

25 October 2023

Sent via email to [REDACTED]

Dear [REDACTED]

### REQUEST FOR OFFICIAL INFORMATION – RELEASE OF INFORMATION

Thank you for your request for information held by the Queenstown Lakes District Council (**QLDC**). On 29 September 2023 you requested the following information under the Local Government Official Information and Meetings Act 1987 (**LGOIMA**):

- How many public pool facilities are there in your council's control?
- What is the maximum number of swimmers allowed in at a time, at each facility?
- How many days was each facility closed this year, outside normal days they are shut, up to September 30th?
- How many days was each facility partially closed this year, up to September 30th?
- How many people used the pool facilities this year to September 30th, on average, per day? What was the reason for the closures and partial closures? How many days was each facility closed last year (2022), outside normal days they are shut, for the full calendar year?
- How many days was each facility partially closed, in 2022?
- How many people used the pool facilities in 2022 on average, per day?
- What was the reason for the closures and partial closures?
- How many days was each facility closed last year (2021), outside normal days they are shut, for the full calendar year?
- How many days was each facility partially closed, in 2021? How many people used the pool facilities in 2021 on average, per day?
- What was the reason for the closures and partial closures?

### QLDC response

Please see the below link for our response that covers all the above questions.

- [Information Request 2023.xlsx](#)

Kind Regards,

A handwritten signature in black ink, appearing to be 'John', written in a cursive style.

[Redacted]

Official Information Advisor

Information request report						
Requested information	Date Range	Location	Response	Comment	Reason	
How many public pools in councils control		Arrowtown Memorial Pool	3			
Maximum swimmers allowed in at a time each pool		Wanaka Recreation Center Pool	50	Based on minimum pool crew on poolside 1		
		Queenstown Events Center Pool	100	Based on minimum pool crew on poolside 2		
		Arrowtown Memorial Pool	100	Based on maximum pool crew on poolside 2		
		Wanaka Recreation Center Pool	150	Based on maximum pool crew on poolside 3		
		Queenstown Events Center Pool	290	Based on maximum pool crew on poolside 4 (learners pool max cap 40)		
<b>2023</b>						
How many days was each facility closed this year	01 January - 30 September 2023	Arrowtown Memorial Pool	98 hours	Outside normal days shut (maintenance closure)	Closed 2 weeks earlier than normal season (opening hours 11:00 - 6:00, 7 hours x 14 days)	Closure hours code brown: QEC Learners 1.25hours, Leisure 1.5hours, Lap 3.25hours
		Wanaka Recreation Center Pool	279hours		69 weekend days x 4 hours each = 279hours	Closure 6pm Saturday & Sundays (4 hours each weekend from 1) this covers training once a month as run 6:00 - 8:00pm when already closed this year.
		Queenstown Events Center Pool	396hours		18th Feb until 01 April (6 weekends) until 01 April weekends full closures due to staffing (144hours) 6pm close weekends (4 hours x 63weekends - 6 full closure already calculated = 252 hours)	Closure 6pm Saturday & Sundays (4 hours each weekend from 1) this covers training once a month as run 6:00 - 8:00pm when already closed this year
How many days was facility partially closed this year	01 January - 30 September 2023	Arrowtown Memorial Pool				
	Faecal	Wanaka Recreation Center Pool	36.5hours	Hot pool 1 x 0.5hours (0.5hours), Learners 22 @ 1.5hours (33hours), Lap 1 @ 3hours (3hours)		
	Faecal	Queenstown Events Center Pool	117.5 hours	Learners 2 x @ 1.25hours (2.5hours), Leisure 18 @ 1.5hours (27hours)	UV's Spa pool closed 21 September - 26 September (80 hours) Water supply issue spa pool (8hours)	
How many people used the facility this year (on average per day)	01 January - 30 September 2023	Arrowtown Memorial Pool	104	Only open Dec 2022 - Feb 2023 this year due to staffing		
		Wanaka Recreation Centre Pool	305	Based on overall monthly participation numbers divided by days		
		Queenstown Events Centre Pool	472	Based on overall monthly participation numbers divided by days		
<b>2022</b>						
How many days was each facility closed last year 2022	01 January - 30 December 2022	Arrowtown Memorial Pool	63 hours	Outside of normal days shut (maintenance closure)	26th, 27 & 28th February staffing (21 hours) Tuesday 22 Feb (7 hours) 20 Feb (7 hours) 18 Feb (7 hours) 14th, 15th & 16th Feb (21 hours)	
		Wanaka Recreation Center Pool	163 hours		25 July - 01 October 7:30pm close week days 50 days x 1.5 hours (75 hours) 25 July - 31 December 6:00pm close 22 weekends x 4 (88hours)	Closure 6pm Saturday & Sundays (4 hours each weekend from 1) this covers training once a month as run 6:00 - 8:00pm when already closed this year.
		Queenstown Events Center Pool	175 hours		Sunday 13th March full day closure staffing (12hours) 25 July - 01 October 7:30pm close week days 50 days x 1.5 hours (75 hours) 25 July - 31 December 6:00pm close 22 weekends x 4 (88hours)	Closure 6pm Saturday & Sundays (4 hours each weekend from 1) this covers training once a month as run 6:00 - 8:00pm when already closed this year.
How many days was each facility partially closed 2022	01 January - 30 December 2022	Arrowtown Memorial Pool	0			
	Faecal	Wanaka Recreation Center Pool	35 hours	1 x spa pool @ 0.5hours (0.5 hours), Learners 15 x 1.5hours (22.5hours), Main pool 4 x 3hours (12hours)		
	Faecal	Queenstown Events Center Pool	25.25 hours	1 x learners @ 1.25 hours (1.25hours), Leisure pool 1.6 @ 1.5hours (24 hours)		
How many people used the facilities 2022 (on average per day)	01 January - 30 December 2022	Arrowtown Memorial Pool	60	Based on overall monthly participation numbers divided by days		
		Wanaka Recreation Center Pool	263	Based on overall monthly participation numbers divided by days		
		Queenstown Events Center Pool	437	Based on overall monthly participation numbers divided by days		
<b>2021</b>						
How many days was each facility closed 2021	01 January - 30 December 2021	Arrowtown Memorial Pool	0		Wait 1 open level 04 closure 18 August - 7 September Alert level 04 (297hours)	
		Wanaka Recreation Center Pool	297hours		18 August - 7 September Alert level 04 (297hours)	
		Queenstown Events Center Pool	297hours		18 August - 7 September Alert level 04 (297hours)	
How many days was facility partially closed 2021	01 January - 30 December 2021	Arrowtown Memorial Pool	0			
	Faecal	Wanaka Recreation Center Pool	56 hours	1 x spa pool @ 0.5 (0.5hours), Learners 27 x 1.5hour (40.5), Main pool 5 x 3hours (15hours)		
	Faecal	Queenstown Events Center Pool	22 hours	2 x learners @ 1.25hours (2.5hours) 13 x leisure @ 1.5hours (19.5hours)		
How many people used the pool 2021 (on average per day)	01 January - 30 December 2021	Arrowtown Memorial Pool	73	Based on overall monthly participation numbers divided by days		
		Wanaka Recreation Center Pool	341	Based on overall monthly participation numbers divided by days		
		Queenstown Events Center Pool	497	Based on overall monthly participation numbers divided by days		

	Queenstown	Wanaka
<b>Maximum bather loads</b>		
Lap pool	130	133
Learners	40	79
Leisure Pool	120	
Hot pool	30	22