

MONTHLY REPORT

To the Queenstown
Lakes District Council for
the period ending
31 August 2014

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EXECUTIVE SUMMARY

MATERIAL ISSUES OR EVENTS

- The Mayoral Forum has agreed in principle to an Otago Performance Framework at its meeting on 22 August 2014 in Dunedin. The Key Performance Indicators will focus on the areas of Corporate Services, Infrastructure, Community Services, Regulatory and overall community satisfaction. There will be no more than 10 measures. Officers, including QLDC, are finalising parameters and hope to have sign-off from all Councils this month. It is proposed that the measures be included in the 10 Year Plan (2014) and be reported in the 2015/16 Annual Report.
- Dog attacks in the District have been increasing (45 in 2013/14 compared with 24 in 2012/13). We are taking an appropriately firm public safety approach to this issue with prosecutions underway. A report and the proposed draft Dog Bylaw scheduled to be considered by Council in October.

OPERATIONAL PERFORMANCE

Financial Performance

- This report does not have financial results for July 2014. Integration of financial results for 2013/14 into both NCS and TechOne requires that these are delayed. Financial results for both July and August will be completed at the end September. Thereafter they will be completed within one month, with the intention of further reducing this reporting within two weeks of month end. The timeline for this will be reported to the Audit and Risk Committee. The year-end audit is due to commence on 15 September 2014.

Key Performance Indicators (KPIs)

- Aggregate data is now calculated for KPIs where performance is reported monthly.
- Historical data is represented where available.

MAJOR PROJECTS

- Consultation has commenced on the draft Economic Development Strategy (8 September 2014). The consultation period will finish on 17 October and feedback will be considered at the October Council meeting.
- The Proposed Queenstown Convention Centre Business Forum on 20 August 2014 was well attended with approximately 160 members of the public taking the opportunity to hear and feedback on design. Further reports are now scheduled to be considered by Council in October/ November 2014 (post-election).
- The Council has resolved to proceed with construction of the Wanaka swimming pool at Three Parks, subject to a special consultative procedure. Consultation will begin next month (October).

COMMUNICATIONS AND STAKEHOLDER RELATIONS

- Consultation:
 - o Navigation Safety Bylaw: 42 submissions received. Hearings held in August. Deliberations being undertaken.
 - o Plan Change 50: pre-consultation completed in July and August with 54 responses from key stakeholders, landowners and immediate neighbours. Plan Change to be notified in September.
- Five press releases issued in August.
- Scuttlebutt published.

SIGNIFICANT ISSUES NEXT MONTH

- Significance and Engagement Policy to be adopted by Council.
- Dog Control Bylaw to be adopted by Council.
- Ongoing meetings of the Local Government New Zealand Funding Review Working Group Meeting.

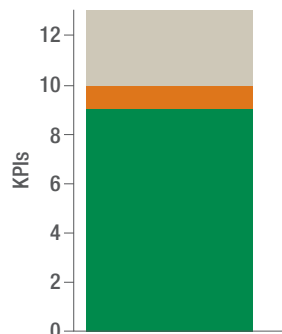


KEY PERFORMANCE INDICATORS (KPIs)

This dashboard shows QLDC's aggregated performance from July 2014 for the eight outcomes contained within our Annual Plan 2014-15, a revision to those in the current 10 year Plan. Each of the eight outcomes is detailed within the following report, including specific actions and performance information.



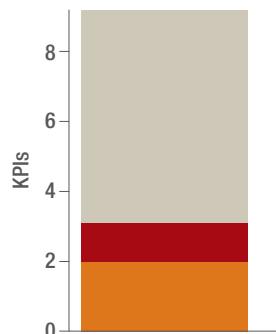
CORE INFRASTRUCTURE AND SERVICES



This outcome contains 13 KPIs.
[Reference pg 9.](#)



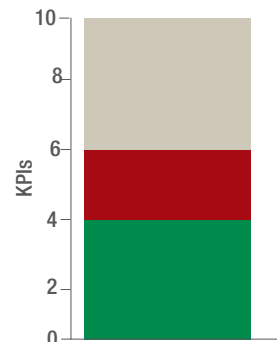
COMMUNITY SERVICES AND FACILITIES



This outcome contains 9 KPIs.
KPI 11 missed target for the month. [Reference pg 19.](#)



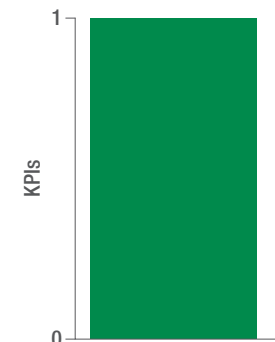
REGULATORY FUNCTIONS AND SERVICES



This outcome contains 10 KPIs.
KPIs 19 and 21b missed target for the month. [Reference pg 27.](#)



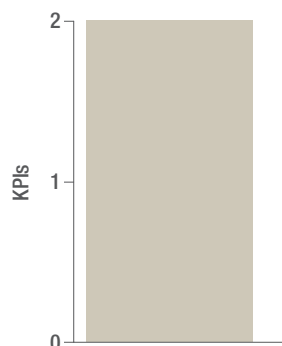
ENVIRONMENT



This outcome contains 1 KPI.
[Reference pg 39.](#)



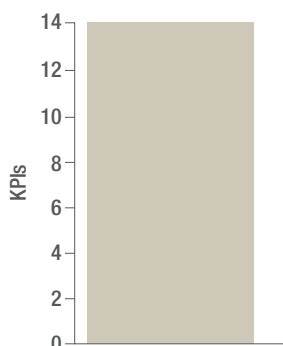
ECONOMY



This outcome contains 2 KPIs.
[Reference pg 42.](#)



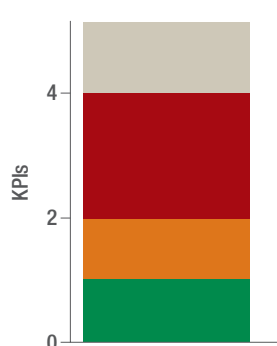
LOCAL DEMOCRACY



This outcome contains 14 KPIs.
[Reference pg 43.](#)



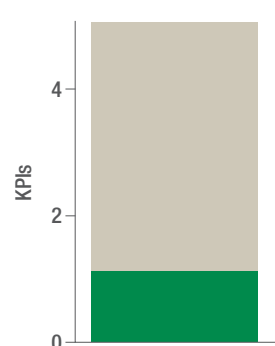
SERVICE



This outcome contains 5 KPIs.
KPI 33a and 33c missed target for the month. [Reference pg 47 and 49.](#)



FINANCIAL MANAGEMENT



This outcome contains 5 KPIs.
[Reference pg 51.](#)



PUBLIC MATTERS

Queenstown Housing Accord

- The Council approved the Queenstown Housing Accord at its meeting on 28 August 2014.
- The Accord will be formally ratified by the Mayor and the Minister of Housing.
- Officers will prepare a Lead Policy document that will guide Council's approach to Special Housing Areas. The Lead Policy will be considered by Council at its October meeting.



CORE INFRASTRUCTURE AND SERVICES

High performing infrastructure and services that meet current and future user needs and are fit for purpose are cost-effectively and efficiently managed on a full life-cycle basis, are affordable for the District.

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
1. Asset management plans (AMP) complete	1 January 2015	Workshop to agree methodology and begin collation of transport business cases.	Council Workshop (September 2014). Council sign-off (November 2014). Publish AMPs on QLDC website (December 2014).	On Track
2. Award new 3 Waters contract	1 April 2015	Contract legal review underway. Contractor KPI's drafted and distributed to Chief Engineer for comment/feedback. Initial Hansen gap analysis complete. Further work needed to get a full picture of data accuracy and necessary improvements.	Align start date of contract with new financial year (July 2015). Assessment of submissions (Expressions of Interest close 9 September 2014). Release Request for Proposal to market.	On Track
3. Completion of Queenstown town centre (Inner Links) transport strategy	1 March 2015	Governance Group established. This includes Councillors Cocks and Forbes and representatives from Otago Regional Council, New Zealand Transport Agency (NZTA), Connectabus Queenstown Chamber of Commerce and Destination Queenstown. Evaluation of transport market underway.	Strategic direction workshop scheduled for 30 September 2014.	On Track



PROJECTS

CONTINUED

Project	Delivery date	Action for the month	Next key milestone	Status
4. Completion of the Economic Network Plan	1 April 2015	Plan completed.	The Economic Network Plan will now provide an input to the Transport AMP improvement plan and part of the evidence base for supporting bids for NZTA funding through the 2015-18 national land transport programme.	On Track
5. Commence development of Stage One of the Shotover Wastewater Treatment Plan	30 June 2015	Have meetings scheduled with submitters to resolve contract tags.	Award the contract for construction of wastewater treatment plant.	Material Issues
6. Confirm a decision whether to trial metering within one water supply scheme	1 April 2015	Project scope being aligned with demand management improvements identified in draft 3 Waters AMP.	Appoint new project manager.	Minor Issues/ Delays
7. Complete wastewater options report Cardrona and Glenorchy	30 June 2015	Meeting held with the Mayor, Cr Ferguson, Glenorchy community representatives and QLDC officers to discuss project progress, next steps and action items.	Schedule and announce upcoming public meeting in Glenorchy. Develop clear scope for investigation works to commence.	Minor Issues/ Delays
8. Complete Glenorchy Airport Reserve Management Plan	1 December 2014	Project plan completed.	Consult with Glenorchy community.	On Track
9. Complete priority elements for the Wanaka transport strategy	30 June 2015	Development of strategic business case underway.	Second 'integrated logic mapping' workshop to occur on 3 September 2014. Strategic business case to be completed by 30 September 2014.	Minor Issues/ Delays
10. Complete, with NZTA, construction of Glenda Drive and associated roads projects	30 June 2015	Final stages of detailed design are underway.	Completion of design by 12 September 2014. Construction project to go out to tender on 29 September 2014.	Minor Issues/ Delays



PROJECTS

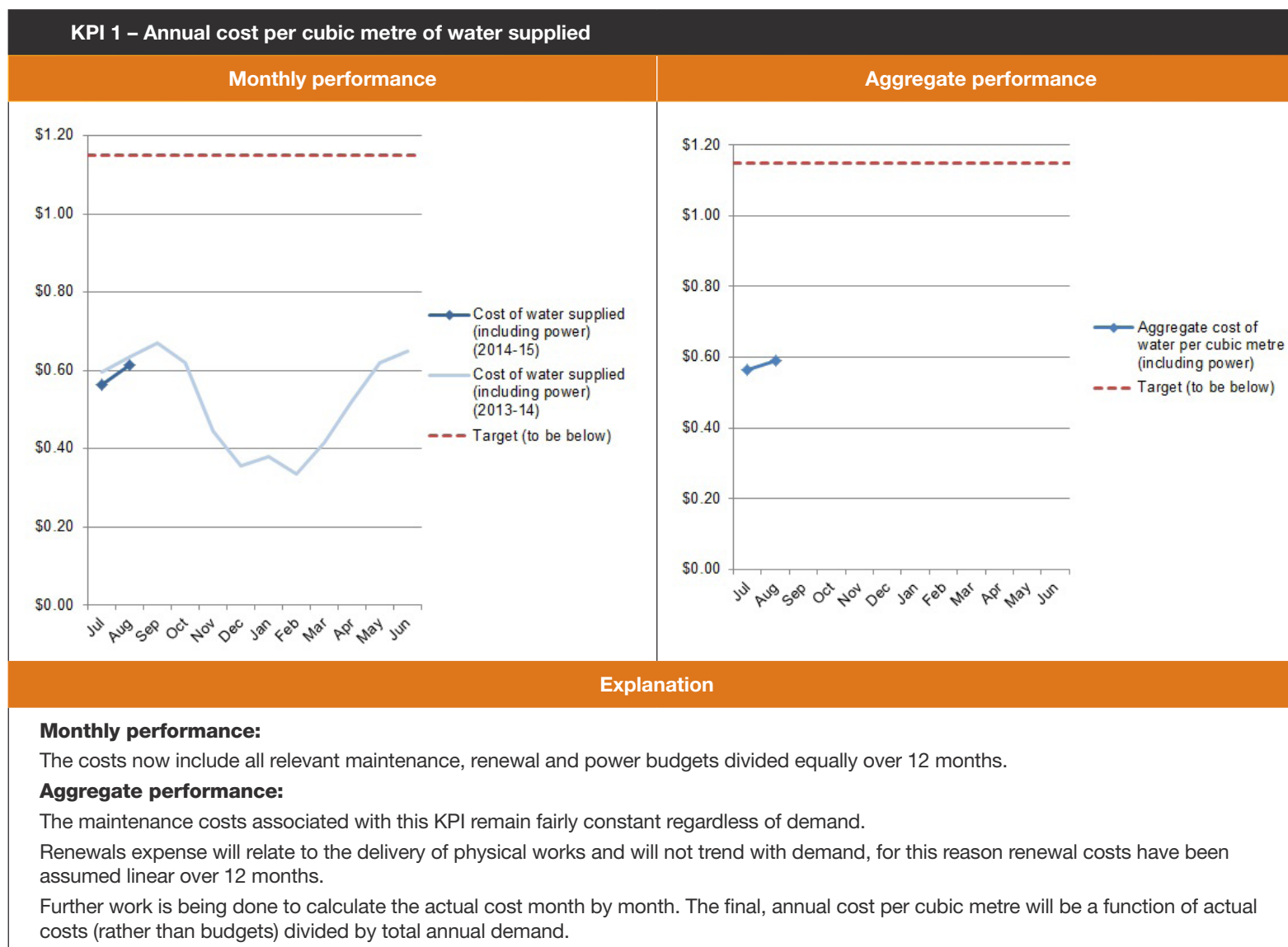
CONTINUED

COMMENT

- Project Shotover: Legal and commercial review is underway. Meetings with the two tender applicants to remove technical and commercial tags are in the final stage and is expected to be finalised by end of September.
- Glenorchy wastewater scheme: Design options and cost estimates have been finalised. A draft version of a memorandum of understanding with the developer of the campground is with QLDC for review. A meeting with representatives from the Glenorchy community to discuss the consultation process of the project to be held on 9 October 2014.
- Frankton Flats Infrastructure review: Negotiation with various stakeholders proceeding well (e.g. Shotover Park Limited, Queenstown Airport, Five Mile Development, NZTA) and the project is on schedule. Further internal discussions how the planned new infrastructure will affect the recreational areas are scheduled for mid-September.
- Cardrona wastewater: The final route alignment of the transfer pipeline from Cardrona to Wanaka has been surveyed. Based on these results the transfer pipeline option is currently under financial review. Further options are also being investigated. These include utilising an existing wastewater treatment plant and shifting an existing private water bore upstream outside of the existing wastewater disposal fields.
- Capital works: The team is focused on finalising the carry forwards from last year. Further reviews of this year's financial capital works programme will take place in September. The Chief Engineer will report back to Council in October.



PERFORMANCE



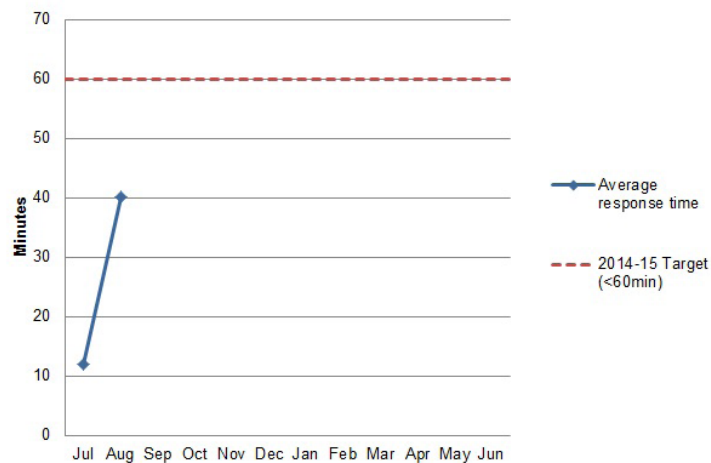


PERFORMANCE

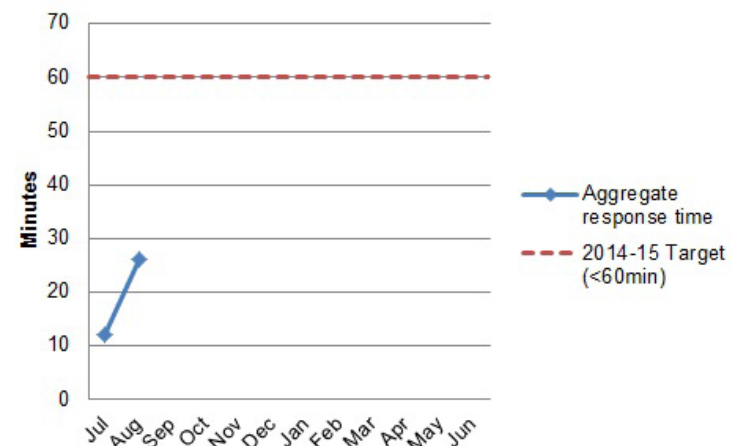
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KPI 2 – Average response time to sewer overflows due to blockages

Monthly performance



Aggregate performance



Explanation

Monthly performance:

The response time this month is up on the previous months but remains well below target.

Aggregate performance:

There is no particular trend to be inferred from this month's performance compared to previous months.

NB: This is a mandatory Department of Internal Affairs (DIA) measure without an associated performance standard. This measure shows an internal target of <60 minutes.

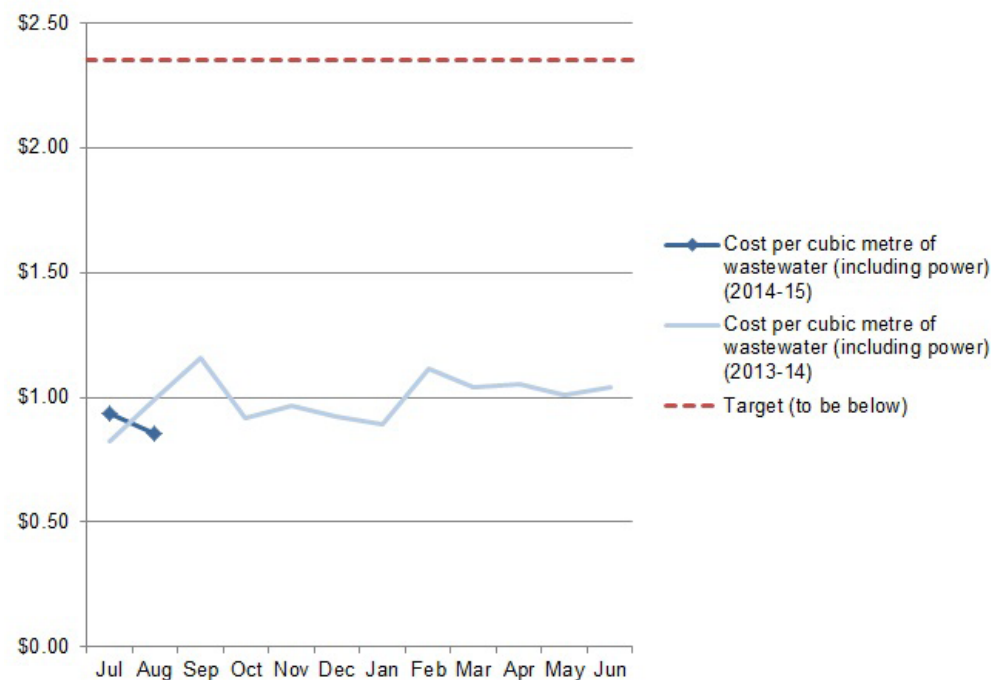


PERFORMANCE

CONTINUED

KPI 3 – Annual cost per cubic metre of wastewater collected and treated

Monthly performance



Aggregate performance

\$0.76

Explanation

Monthly performance:

The costs included in this KPI have changed from last year. The costs now include all relevant maintenance, renewal and power budgets divided equally over 12 months.

Aggregate performance:

The maintenance costs associated with this KPI remain fairly constant regardless of generation of waste water. Renewals expense will relate to the delivery of physical works and will not trend with generation. For this reason renewal costs have been assumed linear over 12 months. Conversely power consumption will be directly proportional to waste water generation but for simplicity has also been assumed linear over 12 months.

Further work is being done to calculate the actual cost month by month. The final cost per cubic metre will be a function of actual costs (rather than budgets) divided by total annual waste water generation.



PERFORMANCE

CONTINUED

KPI 4 – Annual number of flooding events to habitable floors per 1,000 properties		
Monthly performance	Aggregate performance	Explanation
0	0 Target: <2 per month	Monthly performance: No flooding events recorded in August. Aggregate performance: Currently exceeding target. No flooding events recorded year-to-date. <i>NB: This is a mandatory DIA measure without an associated performance standard.</i>

KPI 5 – Sealed road closures (planned and unplanned) that exceed Council's service standard (one per month, no longer than eight hours and not during peak demand times)		
Monthly performance	Aggregate performance	Explanation
0	0 Target: average of 1 per month	Monthly performance: No closures for the month. Aggregate performance: Currently exceeding target. No closures have exceeded the standard this year.



PERFORMANCE

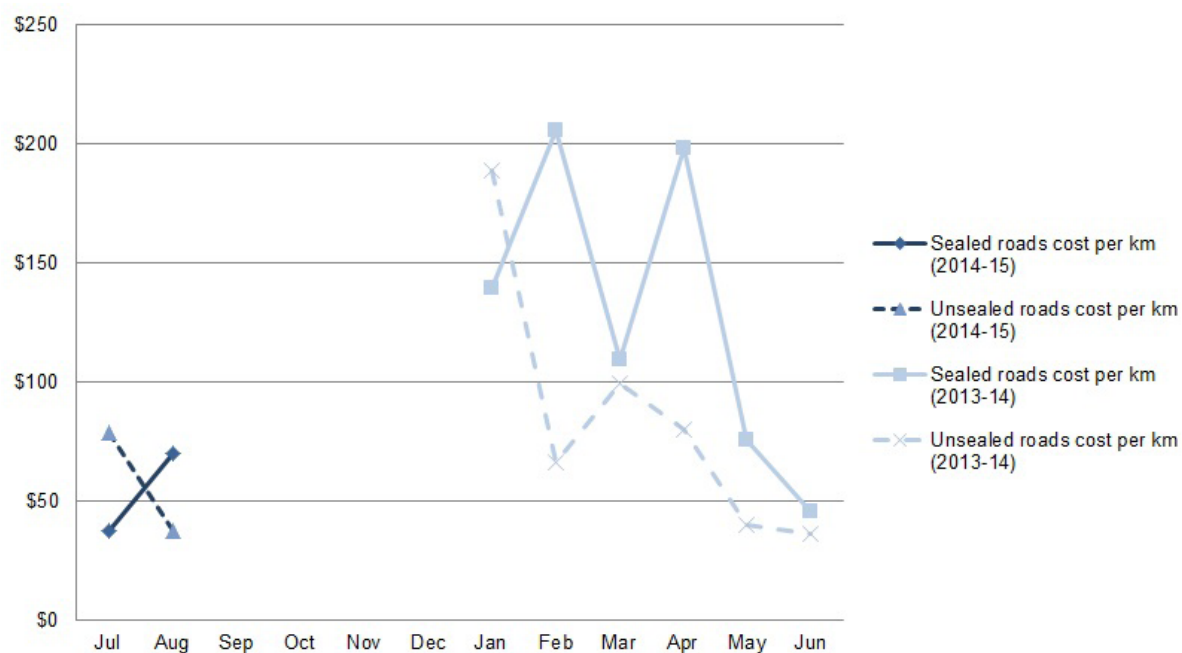
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KPI 6 - Cost per km to maintain and operate a. Sealed roads; b. Unsealed roads

Monthly performance

Aggregate performance

Sealed roads: \$53.33
Unsealed roads: \$58.23



Explanation

Monthly performance:

Sealed road costs trending up as the freeze-thaw takes effect, creating localised blow-outs and potholes. Unsealed road costs trending down as limited work could be undertaken for the month due to high moisture content within the roads.

Aggregate performance:

Sealed and unsealed road costs trending fairly low due to winter conditions. Expecting the costs to increase over the coming months as temperatures increase and roads thaw out, allowing more work to be undertaken.



PERFORMANCE

CONTINUED

KPI 7 – Kilograms of residential waste to landfill per head of population		
Monthly performance	Aggregate performance	Explanation
<p>370,630kg of residential waste</p> <p>13.1kg per head of population</p> <p>Additional data: 931,460kg commercial waste (33.0kg per head of population)</p> <p>497,000kg waste diverted / recycling (17.6kg per head of population)</p>	<p>13.74kg per head of population</p> <p>Additional data: 34.6kg commercial waste per head of population</p> <p>18.7kg waste diverted / recycling per head of population</p>	<p>Monthly performance: This month's per capita rate is consistent with the previous month.</p> <p>Aggregate performance: There is no particular trend to be inferred from this month's performance compared to previous months. This is a new measure and QLDC comparative data will be collected over the coming months.</p> <p>Comparative data from other regions:</p> <ul style="list-style-type: none"> • Gisborne District: 287kg/annum/capita • Auckland 160kg/annum/capita • Matamata-Piako District: 424kg/annum/capita

KPI 8a – Percentage variance from capital budget	
Monthly performance	Explanation
This information will be reported from October 2014.	

KPI 8b – Percentage variance from operational budget	
Monthly performance	Explanation
This information will be reported from October 2014.	



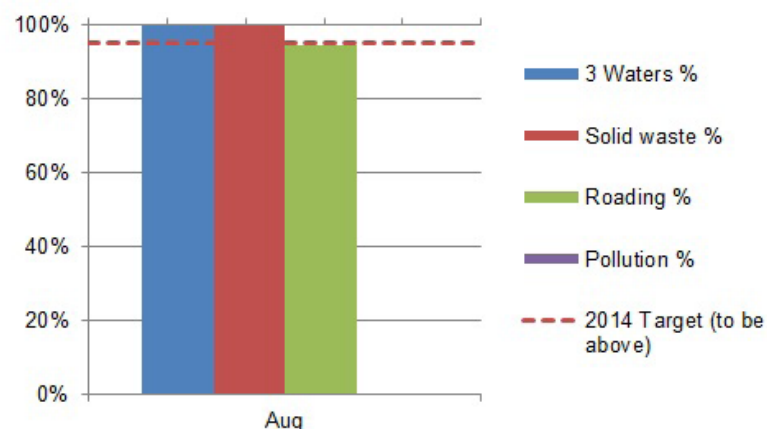
PERFORMANCE

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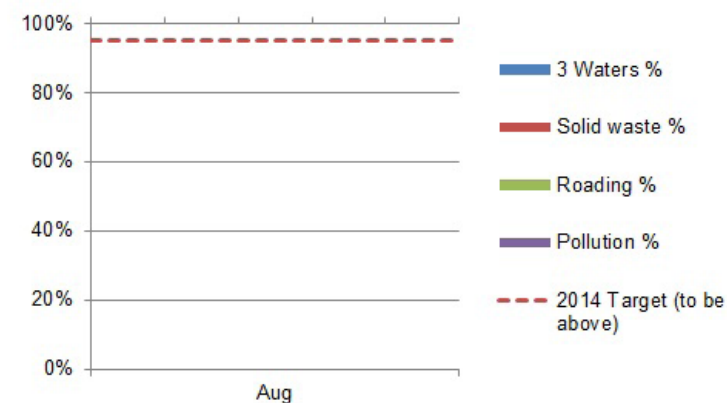
KPI 9 - Percentage of Infrastructure Requests for Service resolved within specified timeframe

Monthly performance

* Contractor Requests for Service



** Internal Requests for Service



*There were no contractor RFS requests for pollution in August.

**There were no internal solid waste or pollution RFS requests in August. 0% of internal RFS requests for 3 waters and roading were responded to within the specified timeframe in August. There were five internal 3 waters requests and four internal roading requests.

Aggregate performance

	August
3 Waters	98%
Solid waste	99%
Roding	92%
Pollution	100%

Target: 95%

Explanation

Monthly performance:

Overdue roading RFS's have mainly been due to damage complaints from grit trucks. Hence they have taken time to resolve in full, although communication with the customer has been maintained throughout the process.

Contractor solid waste RFS data has been corrected to reflect actual performance. TechOne displayed 34 overdue contractor solid waste requests however, these were due to a delay in data entry into TechOne. Additional training and support has been organised to address this situation.

Internal overdue 3 waters RFS's recorded were due to staff unfamiliarity with TechOne. There were no internal solid waste or pollution RFS's due in August.

Aggregate performance:

Solid waste, pollution and 3 waters RFS resolution times are currently exceeding the target. Roding RFS resolution time is within five percent of the target.



COMMUNITY SERVICES AND FACILITIES

The District's parks, libraries, recreational and other community facilities and services are highly valued by the community.

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
11. Library services:				
a. Implement Radio Frequency Identification (RFID) and self-checkout	31 March 2015	Nil	Evaluation of options.	On Track
b. Complete an options paper for Frankton library	31 March 2015	Nil	Assessment of requirements for new facility.	On Track
12. Wanaka Sports Facility:				
a. Whole of life cost estimates complete	30 August 2014	Report to August Council meeting.		Complete
b. Designation change complete	1 December 2014	New layout surveyed and affected party approvals with landowners.	Update traffic assessment and report to Urban Design Panel.	On Track
c. Construction commenced	30 June 2015	Project scope confirmed for tender document preparation.	Confirm Snobs Sports New Zealand tenancy.	On Track
13. Award of long-term outsourced lease of campgrounds	1 November 2014	Operator provided valuation documents and advised of proposed market rental. Negotiation period commenced.	Conclude negotiations with operator.	Minor Issues/ Delays
14. Complete review of vegetation management contracts	1 October 2014	New grounds schedules, specification, pricing and reporting almost complete.	Negotiate implementation.	On Track
15. Complete options paper for delivery of swim school services	1 October 2014	Preparation for council workshop in September.	Workshop with council on sole provider in-house/ out-sourced options.	On Track



PROJECTS

CONTINUED

Project	Delivery date	Action for the month	Next key milestone	Status
16. Public Art Policy prepared	30 June 2015	Nil	Meeting with Aspiring Arts Trust in September 2014.	On Track
17. Secure designation change for Arrowtown Sports Facility site	31 March 2015	Final design and elevations complete, acoustic assessment complete and traffic assessment underway.	Lodge application in early October.	On Track
18. Complete a review of the Queenstown Bay component of the Sunshine Bay to Kelvin Heights Foreshore Management Plan	30 June 2015	Nil	Advertise intention to review subsection and invite suggestions.	On Track

COMMENTS

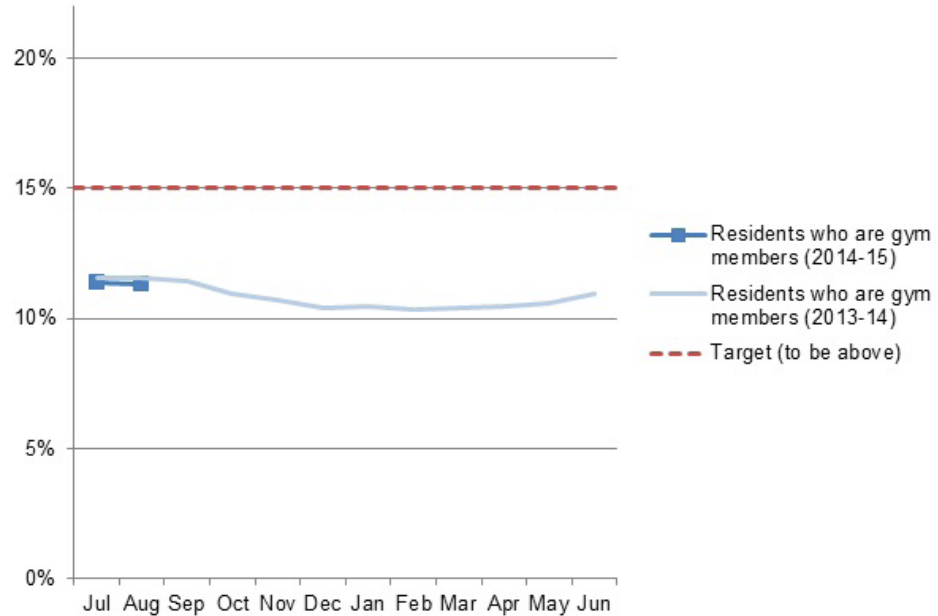
13. Campground long-term lease negotiation period extended to fully consider valuation documents and relative positions of the operator and QLDC.

ADDITIONAL MATTERS PROGRESSED THIS MONTH

- Secured 100% funding for Boccia equipment from the Halberg Trust to deliver a disability programme to the community in October.
- Entered a partnership with Sport Southland to deliver the Bank of New Zealand Workplace Challenge in Queenstown. Staff are negotiating with Sport Otago to extend the challenge to Wanaka.
- A review of the ticketing provider for the Queenstown Events Centre and Queenstown Memorial Centre is underway. Staff are seeking feedback/ input from regular community and key commercial hirers.
- Teen fit (13-16yr olds) has been extended to 19 classes to cater for the programme's growing popularity.
- Queenstown Events Centre hosted a schools rugby tournament with over 600 participants attending during the week (September).
- The Wakatipu Junior Golf Club will be officially launched on 12 October with a golf sale fundraiser to be hosted at the Frankton Golf Club on the day.
- Track condition assessment has been completed for both Queenstown and Wanaka. This has identified immediate repairs required and a prioritised maintenance programme.
- As part of the reserve tree inspection programme, several Lombardy poplars along the Wanaka lakefront have been identified with decay. These will undergo a more detailed inspection to inform remediation/removal options.
- The track signage along the Gibbston Valley trail is being installed in September, prior to the formal opening in October
- Shelf Ready has been successfully implemented in the libraries, with stock arriving processed from the supplier. Items are still being catalogued in-house until the implementation of Kotui in November.
- The Queenstown and Wanaka libraries held annual book sales with over \$1,150 raised.
- Wifi is live in Queenstown, Arrowtown and Wanaka libraries, with over 120 users making use of this in the first week.
- The property management services contract is on target for implementation on 1 October, with the contract documents undergoing final legal review.



PERFORMANCE

KPI 10 – Percentage of residents who are gym members		
Monthly performance	Aggregate performance	Explanation
 <p>Population 14,410 based on Wakatipu Basin residents aged 15-75</p>	<p>11.32%</p> <p>Target: 15%</p>	<p>Monthly performance:</p> <p>Total gym membership numbers this month is 1,627, a slight decrease on last month's figure of 1,635.</p> <p>Aggregate performance:</p> <p>New classes and programmes planned are: Alpine Striders (a new running class launched this month for runners of all abilities); two new yoga classes from September and free All Black themed daily circuit classes for members in October.</p>



PERFORMANCE

CONTINUED

KPI 11 – Percentage of residents who use their local pool at least once a month									
Monthly performance		Aggregate performance	Explanation						
<table><tr><td></td><td>August 2014</td></tr><tr><td>Percentage of local residents who use Alpine Aqualand at least once a month (2014-15)</td><td>13.13%</td></tr><tr><td>Percentage of local residents who use Wanaka Pool at least once a month (2014-15)</td><td>0.00%</td></tr></table> <p>Wakatipu Basin population: 19,185 Wanaka Area population: 9,033</p>			August 2014	Percentage of local residents who use Alpine Aqualand at least once a month (2014-15)	13.13%	Percentage of local residents who use Wanaka Pool at least once a month (2014-15)	0.00%	Alpine Aqualand aggregate performance: 14.68% Alpine Aqualand Target: 20%	<p>Monthly performance:</p> <p>Pool numbers are lower than last month reflecting seasonal trends, however similar to the same month last year.</p> <p>Swimschool enrolment number this month is 644 (last year 616).</p> <p>Concession sales this month 136 (last year 119).</p> <p>Casual pool admissions this month is 5,925 (last year 6086).</p> <p>Wanaka pool numbers are not available this month due to pool closure.</p> <p>Aggregate performance:</p> <p>Currently below target. Work is underway to programme Alpine Aqualand with more fun activities that increase the facility’s appeal as an ‘attraction’ for local and visiting families, such as greater use of the inflatables and games and activities scheduled daily during the school holidays. Programmes including underwater rugby, synchro swimming and water polo for kids are being developed, while the Tri Squad programme is being extended from two to three mornings per week to cater for growing demand.</p>
	August 2014								
Percentage of local residents who use Alpine Aqualand at least once a month (2014-15)	13.13%								
Percentage of local residents who use Wanaka Pool at least once a month (2014-15)	0.00%								

KPI 12 – Net direct cost per pool admission
This information will reported annually from June 2015.

KPI 13 – Number of serious incidents per 10,000 pool admissions
This information will reported annually from June 2015.



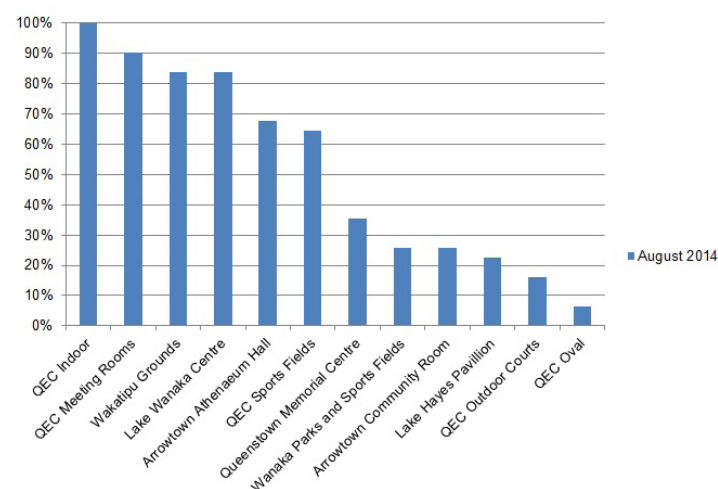
PERFORMANCE

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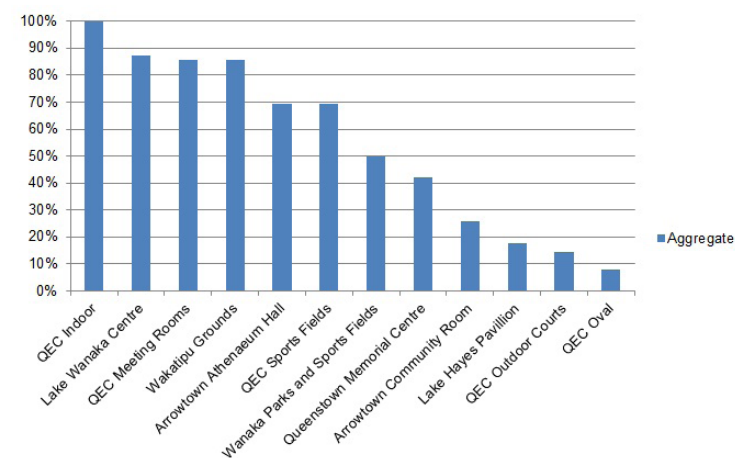
KPI 14 – Average occupancy rate of community facilities

Monthly performance

Venue occupancy calculated by the number of days per month with a booking at each venue.



Aggregate performance



Explanation

Venue occupancy tracking similar to last year with the exception of the Queenstown Memorial Centre.

Queenstown Memorial Centre occupancy rate is lower than the same month last year (35.48% compared to 77%). This is attributed to last year's biennial Winter Games event and Queenstown Showbiz's production of 'La Cage aux Folles'.

KPI 15 – Percentage variance from budget on property expenditure

Financial information unavailable. Until an accruals process is implemented, financial performance will be reported a full month after the period closes.



PERFORMANCE

CONTINUED

KPI 16 – Percentage of residents who are library members and borrow at least once a month		
Monthly performance	Aggregate performance	Explanation
<p>Legend:</p> <ul style="list-style-type: none"> Resident library members (2014-15) Resident library members (2013-14) Target 	<p>16%</p> <p>Target: 20%</p>	<p>Unique library users is lower than last month reflecting seasonal trends. As this information is based on card use, the current system cannot differentiate whether the card applies to one user or multiple e.g. family cards. The new system, implemented in November, will enable more detailed analysis of user profiles.</p>

KPI 17 - Average daily use of trails
This information will reported quarterly from October 2014.

KPI 18 – Percentage of parks and reserves maintained to an acceptable standard by the contractor
This information will reported quarterly from October 2014.



REGULATORY FUNCTIONS AND SERVICES

Regulatory requirements and services delivered by the Council:

- Encourage compliance;
- Are user friendly;
- Protect the interests of the District;
- Are cost effective; and
- Achieve the regulatory objectives.

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
19. Establish Practice Statements for consenting	30 June 2015	Scoping of first six practice notes completed.	Delivery of first new practice note.	On Track
20. Implement 2014 Enforcement Strategy	30 June 2015	<p>Dogs</p> <ul style="list-style-type: none">• Contacted all dog owners with un-registered dogs to educate them regarding the requirement to register the dog(s) and the addition of a late registration penalty.• Increased media regarding the requirement to micro-chip dogs in Scuttlebutt, with a discounted offer to micro-chip a dog (\$10) to community.• Undertaking two prosecutions for dog attacks. <p>Alcohol</p> <ul style="list-style-type: none">• Established a late night monitoring programme with the police. <p>Parking</p> <ul style="list-style-type: none">• Media to introduce the new Wanaka based Parking/ Animal Control Officer.	<p>Dogs</p> <ul style="list-style-type: none">• To infringe (\$300) all dog owners with outstanding dogs to be registered.• Provide education to schools regarding how children should approach dogs.• Establish a one-hour free training course for dog owners across the district on understanding dog behaviour. <p>Alcohol</p> <ul style="list-style-type: none">• Annual meeting with all licensees to provide education regarding the Sale and Supply of Alcohol Act. <p>Litter</p> <ul style="list-style-type: none">• To establish consistent collection times in the town centre and communicate this to businesses. <p>Environmental Health</p> <ul style="list-style-type: none">• Drafting of a Food Act 2014 implementation plan for the Ministry of Primary Industries.	On Track



PROJECTS

CONTINUED

Project	Delivery date	Action for the month	Next key milestone	Status
21. Review the Liquor Bylaw	1 December 2014	Informal consultation has been undertaken regarding the current bylaw with Wanaka, Hawea, Luggate and Frankton Community Associations, Arrowtown Village Association in addition to the Wanaka Alcohol Group and Wanaka Residents Association.	Drafting of a proposed bylaw for Council consideration, prior to undertaking public consultation.	On Track
22. Notify trade-waste and water supply bylaws	1 December 2014	Nil		On Track
23. Review of Local Alcohol Policy / Local Approved Products Policy and/or changes to the District Plan or a bylaw	30 June 2015	Nil		On Track

ADDITIONAL MATTERS PROGRESSED THIS MONTH

- Delegations register.
- A Development Contributions calculator has been developed and implemented on Council's website. It enables members of the public to enter basic information and receive an estimate of the development contribution payable, freeing up time for the Council's Development Contributions Officer.
- All resource management forms have been revised and are now available online.
- The resource consent and building control team have had extensive input into the content for the new Council website.



APPEALS

Appeals:					
RM Number	Applicant	Activity	Appellant	Council Decision	Comment
RM120646	Queenstown Water Taxis Limited	Operate a jet boating activity on the surface of the Shotover River and other matters.	Kawarau Jet Services Holdings Limited	Granted	Council's position on this appeal was confirmed by Full Council on 17 April 2014. The Environment Court hearing finished on 18 July 2014. Awaiting decision.
RM120256	H.I.L Limited	Subdivision consent to create five new allotments and four residential building platforms, and land use consent for access and servicing.	H.I.L Limited	Declined	The Environment Court declined consent to the proposed subdivision in its entirety. Council is seeking a share of its costs (33%) totalling \$20,547.
RM120222	Queenstown Airport Corporation Ltd	Notice of Requirement to alter a designation to expand aerodrome services over 'Lot 6' at Queenstown Airport.	Lodged with Environmental Protection Authority (EPA), Ministerial referral to Environment Court	N/A as lodged with EPA	The designation was confirmed in part by the Environment Court. It was appealed to the High Court by both the applicant and Remarkables Park Limited. The High Court identified errors in law and it has been returned to the Environment Court, and the Environment Court has heard the matter. Awaiting decision. The Court's most recent minute indicated the decision would not be released until the final quarter of this year.



APPEALS

CONTINUED

Appeals (continued):					
RM Number	Applicant	Activity	Appellant	Council Decision	Comment
RM110238	Larchmont Development Limited	Undertake a nine lot subdivision including associated access across Lot 14 DP 332867 and earthworks at 109c Atley Road, Arthurs Point.	S. Winter	Granted	This appeal has been on hold for a considerable length of time while alternative access options off Atley Road, rather than Mathias Terrace, were explored. Progress on the alternative access is being made, so this may not proceed to a hearing.
RM090252	Zante Holdings Limited (now Coneburn Planning Limited)	To subdivide Lot 400 into seven residential allotments, for land use consent for future dwellings within those lots and remove the no build restriction at Jacks Point, Queenstown.	Zante Holdings Limited (now Coneburn Planning Limited)	Declined	Consent was declined by Independent Commissioners in June 2010. The appeal has been on hold for many years as the appellant was seeking to rezone the land through Plan Change 44, Henley Downs, which is itself on hold.
RM100777	QLDC	Operation of a helicopter landing area next to the Skyline Gondola, Bobs Peak.	ZJV (NZ) Ltd (Ziptrek)	Granted	<p>Consent was granted by Independent Commissioners for 30 helicopter movements per day. The decision was appealed by Ziptrek. Clive Manners Wood, and the Arthurs Point Preservation Society and skyline joined as a s.274 party.</p> <p>MacTodd are acting for the Council in its role as applicant. Simpson Grierson are acting for the Council in its regulatory capacity.</p> <p>There has been one Environment Court mediation. Council officers are currently leading negotiations / discussions between the parties. An evidence exchange timetable has now been set. A hearing is expected in November 2014.</p>
			Arthurs Point Protections Society (s.274 party)		
			Clive Manners Wood (s.274 party)		
			Skyline Enterprises Ltd (s.274 party)		



APPEALS

CONTINUED

Appeals (continued):					
RM Number	Applicant	Activity	Appellant	Council Decision	Comment
RM130600	Woodlot Properties Ltd	Consent was granted to undertake a comprehensive residential development of the site. This proposal is to unit title subdivide two of the approved seven bedroom units into 8 two bedroom units i.e. 14 units were approved and 20 units are now sought.	Owen Nash	N/A Judicial Review	Owen Nash has filed judicial review proceedings against council with regard to its decision to grant consent on a non-notified basis to a residential activity in the Low Density Residential zone at 68 Andrews Road, Queenstown. Council's response is due on 16 September 2014.



PERFORMANCE

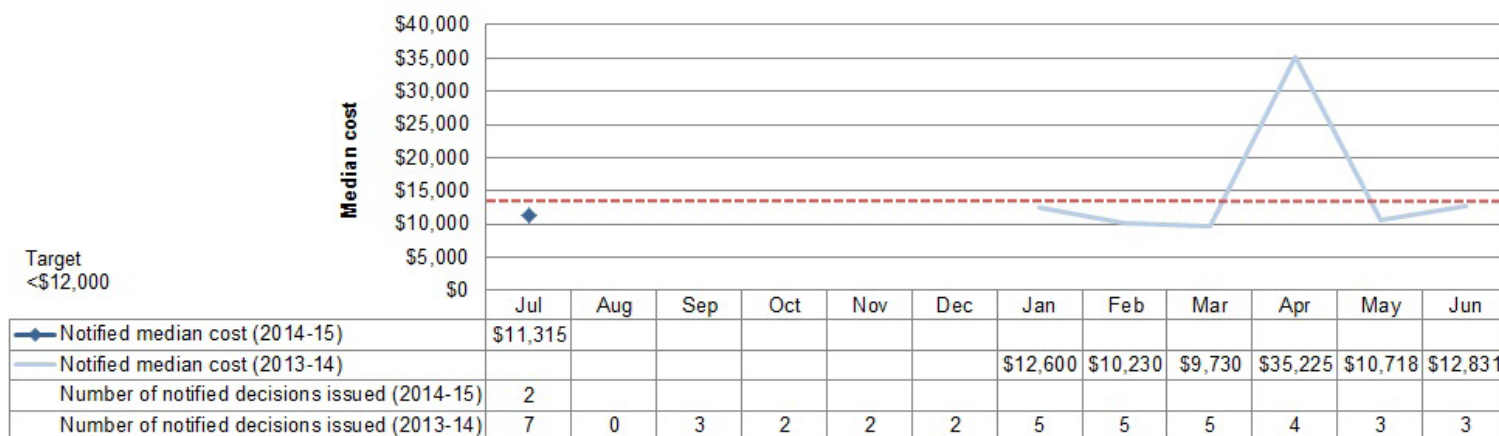
KPI 19 – Percentage of total resource consents made by the owner as applicant (non-professional)																																									
Monthly performance	Aggregate performance	Explanation																																							
<table border="1"><caption>Estimated data for KPI 19 graph</caption><thead><tr><th>Month</th><th>Consents made by the owner as applicant (%)</th><th>Consents made by the owner as applicant (2013-14) (%)</th></tr></thead><tbody><tr><td>Jul</td><td>41</td><td>-</td></tr><tr><td>Aug</td><td>38</td><td>-</td></tr><tr><td>Sep</td><td>-</td><td>-</td></tr><tr><td>Oct</td><td>-</td><td>-</td></tr><tr><td>Nov</td><td>-</td><td>-</td></tr><tr><td>Dec</td><td>-</td><td>-</td></tr><tr><td>Jan</td><td>-</td><td>43</td></tr><tr><td>Feb</td><td>-</td><td>42</td></tr><tr><td>Mar</td><td>-</td><td>42</td></tr><tr><td>Apr</td><td>-</td><td>30</td></tr><tr><td>May</td><td>-</td><td>31</td></tr><tr><td>June</td><td>-</td><td>30</td></tr></tbody></table>	Month	Consents made by the owner as applicant (%)	Consents made by the owner as applicant (2013-14) (%)	Jul	41	-	Aug	38	-	Sep	-	-	Oct	-	-	Nov	-	-	Dec	-	-	Jan	-	43	Feb	-	42	Mar	-	42	Apr	-	30	May	-	31	June	-	30	39% Target: 50%	<p>Monthly performance:</p> <p>The percentage of applications lodged by the owner as applicant has fallen slightly over the last month. Trends are still emerging but the figure usually sits in the 30 – 40% range.</p> <p>Aggregate performance:</p> <p>In order to achieve the 50% goal, further work is required to assist non-professionals with negotiating the resource consent process, particularly around our guidance material and web content.</p>
Month	Consents made by the owner as applicant (%)	Consents made by the owner as applicant (2013-14) (%)																																							
Jul	41	-																																							
Aug	38	-																																							
Sep	-	-																																							
Oct	-	-																																							
Nov	-	-																																							
Dec	-	-																																							
Jan	-	43																																							
Feb	-	42																																							
Mar	-	42																																							
Apr	-	30																																							
May	-	31																																							
June	-	30																																							



PERFORMANCE

KPI 20a – Median charge per notified resource consent

Monthly performance



Explanation

Monthly performance:

The median cost for notified resource consent in July was \$1,500 less than June. This figure is consistent with processing costs over the last six months.

Aggregate performance:

The trend to date is that notified resource consents are generally being processed for less than the target of \$12,000. April figures are higher due to the Pak'n Save and Mitre 10 Mega consents.

¹ Costs incurred for August 2014 will be recorded within September 2014 report. A one month lag is necessary to capture final invoiced costs.

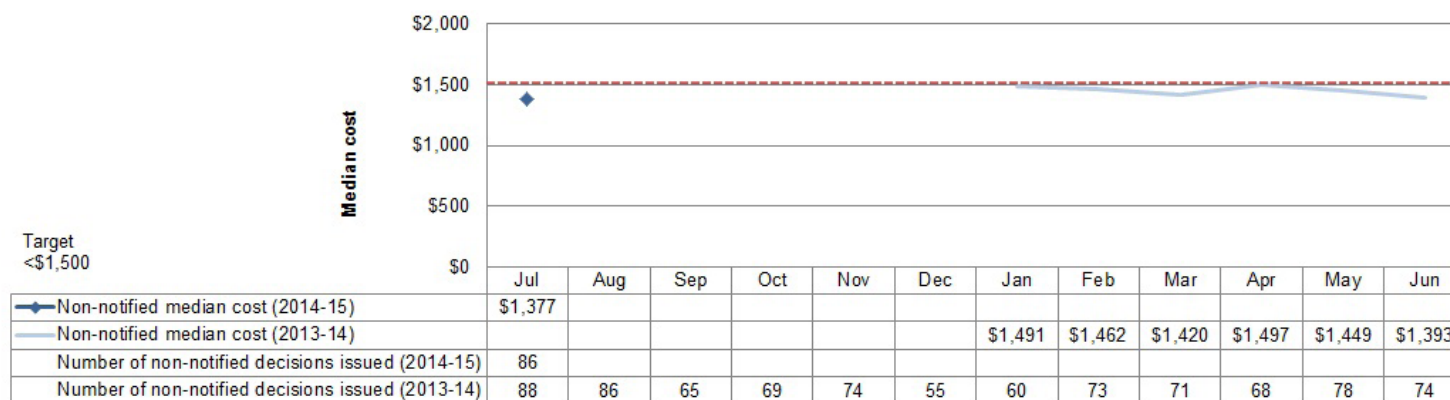
Median figures for 2013-2014 will be reported on in the September 2014 report.



PERFORMANCE

KPI 20b – Median charge per non-notified resource consent

Monthly performance



Explanation

Monthly performance:

The median cost of \$1,377 continues a slight downward trend in processing costs.

Aggregate performance:

The target of less than \$1,500 is consistently being achieved.

² Costs incurred for August 2014 will be recorded within September 2014 report. A one month lag is necessary to capture final invoiced costs

Median figures for 2013-2014 will be reported on in the September 2014 report.

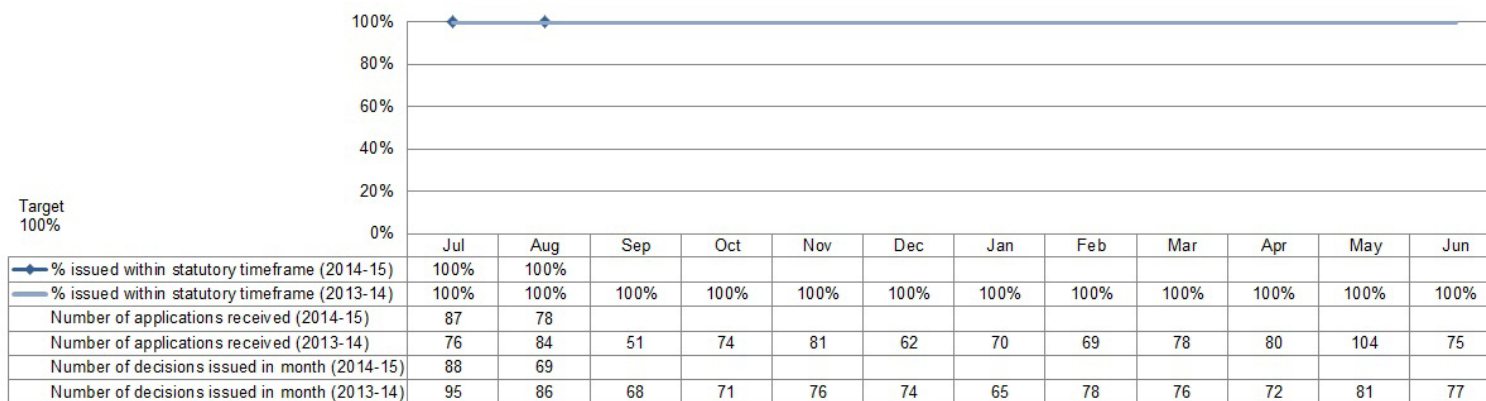


PERFORMANCE

CONTINUED

KPI 21a - Percentage of resource consents processed within statutory timeframe

Monthly performance



Aggregate performance

100%

Explanation

Monthly performance:

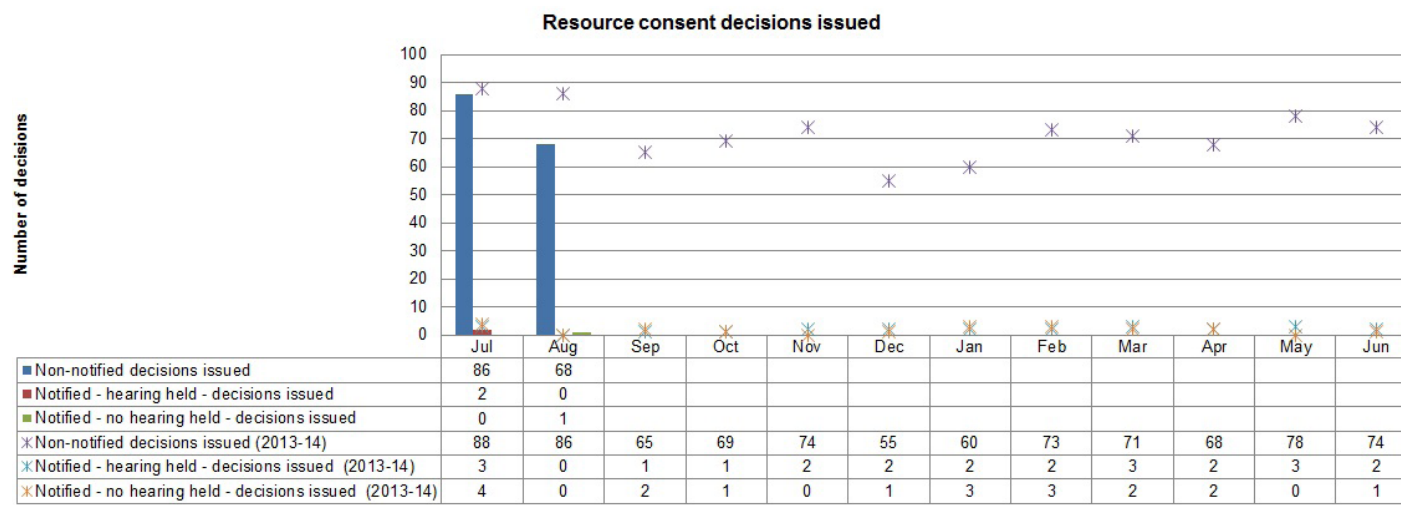
100% of applications continue to be processed on time. 69 applications were received in August, a slightly lower number than normal compared to proceeding months.

Aggregate performance:

100% of applications continue to be processed on time.

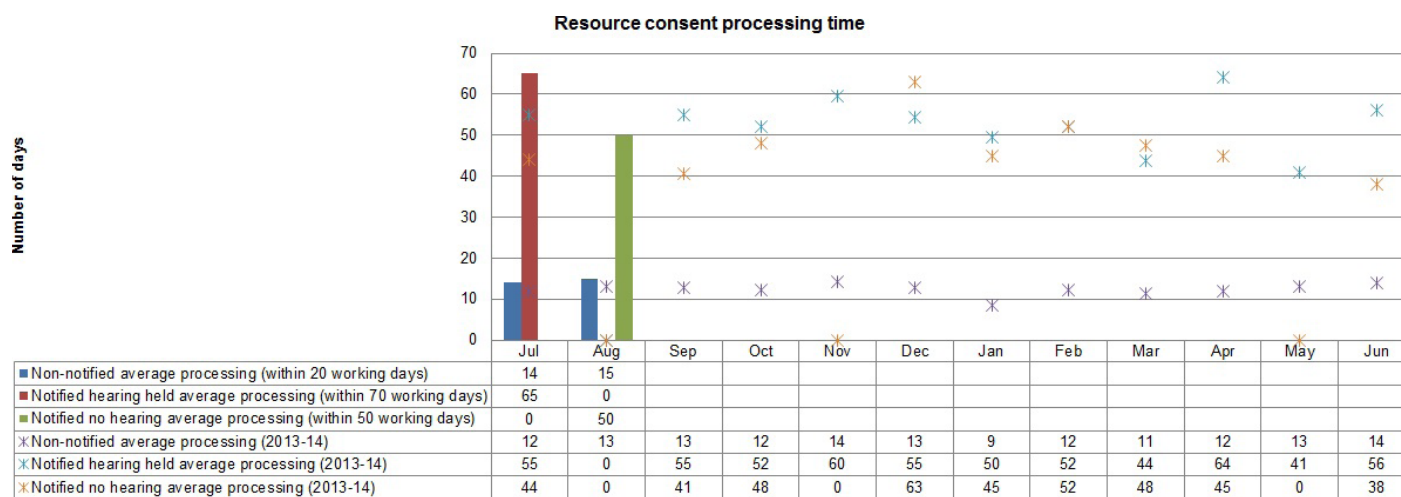


REGULATORY FUNCTIONS AND SERVICES



COMMENT:

Consent numbers dipped markedly between July and August, returning to more normal levels after being high for several months.



COMMENT:

The average number of working days for processing non-notified consents has increased slightly to 15, reflecting higher consent numbers for the period. This is two days longer than in the 2013/14 financial year. Additional resource is being employed to ensure timeframes are achieved and workloads across the team are manageable.

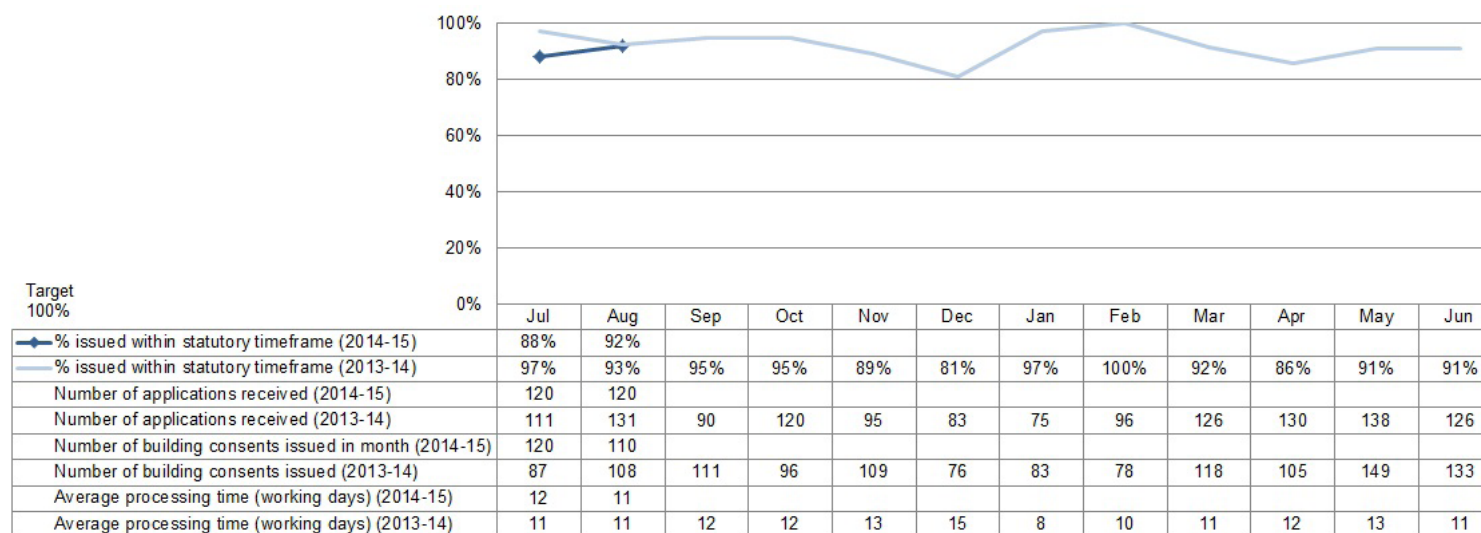


PERFORMANCE

CONTINUED

KPI 21b - Percentage of building consents processed within statutory timeframe (20 working days)

Monthly performance



Aggregate performance

90%

Explanation

Monthly performance:

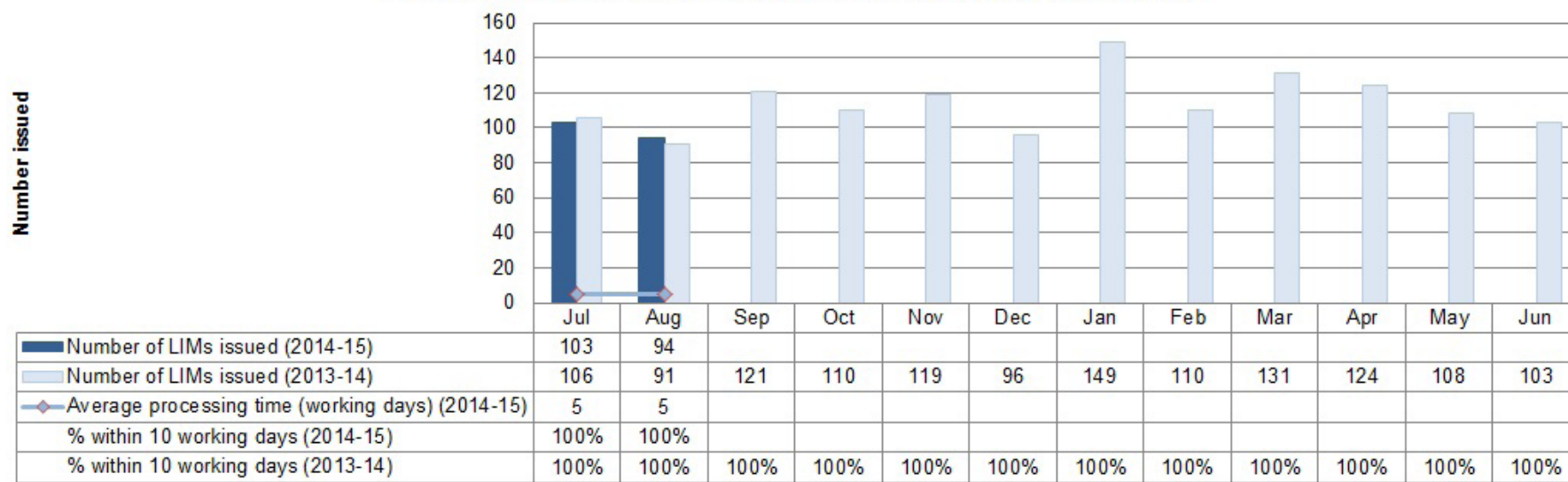
August figures are still strong with slight improvement on all measures.

Aggregate performance:

Currently below target. Percentage within statutory timeframe is trending up. Now only dealing with historical consents received prior to July exceeding 20 days. The anticipated trend in increased levels of commercial work and the potential impact of the recently approved housing accord means we continue to monitor resource requirements.



Land Information Memorandum (LIM) certificate processing volumes



COMMENT:

Tracking consistently



PERFORMANCE

CONTINUED

KPI 22 - Total resource consents numbers compared to regional economic growth

This information will be reported annually from June 2015.

KPI 23a – Percentage of animal control urgent requests responded to within two hours

Monthly performance	Aggregate performance	Explanation
100%	100% Target: 95%	Monthly performance: The team continue to action urgent requests immediately, which have resulted in responses well inside two hours. Aggregate performance: Currently exceeding target. There have been minimal urgent requests however, these have been actioned immediately. <i>Urgent animal control requests are defined as situations threatening property or life.</i>

KPI 23b – Percentage of excessive noise requests responded to within two hours

Monthly performance	Aggregate performance	Explanation
100%	100% Target: 95%	Monthly performance: There has been a slight increase in the number of noise complaints received and resulting excessive noise directions, which have all been responded to on average within one hour. Aggregate performance: Currently exceeding target. The response to all requests remains on target, with the team striving to continually reduce the response times, prioritising requests and improving the customer focus.



PERFORMANCE

CONTINUED

KPI 23c – Percentage of water safety urgent requests responded to within two hours		
Monthly performance	Aggregate performance	Explanation
To be reported from October following contract agreement.	Target: 95%	<i>Urgent water safety requests are defined as situations threatening property or life.</i>

KPI 24 – Percentage of ‘very high’ and ‘high’ risk liquor premises inspected at least quarterly		
Monthly performance	Aggregate performance	Explanation
18.18%	18.18% Quarterly target: 25%	<p>Monthly performance:</p> <p>There are currently no licensed premises rated as ‘very high’ risk.</p> <p>Late night monitoring with the police has been undertaken, with a strong focus on the ‘high’ risk premises. This is in addition to Controlled Purchase Operations (sales to minors).</p> <p>Aggregate performance:</p> <p>Currently on track to meet the target of 25% for the first quarter.</p> <p><i>NB: The total number of ‘very high’ and ‘high’ risk premises is corrected (104 to 77) following additional reports from TechOne.</i></p>

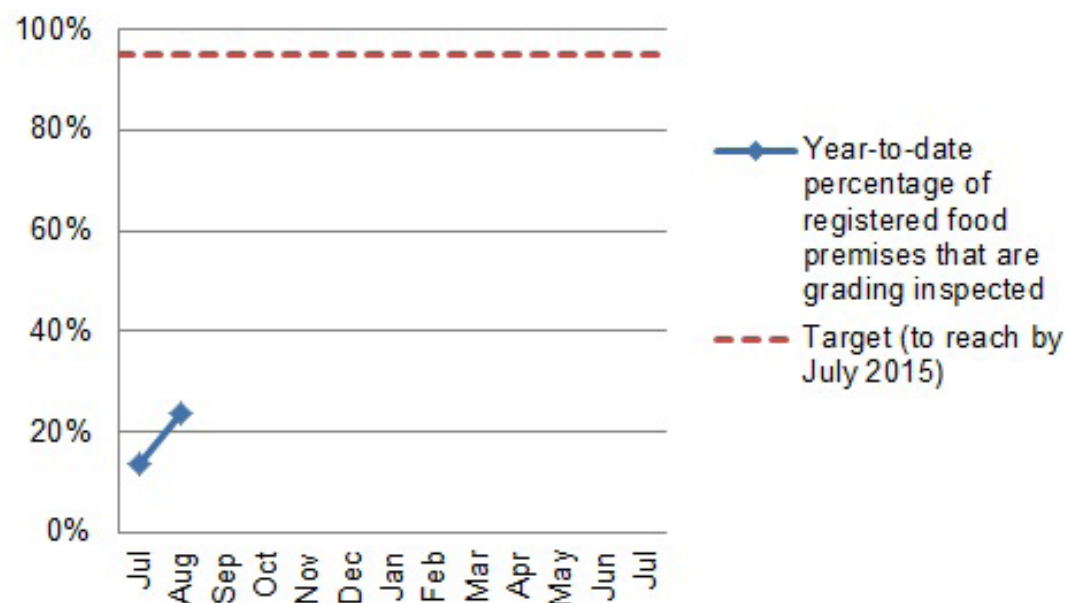


PERFORMANCE

CONTINUED

KPI 25 – Percentage of registered food premises that are grading inspected at least annually

Performance



Target: 95%

Explanation

47 registered food premises were inspected in August. The total number of registered food premises increased from 438 in July to 450 in August.

A good performance this month, which continues the greater than expected monthly target of inspections to achieve the annual KPI. The team focused on inspections last month to provide a degree of tolerance, in preparation of an expected reduced number of inspections in the coming months due to the recent departure of one team member (August) and the impending departure of a second (September).

Overall the performance is above the monthly anticipated figures, which has been achieved by reallocating licensing matters that the team would have dealt with to other staff (alcohol contractor) to enable the team to prioritise food hygiene inspections.

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
24. Notification of Stage One of the District Plan	31 May 2015	District Plan workshops 7 August and 19 August 2014.	Endorsement of Heritage chapter by Council, September 2014.	On Track Project details listed below

Project	Action for the month	Next key milestone
District Plan Review (DPR):	Workshops: 7 August, 19 August and 2 September 2014.	Stage 1 Notification May 2015.
• DPR1: Strategic Directions	No change since last month.	Held for notification in Stage 1 of District Plan review in May 2015.
• DPR2: Plan Change 48 Signs	Hearing held on 18 August 2014.	Decision anticipated October 2014.
• DPR3: Plan Change 49 Earthworks	Analysis and Summary of submissions.	Further submissions September 2014.
• DPR4: Tangata Whenua	Consult with iwi.	Present draft chapter for endorsement at Council meeting October 2014.
• DPR5: Heritage	Finalise draft policy and Section 32 evaluation report.	Present draft chapter for endorsement at Council meeting September 2014.
• DPR6: Commercial	District Plan workshop 19 August 2014.	Present draft chapter for endorsement at Council meeting October 2014.
• DPR7: Residential	Study on Residential supply / demand completed. Resource Management Focus Group Meeting. District Plan Workshop 7 August 2014.	Present draft chapter for endorsement at Council meeting December 2014.
• DPR8: Rural	District Plan Workshop 2 September 2014.	Present draft chapter for endorsement at Council meeting March 2015.

PROJECTS

CONTINUED

Project	Action for the month	Next key milestone
Other Plan Changes Underway		
<ul style="list-style-type: none"> Plan Change 19: Frankton Flats (B) 	Hearing on lower order matters concluded.	Environment Court decision.
<ul style="list-style-type: none"> Plan Change 29: Arrowtown Boundary 	Interim decision issued by Environment Court on Plan Change 39.	Further work by appeal parties required prior to final Environment Court decision.
<ul style="list-style-type: none"> Private Plan Change 35: QAC Plan Change 	No change since last month.	Environment Court decision.
<ul style="list-style-type: none"> Private Plan Change 39: Arrowtown South 	Council and the appellant have now revised the Arrowtown South provisions to give effect to the Environment Court's interim decision. Revised provisions have been circulated to all parties for comment before they are submitted to the Court for final determination. The Council is required to file another memorandum to the Court on 19 September 2014, once any feedback has been received.	Following any feedback from the s.274 parties, submit final provisions to the Environment Court for issuing of the final decision.
<ul style="list-style-type: none"> Private Plan Change 43: Frankton Mixed Use Zone 	Letter sent to Plan change applicant in August advising of Council's intention to withdraw Plan Change.	Withdrawal likely to occur in September.
<ul style="list-style-type: none"> Private Plan Change 44: Henley Downs 	No change since last month.	Awaiting advice from requestor as to how to progress the Plan Change.
<ul style="list-style-type: none"> Private Plan Change 45: Northlake Special Zone 	Appeal period.	Appeals period closes 10 September 2014.
<ul style="list-style-type: none"> Private Plan Change 46: Ballantyne Road Industrial and Residential Extension 	No change since last month.	Public notification of the Plan Change once traffic issues resolved.

PERFORMANCE

KPI 26 - Percentage of environment court decisions that substantially confirm original recommendation in the s.32 assessment		
Monthly performance	Aggregate performance	Explanation
100%	100%	<p>Monthly performance: One appeal decision was released by the Environment court this month.</p> <p>The decision on H.I.L Ltd v QLDC was released on 20 August 2014. The Environment Court confirmed the advice of the processing planner and the decision of the Council's independent commissioners, to decline consent to the proposal. Council will be able to recoup some of its costs following this decision.</p> <p>The only appeal decision resolved this financial year has substantially confirmed the original decision.</p> <p>The decision on Skydive Queenstown was a direct referral to the Environment Court with no local hearing.</p> <p>Aggregate performance: The trends in this area are still emerging due to the low number of appeals generally.</p>



ECONOMY

The District has a resilient and diverse economy.

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
25. Adopt Economic Development Strategy	1 October 2014	Considered by Full Council in August 2014.	Consultation commenced on 8 September and will finish on 17 October, 2014. Feedback will be reported to the October Council meeting.	On Track
26. Review of Film Office functions within Queenstown Lakes District	31 March 2015	Nil	Commence review October/November.	On Track
27. Proposed Queenstown Convention Centre Report to Council on:				
a. Preferred operating model		Nil	Review outcomes of alternative ratings model.	On Track
b. Alternative ratings model	30 September 2014	Independent economic benefit analysis scenarios and extended town centre map provided.	Input scenarios onto ratings tables to establish alternative ratings model. This has now been pushed out to later in the year.	Minor Issues/ Delays



PROJECTS

CONTINUED

Project	Delivery date	Action for the month	Next key milestone	Status
28. Lakeview development:				
a. Complete plan change	30 June 2015	Plan Change 50 documentation lodged for processing.	Council to consider decision to publicly notify Plan Change 50 in September 2014.	On Track
b. Complete new titles	1 April 2015	Initial meetings with representatives from the Department of Conservation.	Finalise recreation reserve status. Report to Council to consider intention to exchange reserve land.	On Track
c. Decision on the Ngai Tahu Tourism (NTT) Hot Pool development	1 April 2015	Market valuation of proposed lease area determined.	Progress negotiations of heads of agreement document.	On Track
29. Establish a Housing Accord	30 June 2015	Accord approved at August Council meeting.	Approval of Lead Policy – October Council Meeting.	On Track
30. Facilitate a Narrows Ferry resource consent application and decision	31 March 2015	Project scoping report received.	Review planning scoping report and determine next steps.	On Track

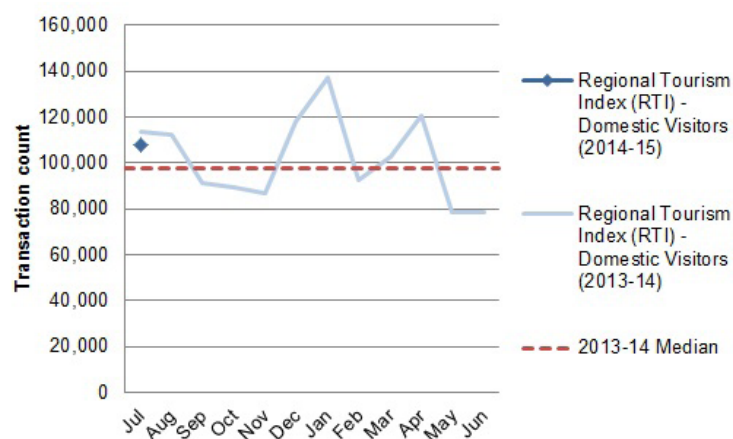


PERFORMANCE

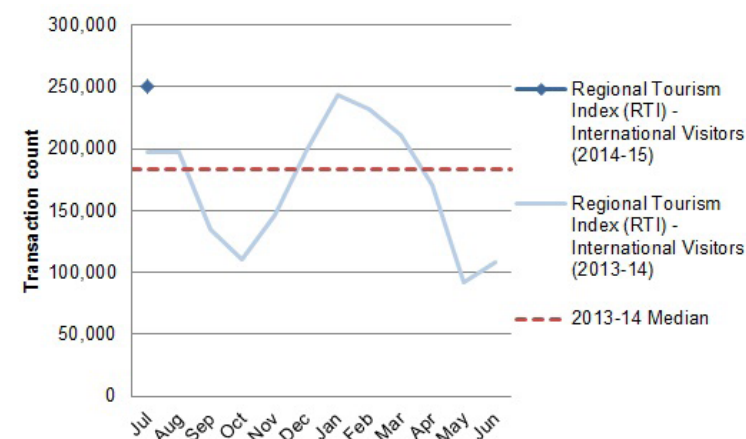
KPI 27 – Growth in tourist spend (card transactions) International and Domestic RTI Index

Monthly performance

Domestic visitor transaction count



International visitor transaction count



Explanation

Growth in tourist spend (number of card transactions) for international and domestic visitors for Queenstown and Wanaka.

Domestic visitor transaction counts were slightly increased in Queenstown, but decreased in Wanaka resulting in an overall decrease compared with the same month last year.

International visitor transaction counts were increased for both Queenstown and Wanaka for July compared with the same month last year.

Information is reported monthly, however there is a one-month delay in data. Data Source: Regional Tourism Indicators (RTI), Ministry of Business, Innovation and Employment.

KPI 28 – Median personal income

2013-14:

\$35,100

2014-15:

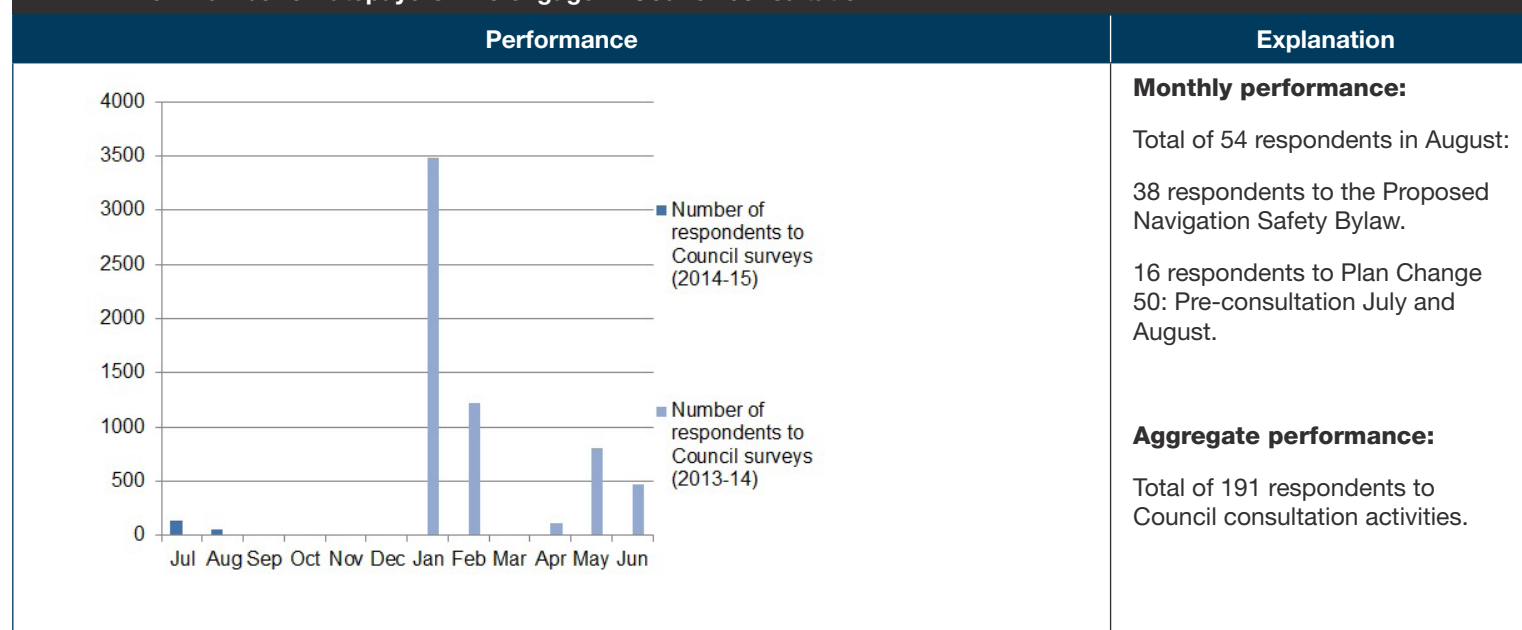
To be reported from July 2015

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
31. Adopt Public Engagement and Significance Policy	1 December 2014	Feedback from Councillor Workshop factored into draft.	The draft policy has been further amended, circulated to Councillors and is scheduled to be adopted for consultation in September.	On Track
32. Complete Otago Regional Performance Benchmarking report	1 December 2014	The Mayoral Forum agreed in principle with a framework on 22 August 2014 and a further meeting of Council officers confirmed the parameters on 4 September 2014.	The framework to be circulated to elected members.	On Track

PERFORMANCE

KPI 29 - Number of ratepayers who engage in Council consultation



PERFORMANCE

CONTINUED

KPI 30 – Ratepayer / resident satisfaction with		
	2013-14 Performance	2014-15 Target
i. Elected members	59.3%	80%
ii. Council staff	66.9%	85%
iii. Parks;	92.3%	80%
Trails;	91.7%	80%
Toilets;	71.9%	80%
Playgrounds;	85%	80%
iv. Effectiveness of:		
Dog control;	50.8%	60%
Freedom camping;	N/A	60%
Noise control;	52.3%	60%
Harbour master		60%
v. Street cleaning and maintenance		80%

KPI 31 – User satisfaction with		
	2014-15 Target	2014-15 Performance
i. Community services and facilities:		To be reported following user satisfaction surveys completed throughout the year.
Sports facilities;	85%	
Libraries;	85%	
Parks;	85%	
Community facilities	85%	
ii. Consenting processes	75%	



SERVICE

The Council is trusted and respected for its customer service and stewardship of the District.

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
33. Implement new Health and Safety requirements	1 December 2014	Employee Hazard register updated. Health and Safety Legislation Reform Workshops for Senior Management and Council. Contractor Health and Safety Management and QLDC Return to Work policy review.	Health and Safety Representative elections to be held in September. Policy reviews including Chemical and Hazardous Substances to be completed in September. Pre-audit assessment for Workplace Safety Management Practices tertiary status scheduled for October.	On Track

COMMENT

Training, Information and Supervision

Councillor and Senior Management Legislation updates
Lane Neave Health and Safety Committee Legislation Update, Otago Southland Employers' Association.

Major Incidents

None reported to for August.

SCHEDULED FOR SEPTEMBER

Policy and Procedure Review

Health and Safety Handbook, Health and Safety Training and Information Guidelines, Visitor Sign in Procedures, Chemicals and Hazardous Substances and Policy Working at Heights.

Employee Participation

Health and Safety Representative annual internal election.

ADDITIONAL MATTERS PROGRESSED THIS MONTH

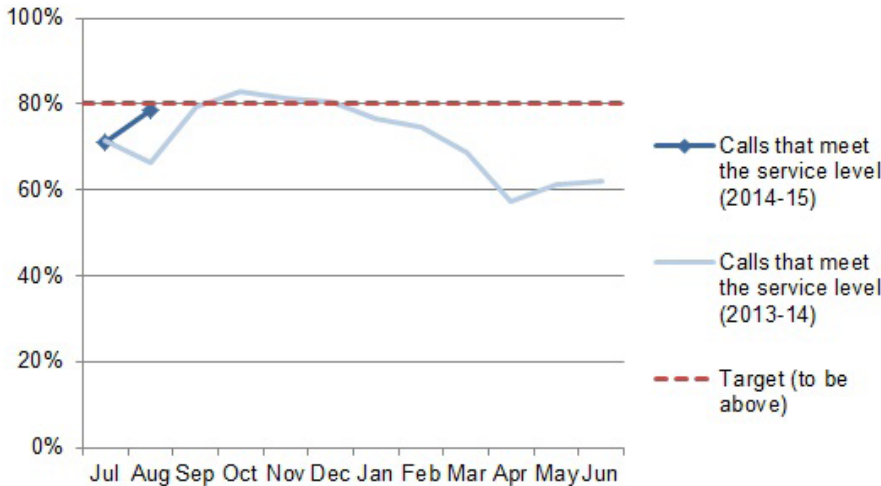
Policy and Procedure Review

Contractor Health and Safety, Induction Process and Checklist, Contractor Health and Safety Management Procedure, Contractor Health and Safety Post Contract Evaluation, Contractor Health and Safety Questionnaire for Expression of Interest, Request for Proposal and Tenders, Return to Work Guidelines and Form Hazard Register.

Emergency Planning and Readiness

Fire warden training 6/7 August all sites. Mock fire evacuations at Queenstown Events Centre, Shotover Street and Gorge Road.

PERFORMANCE

KPI 32 – Percentage of customer calls that meet the service standard (answered within 20 seconds)		
Monthly performance	Aggregate performance	Explanation
 <p>100% 80% 60% 40% 20% 0%</p> <p>Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun</p> <p> ◆ Calls that meet the service level (2014-15) — Calls that meet the service level (2013-14) - - - Target (to be above) </p>	<p>75%</p> <p>Target: 80%</p>	<p>Monthly performance:</p> <p>The average service level for the month is 79%.</p> <p>Aggregate performance:</p> <p>Currently below target. The upward trend in performance is a reflection of the increasing experience of the team and the addition of temporary support roles to address changes in customer processes resulting from the implementation of Tech One. A new, permanent staff member in Wanaka starts in mid-September and this is expected to contribute to the upward trend as they come up to speed. The performance has been maintained over a busy period with rates, dog registration penalties and Campground, Hairdresser and Food Premise renewals.</p>

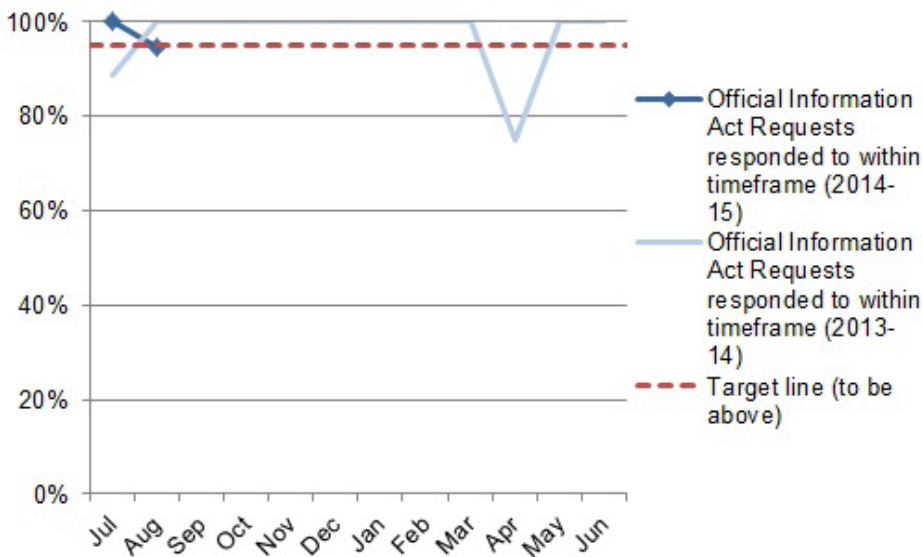
PERFORMANCE

CONTINUED

KPI 33a - Percentage of letters responded to within five days			
Monthly performance		Aggregate performance	Explanation
<p> This KPI measures response to physical letters received by Council which are scanned and identified with the TRIM Record Action 'Respond and File', meaning they require action or response by staff. Delivery to staff, recording of action or response and data reporting is managed within TRIM. </p>		76.52% Target: 95%	<p>Monthly performance:</p> <p>The number of inwards letters requiring a response is much lower this month (six). However, we are unable to determine any particular reason for this. The two overdue responses are for information on signage, and a reserve exchange.</p> <p>Aggregate performance:</p> <p>28 letters marked 'Respond and File' have been received into TRIM year-to-date.</p>

PERFORMANCE

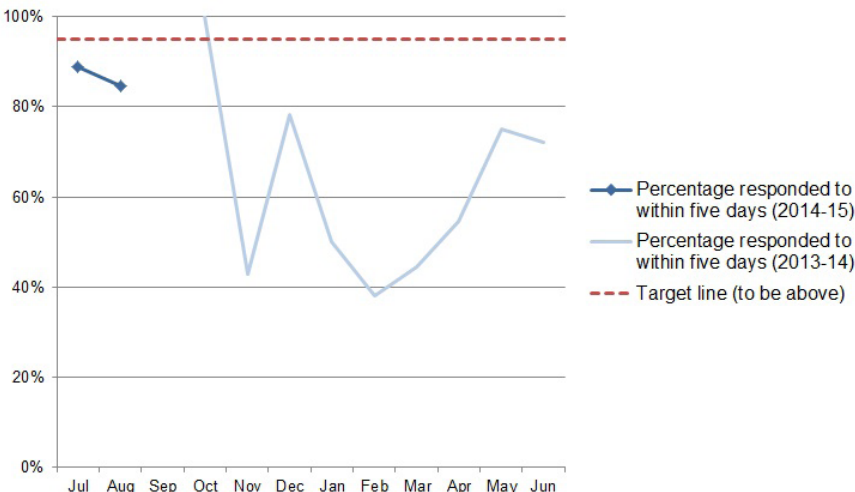
CONTINUED

KPI 33b - Percentage of Official Information Act Requests responded to within 20 days		
Monthly performance	Aggregate performance	Explanation
 <p>100% 80% 60% 40% 20% 0%</p> <p>Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun</p> <p> ◆ Official Information Act Requests responded to within timeframe (2014-15) — Official Information Act Requests responded to within timeframe (2013-14) - - - Target line (to be above) </p>	97% Target: 95%	<p>Monthly performance:</p> <p>One overdue and one on hold: A request regarding the Shotover Contract is on hold as QLDC is waiting for the applicant to provide clarification. A request regarding Code of Compliance final inspections undertaken by Council in the past 12 months was overdue and responded to one day late.</p> <p>Aggregate performance:</p> <p>Currently exceeding target.</p>

PERFORMANCE

CONTINUED

KPI 33c – Percentage of Councillor enquiries responded to within five days

Monthly performance	Aggregate performance	Explanation
 <p>Percentage responded to within five days (2014-15)</p> <p>Percentage responded to within five days (2013-14)</p> <p>Target line (to be above)</p>	<p>86.75%</p> <p>Target: 95%</p>	<p>There were 13 Councillor Requests due in August. Of these, one was for the CEO's Office, one for Finance, one for Legal and Regulatory, five for Infrastructure and Planning (specifically two for Planning and Policy and three for Transport) and five for Operations (specifically four for Parks and Commercial and one for Property Management).</p> <p>Of these Requests, one was made by Cr Forbes, one by Cr Ferguson, one by Cr Lawton, two by Cr Cocks, three by Cr Gilmour and five by Mayor van Uden.</p> <p>Eleven of the Requests were met within the required timeframe. Two of the Requests (the Request to CEO's Office and one of the Requests to Transport) were resolved in one day and four days respectively.</p>

KPI 34 – percentage of rates invoices that are sent via email

Performance			Explanation
January 2014 10.39%	April 2014 10.74%	August 2014 10.69%	This percentage establishes a benchmark, being the first time it has been reported on. Following the TechOne implementation, there is a programme of work to improve customer data including email addresses for rates billing.



FINANCIAL MANAGEMENT

Council expenditure is cost-effective and sustainable.

PROJECTS

Project	Delivery date	Action for the month	Next key milestone	Status
34. Post TechOne implementation review of financial management and reporting	31 January 2015	Nil	Await completion of year end work and implementation of TechOne.	On Track
35. Deliver Annual Plan	30 June 2015	Nil	Part of 10 Year Plan.	On Track
36. Deliver 10 Year Plan	30 June 2015	Draft Capex complete, TechOne budgeting module implemented and budget packs for 2015/16 distributed.	Return of draft Opex budgets, review of Capex and funding review.	On Track
37. Complete Annual Report	1 November 2014	Assets, depreciation and funding completed.	Audit commences 15 September 2014.	On Track
38. Review of Development Contributions and Financial Contributions Policies	30 June 2015	Initial scope of review agreed.	Confirm by funding review.	On Track
39. Contribute to the Local Government New Zealand, Local Government Funding Review	31 March 2015	Nil		On Track

COMMENT:

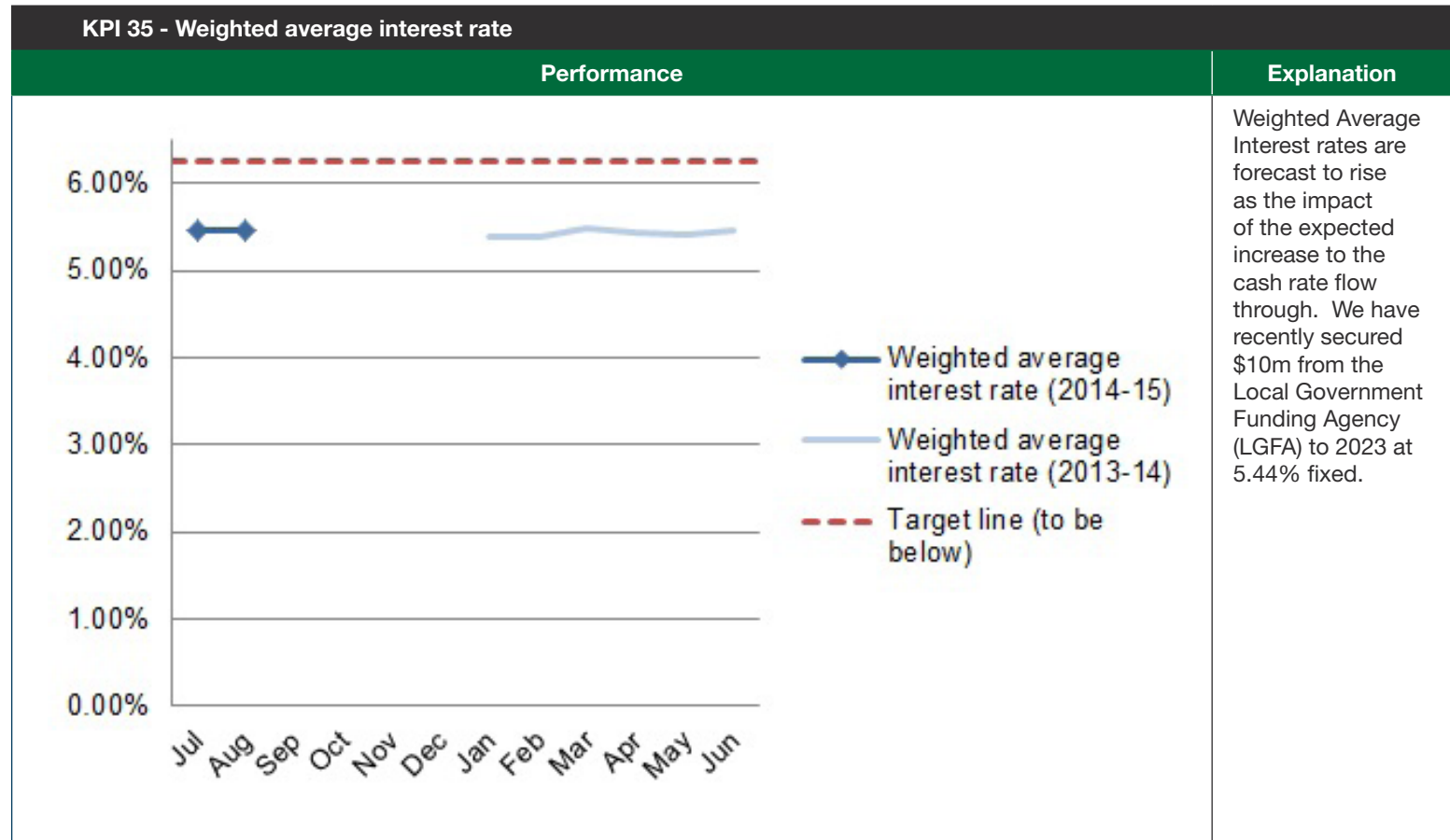
- 34. This review cannot commence until the implementation issues with TechOne have settled and the Annual Report has been completed.
- 38. The Local Government Bill (No.3) was passed in early August. This confirms the changes to the development contributions regime; Council has produced the enhanced disclosure for capital projects and will formally amend the Policy to make reference to the reconsideration process required by the Act. These changes will take effect one month Royal assent.

ADDITIONAL MATTERS PROGRESSED THIS MONTH

- The TechOne budgeting module was rolled out this month. It will allow all budgeting information to be centrally located and will eliminate the need to use multiple spread-sheets. In time, this system will allow us to produce financial forecast information. The Opex budgets for the 10 Year Plan will be collated in this system and budget packs for 2015/16 have been distributed.
- Rates Strike: the rates for 2014/15 have been completed in TechOne. The rates notices were mailed out on 29 August 2014. There was a minor issue related to the display of the property area on the notices.
- Annual Report: the work associated with the preparation of the Annual Report for 2013/14 is well underway, with the audit due to commence in mid-September.



PERFORMANCE



**PERFORMANCE**

CONTINUED

KPI 36 - Debt servicing to rates revenue

Performance	Target	Explanation
Reported six-monthly from January 2015	<15%	

KPI 37 - Age of debt

Performance	Target	Explanation
Percentage of debt owing (>90 days) Reported six-monthly from January 2015	<30%	

KPI 38 - Rates as a percentage of household income

Performance	Explanation
Reported annually from July 2015	

KPI 39 - Capex to depreciation

Performance	Explanation
Ratio of Capex to depreciation Reported annually from July 2015	

HUMAN RESOURCES

Department	New starters this month	Departures this month	Current Full Time Employees (FTEs)
Chief Executive's Office*	0	0	13.08
Knowledge Management	0	0	11.8
Finance	1	1	12.7
Planning and Infrastructure	0	2	58.025
Legal and Regulatory	1	1	14.92
Human Resources	0	0	3.5
Operations	2	5	97.42
Total	4	9	212.05

*Chief Executive's Office includes the Chief Executive

ADDITIONAL MATTERS PROGRESSED THIS MONTH

- This month's health and safety focus involved auditing, appointing and training the organisations fire wardens. All sites now have appropriately trained individuals as wardens and following the completion of the training practice evacuations have been held in all locations. The reports from these trial evacuations are expected in September where these will be reviewed by the health and safety committee and fire wardens for any changes that need to be made in the future. The next practice evacuation series will occur in six months.
- Cancer Awareness month was the wellness calendar theme for August. This generated a sense of commitment to our local community; associated activities included a morning tea and charity raffle as well as an organisation collection for daffodils which were delivered to the local hospital.