

COMMUNICATIONS COMMITTEE AGENDA

Wednesday 12 September 2018

1.30pm, Council Chamber
Level 2 Philip 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 48 hours prior to the meeting. Reports and recommendations contained in this agenda are not to be considered as Council policy until adopted.

TABLE OF CONTENTS

1. Apologies.....	4
2. Leave of Absence.....	4
3. Attendance	4
4. Confirmation of Agenda	4
5. Conflict of Interest.....	4
6. Public Forum	4
7. Presentations.....	4
8. Confirmation of Minutes	4
9. Actions.....	4
10. Matters for Council Decision	5
10.1. ECO Fund Decision Panel.....	5
10.2. ORC Values & Pillars	6
11. Matters for Noting	8
11.1. Director's Report on Progress.....	8
12. Notices of Motion.....	23
13. Closure	23

RECOMMENDATIONS FOR COUNCIL DECISION

10. Matters for Council Decision

10.1. ECO Fund Decision Panel

Recommendation:

For the proposal to be ratified by Council, that:

- a) *Councillors appoint a Chair for the ECO Fund decision panel.
Cr Deaker (the Chair will remain the same)*

- b) *Councillors appoint three Councillors to be part of the first decision panel for the funding round 1-20 September 2018 (the three Councillors will revolve for each funding round)
Cr Laws
Cr Lawton
Cr Hope*

10.2. ORC Values & Pillars

Recommendation:

- c) *That the vision, purpose statements, values and 'strategy on a page' are formally adopted and endorsed for operational implementation.*

1. APOLOGIES

Cr Sam Neill

2. LEAVE OF ABSENCE

Cr Ella Lawton

Cr Sam Neill

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 1 August 2018 be received and confirmed as a true and accurate record.

Attachments

1. Minutes of Communications Committee - 2 Aug 2018 **[8.1.1]**

9. ACTIONS

Status report on the resolutions of the Communications Committee.

Attachments

Nil

10. MATTERS FOR COUNCIL DECISION

10.1. ECO Fund Decision Panel

Prepared for: Communications Committee
Report No. SHE1812
Activity: Governance Report
Prepared by: Lisa Gloag, Strategic Communications and Engagement Advisor
Date: 29 August 2018

1. Précis

To establish a decision panel for deciding on applications to the ECO Fund.

2. Background

At the previous Council meeting it was decided that Councillors will evaluate and decide on all ECO Fund applications.

The format of this decision panel was to be one permanent Chair, plus three Councillors who would revolve at each funding round so they can all take part in assessing the applications and deciding which ones would receive funding. There are three funding rounds each year – September, January and May.

Stakeholder Engagement staff will handle the administration of the applications and set up a meeting for the ECO Fund decision panel, to review and decide which applications will be successful in getting funding.

<https://www.orc.govt.nz/our-council-our-region/eco-fund>

3. Recommendation

For the proposal to be ratified by Council, that:

- (a) *Councillors appoint a Chair for the ECO Fund decision panel.
Cr Deaker (the Chair will remain the same)*
- (b) *Councillors appoint three Councillors to be part of the first decision panel for the funding round 1-20 September 2018 (the three Councillors will revolve for each funding round)
Cr Laws
Cr Lawton
Cr Hope*

Endorsed by: Sian Sutton
Director Stakeholder Engagement

Attachments

Nil

10.2. ORC Values & Pillars

Prepared for: Communications Committee
Report No. SHE1813
Activity: Governance Report
Prepared by: Eleanor Ross, Manager Communication Channels
Date: 29 August 2018

1. Précis

Following several workshops and staff consultation on the Council's 'Organisational Narrative' (vision, purpose statements (pillars) and values), Council's formal endorsement of these elements is sought with this paper.

2. Background

Councillors and the Executive Leadership Team workshopped organisational values in 2017. Following the arrival of Sarah Gardner as Chief Executive in early 2018, an externally facilitated workshop involving representative staff from all levels of the organisation, the Executive Leadership Team and Council, built on this work, reviewing values and establishing four key statements of purpose (pillars). Further work to refine the values and purpose statements, and to explore a potential change to how the vision is articulated, was undertaken by management staff, the Executive Leadership Team and Councillors. Subsequently all staff were consulted via internal use of the YourSay online consultation platform. A last session with Councillors saw some final refinements made in August.

As part of this same body of work, a 'strategy on a page' has been created, as a tool for communicating our current strategic priorities within the wider context of our purpose, activity areas and community outcomes (refer attachment)

3. Proposal

It is proposed that the following vision, purpose statements and values, and attached 'strategy on a page' are formally adopted and endorsed for operational implementation.

VISION

FOR OUR FUTURE

Working Together for a Sustainable Otago

PURPOSE (PILLARS)

Protect

We protect Otago's environment and people through information, planning, regulation, infrastructure and emergency preparedness and response.

Connect

We work to create connection and pride in our region. We do that by linking diverse ideals, views, groups and sectors for sustainable outcomes.

Enhance

We work with people to enhance our Otago environment and its liveability by restoring and building on what is important.

Enable

We exchange information, tools and knowledge with our communities, so they can do things better for our environment and people.

VALUES

Caring

As a guardian of Otago's environment and people, we take great care in all we do. Without a sense of caring there can be no sense of community.

Trustworthy

We do the right thing even when it's not the easy thing. We do what we say we'll do and treasure the trust of our community. We are ethical and principled in everything we do.

Open & Honest

We encourage openness and honesty between ourselves and our community & stakeholders, especially when the conversations are challenging.

Collaborative

We all love Otago, so we build relationships to achieve great things.

Accountable

Know it. Own it. Do it.

Creative

We are bold and curious in our thinking, always seeking better ways of doing things. We have the courage to leave it better than we found it.

4. Recommendation

- a) *That the vision, purpose statements, values and 'strategy on a page' are formally adopted and endorsed for operational implementation.*

Endorsed by: Sian Sutton
Director Stakeholder Engagement

Attachments

1. ORC Strategy on Page [10.2.1]
2. ORC Tree [10.2.2]
3. ORC Vision [10.2.3]

11. MATTERS FOR NOTING

11.1. Director's Report on Progress

Prepared for: Communications Committee
Report No. SHE1811
Activity: Governance Report
Prepared by: Sian Sutton, Director Stakeholder Engagement
Date: 29 August 2018

1. Précis

This report records Stakeholder Engagement activity between 23 July 2018 and 29 August 2018.

2. Collaborative Partnerships

2.2 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.

Online consultation will take place in August/September to gauge support for proposed projects and offer a final opportunity for other projects to be included in the Tomahawk Community Vision.

Staff also attended a meeting chaired by Andrew Innes (ECOTAGO) and attended by representatives from interested community groups and individuals to discuss projects that the community may lead.

2.3 Kaikorai Stream Catchment Hui

The hui will bring together key stakeholders to begin discussions on how we can work together as a community to improve the health of the Kaikorai Stream. A 'save the date flyer' for the hui on 12 October at Kaikorai Valley College has been sent. Following this initial meeting, consultation will be widened to the general public to develop a community direction, and to receive feedback on the ideas generated at the hui. This will be done online via YourSay and also through a public meeting.

2.4 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 August meeting Martin King, Manager Environmental Services, attended to address community concerns regarding sediment non-compliance in the catchment. There are several other issues that are being progressed including their status as an affected party on ORC policy and consent work, the coastal strategy, and community education to reduce sediment input to the estuary.

2.5 ECO Fund

We launched the ECO Fund on 31 July and the first round of funding is open from 1-20 September. We have had a number of enquires and anticipate a good number of applicants. At a Council meeting it was decided a decision panel would be formed, comprising four Councillors (one Chair, and three Councillors who would rotate each funding round). Please see attached motion to set up this panel, who will be contacted by Lisa Gloag to set up a meeting after 20 September.

2.6 Lake Tuakitoto Community Vision

Through two community workshops, a number of projects have been identified for achieving the Lake Tuakitoto Community vision. The feasibility of these projects has been assessed by appropriate ORC staff. They are being uploaded online to YourSay, to enable the community to vote on which projects they see as a priority. The community will also have one final opportunity to contribute any additional project ideas. YourSay consultation will run from the end of August through to September, with a final community meeting held later in the year to report on results and next steps.

2.7 Upper Clutha Lakes Trust and Urban Stormwater Workshop

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 ORC on behalf of the upper Clutha Lakes Trust Board. 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.

The FIF projects will involve three key streams of work:

- (1) 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.
- (2) Strategic plantings to restore riparian margins in prioritised areas. This project will be led by Te Kāmano Aotearoa Trust, in partnership with landowners, QLDC and other stakeholders, and is supported by The Million Metres Stream project.
- (3) 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.

One of the first milestones is the development of a Community Urban Stormwater Management Plan. A stakeholder workshop to identify key issues was held on 6 August, which 30 people (including ORC) attended. It is recognised that the development of the community plan needs to interface closely with the development of the ORC stormwater policy project.

The objective of the day was to gain an understanding of existing and planned urban stormwater management for subdivisions adjacent to Lake Wanaka and determine how to prioritise future work to address identified knowledge gaps. An Urban Run-off Research programme that investigates the impacts of urban run-off on the ecosystems of Roys Bay in Lake Wanaka, will be developed and implemented.

At the workshop it was agreed that a comparison of two current urban developments, one traditional and one innovative (Kirimoko subdivision), would provide a good starting point for the programme.

2.8 Friends of Lake Hayes (FOLH)

Sian Sutton has been invited to a meeting with the FOLH Executive early in September and was also invited to the FOLH AGM on 21 September. We have been asked if a representative from ORC would like to talk at the AGM providing an update on LTP progress.

2.9 Farm Visit – Simon Davies, Otago Federated Farmers President

ORC staff visited Mr Davies' farm on Monday 20 August to discuss on-farm changes he has made to improve water quality. A film crew and ODT reporter also went, and we will produce a video about tips for farmers. It was a worthwhile visit and beneficial for staff to see the water plan in action. A future Councillor group visit will also be planned if there is interest.

2.10 Pomahaka Water Care Group Visit

Following the Pathway for the Pomahaka Celebration in June, Stakeholder Engagement and Compliance staff were invited to visit with the Pomahaka Water Care Group Committee on 23 August. We visited three farms in the area and then had a discussion with the group back in Tapanui, to discuss amongst other things, how ORC can support catchments groups. A follow up visit is being planned with Otago Daily Times and a film crew to set farm based tips for good water.

2.11 South Otago Dairy Working Group

The group is still on hold, with the next meeting planned for October when the season begins again. In the meantime, Stakeholder Engagement staff are having ongoing discussions with DairyNZ on ways to collaborate. Currently DairyNZ are planning an expo day for March next year and have invited ORC to be involved.

This is an opportunity to talk to people in the industry about ORC regulations as well as water quality issues in the area. The Waiwera River will be used as a case study because it has been highlighted as having water health issues.

2.12 North Otago Dairy Working Group

This group met on the 25 July and ORC Liaison and Compliance staff attended. There are new staff representing Fonterra and DairyNZ, so much of the discussion was around bringing these two up to speed with the group and its aims. This group will meet again once the new dairy season is underway.

3. Implementation of Rural Water Quality

3.1 Good Water Project Update

We will report on preliminary results from the phone survey of 800 land owners and the pilot project of on-site assessments in the Shag River catchment at a Council workshop in September.

3.2 Field Days, Workshops and Presentations

3.2.1 Field days/A&P shows

We have booked a stand at the Otago Field Days in Palmerston on 12 and 13 October, and have some additional passes if Councillors are interested in attending and joining us on the stand (please contact Lisa Gloag). We have requested a stand at the Wanaka A&P show in March 2019 and will find out later in the year if we've been successful in getting a spot.

3.2.2 Beef and Lamb Land Environment Planning

Water plan presentations have recently been delivered at the Clinton, Milton, Lawrence, Heriot, and Middlemarch Land Environment Planning workshops. Key topics included: What actions do landowners need to do to be compliant? What can and cannot be done in waterways? How much is the ORC going to work together with Beef and Lamb LEPs? Interest in ORC water quality data sets, positive feedback on the Good Water Project (from a landowner who had received a visit), the prohibited rule around sediment mitigation, the collection of OVERSEER data, and information on the NES-PF.

Improved understanding of the relationship between the water plan and industry environmental plans was discussed. There was also a request for more clarity on the relationship between the N leaching rule and surface water quality measurements.

3.2.3 Regenerative Agriculture Forum

On 24 July, Hamish Bielski (a South Otago farmer) organised a talk in Balclutha on regenerative farming. Around 70 people attended, including ORC Liaison staff. Based on this event, discussions with individual farmers and attending Beef + Lamb Land Environment Planning workshops, there appears to be a growing movement towards regenerative farming in South Otago amongst sheep and beef farmers. There is an opportunity to support these farmers by advocating their principles (much like ORC does for good management practice) and assisting them in sharing knowledge on regenerative farming principles.

3.2.4 Upper Taieri Catchment Group

Liaison staff will attend an Upper Taieri Catchment Group meeting on 23 August in Ranfurly. It has been several years since the last meeting of the Upper Taieri Group, as the main focus in recent times has been with deemed permit replacement within the Kyeburn catchment, which is now near completion.

The focus of the day will be determining a vision of an integrated catchment management covering both water quality and quantity resources. Representatives from Fish & Game, DOC, iwi, CODC and Maniototo Irrigation Company will attend

ORC will have an opportunity to outline aims and objectives of the rural water plan, which will assist with a program of community-based actions. In particular, the group is seeking guidance on what land managers ought to do now in preparation for the parts of the plan that come into force on 1 April 2020.

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, on our website, and direct communications with farm forestry groups.

5. Catchment Groups

5.1 North Otago Catchment

A previously inactive group of farmers are now being proactive and have attended a North Otago Sustainable Land Management Society (NOSLaM) meeting. Other meetings continue to take place and liaison staff are continuing to work with the community.

5.2 Shag/Waihemo Catchment

The ORC Good Water Project on-farm risk assessment visits pilot in the Shag/Waihemo catchment is progressing and will be reported on at a Council workshop on 13 September. The Shag Catchment Group has asked for ORC to report back to their community on the results and findings of the on-farm visits.

5.3 Pomahaka Water Care Group

We continue to work alongside this group to promote water quality. They are holding a stakeholder meeting in the first week of September and have invited a Stakeholder Engagement staff member to attend, highlighting the value they place on ORC's continued relationship with the group.

5.4 General comment about catchment groups

We will hold a workshop with Councillors later in the year to formalise how ORC supports catchment groups.

6. Corporate

6.1 Long Term Plan (LTP) and Rates

With rates invoices now out, our approach of continuity of messaging between the planning process and the rates invoices is ongoing, with rates envelope collateral this year focused on the response to long term plan consultation, and proof points demonstrating some of what rates help pay for. We will be working alongside the corporate team to assess opportunities for front-end community engagement in the timeline towards the next LTP, as well as potential ways to partner with District Councils on this initiative.

6.2 Public Transport Communications

With construction on the Dunedin central city bus hub now underway, we are working towards lead-in communications for the launch, which will coincide with issuing of a new bus timetable and a new look and feel for the network as we begin using the Orbus brand in Dunedin.

We met on 23 August for a focused session on current Dunedin network communication collateral with representatives from key user groups. Feedback received during this meeting will be used to assist in finalising the format of the new bus maps and timetables.

6.3 Consultations (YourSay)

6.3.1 Love Your Leith

Consultation on potential concepts for the lower reaches of the Leith closes on 24 August. We had a display at the Otago Polytechnic Hub until 9 August, with a smaller version now at the Dunedin Public Library. This has also been promoted via social media and print advertising.

6.3.2 Navigational Safety Bylaw

Consultation will close on 3 September, after being extended for two more weeks from 20 August. This is also being promoted via social media, a public notice advertisement, and the Harbourmaster contacting stakeholders directly.

6.3.3 Proposed Peninsula bus route changes

Consultation will finish on 31 August. This targeted consultation has been promoted on social media as well as hard copy brochures supplied on the Peninsula buses. A significant number of submissions have been received via YourSay.

7. Media and promotion for rural water programmes

7.1. Waterlines (quarterly print newsletter distributed via Southern Rural Life)

We are planning for the spring issue of Waterlines (quarterly print newsletter distributed via Southern Rural Life). As part of considerations of its place within the overall equation of our external communications via owned channels, the upcoming issue will include a reader survey.

7.2. On-Stream (monthly e-newsletter)

The August issue features forestry information relating to the NES-PF and how it relates to the Water Plan, as well as updates on the minimum flow process, rates notices and the new dairy season being around the corner. We currently have 519 subscribers and the open rate for the July issue was 43% (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
Shepherds Creek	25 July
Keogh Creek	30 July
Scheduled meetings	
Upper Clutha (Lake Hawea & Wanaka tribs)	4 September
Lower Manuherikia	6 September

8.1.2 Meeting of Statutory bodies, Consultants and Council Staff

ORC staff involved with the deemed permit replacement programme met with representatives of statutory bodies comprising iwi, DOC, Fish & Game, and consultants on 3 August, in Dunedin. This was the first occasion that all parties have met collectively.

The purpose of the meeting was to share progress on preparations for replacing Deemed Permits. In the round robin session at the beginning, two predominant themes were expressed:

- (1) That the meeting would identify approaches or mechanisms to reach an agreement on residual flows in a timely and efficient manner
- (2) That the group recognised that all parties need to be mindful of the ethics of respect, openness, empathy and trust during all communications.

The following key matters were discussed:

(a) Fish survey/studies

An overview of the fish survey for the 180 sites that was undertaken during the late summer and autumn of 2018 was provided. The survey was carried out at those deemed permit sites where there was either a lack of data or data needed to be updated. The survey comprised fish, bugs, and habitat data. The fish data information has been loaded onto the NZFW databases and will be transferred to the ORC fish and flow portal by the end of August. The NZFW database does not have the capability for bugs and habitat data to be recorded. This information will be made available on the fish and flow portal.

(b) Cooperation

There was a frank and open discussion on how the statutory bodies and applicants/consultants could work together, by way of early communication, that would lead to a faster joint understanding of fish values and the associated measures needed for their protection. The meeting did not settle on a standard approach, but it was agreed that personnel should endeavour to establish early communication as soon as practical as this would assist the eventual determination of agreed residual flows, when the full details of the application were available.

(c) The place of MALF hydrological data for determining residual flows in small tribs.

A minority of tribs with deemed permits will have either hydrological reports based on actual recorders or modelled hydrological data, where there is a strong correlation with a nearby trib. These are generally for larger sized tribs.

The majority of small and medium sized tribs do not have readily available flow data. Modelled MALF hydrological data is now available through a NIWA derived programme, 'Shiny'. However, it was acknowledged that the accuracy of this data is problematic for small sized tribs.

For small tribs, there was discussion around alternative practical approaches for determining conditions that align more sensibly with 'what is it that we are trying to achieve' in relation to the safeguarding of aquatic values. For these small sized tribs, consideration should include visual assessment of the river bed leading to practically worded conditions. Permit holders would be more able to substantiate the condition by way of dated photos and similarly ORC compliance would be more robust.

(d) Applications and timing of written approvals from affected parties.

ORC advocates that written approvals should accompany applications for more efficient processing. DOC and Fish & Game prefer to reach a verbal agreement and then furnish their written approval on request from ORC post lodging. ORC staff acknowledged and respected this approach. For most situations Auhaka, who act for iwi interests, will be able to provide their written approval, prior to lodging.

(e) ORC deemed permit programme

The group were updated on the catchment-based presentations that have been carried out by ORC in the previous two years, with the recognition this work gradually transfers to consultants. Some catchments have not been included in presentations as they were sufficiently advanced in group preparation with

consultants. There are still isolated pockets, where there may be only 1 or 2 per trib, who need to be updated, while some catchments will need to be revisited. A resume of the stages where catchments are at will be prepared and distributed.

(f) Future combined meetings of statutory groups, consultants and ORC staff

At present there are a number of communication channels operating amongst consultants, statutory groups and ORC on an as-required or regular basis. Further meetings for the group will be held approximately every six months. The group appreciated the opportunity and worth of the meeting in being able to exchange views on a range of topics in an open and frank environment with all discussion being conducted in a respectful manner. It is intended to hold further meeting on the combined group at approximately six-monthly intervals.

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.

9. Policy

9.1 Minimum Flows

Following on from Science Information Sessions and CE appointment sessions in July and August, we are planning to produce proactive comms during a time when there is less public consultation taking place. Infographics that map each of the flow sites and technical inputs considered that contribute to the final flow limit is planned. In addition, proactive and educative media releases will be punctuated throughout the months ahead. Themes covered will include the impact of incoming technical reports and how these contribute to the final minimum flow limits. We are also ensuring the website is kept up to date.

10. Enviroschools

10.1 Enviroschools Census results

A range of qualitative data was collected with the Enviroschools Census at the end of 2017. Common themes emerged in the responses. Enviroschools “facilitates students to own environmentally significant projects and they have a greater *sense of ownership of the school environment*”. *“The programme gives us a structure for the many activities we undertake as part of our school tikanga”*. When asked how they thought tamariki in their schools were benefitting several teachers commented on the way Enviroschools *“empowers students – to see they can make change”*. The on-going nature of the Enviroschools programme also came through in the comments; *“The constant re-iteration of the importance of key values...is important to ensure students remember them, take action, and support new students into the philosophy.*

We plan to hold a council workshop in October where we will give a detailed update on Enviroschools.

10.2 Student hui

A student hui on climate change was held on 21 August. A group of year 7-10 students learnt how the climate works, why the carbon cycle is important and where we fit in that cycle. They had to calculate the distance they travel by car in an average week and how many trees they should plant to offset their emissions. The afternoon was spent planting trees at Walton Park.



Students planting trees at Walton Park were joined by Crs Woodhead, Deaker & Noone

10.3 Principals' meetings

We held principals' breakfasts in Alexandra, Queenstown and Wanaka in early August. This was a chance to thank the principals for their on-going support of Enviroschools. The principals valued the opportunity to share their approaches to integrating sustainability into their schools. Making sure sustainability is present in their strategic plans was pivotal to ensuring on-going support of sustainability initiatives in the schools and to integrating sustainability across the curriculum. We could also remind the schools of the range of ways we can support staff and students in their schools.

10.4 Otago Access Radio item

Robyn Zink, was interviewed by Maureen Howard, for the Sustainability Show on Otago Access Radio. As well as talking about the history of Enviroschools, the key aims of the programme and some of the sustainability actions schools take, we also discussed ways to get young children excited about the environment.

11. Environmental Operations

11.1 Pest Plan and Biosecurity Strategy

The draft plan is almost complete, and we have a communications strategy for notification.

11.2 Rabbits

A public workshop is being held for the Otago Peninsula on 20 September at 6.30pm 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.

12. Science, Hazards, Engineering

12.1 Amenity Project - Love Your Leith

Public consultation is underway, as mentioned earlier in this report.

12.2 Lake Hayes Remediation

We are developing a communications plan to consult on the three remediation options for Lake Hayes and are working closely with the hazards/science team on this project.

12.3 Air quality communications campaign

This winter season we have promoted Clean Heat Clean Air and appropriate burning practices, similar to last year's campaign. Longer-term, we will develop a new communications plan, so we can communicate air quality more comprehensively next winter. We are working with the policy team and air quality scientist on this.

13. General public awareness activity

13.1 General media

Twelve media releases were distributed during the reporting period. These covered a range of issues such as the bus hub, minimum flows, the peninsula bus consultation, navigation safety bylaws and rates. General media queries continue to flow in, with media outlets requesting more and more in-depth responses. Staff have conducted several phone and radio interviews in the last month, with requests to do this also increasing in frequency. This is likely due to a continued commitment to responsiveness, an open and receptive approach to media queries that come in, and attention to deadlines and improved communication.

With the increase in opportunity for staff to speak to the broader community via radio outlets, we are focused on providing media support and training to assist with this. It is our hope to provide media training or refresher courses to all spokespeople in the organisation over the next year to help build confidence and cohesion across our key messaging.

Face-to-face meetings are currently being organised across the region in the coming months as a show of our continued commitment to build relationships with journalists and media outlets. A key aspect of this is expectation setting, so that we are able to negotiate more reasonable deadlines, dependant on the depth of research required on a particular topic. Doing this will enable us to provide more comprehensive responses within a more appropriate timeframe, which will ultimately be mutually beneficial.

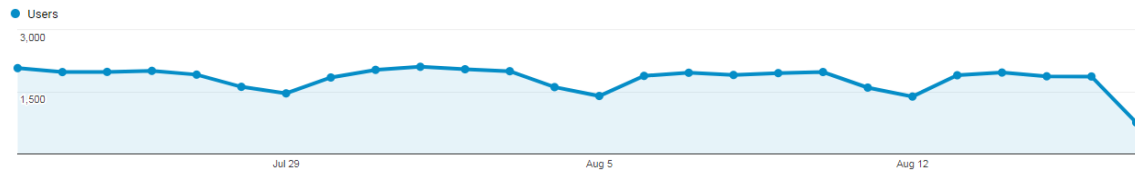
13.2 Digital and owned communication channels

With the new Communication Channels Manager role in place recruitment is now underway to resource this team towards enabling most effective use of our owned channels, including digital channels. The initial focus will be on implementation actions within the Communication and Stakeholder Engagement Strategy, including an internal

communications strategy and a staged review of all of our owned channels, including social media, web, and print and online newsletters.

13.2.1 www.orc.govt.nz

There have been 28,864 visits to the ORC website this reporting period and 157,521 page views.



- #### Location

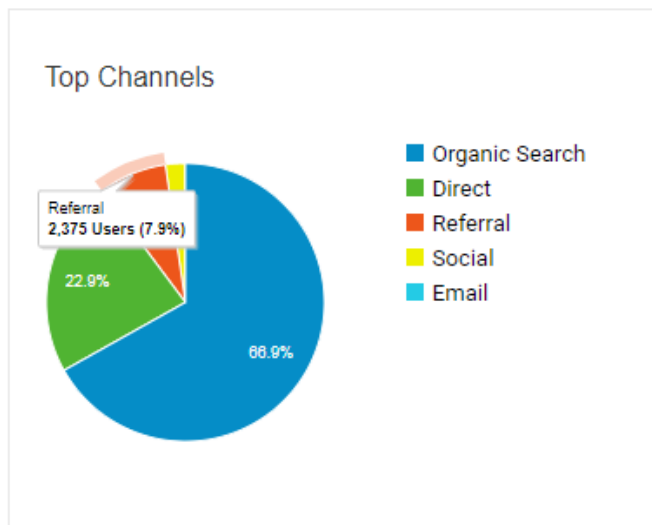
86% of sessions are from within New Zealand, and within those 31% of visitors are from Dunedin and 13% from Queenstown.

	28,799 % of Total: 100.00% (28,799)		25,152 % of Total: 87.37% (28,788)
1. New Zealand	25,163 (86.22%)	1. Dunedin	9,366 (31.43%)
2. Australia	1,254 (4.30%)	2. Christchurch	6,334 (21.26%)
3. United States	829 (2.84%)	3. Auckland	4,484 (15.05%)
4. United Kingdom	252 (0.86%)	4. Queenstown	4,075 (13.67%)
5. Japan	197 (0.68%)	5. Wellington	2,142 (7.19%)
6. Hong Kong	186 (0.64%)	6. (not set)	880 (2.95%)
7. China	166 (0.57%)	7. Invercargill	398 (1.34%)
8. Singapore	131 (0.45%)	8. Hamilton	311 (1.04%)
9. France	126 (0.43%)	9. Tauranga	287 (0.96%)
10. Taiwan	88 (0.30%)	10. Wanaka	172 (0.58%)

- #### Top channels for reaching our website

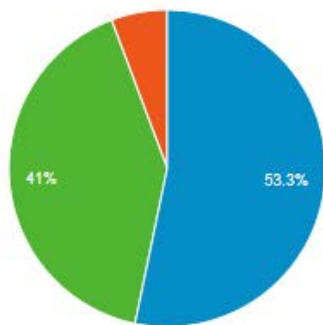
How are people getting to and finding our website – this is split into five channels.

- o Organic Search (people searching on google, bing etc): 66.9%
- o Direct (typing in www.orc.govt.nz directly into their browsers): 22.9%
- o Referral (referrals from other websites, e.g. ODT online): 7.9%
- o Social (clicking through to our site from posts on social media sites, e.g. Facebook): 2.3%



- **Devices our website is viewed from**

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



- **Top pages viewed**

As usual, public transport has accounted for by far the highest number of page views. Although Queenstown is a smaller network, it has a higher number of page views, which bears out what we have experienced previously with this audience in terms of high uptake of digital communications. As we move towards launch of the Orbus brand and a new approach to our print collateral for the Dunedin bus service, we are also exploring whether there's a need for any tweaks to the web user experience for public transport (while remaining mindful that the upcoming NZTA-led real time app will have a key part to play in future).

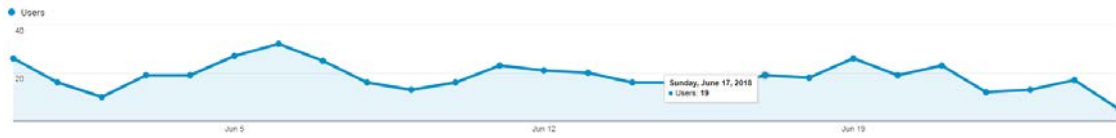
The estimated rates calculator has been promoted as part of our communications campaign linking the Long Term Plan consultation to through to rates.

The top pages viewed this reporting period are listed below.

- o Queenstown bus page: 15,175 views
- o Dunedin bus timetables: 11,139 views
- o Estimated rates calculator: 1518 views
- o Job Vacancies: 1418 views
- o Contact Us: 1365 views
- o Water monitoring and alerts: 1218 views

13.2.2 www.lawa.org.nz

There have been 404 visits to the Otago section of the LAWA website, up 41% from the same time last year.



13.2.3 www.otagocdem.govt.nz

There have been 1791 visits to the Otago CDEM website.



13.2.4 Social media

We have 3766 followers on our ORC Facebook account at the end of this reporting period.



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	3,766 13/day	118 3.1% of fans	0 0/day	21 0.7/day	260 12.4/post	6.9 0.3% post
Otago Civil Defence and Emergency Ma...	4,477 0.1/day	38 0.8% of fans	0 0/day	6 0.2/day	137 22.8/post	3.1 0.5% post
Orbus Queenstown	2,018 0.9/day	28 1.4% of fans	2 0.1/day	4 0.1/day	72 18/post	3.6 0.9% post
Otago Regional Council Bus Services - D...	1,104 1/day	18 1.6% of fans	4 0.1/day	22 0.7/day	185 8.4/post	16.8 0.8% post
LAWA	798 0.3/day	23 2.9% of fans	0 0/day	10 0.3/day	57 5.7/post	7.1 0.7% post

14. Customer Service Activity

14.1 CS Total Interactions for July 2018



We expect to see a jump in phone, email, and face to face interactions as we head into our busy rates period in August/September. We also expect to see our number of domestic heating enquiries reduce as we move into spring, otherwise business as usual.

14.2 CS Resolved Calls for July 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.

14.3 Customer Service presence at Philip Laing House and Queenstown

In August, we hired two new temporary staff on three-month contracts. Keonna MacDonald who has joined our Dunedin-based team and Stuart Walker, who will be based in Queenstown. Following staff training, we aim to launch the Queenstown customer service centre, with payment-taking functionality soon. We will be undertaking an audit of Customer Service functions across face to face, email, phone, social media channels. Looking at the current state will be the first stage of establishing a Customer Service Strategy.

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
- 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

12. NOTICES OF MOTION

13. CLOSURE