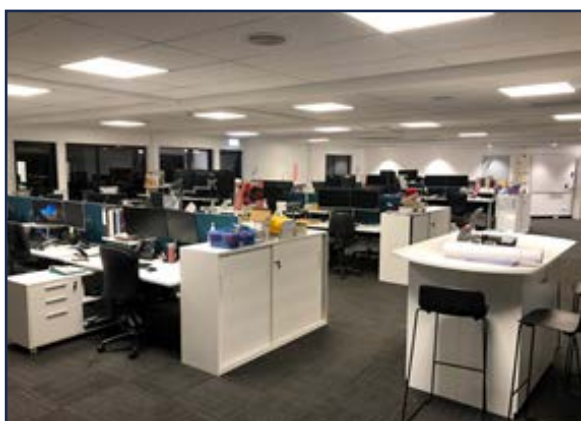
This activity contributes to the following community outcomes:



PROPERTY

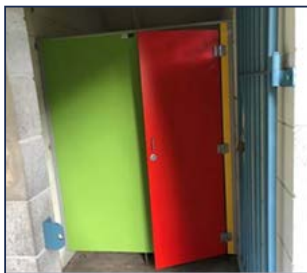
William Fraser Building Renovation Project

Stage two of the William Fraser Building Renovation Project, which covers the new offices for the Planning and Regulatory and Corporate Services teams was complete by the start of June.



Stage three which covers the new offices for the Infrastructure Team has started and is due to be completed early August.

A report to the Council’s Waste and Property Committee to provide an update on how the project is tracking was presented at the 26 June meeting.



Roxburgh Reserve Public Toilets

As part of this year's planned maintenance programme, the partitions in the public toilets by the Roxburgh playground were replaced in June. Council decided to do something a bit different to give the standard concrete block toilet a lift and selected three bright colours for the partitions. Feedback from the public has been positive.

Cromwell Toilets

There was a spate of vandalism at the beginning of April at Council's Cromwell toilets, including Lode Lane, Old Cromwell toilets and the Anderson Park changing rooms. The plastic jumbo dispensers were levered open and toilet paper was stolen which was surprising given it wasn't the height of the tourist season.

Winter Closure of Seasonal Toilets – Maniototo

The following seasonal toilets were closed down for the winter months at the start of June:

- Naseby swimming dam toilet
- Public toilets located behind the Maniototo Stadium
- John St playground toilet located behind the Wallace Memorial Rooms
- Waipiata Hall toilet will only be available for hall users
- Waipiata Domain toilet

These toilets will be reopened for labour weekend in October 2019.

Alexandra Airport

Earthworks began at the Alexandra Airport in the first week of April. This was for the construction of approximately 450m of chip seal taxiways associated with new sites in the front and back row of the existing hangar precinct. Power and water connections were also installed. The taxiways located in the front and back rows were then sealed in the first week of May.



Water and power connections to the six new sites were completed by the end of May.

As part of planned maintenance, the terminal building was also given a fresh coat of paint.

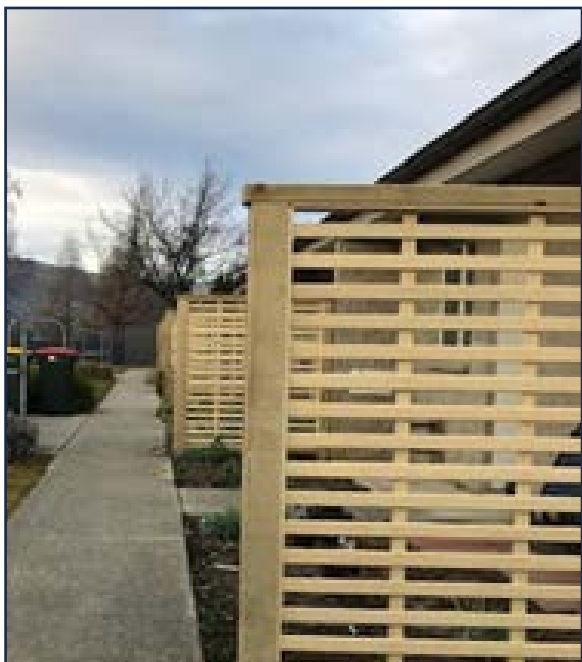
Council received reports from lessees at the airport stating there were a lot of public vehicles leisurely driving around the hangar precinct taxiways, particularly on Sundays. This included vehicles with L plates who appeared to be carrying out driving lessons. This area is an operational part of the Alexandra Airport and there are significant safety risks if unauthorised vehicles are driving where aircrafts may also be taxiing. Additional CAA security signage was installed at the same time as the maintenance works to remind the public that they should not be entering the hangar precinct or any other operational part of the airport. Gates are being priced to resolve this safety issue in the taxi way areas.



Elderly Persons Housing

The following works have been completed within the last quarter:

- Fulton Hogan completed sections of footpath renewals at 26 John St, Ranfurly.
- Kitchen cabinetry including a benchtop and new kitchen vinyl were replaced at a unit in Alexandra prior to it being re-tenanted.
- Lounge heaters were upgraded at the Inniscort St units with Stiebel Eltron 2200kw wall mounted convection heaters.
- The Molyneux Avenue units have had internal concrete walls insulated and lined. Feedback from these tenants was very positive. The tenants noticed a difference in heat retention in their units. This will help reduce their heating costs and reduce condensation.
- New trellis was installed at the back of each unit at 16 Goodger Court in June.
- The old wooden fence between the Goodger Court units and the Reserve has been replaced with a colour steel fence. The fence will be completed mid-July.



New trellis at Goodger Court units



New fence between Goodger Court and the Reserve

Area	Occupancy Rate January – March 2019			Occupancy Rate	
	Units	Tenanted	Occupancy rate	April – June 2019	Occupancy rate
Alexandra	23	23	100%	22	95%
Clyde	3	3	100%	3	100%
Cromwell	31	31	100%	30	96%
Roxburgh	15	15	100%	15	100%
Ranfurly	26	22	85%	20	76%
	98	92	97%	90	93%

While Cromwell is showing a vacancy, the unit will be tenanted in August 2019.

Three tenants have moved out of units in Ranfurly to go into permanent rest home care.

The vacancy in Alexandra will allow staff to move tenants around to undertake internal refurbishments.

Cromwell Mall – Lighting

New LED lights were installed under the verandah at the Cromwell Library and Cromwell Service Centre towards the end of May. The timers were also re-set and a security light was put at the back of the library premises facing the carpark.

All Mall lighting on red poles as well as all other lighting that is working has had the timers reset for daylight saving – they turn on at 5pm and off at 8am. There are a number of red light poles not working due to failed wiring. This is scheduled for replacement.

Cromwell Mall – Verandahs

There have been ongoing issues with Cromwell Mall building owners not maintaining verandas. This has caused water to leak out onto walkways and the lighting under the verandas to fail due to water getting into the fittings.

Under the District Plan, any alterations to verandas in the Cromwell Mall require a resource consent. As that process can be a deterrent to owners replacing or undertaking more than minor works on verandas, Council has obtained a resource consent applying to all Mall buildings for a specific base veranda roof replacement design. This is a design developed by one of the owners and means the owners now only need to apply for a building consent to reroof their veranda prior to completing the actual work.

COMMUNITY FACILITIES

Ranfurly Pool

The Ranfurly Pool closed for the season on 28 April 2019 at the end of the school holidays. It is always the aim of Council to keep the pool open until after Easter, however this year Easter was in the middle of the school holidays so the logical time to close the pool was at the end of the holidays.

The closing day for the pool season is also related to usage and water temperature. A new 25kw heat pump was installed early March after unavoidable contractor delays. The new heat pump piggybacks with the old heat pump and certainly has assisted with maintaining a constant temperature when the outside air temperature is decreasing. During the next annual plan review, funding will be sought to replace the old heat pump.

Naseby Hall

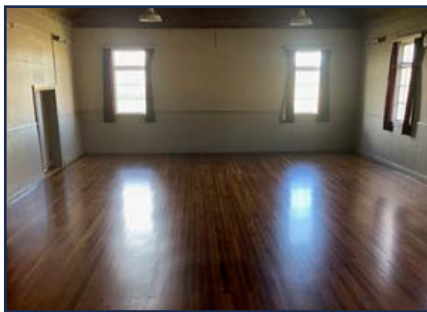
The kitchen in the Naseby Hall has had a makeover with the following work taking place:

- The vinyl flooring has been replaced.
- The linoleum benches have been replaced with stainless steel bench units.
- The servery has been relined with stainless steel.

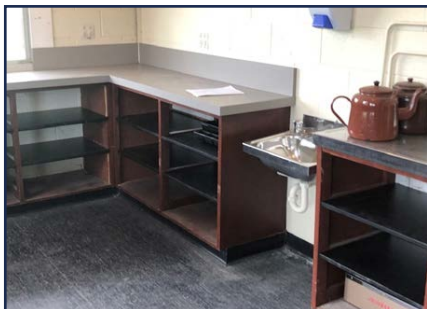
This work allowed for a slight reconfiguration of the working space to improve efficiency in the kitchen for catering purposes.

Poolburn Hall





The hall and entrance floors at Poolburn Hall were sanded and had three coats of polyurethane applied at the start of June. The work was completed expertly and the floors look new again.



Molyneux Stadium Kitchen

Work has been completed in the kitchen at Molyneux Stadium as part of the planned maintenance for 2018/19. Work completed includes:

- The benchtops being replaced.
- Shelving to the existing carcasses has been installed.
- A new fridge and microwave were purchased mid-May.



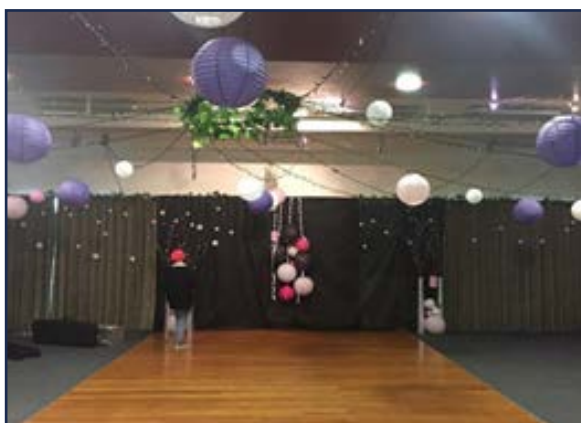
Molyneux Stadium – Calls for Interest for Former Squash Courts

In the last week of June Council called for expressions of interest for future use of the former squash courts at Molyneux Stadium. This will close on 26 July 2019 at 4pm, after which a report will go to the Vincent Community Board to review proposals and select a future use.

For further information [click here](#).

Dunstan High School Formal

The annual Dunstan High School Formal was held at the Alexandra Community Centre during the first weekend of May. The event went without incident and the Community Centre was returned in a very clean and tidy state.



Cromwell Memorial Hall

The Cromwell Memorial Hall's heat setting system was upgraded in May, allowing the heating to be set remotely via a computer at the Cromwell Service Centre or via a mobile phone. This allows the heating to be turned on remotely prior to bookings. It does require the thermostat to be set and not altered and so a tamper-proof box has been installed over the thermostat to ensure it is not adjusted.

The terms and conditions of the agreement to hire the Memorial Hall have been updated to reflect this new process.

Tarras Hall

At the beginning of the year an engineer identified that the mezzanine floor at Tarras Hall was unsafe. This led to the Hall being closed for approximately six months. The Tarras Hall Committee have agreed to have the mezzanine floor removed. The timeframe to complete this work is currently undecided as it was not accounted for in the annual plan.

Anderson Park Sports Pavilion

At the end of June it was identified that the majority of the shower heads within the rugby club changing rooms need replacing as they are not working properly due to lime build-up. This work will be completed in the 2019/20 financial year.

Repairs to the hot water cylinders were completed by the end of June. Water temperatures were also checked as the water coming through the showers was too hot. It was noted that when all showers run this is not an issue.

Clyde Hall – Stage Upgrade and Lighting Replacement Project

Council have been working on a project to upgrade the Clyde Hall stage and lighting. The project involves installation and correct fixing of a new overstage grid and auditorium lighting bar. Ad-hoc modifications and installations to the ceiling over the years have resulted in inadequate fixing points for the weight of lighting used for stage performances.

The design plans and programme for the Clyde Hall stage upgrade were completed by the end of June. Physical works can now proceed thanks to a \$2,000 donation from the Clyde Theatre Group being added to the Council approved funding.

Another planned project to replace the lighting in the Hall to LED lighting is being undertaken while the scaffolding is in place.

OTHER PROPERTY

Arrowtown Joint Forest with QLDC – Coronet Forest

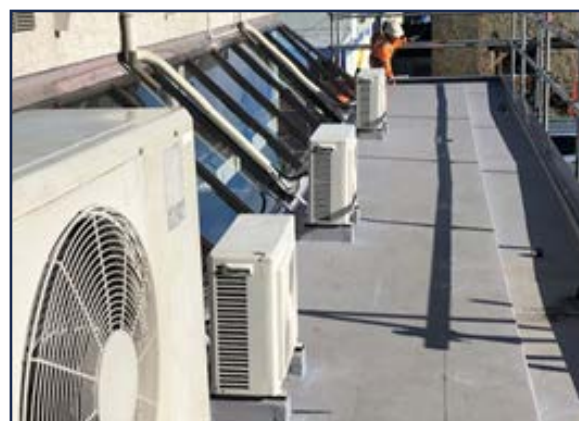
Queenstown Lakes District Council purchased the Vincent Community Board's 25% share of Coronet Forest which was finalised at the end of June. This was purchased for the full valuation cost of \$720,576.20.

Tarbert St Building

Breen Construction started work in the first week of April to strip off the failed butynol and substrate and replace the substrate above the verandahs and shops at Tarbert St, Alexandra. Watertight Solutions Ltd then installed the new flat roof membrane. This job took eight weeks to complete.

The businesses directly within the work area expressed some concern regarding the impact on them. Council waived the rent for that lease during the work period and provided additional display and directional signage.

This job was completed and scaffolding was removed 16 May.



Clyde Museum Redevelopment

Volunteers from the Clyde Historical Museum Group were busy over the last few weeks of May, sorting and storing the museum collection which was housed in the Briar Herb Museum.

The Briar Herb Museum is the proposed site for the Museum Redevelopment Project. Council are currently working on the project plan to take the redevelopment from the creation of a design brief to construction. The aim is to have the project plan approved by Council's Executive Team in July/August and for work on the coordination of a design brief to start shortly thereafter.



Vallance Cottage Reserve

The Gazette notice, which formally names the portion of Recreation Reserve that is home to the Vallance Cottage "Vallance Cottage Reserve" was registered at the start of June.

The next step for the Vallance Cottage Working Group is for a sign to be erected on the site. The aim is for the sign to be similar to the Alexandra Community House sign. The Men's Shed was engaged to construct the sign however their members found it hard to source the 15m length of timber required. An appropriate length of timber has been located in Oamaru and once viewed a date for installation will be scheduled. An open day to highlight and celebrate the official naming of the reserve is to be arranged upon installation of the sign.

Alexandra Pines



The five hectares of the Pines at the end of Henderson Drive which is to be developed as a residential subdivision was deer fenced over the second week of April to make it secure for health and safety purposes. Felling of the pine trees started on 20 May and was completed by end of June.

An application for change of road designation associated with the proposed road positions in the scheme plan was lodged with Council. The developer is required to lodge the subdivision resource consent within six months of the road designation consent.

Council are progressing discussions with Transpower, NZTA and DOC as deemed affected parties adjoining the development.

Following the developer's representatives meeting with Council's Environmental Engineer and Planning Manager, the subdivision plan for 73 sections is all but finalised. Resource consent will be able to be lodged once the road designation consent is approved. Dependent on discussions with Transpower, NZTA and DOC, it is estimated lodgement of resource consent will be mid-August.

Council Owned Cameras in Tarbert Street



The security cameras installed many years ago on top of the Harcourts Building in Tarbert Street are very old and their quality is now marginal.

With the change of business type in the vicinity, the police have advised their location is of little value therefore the system was decommissioned in early May. The cameras remain on the building as a visual deterrent.

Elim Church

The Alexandra Elim Church is located at 156 Tarbert Street. The church building itself spans land which is owned by Council. The church holds a ground lease over the portion of Council land. Within this lease, the church has the right to give notice to purchase the land at valuation exclusive of GST.

As the church's congregation is growing, the church trustees are looking at altering their current building or selling and purchasing a larger building elsewhere. To achieve either outcome the church will need to own all of the underlying land. Therefore the trustees gave notice to Council that they wish to exercise their right to purchase at the end of May. A registered valuation was received at \$147,826 excl. GST. Settlement was 30 June 2019.

Maniototo Wilson and Maniototo Road Farm Leases

The new leases for Council owned farms at Wilson Road and Maniototo Road commenced the first week of April resulting in an increased rent from \$24,000 to \$73,500. This additional rent is being used to assist in funding the loan that funded the Council grant of \$2,000,000 to the Maniototo Healthcare Facility.

Ranfurly Gun Club

The old derelict Ranfurly Gun Club building was demolished in early June as per the 10-Year Plan 2018-28 planned works.

Naseby Store

The external canopy over the Naseby Store's front door has been replaced. The new canopy keeps water off the footpath and eliminates ice from forming, reducing slippery conditions for pedestrians.

Rural Naseby – Pest Control

Possum control work was undertaken by Central Otago Pest Control on Council administered property on the rural outskirts of Naseby. It was agreed that different methods of pest control will be used in different areas dependant on how the areas are used by the general public.

Kill traps were only used up in trees and were inspected every day for removal of carcasses. Feratox and Pestoff in bait stations were only used in areas away from tracks, the cemetery and the swimming dam. Signage advising of the pest control operation was installed at all entry points to advise track users. Central Otago Pest Control also contacted the lessees of Council property and gained their permission to undertake the work on leased properties. The pest control operation was completed by the end of May.

Council's Gair Estate Residential Development

The Gair Estate development was completed by the end of June and 224c consent was issued for the resource consent. All titles are due to be issued. Thirty-seven of the 78 sections have been sold which includes 10 to a group home company.



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

Showing the way

With many comments from the public about difficulty locating the Cromwell and Maniototo Libraries, eye-catching flags were developed featuring our Libraries' mascot, Baxter. Both branches now have flags outside and are getting some great comments!



Cromwell



Maniototo



Canine volunteer "Petal" on a familiarisation visit

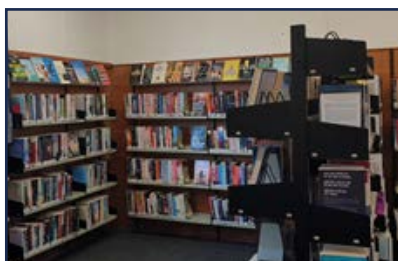
Reading to dogs

Alexandra Library has introduced an exciting new programme, "Reading to Dogs". The new programme is aimed at reluctant readers and helps encourage confidence by reading aloud to a dog. Our two canine volunteers, Petal and Bailey, have been vetted for suitability and take turns visiting. Children can book a 15 minute "appointment" and we already have regular visitors coming to read to the dogs each week.

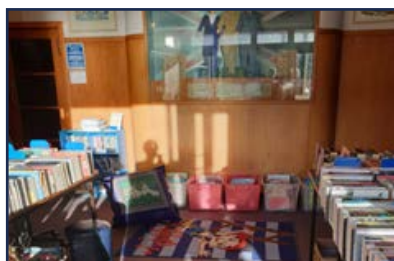
Clyde refurbishment

Clyde Library has had a facelift with a new ceiling, fresh paint above the existing panelling and new carpet tiles. Dated curtains have been replaced with slim line blinds and the service desk replaced with an existing smaller model, creating a little more floor space.

To minimise the inconvenience while the library was closed for refurbishment, the Clyde Library operated a successful pop-up branch based in the Clyde Hall foyer.



Refreshed Clyde Library



Clyde Pop-up Library

National Simultaneous Storytime

On May 22 at 11am, approximately 140 Central Otago children joined over 1,000,000 others from across Australasia taking part in National Simultaneous Storytime. All participating libraries read Matt Cosgrove's *Alpacas with Maracas*. The libraries were buzzing with the activities and the sound of maracas made by the children.



Children with their maracas at Cromwell Library



Roxburgh children enjoying the story



Maniototo had a special guest story teller



Clyde School children at Alexandra

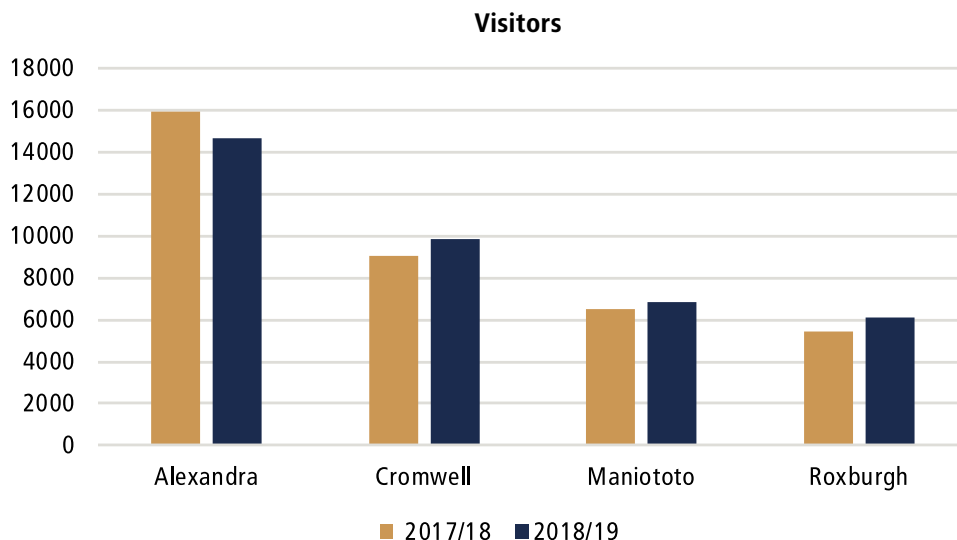
Public Libraries of New Zealand (PLNZ) conference

Louise Fleck and Nikki Williams attended the Public Libraries of New Zealand conference held at Turanga, Christchurch's new central library. Keynote speakers covered a wide range of topics, including partnering with communities, taking the library outside the four walls and introducing innovative programmes. A number of libraries have been forced to move to temporary premises as buildings need earthquake strengthening and others have mould.

Highlights were tours of some of Christchurch and Waimakariri's new libraries, including Kaiapoi and Bishopdale (smaller community libraries) and Turanga. Trends include more public seating, multipurpose meeting spaces and taking services out into the community.

Public Libraries New Zealand have been collecting and collating statistics from libraries around the country. While it is a work in progress, the goal is to have returns from every public library.

Statistics



In the quarter to 31 July, 37,424 people visited Alexandra, Cromwell and Maniototo Libraries and Roxburgh Service Centre, an increase of 1.3% on the same period last year. While Alexandra Library showed the only decline in visitor numbers (down by 8%), this was offset by an 8.87% increase in Cromwell, 5% in Maniototo and 11.24% in Roxburgh.

Borrowers

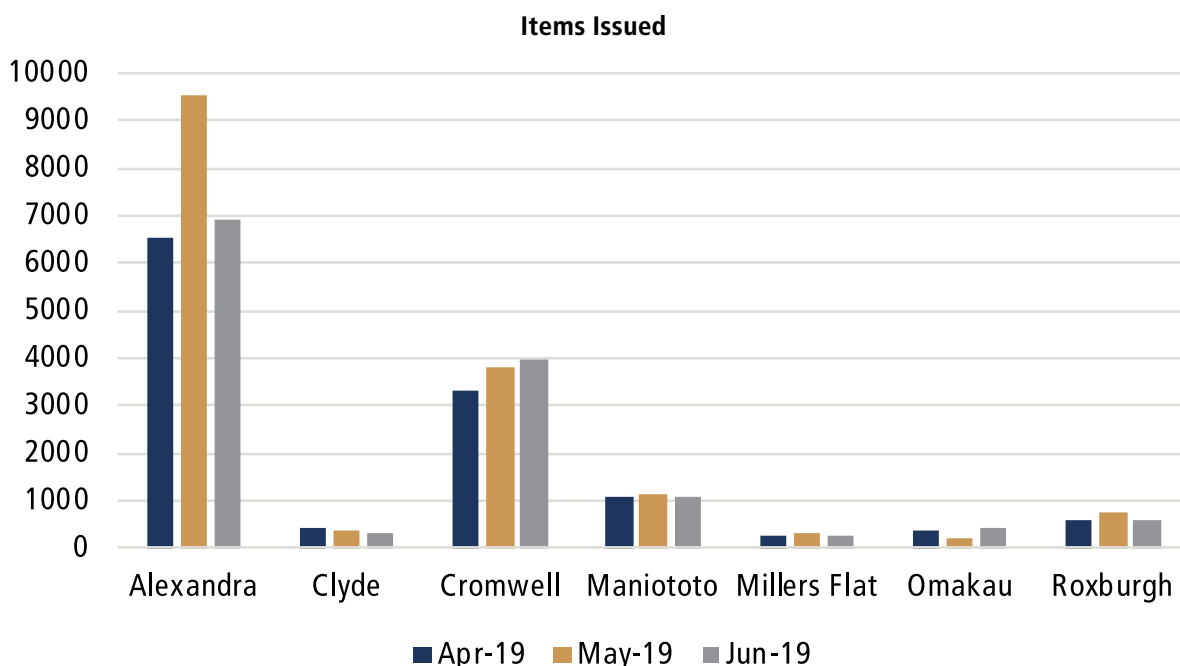
In the 24 months to 31 July, 7,168 borrowers accessed Central Otago Library collections. 4,998 are adult borrowers (aged 18 years and over, resident or ratepayers in Central Otago) and 1,750 are junior borrowers (under 18 years). The balance is comprised of temporary, reciprocal, library staff, teachers and household users. In the same period, our libraries gained 325 new members.

Collection - Physical Items held

At 31 July our libraries held 72,787 items including books in print, on CD, DVDs, magazines and puzzles. During the quarter 1,121 items were added to the collection, approximately half of which are books for the adult collection and one quarter are books for the children’s collection. The remaining additions are DVDs, magazines and talking books.

Items Issued

Borrowers issued 42,196 physical items and discharged 48,441 physical items this quarter. Alexandra Library figures show a busy May, while Cromwell is showing steady growth.

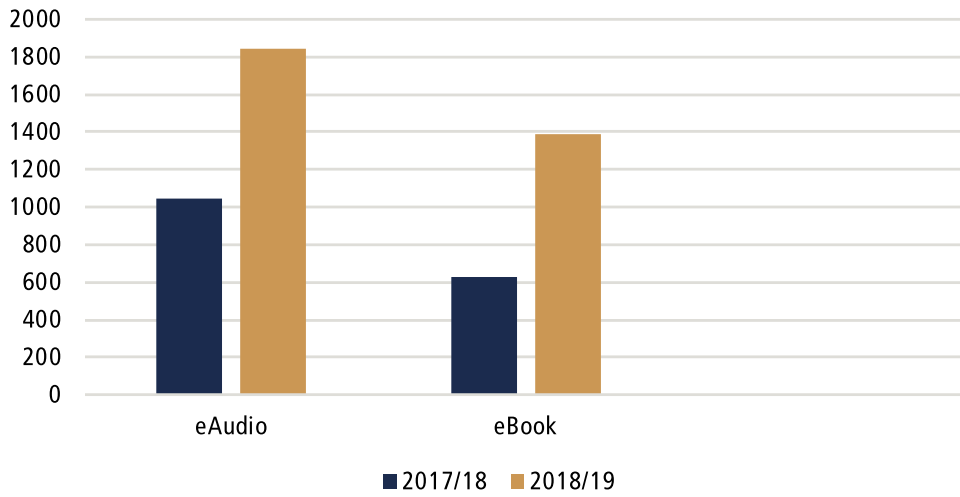


Collection – Digital*

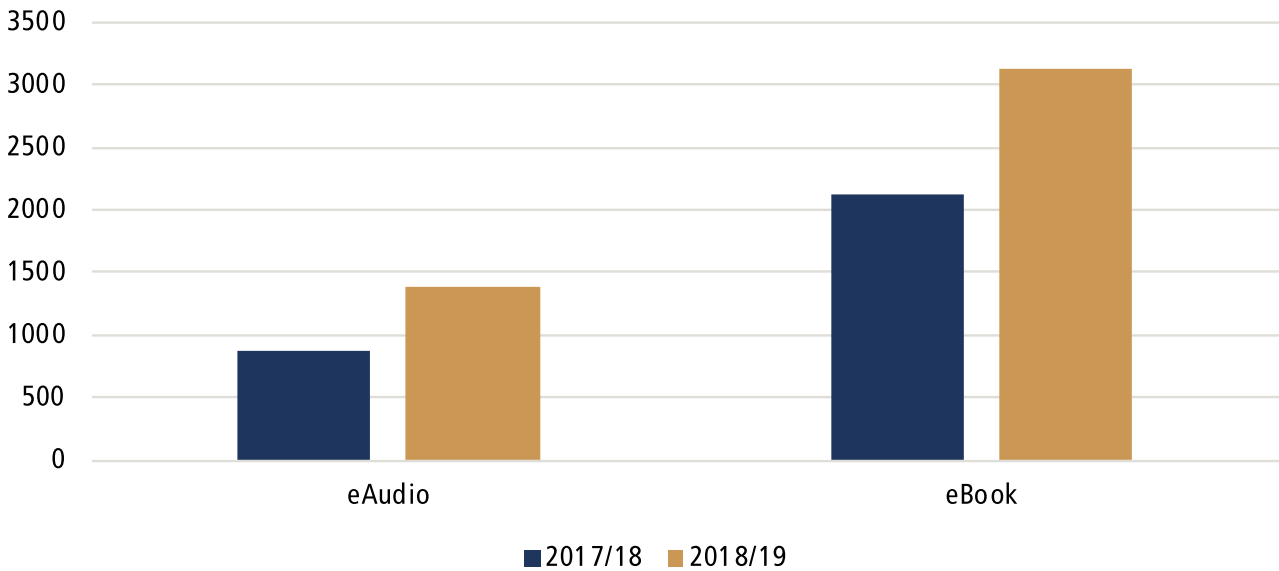
Use of our shared digital collection is growing as our holdings grow. Bolinda BorrowBox Active users have almost doubled, growing from 541 in the fourth quarter of 2017/18 to 1,065 in the same quarter this year. Active borrowers using Overdrive have grown from 368 to 544 and PressReader Hotspot users have risen from 7,109 to 30,275.

*Digital statistics include borrowers from across our shared Central Otago/Queenstown Lakes partnership.

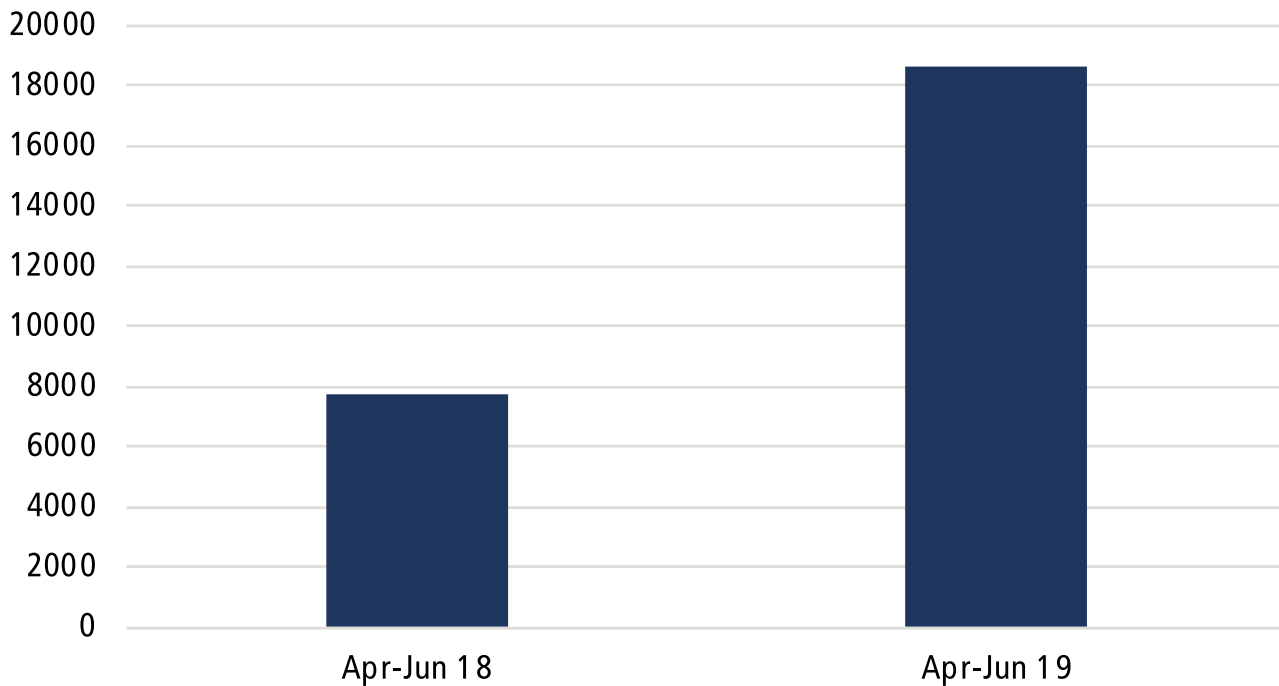
Bolinda BorrowBox



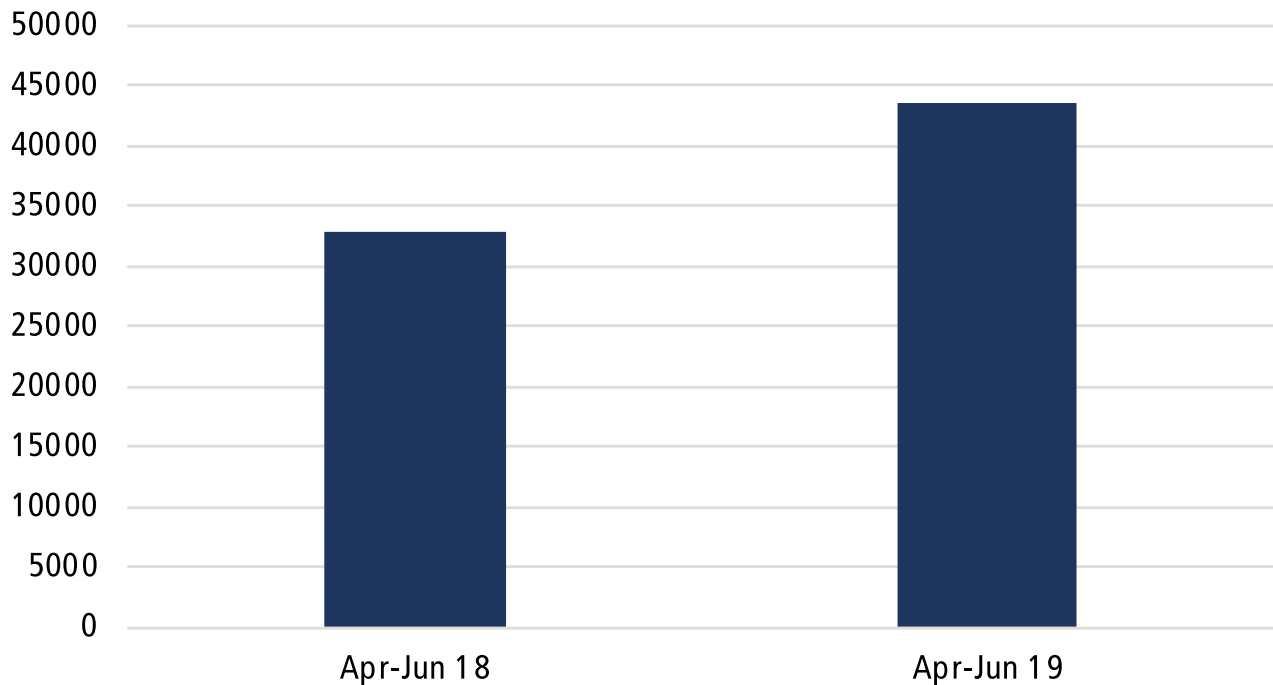
Overdrive



Pressreader - Issues Read



Pressreader - Articles Read





REGIONAL IDENTITY, TOURISM AND ECONOMIC DEVELOPMENT



BE NOTICED
OPPORTUNITIES to promote
your business here - see us at

Otago Southland

SEE SOMETHING DIFFERENT TO SEE
Otago Southland

Discover the diverse range of landscapes in Otago, Southland
and Fiordland.
Walk with us through forests of beech, and scenes of
fiery blue glaciers and fjords in the mountains.
Discover the rich cultural history, the legends of the Otago
Peninsula and the spirit of the place - and a host more.
Travel the Southern Cross Route connecting Dunedin to Queenstown.
This scenic route takes you through South Otago's pristine beaches
and spectacular views and through the mountains and
mountain ranges to the Bay of Islands, both great sailing grounds
and beautiful South Otago to the mountains and lakes, the
all and finally South Otago to the mountains and lakes.
Take the most dramatic part of New Zealand - Fiordland, home to
the Milford, Eglar and Doubtful Sounds and the Milford Sound.
A scenic route and the Bay of Islands, whether you sail, tramp or take
a scenic flight or boat cruise, you will be rewarded by the sheer
beauty of the place.



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:

**THRIVING
ECONOMY**

**SUSTAINABLE
ENVIRONMENT**

**SAFE & HEALTHY
COMMUNITY**

REGIONAL IDENTITY

Our Communities

Manuherikia and Ida Valleys

A special launch of the Manuherikia and Ida Valleys A5 publication was held at the Becks Hall. People who attended the original workshops were invited so they could see the outcome of their conversations about the special qualities of the area. Copies are available at all Central Otago i-SITES and are retailing at \$6.90 a copy.

Maniototo

Insights into the special qualities associated with the Maniototo now features on the regional identity website <https://www.aworldofdifference.co.nz/x,964,765,0/maniototo.html>.



CENTRAL OTAGO
MANIOTOTO

The Maniototo is one of New Zealand's unparalleled places—a vast, soulful plain fringed by craggy, tussock-clad hills and sturdy mountain ranges. Big blue skies bask lazily, the shimmering beauty of a starry, black velvet night beguiles. Here is a place to wonder.

[READ OUR STORY](#)

Currently images are being sourced to compliment each story that will feature in the A5 publication to be printed in the next quarter. The key stories include:

- Maniototo's big skies
- Mt Ida & Soldiers Syndicates
- The natural wonder of the Taieri Scroll Plains
- Burns – the significance of their names linked to John Turnbull Thomson
- Waipiata Sanatorium
- Naseby Forest – once a goldfield and also home to a network of biking track and only MPI certified fresh Koura in Central Otago
- Ranfurly's rural art deco buildings
- Only international curling rink in the southern hemisphere
- Clachanburn Gardens a garden of national significance
- A fair share National sporting heroes
- Mt Buster goldfield – one of the highest-altitude large-scale alluvial mining sites in the country.

Preparations will get underway for the Alexandra and Earnsclough area workshops to help identify the special qualities associated with this area. These will be held later in the year.

Our Stories

There are many stories that stitch this place together. They are stories that are distinctively Central Otago. The latest story to be developed is the Central Otago goldmining story. Once the image set is finalised this story will feature on the regional identity website under Our Stories.

The next story to be redeveloped is the Central Otago cycling story. With the network of trails ever expanding and our rocky landscapes providing the perfect recreational playground for adrenalin seeking mountain bikers, it's time to revisit this story recognising the diverse range of landscapes and experiences Central Otago offers.

Central Otago Awards

Entries for the 2019 Central Otago Awards closed on 2 May. In total, there were 22 entries, slightly more than 2017 (20). There was a good number of entries for the Community Service and Business Excellence Award categories and lighter for the Youth and Young Professional Award categories. Unfortunately there were no entries for the Apprentice Award.

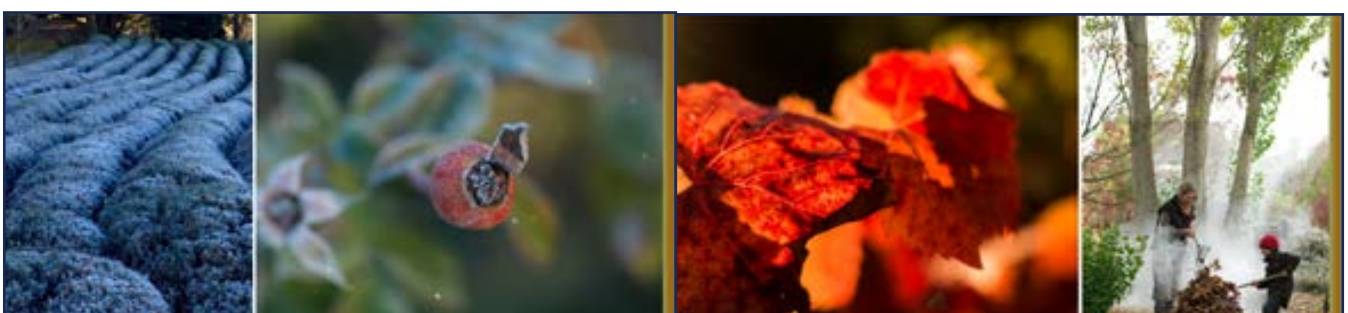
The judging panels meet in June. In late July, award finalists and community service award recipients will be announced and profiled on the Central Otago Awards website - www.centralotagoawards.co.nz.

Preparation for the Awards Ceremony will get underway in the next quarter. The ceremony will be held on Friday 6 September.

Opportunities

Jane Falconer of Clachanburn Gardens, Maniototo coordinated The New Zealand Garden Trust Conference held in Central Otago during April. She asked for assistance to help showcase Central Otago - A World of Difference to the conference delegates and asked the regional identity manger to:

- Help with the choice of colour palette for NZGT conference bag to reflect our region during autumn
- Design the layout of the Central Otago logo on a swing tag and on a tea towel
- Develop a PowerPoint presentation of Central Otago through the seasons through the eyes of a gardener to be played at their conference meetings
- Speak about our regional identity at the conference dinner.





Some of the PowerPoint slides representing Central Otago seasons through the eyes of a gardener.

The Dunstan Friendship Club invited the regional identity manager to speak about Central Otago – Our Place Our Stories after one of their members noticed an article in the newspaper about the launch of the A5 publication 'Teviot Valley – Our Place Our Stories'. Not only was it an opportunity to talk about these publications and the ones still to be developed, a number of people purchased them as well.

Image Library

Since 2006 the Regional Identity graphics collateral and guidelines along with images to help reflect our region were housed on a web library. This web library has just been replaced with a more user friendly version. Up-to-date content from the old website was transferred together with new images uploaded to the new website. Visitors to the website can easily see the content to help tell the Central Otago story. To view go to <https://centralotagonz.brandkit.io/>

TOURISM

Travel Trade

Regional Tourism Organisation (RTO) IBO Workshop

Tourism Central Otago (TCO) provided a trade and media update at the annual three-day RTO Trade workshops in Auckland 9 – 11 April. Over three days a total of 90 meetings were held with Tourism New Zealand Trade and Media teams and inbound tour companies including product managers and sales specialists. Two inbound company trade famil visits in the region have been secured as a result.

*A famil is a familiarisation or educational visit.

TRENZ

TCO attended TRENZ in Rotorua 13 – 16 May. A successful full programme of appointments with targeted buyers was completed. No Central Otago based operators attended TRENZ this year, therefore a meeting with TCO was the only opportunity for buyers (Wholesalers, Inbound, TNZ International Market Manager, Media and Trade Suppliers) to be updated on the Central Otago product offerings at the event. With TRENZ being hosted in Christchurch in 2020 TCO is actively working to encourage and upskill trade ready operators that would benefit from attending this key business-to-business event to be prepared for when registrations open in the last quarter of 2019.

Famil's and Trade Trading

TCO hosted the following famil's in the region – each famil introduced product appropriate to the client base:

- NZ Awaits – Inbound Tour Operator, 26 – 27 April
- ID NZ – Inbound Tour Operator, 3 June
- South East Asia Incentive Managers, 28 May. Eleven pax plus Tourism New Zealand hosts were introduced to selected incentive product and group dining options.

AIR NZ Trade Training Event – Perth, WA

TCO supported Air New Zealand's Western Australia Business Development Manager for a Central Otago Destination

Awareness training event for Travel Agents in Perth on 10 April.

Central Otago District Council's WA based graphic designer was upskilled to deliver the regional presentation, and regional produce (chutneys, oils and wine) were supplied for sampling at the event. TCO also arranged, with support of the wine producer, a sommelier to host the exclusive Central Otago Wine tasting. TCO also liaised with local operators to provide ground content for a prize valued at \$5,800. Flights were supplied free of charge by Air NZ who hosted the event. Air NZ opened up the competition to all WA travel agents in recognition of the prize value – with the winner to be an agent with the highest level of sales.

Flight Centre / Infinity – Brisbane

The Global Product Managers for Flight Centre approached TCO to support a training session for their NZ specialist sales team on 4 June. TCO provided a destination training presentation and sourced support from a winery to showcase the region as a wine destination. Wooing Tree provided the wine and tasting notes. Feedback from the Product Managers confirmed that the format was successful with lots of discussion on product and acknowledgement of the superb wines produced in region.

Media and PR

Tourism Central Otago (TCO) hosted a writer from Kia Ora (Air New Zealand's Inflight Magazine) 23 – 25 May. The itinerary was designed to showcase the three great rides in the region and the article will be published in the December issue.

TCO hosted the online editor for Qantas magazine 14 – 16 June on an itinerary focussed on premium experiences. This visit will result in a four-page feature article in the Cuisine section of the magazine plus content on their travel inspiration website in October 2019 with an estimated equivalent advertising value of \$100K NZD. This opportunity was made available through Tourism New Zealand's International Media programme and was an opportunity to highlight a mix of high value experiences in the food and wine and lodge accommodation space.

Articles were published from the joint Australian media famil hosted together with Enterprise Dunedin and Tourism Waitaki during this quarter. They included 9 Travel, Better Homes and Gardens and Courier Mail. These articles were shared through the CentralOtagoNZ Facebook page.

Operator and Community Engagement

TCO has initiated monthly drop-in sessions where anyone in the community can come along and meet with members of the team in an informal setting to discuss whatever is on their mind. The sessions will be moved around the district, with the first being held in Ranfurly on 21 May and the second in Roxburgh on 17 June.

TCO sends monthly e-newsletters that inform operators about opportunities, events, and happenings relevant to their business. In addition to these regular updates a special TRENZ edition was sent from the team at the event, and following TRENZ a trade product update was sent to the travel trade database.

Tourism Advisory Board

The Tourism Advisory Board held meetings in Roxburgh 9-10 April and Cromwell 12-13 June. In addition to undertaking product familiarisations, operator forums were held alongside Board meetings enabling operators the opportunity to hear from and meet with Board members.

The Board has overseen progress made on key projects as part of the 10-Year Visitor Strategy:

- The Tourism Strategy 2018-2028 is now finalised with the inclusion of agreed KPI's and is available to view on the CODC and CentralOtagoNZ websites <https://www.centralotagonz.com/trade-and-media/tourism-central-otago/strategies-reports>.
- Operator and community engagement through e-newsletters, media releases and drop-in sessions is occurring on a regular basis.
- An annual marketing plan has been completed and subsequently approved by the Board.
- A project co-ordinator has been secured to progress the Central Otago Touring route project, commencing 1 July 2019.
- A website request for proposal has been developed to be activated July 2019.
- Progress is underway on developing an event toolkit to assist groups/organisations seeking to host or hold an event in Central Otago.
- Terms of Reference have been developed to progress the review of Central Otago i-Sites.
- Opportunities have been provided to operators to upskill and learn more about working with Travel Trade. CEO of the Tourism Export Council presented at the operator workshop in Cromwell on 12 June.

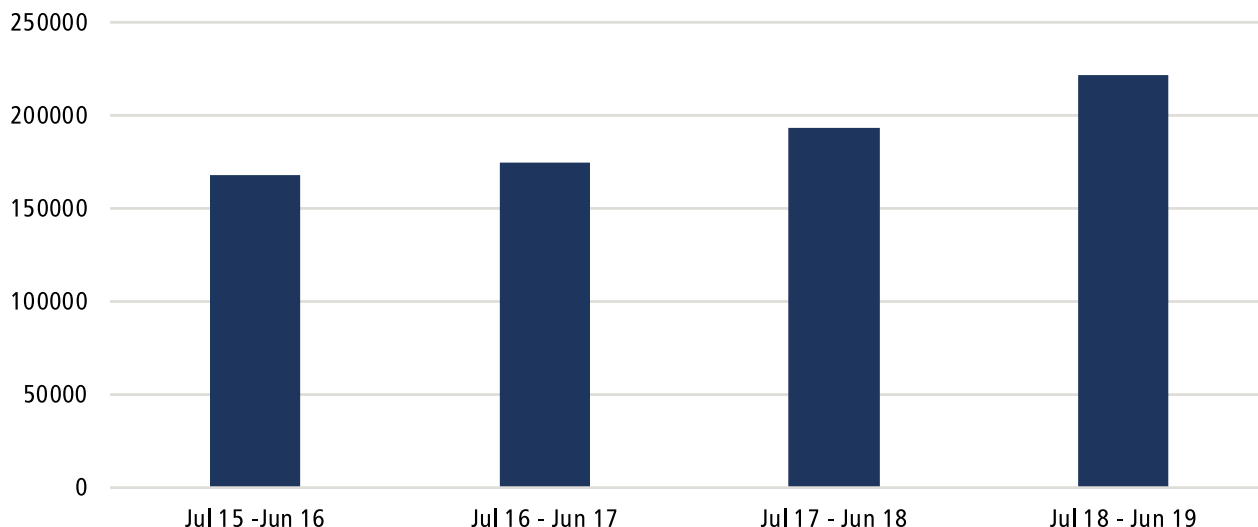
• A 'highly engaged operators' group has been initiated with encouragement from the Board. This group of operators continues to meet regularly.

Central Otago NZ Website Statistics

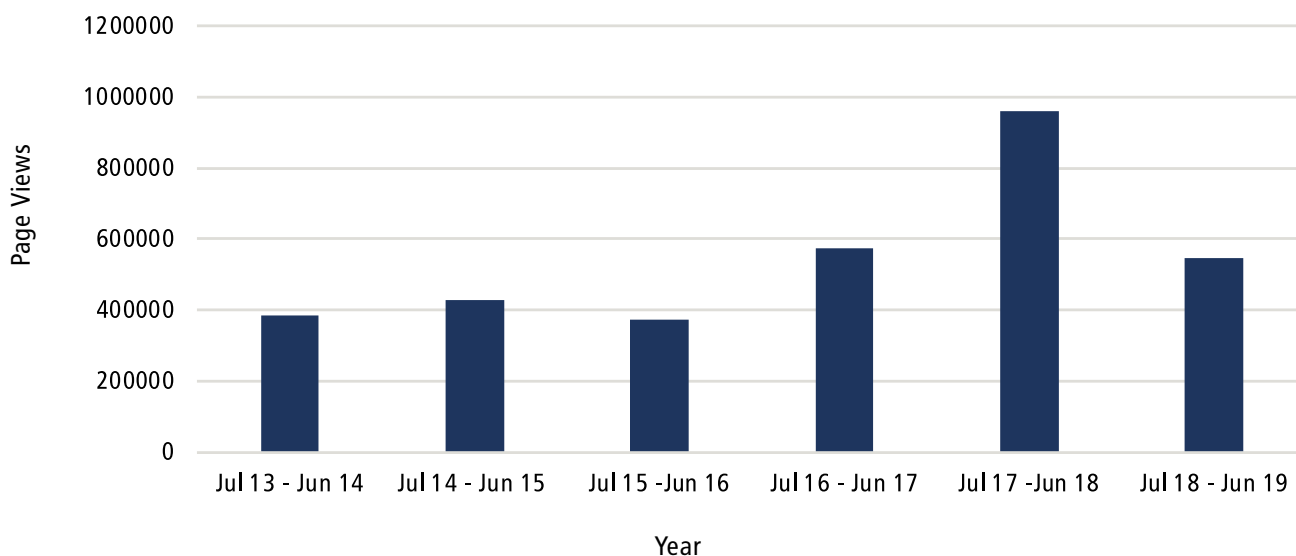
The following statistics compare the number of visitors and sessions for www.centralotagoz.com for the full year 1 July to 30 June in the last four years.

The number of user sessions and average time on page increased across the website for the 2018-2019 year. Page views returned to levels consistent with the 2016-2017 year after reductions in low quality traffic from external sources and updates to the Google Algorithm.

Tourism Central Otago Website Total Sessions (Visits) per year



Tourism Central Otago Website Page views per year



VISITOR INFORMATION CENTRES

Overview

Overall visitor numbers to centres remained static with a 0% variance compared with the same quarter last year.

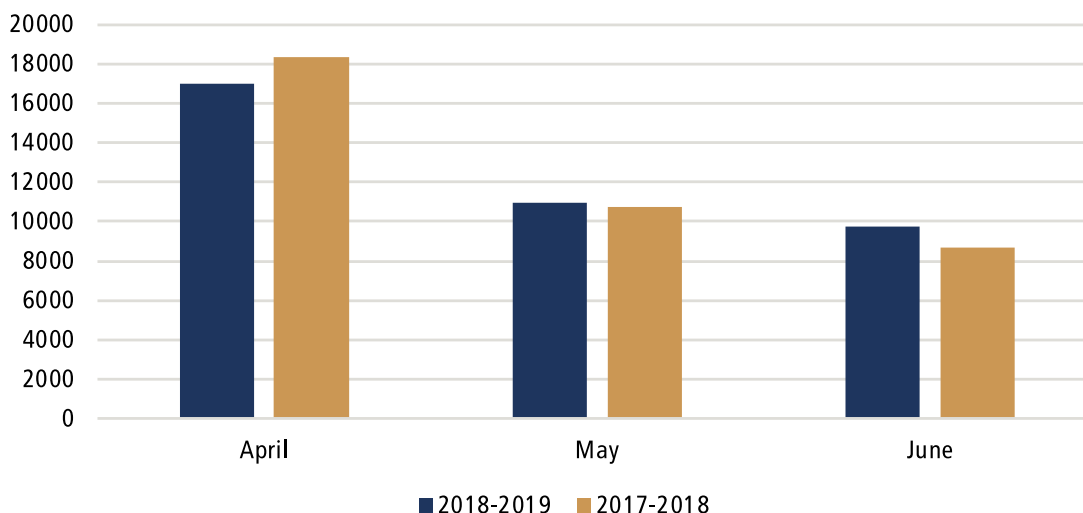
This quarter’s revenue is down 35% (\$33,997.89) on the same period last year. The decrease in revenue can partly be attributed to \$12,144.00 WoolOn event ticket sales made for the 2018 event.

The Central Otago i-SITE online shopping cart has been re-built and is live on centralotagonz.com. This new online ordering system is integrated with the IBIS software used within the Central Otago i-SITE’s. Event tickets can now be sold through a purpose built online event booking system, allowing i-SITE’s to provide an improved service to both event organiser’s and the customer in the digital space.

Qualmark assessments have been carried out in all four of the Central Otago i-SITE’s as part of the annual audit required by i-SITE NZ. All four of the Central Otago i-SITE’s successfully retained Qualmark endorsed status.

A comprehensive review of the Central Otago i-SITE’s will be undertaken in the July-September quarter as one of the strategic projects enabled by the Central Otago Tourism Strategy 2018-28. With this review in mind, the role of VIN Manager will remain vacant, following Nick Langham’s resignation in June 2019. Key responsibilities have been re-allocated to staff from Tourism Central Otago and i-SITE in the interim.

Visitor Numbers to Central Otago i-SITEs



Overview of Visitor Numbers

Alexandra

Visitor numbers increased 1%. Overall proportion of spend by visitor origin were domestic visitors (34%) followed by locals (48%), and international visitors (18%).

Cromwell

Visitor numbers decreased 4% on the same period last year. Overall spend by origin was distributed between international visitors (32%), domestic (25%) and locals (43%).

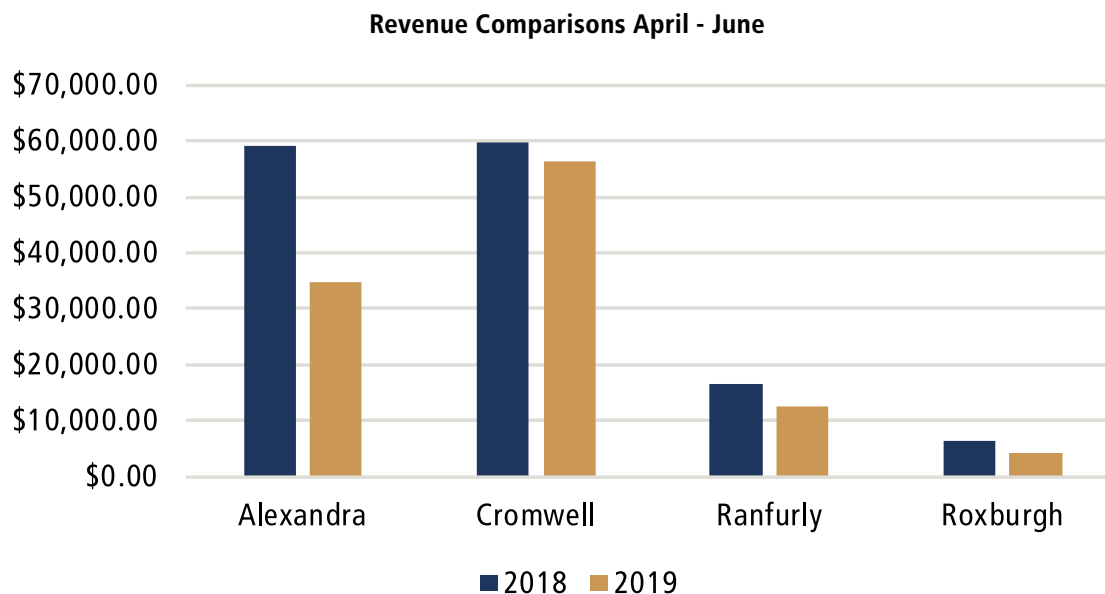
Ranfurly

Visitor numbers decreased 4%. Domestic visitors (52%) were the largest proportion of spend, followed by international visitors (30%) and locals (18%).

Roxburgh

Roxburgh Centre (library, service centre and i-SITE) visitor numbers increased 11%. Spend at the Roxburgh Centre was split between locals (46%), domestic visitors (29%) and international visitors (25%).

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% (\$33,997.89) 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 WoolOn event ticket sales. This event will be held in 2020.

Total retail sales decreased 4% 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 19% (\$20,685.01). Bookings accounted for 83% of revenue.

Alexandra: Bookings decreased 32% compared with the same period last year.

Cromwell: Bookings decreased 6% compared with the same period last year.

Ranfurly: Bookings decreased 15% compared with the same period last year.

Roxburgh: Bookings decreased 49% compared with the same period last year.

Retail Sales

Total retail sales for all four centres decreased by 4% (\$789.70) from the same period last year.

Alexandra: Retail sales decreased 4% this quarter compared to last year.

Cromwell: Retail sales increased 14% this quarter compared to last year.

Ranfurly: Retail sales decreased 19% this quarter compared to last year.

Roxburgh: Retail sales increased 17% this quarter compared to last year.



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

Residents Survey

During this quarter we conducted our 2019 CODC Residents' Survey. We had 693 people complete the survey and share their views on Council services and amenities, just up on the 641 who completed it in the previous year. A report will go to Council in August summarising the survey results.

Elections 2019 promotion

We commenced our Elections 2019 public engagement campaign with a column in the Flipside and website material in April. CODC's communications and engagement plan for the 2019 elections has taken its lead from the national Vote 2019 election publicity and information campaign jointly prepared by Local Government New Zealand (LGNZ) and the Society of Local Government Managers (SOLGM).

Our messaging will be aligning with the national campaign and utilise its comprehensive resources where appropriate to do so, while also adding a local favour to the campaign to make it relevant for our Central Otago community. Two videos were produced – including a catchy video starring one of Council's cadets, followed by a more serious video headed by Council's Chief Executive to encourage people to consider standing for their local community board, council or the role of Mayor, and emphasising the fact we need all kinds of people to stand to represent the diversity of our community.



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