



COMMUNICATIONS COMMITTEE AGENDA

THURSDAY 2 AUGUST 2018

9:30 am Council Chamber

Level 2 Phillip Laing House, 144 Rattray Street, Dunedin

Membership

Cr Michael Deaker

(Chairperson)

Cr Carmen Hope

(Deputy Chairperson)

Cr Graeme Bell

Cr Doug Brown

Cr Trevor Kempton

Cr Michael Laws

Cr Ella Lawton

Cr Sam Neill

Cr Andrew Noone

Cr Gretchen Robertson

Cr Bryan Scott

Cr Stephen Woodhead

Disclaimer

Please note that there is an embargo on agenda items until 8:30 am on Monday 30 July 2018. Reports and recommendations contained in this agenda are not to be considered as Council policy until adopted.

For our future

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1. APOLOGIES

2. LEAVE OF ABSENCE

3. ATTENDANCE

4. CONFIRMATION OF AGENDA

Note: Any additions must be approved by resolution with an explanation as to why they cannot be delayed until a future meeting.

5. CONFLICT OF INTEREST

Members are reminded of the need to stand aside from decision-making when a conflict arises between their role as an elected representative and any private or other external interest they might have.

6. PUBLIC FORUM

7. PRESENTATIONS

8. CONFIRMATION OF MINUTES

8.1. Minutes

Recommendation

That the minutes of the meeting held on 21 September 2017 be received and confirmed as a true and accurate record.

Attachments

1. Communications Committee Minutes - 13 June 2018 **[8.1.1]**

9. ACTIONS

Status report on the resolutions of the Communications Committee.

Attachments

Nil

12. NOTICES OF MOTION

13. CLOSURE

11. MATTERS FOR NOTING

11.1. Director's Report on Progress

Prepared for: Communications Committee
Report No. SHE1809
Activity: Governance Report
Prepared by: Sian Sutton, Director Stakeholder Engagement
Date: 20 July 2018

1. Précis

This report records stakeholder engagement activity between 31 May 2018 and 20 July 2018.

2. Collaborative Partnerships

2.1 Tomahawk Lagoon Community Vision

Stakeholder Engagement staff have been working alongside the Tomahawk community and key stakeholders to extract values, goals and actions to enhance Tomahawk Lagoon. Two workshops have been held, and the next step is to develop and consult on projects/actions for the lagoon. Online consultation about these projects will take place during August on YourSay, and a third workshop is planned for September to report on outcomes to the community. Options may feed into annual plan/long term planning.

2.2 Kaikorai Stream Catchment Hui

The hui will be held on 12 October at Kaikorai Valley College (to fit with school holidays and longer daylight hours as it will include a stream visit). A 'save the date' flyer is being created for key stakeholders, e.g. environmental-orientated businesses in the catchment, schools, DCC and ORC, local Iwi, Fish and Game, DOC, the University. Some stakeholders will be asked to present at the meeting.

2.3 East Otago Taiapure Committee

We have committed to attending monthly meetings for this committee with the goal of building a relationship with ORC. At the June meeting Leigh Stevens, of Wriggle Consulting, presented on the findings of the 2017 Waikouaiti River Estuary report alongside Rachel Ozanne. The Taiapure are interested in work ORC is intending to take in the coastal space (monitoring and policy) and are seeking support with catchment landowner education in efforts to reduce sediment inputs into the estuary.

2.4 ECO Fund

This will be launched on 31 July and we are currently finalising criteria, terms and conditions, application/reporting forms, and promotional materials including a video. We are looking forward to promoting this fund to the community and bringing applications to a sub-committee, then full Council for decision. The first round of funding will be open from 1-20 September.

2.5 Lake Tuakitoto Community Vision

We have held two well-attended workshops with the community and key stakeholders, and reported back to those in attendance after each workshop. We are now identifying projects for the lake and will consult with the community about these on YourSay during August. The final workshop will be held in October, where the full vision for the

lake will be presented and information will be provided on which projects are priority, timeframes, and options for community-led projects.

2.6 FIF – Upper Clutha Lakes Trust

The Upper Clutha Lakes Trust recently secured \$385,000 funding from the Government's Freshwater Improvement Fund (FIF) for the Upper Clutha Lakes and Catchment Community Water Management Plan. The application was lodged by Council on behalf of the upper Clutha Lakes Trust Board.

The FIF projects will involve three key streams of work:

- The development and management of a water management plan supported by stakeholder entities, including iwi, urban residents, tourism operators, visitors, farmers, the Otago Regional Council, Queenstown Lakes District Council, and scientists.
- Strategic plantings to restore riparian margins in prioritised areas. This project will be led by Te Kāhano Aotearoa Trust in partnership with landowners, QLDC and other stakeholders and is supported by The Million Metres stream project.
- Applied research supported by Catchments Otago (a University of Otago research theme) studying stormwater quality in the Wanaka township, to help inform safe water use, treatment and future infrastructure development.

The outcomes from these projects will improve and maintain the long-term health of the wider Upper Clutha area including Lake Wanaka, Lake Hawea, and the Clutha and Cardrona Rivers.

One of the first milestones is the development of a Community Urban Stormwater Management Plan. A workshop to identify the key issues associated with stormwater management in and around the Wanaka area will be held on 6 August, with key community members, relevant District and Regional Council managers, scientists, and researchers) being invited to this day.

It is recognised that the development of a Community Stormwater Management Plan needs to interface closely with the development of the ORC storm water policy project.

The Upper Clutha Freshwater Improvement Project is hosting an Urban Stormwater Workshop on Monday 6 August in Wanaka. The aim is to understand existing and planned urban stormwater management for Lake Wanaka, identify knowledge and management gaps, and determine how to prioritise future work to address those gaps.

Attendees from NIWA, Otago University, Melbourne University, ORC, QLDC, Upper Clutha Lakes Trust, the Guardians of Lake Wanaka, Touchstone and the community will visit various sites, get detailed updates on what is already planned and prioritise the research required for better management of urban run-off for all parties.

2.7 Friends of Lake Hayes

ORC continues to work closely with Friends of Lake Hayes (FOLH), particularly in relation to the potential remediation options on the lake. Dr Gavin Palmer and Ms Sian Sutton have been invited to attend the FOLH Executive meeting to provide an overview of LTP provisions for Lake Hayes and to continue to strengthen the relationship.

2.8 Farm Visit – Simon Davies, Otago Federated Farmers President

Simon Davies, newly appointed Otago Federated Farmers President, invited Sian Sutton and Scott MacLean to visit his farm in Toko Mouth, near Milton, on 5 July. The farm visit involved an inspection of fenced waterways and innovative on-farm practices. A staff group visit is being organised as well as a future Councillor group visit if there is interest. It is also planned to do a short, informative content piece on Mr Davies work to provide tips to other farmers.



Simon Davies farm at Toko Mouth, near Milton

2.9 Lake Wanaka Catchment Group

Sian Sutton and Scott MacLean attended a meeting with the Lake Wanaka Catchment Group on 16 July. Cr Lawton was also invited but was unable to attend. The visit included an overview of the work being undertaken by the catchment group as well as discussion about how ORC can further support this work. Councillors have been invited for an on-farm visit.

2.10 Pomahaka Water Care Group Visit

Following the Pathway for the Pomahaka Celebration in June, Stakeholder Engagement and Compliance staff have been invited to visit with the Pomahaka Water Care Group Committee in on 23 August. We will visit two farms in the area and then have a discussion with the group back in Tapanui.

2.11 South Otago Dairy Working Group

The group had its final meeting for the dairy season on 15 June. The next meeting is planned for October when the new season begins. Some of the industry partners, including Dairy NZ, are developing marketing calendars for the year which will proactively outline what issues they should target in their advertising during different parts of the year, e.g. managing sileage leachate during winter. There is an opportunity for ORC to utilise this calendar and support industry by providing similar messages to the community.

2.12 North Otago Dairy Working Group

This group will meet again on 25 July in Oamaru, to recap the previous season and look forward to the new season. Several new personnel from DairyNZ and Fonterra will be introduced.

3. Implementation of Rural Water Quality

3.1 Good Water Project Update

A report on the survey of 800 people owning rural/lifestyle land in Otago has been completed and we are currently assessing the results. This will help us get a clear picture of what action people are taking to comply with the Water Plan, and any areas they are unclear about. A pilot project of on-site assessments is underway in the Shag River catchment, and we will report on preliminary results from this alongside the survey results at a Council workshop in September (it cannot be held until then due to our contact at the research company being on leave).

3.2 Field Days, Workshops and Presentations

3.2.1 South Island Dairy Event (SIDE)

Stakeholder Engagement staff attended SIDE on 25 and 26 June in Dunedin. ORC had a stand in the exhibition hall where attendees could raise enquiries and get an update on ORC activity. ORC was also able to demonstrate sediment movement and the effectiveness of riparian strips for mitigation, using the enviroscape model, to school students and conference attendees.



ORC Liaison Specialist, Chantal Whitby, at the South Island Dairy Event (SIDE)

4. Forestry – National Environmental Standards for Plantation Forestry

4.1 Otago Foresters

Stakeholder Engagement staff are working with Policy and Compliance staff to inform the community about the National Environmental Standards for Plantation Forestry rules that came into effect on 1 May. We will promote information via Waterlines, On-Stream, and direct communications with farm forestry groups.

5. Catchment Groups

5.1 North Otago Catchment

Several North Otago Sustainable Land Management Society (NOSLaM) meetings have been held in this period: one with the steering group, focusing on developing a project plan for the Waiareka Creek catchment; and another with a pod group of landowners in the Friston Stream catchment. ORC did not attend the Friston Stream group meeting, but feedback indicates that a previously inactive group of farmers are now engaged and wanting to be proactive – positive signs!

5.2 Shag/Waihemo Catchment

The ORC Good Water Project on-farm risk assessment visits pilot in the Shag/Waihemo catchment is progressing, with over half the farms now having been visited.

5.3 Pomahaka Water Care Group

Stakeholder Engagement staff attended the Pomahaka Catchment Project celebration on 20 June. This was an occasion to celebrate the achievements since the formation of the group in 2013. The Pomahaka Catchment Project has wrapped up, but the work will continue under the Pomahaka Water Care Group.

5.4 General comment about catchment groups

We are working on providing a map that outlines the catchment groups we are aware of in Otago (as requested by Council). This has been complicated by results from the Good Water Project survey, which have highlighted many groups we were unaware of (see Community Catchment Groups list attached). It has also highlighted different definitions of what comprises a catchment group. We are continuing to work on this and intend to hold a workshop with Councillors later in the year.

6. Corporate

6.1 Long term plan and rates

As we move from the adoption of the LTP towards the date when rates invoices will arrive in letterboxes, we are using milestones along the way as touch points, to ensure continuity of messaging between the planning process and the rates invoices. We will be working alongside the corporate team to assess opportunities for front-end community engagement in the timeline towards the next LTP.

6.2 Public transport communications

With the new ticketing system timelines shortly to be confirmed for both networks, we will be moving into active communications about this. Our messaging will be benefits-led (faster boarding, online top-up, check balance online, pre-loaded concessions), with the urgency of getting a new card emphasised in the final weeks.

We expect that the bus hub construction will see a renewed interest in changes to the Dunedin network and we will be leveraging this with multi-channel communications on the upcoming bus hub, new ticketing, and real-time information. With the Orbus brand due to roll out in Dunedin as the bus hub goes into service, we hope to position the bus service towards further increases in patronage.

7. Media and promotion for rural water programmes

7.1. Waterlines

We are planning for the spring issue of Waterlines, and will include a survey to gauge what the community wants from this newsletter. We would like to broaden the scope beyond water issues and look at how we can share the information across Otago (it only currently goes to rural addresses).

7.2. On-Stream

The June issue included information about the K5 rabbit virus and promoted our involvement at the South Island Dairy Event (SIDE), alongside updates from the Liaison Specialists. The July issue will feature forestry information relating to the NES-PF and how it relates to the Water Plan. We have 517 subscribers and the open rate for the June issue was 38% (the average for e-newsletters is 20-25%).

8. Water Management Groups

8.1 Water and deemed permit renewal project

8.1.1 Water user group meetings

Meetings with groups are scheduled below, with venues for future meetings being confirmed:

Meetings held	Date
Strath Taieri	13 June
Styx	19 June
Gibbston	22 June
Upper Clutha (Lake Hawea & Wanaka tribs)	26 June
Scheduled meetings	
Keough Creek	30 July
Upper Manorburn	TBC

8.1.2 Fish survey work

Fish survey work to complete gaps for fish data on tributaries with deemed permits commenced in March 2018 and has now been completed. 180 sites were surveyed, comprising both fish data and associated habitat characteristics. The data has been loaded onto the NZ freshwater database and following the normal scrutiny for Scientific nomenclature, will be transferred to the Fish and Flow portal on the ORC website at the end of July.

The additional data is being assessed by the science team for new information relating to both native and exotic fish, which will influence the determination of residual flow discussions between the applicant and affected parties. Catchment groups will be kept informed to ensure they are fully aware of the impact that the additional data will have on residual flow discussions.

8.1.3 Progress of the deemed permit programme to date

Technical preparation requirements as set out in the Water Plan are now well understood by the majority of groups. Discussion around residual flows for tributaries, which has been stifled to date because of the lack of quality fish data, can now begin.

Group-managed water protocol is still lagging with most groups but will accelerate as residual flows are determined for both volumes and locations within a tributary.

8.1.4 The future focus with water groups

A prime focus will be reminding groups that they need to continue working as a group once consents are issued, for implementing group-managed rostering arrangements during periods of lower flows. Groups will be reminded of the two options that are available to them. While the onus is on groups to determine the specific rationing regime, it is becoming increasingly apparent that groups are making use of consultants to assist them.

8.1.5 Other activities coming up

The six-monthly meeting with affected parties, Federated Farmers and consultants is scheduled for early August, when the present round of minimum flow meetings has been completed.

9. Policy

9.1 Minimum Flows

The following Science Information sessions are scheduled for June/July. Following on from the first round of consultation in early June, this is an opportunity for irrigators and permit holders to get a detailed understanding of the technical science that informs the draft minimum flows.

All catchments – Dunedin: 29 June

- Schedule one parties and industry/interest groups – all catchments

The following sessions are targeted at irrigators and permit holders:

Arrow catchment – Arrowtown: 3 July

Manuherikia catchment – Omakau: 18 and 19 July

- These sessions are broken into tributaries: Thomsons Creek, Dunstan Creek, Chatto Creek, Lauder Creek, Manuherikia – main stem.

Upper Cardrona catchment – Wanaka: 25 July (TBC)

The presentations from each of these catchment sessions will be published on the Minimum Flows 'YourSay' website as each session is complete. This website is continuing to be updated with new information as it becomes available. Recent updates include a summary and Q&A from the information sessions in early June and video clips from the Dunedin session.

During August we are hoping to update the website with the outstanding technical reports, prior to notification.

10. Enviroschools

10.1 Enviroschools Census results

Biodiversity is one of five theme areas Enviroschools focuses on. Toimata produce a suite of resources to support each theme area. Living Landscapes encompasses biodiversity and aims to help Enviroschools make connections

with, and revitalise their living landscapes. 60% of Otago Enviroschools are involved with planting native species either in their school grounds or communities and 52% propagate native plants. About one quarter of Enviroschools are involved in controlling animal pests or weeds. We know many more schools would like to get involved in pest monitoring and control, which we can support them to do. We will also remind schools not to forget weeds when they are considering pests in their area.

Growing Kai / food falls under the living landscapes theme area and 97% of Enviroschools are involved in kai production. Students prepare meals from the food they grow, or they share this food with the wider school community. Musselburgh School recently raised \$200 towards their school camp by selling produce from their garden.



Musselburgh students showing us their vegetable garden at the Dunedin teacher workshop

10.2 Teacher workshops and student hui

One aim of teacher workshops and student hui is to provide professional development on sustainability and the Enviroschools kaupapa for teachers, and to provide students with enriched learning experiences which they can share with their classes and families. Two teachers took immediate action on waste in their schools after the Dunedin Teacher workshop on 1 June. Dixie implemented a new waste system in the staff room at Waitaki Girls High School. Experience from other schools shows if schools can make composting and recycling work in the staff room, then those systems are much more likely to work effectively across the whole school. The Envirogroup also made beeswax sandwich wraps which they will use as a fundraiser. Lisa's students at Catlins Area School carried out a waste audit and, much to Lisa's surprise, got really excited about analysing the types of rubbish the school created. They are now really motivated to find ways to reduce their waste.



Waitaki Girls High School with their beeswax wraps

10.3 Principals meetings

Sustainability becomes more embedded into schools' practices and processes when principals and senior management take an active interest. We are holding a series of principal's breakfast meetings in early August to bring together the principals in the Central Otago, Queenstown and Wanaka areas. The principals can share the ways they support sustainability in their schools. We can share our experiences of effective ways to integrate Enviroschools into the life of their schools and also find out how we can best support their school. Bringing principals together has been found to be an effective way of supporting Enviroschools in other parts of the country.

10.4 Students taking action

In 2016 Carisbrook Primary School students set up a petition to ban single use plastic bags. They gathered close to 4,000 signatures and presented their petition to the Honourable Clare Curran on the steps of Parliament in 2017. Recently they took the final step in the process; the three students that have driven the project went to Wellington to present to the Environment Select Committee. They are advocating for banning single use plastic bags because of the huge increase in waste and the negative impact plastic is having, particularly on marine life. The students received support from DCC and Toimata Foundation to travel to Wellington.



Hannah Gill, Ramona Mahute and Caitlyn Petrie from Carisbrook School outside Parliament

11. Environmental Operations

11.1 Pest Plan

The draft plan will be designed soon, and we are working closely with a consultant to plan how notification of the plan will occur later in the year.

11.2 Rabbits

A public workshop is being planned for the Otago Peninsula in September to help land owners understand the rabbit management options available to them. We would like to hold similar workshops around Otago after refining the initial workshop on the Peninsula.

11.3 Pest Plants

We are supporting the Science Festival by working with the Botanic Gardens to host an event to educate people how to identify and control pest plants. We are also developing new information for the website (and ultimately brochures), which will be launched alongside the new pest plan.

11.4 Civil Contractor Awards

Cr Scott presented an environmental award sponsored by ORC on Friday 29 June.

11.5 Navigation Bylaws

We are working with the Harbourmaster to promote consultation on the bylaws. This is being prepared at the moment and we will do this via the YourSay platform and promoting the consultation via multiple channels.

12. Science, Hazards, Engineering

12.1 Leith Amenity Project - Love Your Leith

Public consultation on the potential concepts for enhancement will begin end of July. Consultation is planned to include a free-standing, interactive exhibition display of the illustrated concepts at The Hub, Otago Polytechnic, as well as via the established Love

Your Leith engagement project on YourSay. We are planning online and print advertising to encourage feedback on the concepts.

12.2 Lake Hayes Economic Evaluation Workshop

We hosted a targeted stakeholder workshop presented by Castalia Strategic Advisors to gather feedback on the economic evaluation of the Lake Hayes remediation options. Representatives from Friends of Lake Hayes, Amisfield Winery, Lake Hayes and Arrowtown community associations, and Lake Hayes Estate Residents Group attended. It was a passionate and robust discussion. The feedback received will inform Castalia's final report to Council. The community look forward to that report and the public consultation on the remediation options.

Other groups invited but not in attendance were Otago Fish and Game, Queenstown Trails Trust, DOC Queenstown, QLDC, Queenstown Chamber of Commerce, Southern Lakes Master Swimmers, Lake Hayes A&P Show and Wakatipu Rowing Club.

12.3 Air quality communications campaign

Meetings towards implementing and planning for the new air quality strategy are underway. This winter season we will promote Clean Heat Clean Air and appropriate burning practices, similar to last year's campaign.

13. General public awareness activity

13.1. General media

Fifteen media releases were distributed during the reporting period. These covered a range of issues such as the Lower Waitaki Aquifer E. coli spike, the minimum flows plan change, the adoption of the Long-Term Plan, the ECO Fund, Love the Leith project and lots of updates on changes to bus routes, bus technology and the ORC's commitment to communicate.

This reporting period reinforced the need to move away from traditional print media, such as media releases, as our primary method of communication to the public. Media releases are printed voluntarily by outlets, and the content can be appropriated to convey the outlet's story angle, which may not necessarily align with our own. Outlets can also choose to ignore releases - such as many did with the ECO Fund release - which means our positive news stories are not getting the widespread attention they deserve. With the new Manager in the Channels area now confirmed, we are very much looking forward to coming up with more innovative and exciting ways to strengthen and better utilise our owned social media channels to communicate with the community. This will allow greater control of our public image and maintain consistency across our key messaging. We are also very focused on utilising our digital media skills to create content that highlights the people we are and the work we do in a proactive rather than reactive way.

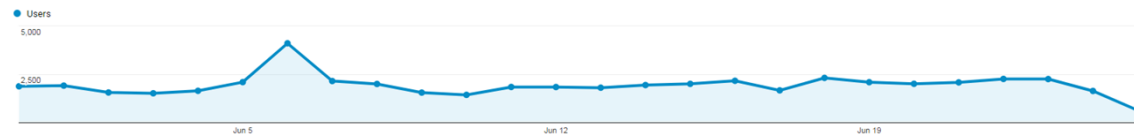
General media queries are increasing in frequency, which may be due to more responsiveness and attention to deadlines in the media space. We are also continuing to build relationships with journalists and outlets, with face-to-face meetings being key in the facilitation of this. Generally, there is a sense of wanting to collaborate more, encouraging openness, understanding everyone's work-related needs (i.e. managing expectations, deadlines etc), building trust and fostering dialogue. It is our hope that we become a more media-friendly organisation moving forward and that our proactive commitment to improved communications assists in turning our "reluctant rate-payers

into passionate subscribers" (Communication & Stakeholder Engagement Strategy 2018).

13.2. Websites

13.2.1. www.orc.govt.nz

There have been 32,740 visits to the ORC website this reporting period and 176,602 page views.



• Location

88% of sessions are from within New Zealand, and within those 30% of visitors are from Dunedin and 13% from Queenstown.

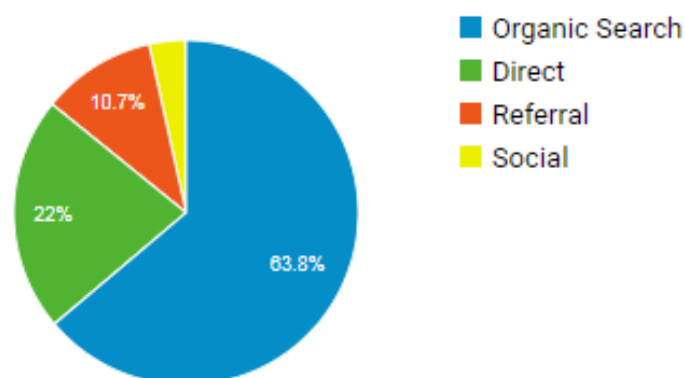
1. New Zealand	29,256 (88.65%)	1. Dunedin	10,604 (30.68%)
2. Australia	1,259 (3.81%)	2. Christchurch	7,685 (22.24%)
3. United States	728 (2.21%)	3. Auckland	5,331 (15.42%)
4. United Kingdom	215 (0.65%)	4. Queenstown	4,787 (13.85%)
5. Hong Kong	165 (0.50%)	5. Wellington	2,385 (6.90%)
6. France	143 (0.43%)	6. (not set)	803 (2.32%)
7. Japan	123 (0.37%)	7. Invercargill	448 (1.30%)
8. Singapore	119 (0.36%)	8. Tauranga	428 (1.24%)
9. India	110 (0.33%)	9. Hamilton	383 (1.11%)
10. Canada	95 (0.29%)	10. Mosgiel	235 (0.68%)

• Top Channels

How are people getting to and finding our website – this is split into five channels.

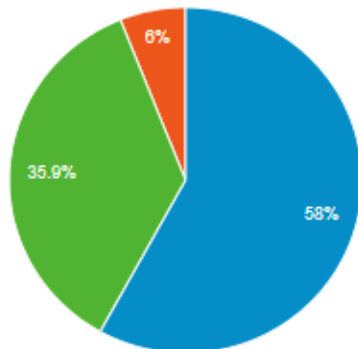
- o Organic Search (people searching on google, bing etc): 63.8%
- o Direct (typing in www.orc.govt.nz directly into their browsers): 22%
- o Social (clicking through to our site from posts on social media sites, e.g. Facebook): 3.5%
- o Referral (referrals from other websites, e.g. ODT online): 10.7%

Top Channels



- **Devices**

Viewing on a mobile device is still the most popular way to view the website. Mobile (blue), Desktop (green), Tablet (orange).



- **Top pages viewed**

The top pages viewed this reporting period are listed below.

- o Queenstown bus page: 18,486 views
- o Dunedin bus page: 13,933 views
- o Job Vacancies: 1569 views
- o Contact Us: 1271 views
- o Rates: 1006 views
- o Water Info: 979 views

13.2.2. www.lawa.org.nz

There have been 358 visits to the Otago section of the LAWA website, up 23% from the same time last year.



13.2.3. www.otagocdem.govt.nz

There have been 1026 visits to the Otago CDEM website.



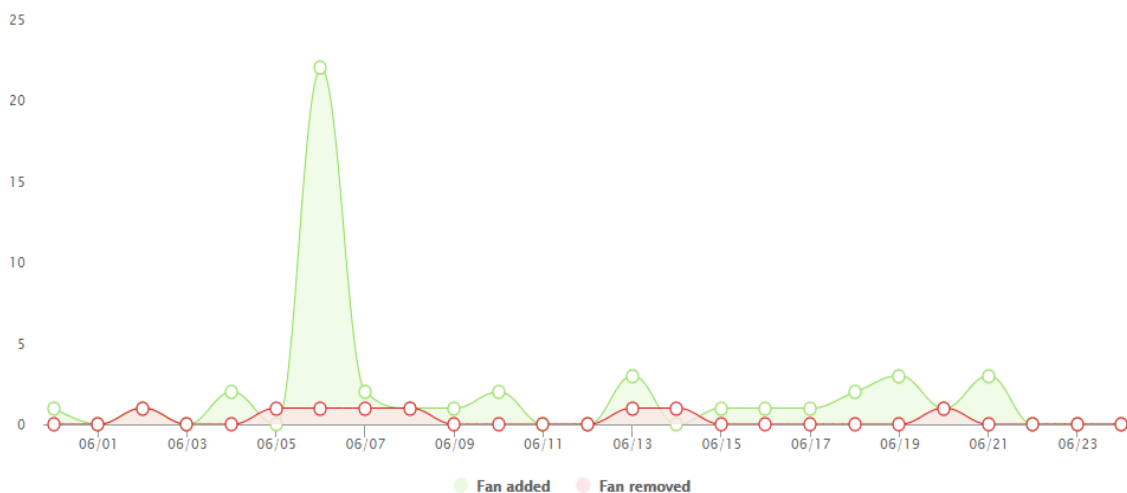
13.3. Social media

We have 3720 followers on our ORC Facebook account at the end of this reporting period.

Page audience ⓘ

↗ 3,720 +1.1%

Hide ▾



Statistics for our various other Facebook pages over the past month are shown on the chart below:

	Fans ⓘ	Talking about this ⓘ	Fan posts	Page posts	Interactions ⓘ	Engagement ⓘ
Otago Regional Council	3,720 17/day	81 22 % of fans	5 0.2 /day	14 0.5/day	158 113/post	4.2 0.3 % post
Otago Civil Defence and Emergency Ma...	4,395 3.8/day	177 4 % of fans	0 0 /day	11 0.4/day	613 55.7/post	13.9 13 % post
Orbus Queenstown	1,966 6.7/day	52 2.6 % of fans	3 0.1 /day	17 0.6/day	356 20.9/post	18.1 11 % post
Otago Regional Council Bus Services - D...	977 12.1/day	81 8.3 % of fans	5 0.2 /day	22 0.7/day	540 24.5/post	55.3 25 % post
LAWA	775 2/day	5 0.6 % of fans	2 0.1 /day	4 0.1/day	190 47.5/post	24.5 61 % post

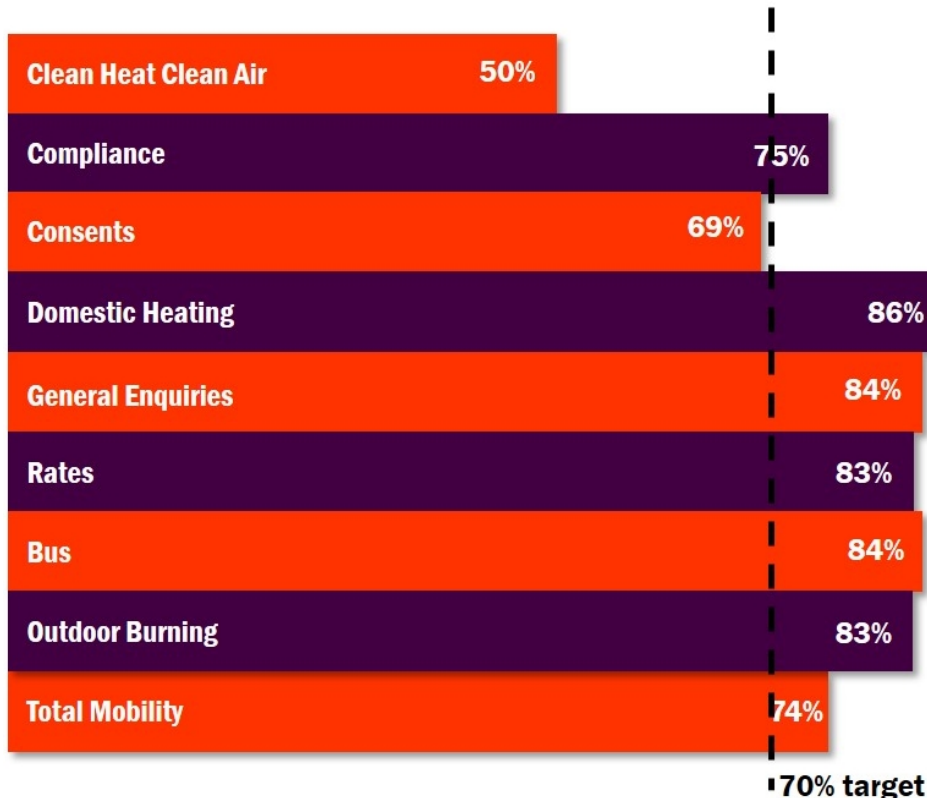
14. Customer Service Activity

14.1 CS Total Interactions for June 2018



There has been more activity on social media this month compared to last month. We expect to see a jump in phone, email and face-to-face interactions when we head into our busy rates period in August/September, otherwise business as usual.

14.2 CS Resolved Calls for June 2018



This table shows the calls, per subject, that are resolved by Customer Services. Compliance, Consents and Total Mobility are only partially answered by Customer Services at this stage.

15. Hot topics/issues in the field

These are hot topics or issues in the ORC Liaison Specialist areas:

15.1 North Otago

- The Kakanui Nitrogen Sensitive Aquifer Science work and Plan Change
- Waitaki Plains Aquifer Science work and Plan Change
- Mycoplasma bovis
- Potential for E. coli risk in ground water bores on Waitaki Plains
- Rabbits
- Wallaby
- NOSLaM Waireka Creek Project

15.2 Upper Clutha/ Central Otago/Maniototo

- Cardrona minimum flow process and the community concern that the upper Cardrona and lower Cardrona are being considered at separate timeframes
- High visitor numbers and congestion
- Rabbit numbers and anxiety around effectiveness of recently released K5
- Wilding pine spread and present systematic removal via the joint programme (hot topic in a positive light!)
- Manuherikia minimum flow setting process and impact on the feasibility study for Falls Dam and additional command area.
- Removal by central government of feasibility funding for the extension of the irrigated area within the Manuherikia catchment

15.3 Strath Taieri and Central Coast

- Implementation of Forestry NPS (NPS-PF)
- Rabbits

16. Recommendation

- a) *That this report is noted.*

Endorsed by: Sian Sutton
Director Stakeholder Engagement

Attachments

1. ORC Good Water Project Survey - Catchment Groups [11.1.1]
2. ORC Event Calendar 2018 [11.1.2]